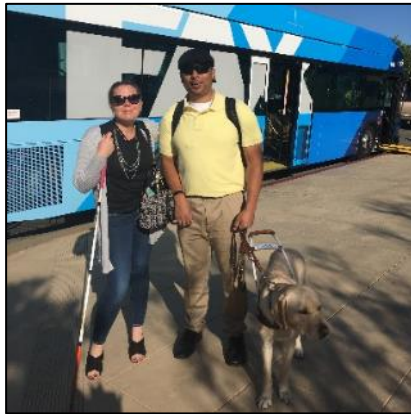

City of Fresno

Citywide ADA Self-Evaluation Update

FY22-FY27 Action Plan



This document was prepared January 2020 – September 2021

This document is available in alternative formats upon request. To request alternative formats contact the office of the ADA Coordinator at 559-621-8716.

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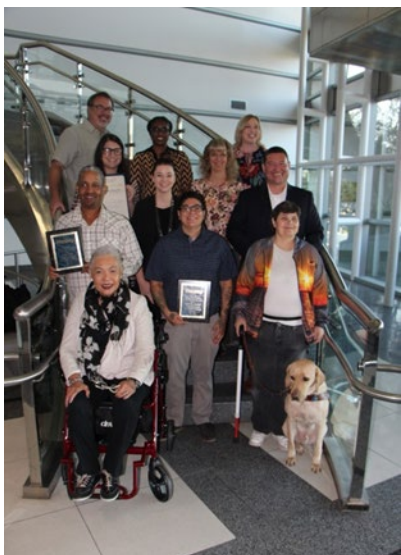
1.0 Executive Summary

The Americans with Disabilities Act (ADA) is a comprehensive civil rights law that mandates equal opportunity for individuals with disabilities. The ADA prohibits discrimination in access to jobs, public accommodations, government services, public transportation, and telecommunications. The City of Fresno (City) has undertaken a comprehensive re-evaluation of its policies and programs to determine the extent to which individuals with disabilities may be restricted in their access to services and activities. The ADA states that a public entity must provide programs, activities, and services in such a way as to avoid discrimination against people with disabilities. This Citywide ADA Self-Evaluation Update FY22-FY27 Action Plan (ADA Action Plan) outlines the City's objectives for the next five years for removing barriers to access to programs, services, and activities.

1.1 Background

The City conducted citywide Self-Evaluations of services, policies, and practices in 1994, 2002, and 2017. The City conducted a physical inventory of all curb returns that required the installation of curb ramps 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 access and identify necessary alterations in order to meet state and federal accessibility standards; the results of that physical audit are available within the ADA Facilities Transition Plan.

In the years since the last self-evaluation of programs was conducted, new programs have been created, existing programs/services have changed, services have been realigned to other departments, and personnel has changed. All of these changes affect program accessibility. For this reason, the City is updating the citywide ADA Self-Evaluation with a five-year ADA Action Plan.



Picture 1: FY19. October 2018 marked the tenth year that the DAC has honored community members and employees with the DAC Achievement Awards.

This ADA Action Plan is prepared in fulfillment of the requirements set forth in the ADA (28 C.F.R. § 35.105). The ADA states that a public entity must reasonably modify its policies, practices, or procedures to avoid discrimination against people with disabilities. This action plan will assist the City staff in identifying policy, program, and physical barriers to accessibility and in developing barrier removal solutions that will facilitate the opportunity of access to all individuals.

This ADA Action Plan describes the process developed to update the Self-Evaluation of the City's activities and provides policy and program recommendations, along with action steps and timelines to ensure program accessibility. This document will guide the planning and implementation of necessary policy and program

modifications over the next five years and establishes a baseline from which the City can track compliance efforts. The ADA Action Plan update is significant in that it reestablishes the City's commitment to the development and maintenance of policies, programs, and facilities that include all of its citizens.

1.2 Legislative Mandate

The preparation of a Self-Evaluation is a requirement of the federal regulations implementing Section 504 of the Rehabilitation Act (Section 504), which require that all organizations receiving federal funds make their programs available without discrimination toward people with disabilities. Section 504, which has become known as the civil rights act of persons with disabilities, states in part:

No otherwise qualified individual with a disability in the United States shall, solely by reason of handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any

program or activity receiving federal financial assistance.

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

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

Deny persons with disabilities the opportunity to participate in services, programs, or activities that are not separate or different from those offered others, even if the City offers permissibly separate or different activities.

In determining the location of facilities, make selections that have the effect of excluding or discriminating against persons with disabilities.

Title II of the ADA stipulates that public entities must identify and evaluate all programs, activities, and services and review all policies, practices, and procedures that govern administration of the entity's programs, activities, and services. The Self-Evaluation identifies and corrects those policies and practices that are inconsistent with the requirements of Title II of the ADA. As part of the Self-Evaluation, the City should:

- Identify all their programs, activities, and services; and
- Review all the policies, practices, and procedures.

The goals of the Self-Evaluation were to develop policy recommendations for the City and each of its departments, divisions, and sections and to foster ties between City employees

and representatives of the disabilities community. The process of making City facilities and programs accessible to all individuals will be an ongoing one. The City will continue to review accessibility issues such as resolution of complaints and reasonable modifications.

1.3 Program Accessibility

There are two kinds of accessibility: physical accessibility and program accessibility. Physical accessibility requires that a facility be readily accessible to and usable by individuals with disabilities. To be “readily accessible” a facility must be constructed in conformance with the 2010 ADA Standards and, in the state of California, with Title 24 California Building Code accessibility requirements. The activities undertaken by the City for physical accessibility are included in ADA Transition Plans and associated addenda.



Picture 2: FY18. Disability Advisory Commissioners with the 2018 Annual Achievement Award Recipients.

Program access requires the City to operate its services, programs, and activities so that when viewed in their entirety the service, program, or activity is readily accessible and usable by individuals with disabilities. Programmatic accessibility entails all policies, practices, and procedures that permit people with disabilities to participate in programs and to access important information. Program accessibility requires that individuals with disabilities be provided an equally effective opportunity to participate in or benefit from a public entity’s programs and services. Program accessibility may be achieved by either structural or non-structural methods:

- Altering an existing facility;
- Acquisition or redesign of equipment;

- Assignment of aides; and
- Providing services at alternative accessible sites.

When choosing a method of providing program access, the City will give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the City provides equality of opportunity but does not guarantee equality of results. The City does not have to take any action that it can demonstrate would result in a fundamental alternation in the nature of a program or activity, would create a hazardous condition, or would represent an undue financial and administrative burden.

The steps outlined in this action plan intend to address programmatic barriers to access, and should be considered in tandem with adopted Transition Plans.

2.0 General Compliance

The ADA outlines several basic requirements for local government entities to support access to civic life by people with disabilities. This section outlines those basic requirements as well as best practices for interdepartmental coordination and community input.

2.1 Notice Under the Americans with Disabilities Act

In accordance with 28 C.F.R. § 35.106, the City 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.

ADA notices are provided to the public in a variety of ways, including posters, brochures, and other print means as well as in a video format with audio, sign language, and text. The City's most up-to-date ADA Notice with current contact persons can be found at: www.fresno.gov/ada.

2.2 ADA Grievance Procedure

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 the DOJ regulations implementing Title II of the ADA. Title II states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs, services or activities sponsored by a public entity.”

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 its 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. The grievance procedure has also been made available in Spanish and Hmong.

The City's most up-to-date ADA Grievance Procedure with current contact persons can be found at: www.fresno.gov/ada.

The right of a person to prompt and equitable resolution of any complaint filed under this policy shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal or state agency.

These rules shall be construed to protect the substantive rights of the interest persons to provide timely notice of any impediment to access City programs, services, or activities, and to assure that the City complies with the ADA.

2.3 Designated ADA Coordinator



Picture 3: FY17. The City of Fresno ADA Coordinator sat on a panel of statewide ADA Coordinators presenting to the California Commission on Disability Access in Sacramento.

In accordance with 28 C.F.R. § 35.107 the City of Fresno, 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).

The City of Fresno has designated Robert West as the Web Accessibility Coordinator.

2.4 ADA Liaisons

ADA Liaisons are a critical component for implementation of this plan. The ADA Coordinator and ADA Liaisons meet regularly to support departments with implementation of their action plan. Each department has identified ADA Liaisons responsible for the following:

- Point of contact within the department for resolving accessibility concerns and grievances
- Point person for communications from ADA Coordinator to department leadership and employees
- Development of department goals for programmatic barrier removal
- Implementation of department barrier removal efforts, including budget requests
- Tracking and documentation of accessibility initiatives and barrier removal efforts, and
- General awareness of each department's accessibility initiatives – within their own department and citywide

The designated ADA Liaisons for each department at the time of publication are listed in **Appendix A**.

2.5 ADA Annual Report

The City is committed to transparency of efforts to comply with the requirements of the ADA. To that end, each fiscal year the City of Fresno prepares and distributes an annual report. The purpose of the report is multifaceted.

First and foremost, the annual report consolidates in one location the City's ADA Title II compliance steps. The report is organized systematically, in many ways mirroring the

structure of the Department of Justice's (DOJ) Project Civic Access settlements. This is intention to demonstrate the City's cognizance of the DOJ expectations for Title II entities as well as to aid in quickly responding to inquiries about compliance with the ADA.

Secondarily, the annual report highlights the efforts across all departments to include people with disabilities in programs, services, and activities. The City will annually review the success of improving access to programs based on the action steps. The report will show progress on the ADA Action Plan outlined in this document and allow departments an opportunity to adjust timelines as necessary. Additionally, the annual report highlights innovative programs, notable accessibility projects, and outreach efforts.

This ADA Action Plan will replace the FY21 Annual Report. Progress on actions outlined in this document will be reported in the FY22 Annual Report.



2.6 Disability Advisory Commission

The Disability Advisory Commission (DAC) is comprised of seven community leaders appointed by the Mayor and approved by the City Council; five of the seven members must be persons with disabilities. The DAC is involved with ongoing effort to ensure the accessibility of the City of Fresno's programs, services, and activities, advising and assisting the Mayor, City Council, City Boards, Commissions, Committees, and City employees on matters affecting persons with disabilities.

The DAC receives input from citizens on the needs and concerns of the disability community, formulates and recommends solutions to those concerns, and conveys such recommendations to appropriate departments within the City of Fresno.



Picture 4: FY18. Mayor Lee Brand listens as Commissioners discuss issues that affect people with disabilities in the City of Fresno.

The DAC has two subcommittees, one focused on Transportation and the other focused on Housing. The subcommittees include Commission members (maximum 2), City employees, and community members, working together on a specific focus area.

The current Commission represents many years of professional work and personal experience with a range of disabilities. The DAC assisted the City in gaining perspective and setting priorities for this action plan.

2.6.1 Current Commission Members

1. Frances Reyes Acosta, Chair – Advocate for disability rights and former board member for Resources for Independence, Central Valley.
2. Susan Coulter, Vice Chair – Educational Services Director at Deaf and Hard of Hearing Service Center.
3. Mary Beth Randall – Board Member of the Guide Dog Users of California, member of the California Council of the Blind, and member of the American Council of the Blind.
4. Ken Elvington – Staff Service Manager for the California Department of Rehabilitation.
5. Dr. Jenelle Pitt Parker – Associate Dean, Kremen School of Education and Human Development, California State University, Fresno.
6. Vacant.
7. Vacant.



Picture 6: FY21. Throughout 2020 and 2021, the DAC meetings were held remotely via video conference.



Picture 5: FY16: The Disability Advisory Commission (DAC) with then City Manager Bruce Rudd and then-Mayor Ashley Swearengin during Disability Awareness Month.

3.0 Related Plan Documents

This action plan should be considered in conjunction with several other citywide or department specific evaluation efforts as listed below.

3.1 Facilities Transition Plan

The 2016 Facilities Transition Plan was adopted by Council on September 22, 2016. 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.

Each year the City publishes the Facilities Transition Plan Annual Addendum. Each addendum lists the barrier removal projects completed in the year prior, the 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 and forecasted barrier removal projects for the upcoming fiscal year. An update to the Facilities Transition Plan is forecasted to begin in FY26.

3.2 ADA Transition Plan for the Right of Way

The 2016 Update to the ADA Transition Plan for the Right of Way (ROW Transition Plan) was adopted by Council on February 25, 2016. 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, to participate in the development of this plan.

An update to the ROW Transition Plan is forecasted for FY25. The updated ROW Transition Plan will incorporate aspects of the Active Transportation Plan and the Complete Streets Plan (see below)

3.3 Active Transportation Plan

The Active Transportation Plan (ATP) was adopted by Council on March 2, 2017, and serves as the city's comprehensive guide for active transportation. The ATP envisions a complete, safe, and comfortable network of trails, sidewalks, and bikeways that serve as a means for people to safely get to their destinations while reducing roadway congestion and improving the air quality. This also results in replacing vehicle miles traveled with walking or biking. Prioritization of projects are determined using the adopted Active Transportation Project Prioritization Tool, which incorporates accessibility priorities as defined in the ROW Transition Plan.

3.4 Complete Streets Policy

The Complete Streets policy was adopted by Council via resolution 2019-205 on October 10, 2019. The purpose of the Complete Streets Policy is to aid in the planning, design, and construction of transportation facilities that balance safety, access, and mobility for users of all abilities and ages. The City of Fresno recognizes the need for complete streets

and will accommodate elements that create a complete street wherever it is feasible. A complete street is a transportation facility that is planned, designed, operated, and maintained to provide safe mobility for all users - including bicyclists, pedestrians, transit vehicles, trucks, and motorists - appropriate to the function and context of the facility while connecting to a larger transportation network. Some of the elements for consideration for inclusion on a complete street can include sidewalks, shared use paths, bike lanes, bike parking, fewer travel lanes, narrower width lanes, street lights, pedestrian scale lighting, improved street crossings, pedestrian signals, signs, street furniture, street trees, and transit shelters, access, and facilities. All designs should be context sensitive to meet the needs of the community while emphasizing safe and accessible travel for all people. This complete streets policy shall be implemented in all neighborhoods, with particular attention to areas identified as priority areas in the Active Transportation Plan and corridors with high collision rates. This policy is intended to guide implementation of the complete street and multi-modal objectives and policies outlined in the City of Fresno's General Plan. Prioritization of projects will be determined using the adopted Active Transportation Project Prioritization Tool.

3.5 Fresno Area Express (FAX) ADA Transition Plan 2021

The FAX ADA Transition Plan was adopted by Council on September 2, 2021. The Department of Public Transportation conducted an independent evaluation of 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 18 fixed routes, a fleet of over 100 buses, approximately 1,500 bus stops, and paratransit services for persons with disabilities. A survey of each bus stop was performed and a transition plan developed listing each physical barrier with a schedule for barrier removal. Through the course of that assessment and self-evaluation, there were opportunities for people with disabilities to provide input on the plan. Community meetings were held on April 20, 2021, and April 28, 2021. Records of

the self-evaluation are maintained by FAX.

3.6 General Plan

The General Plan was adopted by Council on December 18, 2014 and set a forward-looking course for the city focusing on infill development, Complete Neighborhoods, and multimodal transportation to achieve fiscally sustainable and environmentally responsible growth. It establishes the foundation for many area specific plans as well. One of the primary goals of the General Plan is to support established neighborhoods in Fresno with safe, well maintained, and accessible streets; public utilities, education and job training; proximity to jobs, retail services, health care, affordable housing, youth development opportunities, open space and parks, transportation options; and opportunities for home grown businesses. Another key goal of the General Plan that will be reiterated in this Plan is to resolve existing public infrastructure and service deficiencies, make full use of existing infrastructure, and invest in improvements to increase connectivity, competitiveness, and to promote economic growth.

3.7 Parks Master Plan

The Parks Master Plan was adopted by Council on December 14, 2017, and serves as a community-based vision and road map for achieving a complete park system in the city of Fresno. Through a public outreach process, examination of existing conditions, and analysis of the General Plan's goals, the Parks Master Plan determined the amount of parkland needed for the city's existing and future population.

3.8 Information Technology Strategic Plan

In December 2015, the City initiated a contract to develop a citywide five-year Information Technology (IT) Strategic Plan to guide the City in planning, procuring, implementing, and managing current and future investments and resources. The Strategic Plan considered

ADA compliance and will be addressed in the development of the City's governance strategy. An update to the IT Strategic Plan is forecasted for FY22-FY24. Records of the Strategic Plan are maintained by the Information Service Department.

3.9 Analysis of Impediments to Fair Housing Choice

The Analysis of Impediments (AI) to Fair Housing Choice was adopted by Council on May 21, 2020. The AI is a review of impediments to fair housing choice in the public and private sector and involves the following:

- A comprehensive review of federal, state, and local laws, regulations, and administrative policies, procedures, and practices;
- An assessment of how these laws affect the location, availability, and accessibility of housing;
- An evaluation of conditions, both public and private, affecting fair housing choice for all protected classes;
- An assessment of the availability of affordable, accessible housing in a range of unit sizes; and
- An analysis of whether or not the community has sufficient, accurate, and current information and data to understand and document all of its fair housing impediments.

The AI identifies impediments to fair housing and assists the City to identify actions to ameliorate the effects of the identified impediments. This document identifies barrier removal actions for housing policies and procedures. Records of the most recent AI and are maintained by the Planning & Development Department.

3.10 Consolidated Plan & Annual Action Plan

The City of Fresno (City) receives annual allocations from the U.S. Department of Housing and Urban Development (HUD) through four grant programs:

1. Community Development Block Grant (CDBG)
2. HOME Investment Partnerships Program (HOME)
3. Emergency Solutions Grant (ESG), and
4. Housing Opportunities for Persons With AIDS/HIV Grant (HOPWA)

The purpose of these four programs is to assist low- and moderate-income families and households, which are those that earn less than 80% of the area median income. The funds are used to pursue three goals:

1. Provide decent, affordable housing,
2. Create suitable living environments, and
3. Expand economic opportunities.

In order to access these federal funds, the City must carry out a planning process to identify the scope of housing and community development needs in its jurisdiction and how the available funding can best be used to meet those needs. This planning process, called the Consolidated Plan, was conducted in late 2019 and early 2020. The term of the plan began on July 1, 2020 and will end on June 30, 2025.

Each year, the City prepares an Annual Action Plan that describes the projects and actions it will undertake to carry out the strategies outlined in the Consolidated Plan.

4.0 ADA Self-Evaluation Process

This section details the ADA Self-Evaluation development process. Section 4 reports the citywide and department specific findings, the action steps that were developed, and projected completion dates.

4.1 Program Accessibility Review

The self-evaluation of the City's services, programs, and activities required and involved the participation of ADA Liaisons from each department. A review of the 2017 ADA Self Evaluation was conducted to determine which objectives were completed and which required additional time or steps for completion. Departments had completed all or most of the previously identified steps within the timelines put forth in the previous plan. With the guidance of the ADA Coordinator, each department liaison reviewed their existing programs, services, and activities to identify existing barriers to access and identify the steps and timelines for the removal of the barriers. The ADA Action Plan is a list of attainable, budgeted goals that were developed for implementation over the next five fiscal years.

4.2 Public Participation Process

The public input period was from July 6, 2021, through August 31, 2021. On July 14, 2021, July 20, 2021, August 17, 2021, and August 25, 2021 people with disabilities and other interested community members were invited to attend online public meetings to provide input on the plan. The first two public meetings were broadcast by the Community Media Access Collaborative (CMAC).

Groups that represent or serve people with disabilities were contacted regarding the opportunity to provide comments. The following organizations were provided copies of the draft document and encouraged to submit comments: Resources for Independence,

Central Valley; Deaf and Hard of Hearing Service Center, Inc.; Central Valley Regional Center; Valley Center for the Blind; Exceptional Parents Unlimited; and State Center Community College District Disabled Students Program & Services.

During the public comment period, copies of the plan and information about how to provide comment were distributed information in conjunction with the FAX pop-up outreach events on the following dates at the following locations:

- Friday, August 13, 2021 at Inspiration Park served by Route 12, Riverside-El Paseo served by Routes 3 and 20, and Brawley-Walmart served by Routes 9, 12, and 20
- Monday, August 16, 2021 at Walnut-California served by Route 38
- Tuesday, August 17, 2021 at Cedar-Ventura BRT Station served by routes 1 and 38 and at Weldon-Blackstone BRT Station served by Routes 1 and 20
- Thursday, August 19, 2021 at Cedar-Shaw served by Routes 9 and 38
- Monday, August 23, 2021 at Manchester Transit Center served by Routes 1, 28, 41
- Tuesday, August 24, 2021 A & B Shelters at Courthouse Park & Van Ness BRT Station served by Routes 1, 22, 26, 28, 32, and 34, and El Paso-Blackstone BRT Station served by Routes 1, 26, 32, 38, and 58
- Wednesday, August 25, 2021 at Shaw-Blackstone BRT Station served by Routes 1 and 9
- Thursday, August 26, 2021 at L Shelter at Courthouse Park served by Routes 22, 26, 32, 34, and 38
- Monday, August 30, 2021 Clovis-Kings Canyon BRT Station served by Routes 1 and 22 and Chestnut-Kings Canyon BRT Station served by Routes 1 and 41

Two comment letters via email were received within the public comment period. The

content of the letters are included in the comment matrix described below. Eight comments were received via Survey Monkey.

A total of 45 comments from 17 individuals were received. The comments received were addressed in this revised draft wherever feasible. The comments are described on the comment matrix in **Appendix B**.

4.3 Summary of Changes

The ADA Action Plan Draft has been updated since the public input draft as noted:

- Modification to formatting, numbering, and grammar.
- Minor rewording to improve clarity.
- Updated Public Outreach information.
- Correction of error/inconsistency in Related Plan documents 3.1 and 3.2. The projected years in which the Facilities Transition Plan and ROW Transition Plan will be undertaken were modified to match the action steps for Public Works Department Action Steps 5.14.2.I and 5.14.2.J.
- Modification to Related Plan Documents 3.5, Transportation Practice 5.16.1.A, and Transportation Action Step 5.16.2.B to reflect the City Council Adoption of the FAX ADA Transition Plan on September 2, 2021.

5.0 Policy and Program Accessibility Findings and Action Steps

The Self-Evaluation process identified accessibility issues that have citywide impacts as well as those that are department or division specific. The citywide findings and action steps apply to all departments. Projected dates of completion for the action steps are also included with each item. The citywide action steps will be made part of each department's ADA implementation strategy and will be included in the annual ADA report.

5.1 Citywide Findings

The following items apply to all departments.

5.1.1 Citywide Practices That Facilitate the Participation of People with Disabilities

As a whole, Departments and Employees are aware that the City has an ADA Coordinator, Notice, and Grievance Procedure as well as where to locate them.

- A. All new employees are trained on the basic requirements of the ADA and appropriate ways of serving people with disabilities.
- B. All City employees are trained on the Title II requirements of the ADA and appropriate ways of serving people with disabilities. Training is mandatory every two years.
- C. All supervisors are trained on Title II requirements for reasonable modifications to programs, services, and activities. Training is mandatory every two years.
- D. Employees are generally aware of the need and willing to provide modifications and accommodations.

E. The City allows the use of service animals in all facilities and employees are cognizant of the requirement to engage in limited inquiry about service animals.

F. The City has adopted AO 8-18 Effective Communication with People with Disabilities

G. The City has adopted the following policies regarding website and information and communication technology:

1. AO 8-16 Accessibility of Information on City Website

2. AO 8-20 Accessible Information and Communication Technology

H. Employees are aware that all public announcements and postings for its programs must include a statement regarding accessible locations and the availability of auxiliary aids upon request.

I. From 2013 through 2020 over 180 employees were trained on how to create and prepare accessible PDFs for posting on the City's website. When documents cannot be made fully accessible, a statement on how to request alternate formats is provided. The majority of pre-existing non-compliant PDFs have been removed; those that remain are made accessible upon request.

5.1.2 Citywide Action Steps

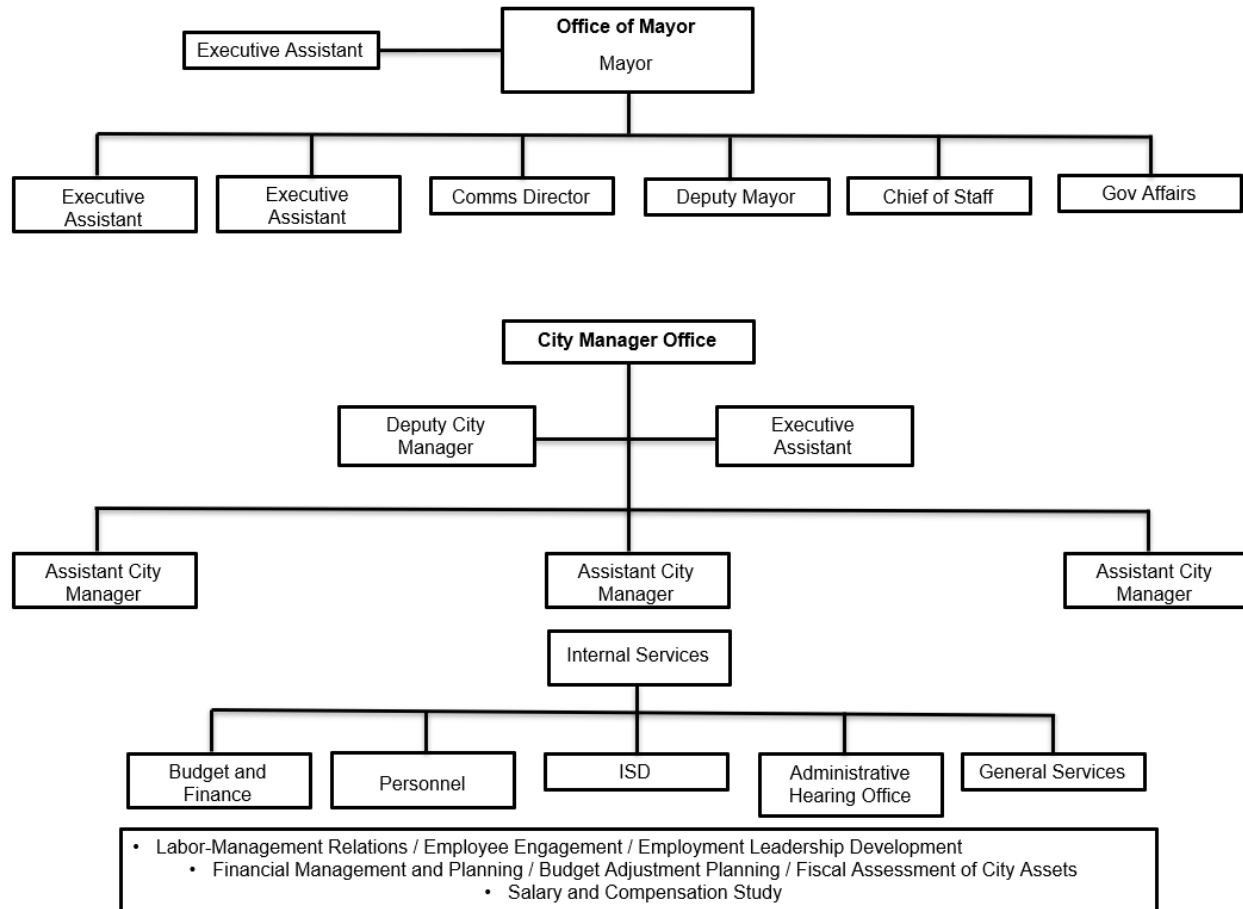
A. Each department has designated individuals responsible for document accessibility. These individuals will be responsible for completing self-paced trainings and preparing public documents in accessible formats on behalf of the department.

B. Employees responsible for Social Media for the department are to complete training on digital and social media accessibility requirements.



Picture 7: FY16: A sign language interpreter was present for a media event for the Fulton Street rehabilitation project.

5.2 Office of the Mayor & City Manager



5.2.1 Office of the Mayor & City Manager Practices that Facilitate the Participation of People with Disabilities

- A. Employees are aware of the need to provide program modifications for persons with disabilities.
- B. Documents can be made available in alternative format such as large print, digital

services, or audiotape.

- C. Interpreters, readers, and/or adaptive equipment are provided at meetings upon request, as are arrangements for participation by non-signing individuals with hearing disabilities.
- D. Budget Office Master Fee Schedule has been reformatted for accessibility.

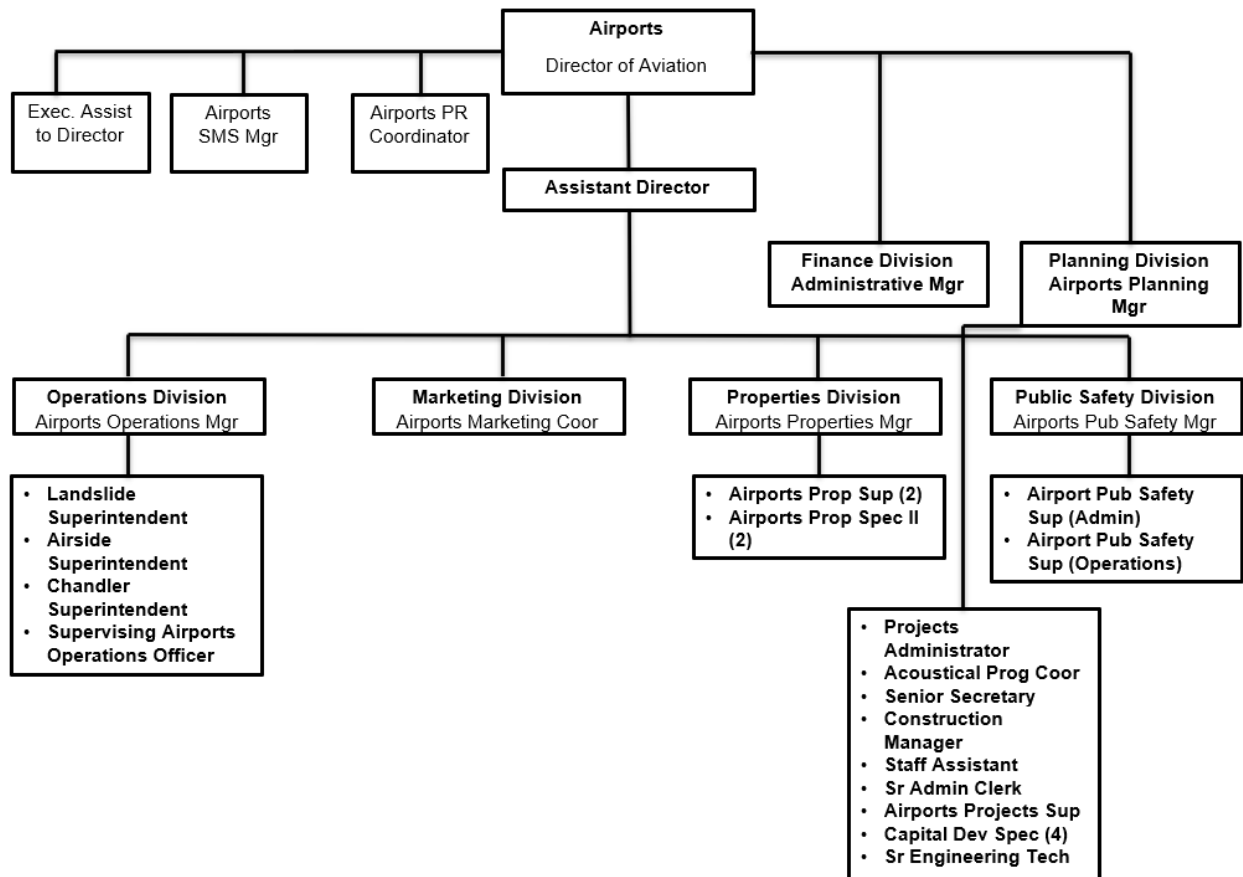
5.2.2 Office of the Mayor & City Manager Action Steps

- A. The Department will designate a minimum of two, but as many as necessary to serve the need of the department, employees to be responsible for document accessibility. Designated employees will complete self-paced training as provided.
 - 1. Target Completion: FY22, Ongoing
 - 2. Budget: operational
- B. Employees responsible for Social Media for the department to complete training on digital and social media accessibility requirements.
 - 1. Ongoing every two years, starting FY22
 - 2. Budget: operational



Picture 8: FY20. Then-Mayor Lee Brand presenting a proclamation for service animal awareness to local advocates.

5.3 Airports Department



The Airports Department is responsible for operations at the Administration building, the Fresno Yosemite International (FYI) Terminal Building, and Fresno Chandler Executive Airport. Airports Administration and Public Safety are both housed in the Administration building. This serves the general public needing to visit public safety office in addition to pre-bid and preconstruction meetings that are routinely held.



Picture 9: FY21 Airports parking structure construction in progress.

5.3.1 Airports Practices That Facilitate the Participation of People with Disabilities

- A. Department has a designated Department ADA Coordinator to ensure compliance with all relevant accessibility regulations.
- B. Department has completed necessary facility improvements to remove barriers to access.
- C. Employees are aware of the need to provide program modifications for persons with disabilities and auxiliary aids as requested for public meetings.
- D. Department periodically partners with community organizations to provide training for employees related to disability sensitivity and/or joint training with community organizations.
- E. Department has installed accessible Electric Vehicle Charging Stations for public use.
- F. Some critical announcements are provided in multiple modalities (auditory & visual electronic signs) and simplified language.
- G. Wings for Autism is an event usually held annually to assist people with Intellectual & Developmental Disabilities and Autism Spectrum Disorder in understanding the aspects of air travel. This program will continue once COVID restrictions are lifted.



Picture 10: FY19. Since 2018, the Fresno Yosemite International Airport has hosted The Wings for Autism® program, which provided individuals with autism or other intellectual and developmental disabilities and their families the opportunity to prepare for air travel.

- H. Department utilizes the Ambassador Program during peak hours, which consists of contracted individuals who are available to assist with passenger questions and needs. These individuals are provided with training on how to respectfully engage with people with disabilities. This program is temporarily suspended during COVID-19, but is anticipated to be reinstated.
- I. Prior to launch of the existing website, automated accessibility testing was conducted to identify any accessibility barriers and individuals with disabilities tested the site for ease of use and accessibility barriers. Automated testing is conducted on an ongoing basis.
- J. Safety & Security employees at the Fresno Yosemite International Airport are trained in the use of Norcan to treat passengers for suspected opioid overdose
- K. Four-tier covered parking garage construction is currently underway, with an expected completion date early FY22, which will include accessible parking stalls and wayfinding signage throughout.

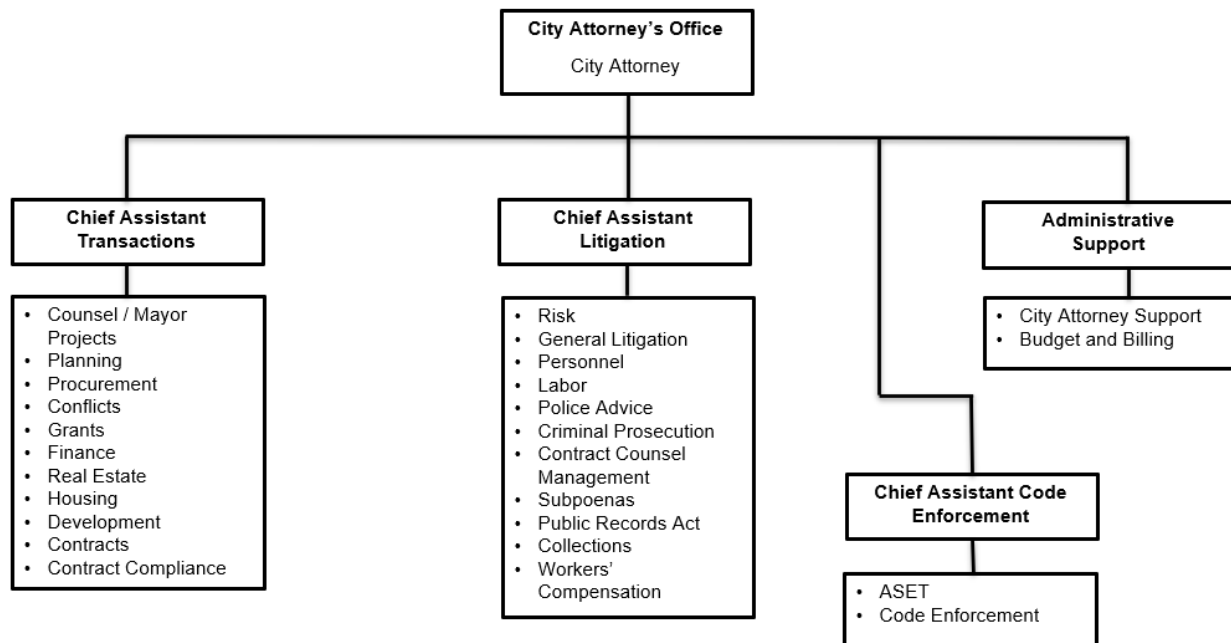
5.3.1 Airports Department Action Steps

The following are action steps that are specific to Airports practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

- A. The Department will designate a minimum of two, but as many as necessary to serve the need of the Department, employees to be responsible for document accessibility. Designated employees will complete self-paced training as provided.
 - 1. Target Completion: FY22, Ongoing
 - 2. Budget: Operational
- B. Employees responsible for Social Media for the department to complete training on digital and social media accessibility requirements.

1. Target Completion: Ongoing every two years, starting FY22
 2. Budget: Operational
- C. Department is currently in the development phase for Magnusmode, a mobile application which will provide step-by-step visual guidance for navigating the airport for people with intellectual or developmental disabilities.
1. Target Completion: FY23
 2. Budget: TBD
- D. The Terminal Expansion Project, currently underway, will include an updated Service Animal Relief Area (SARA) and an Adult Changing Facility.
1. Target Completion: FY 24
 2. Budget: Integrated into the Terminal Expansion Project
- E. The City is required to employ a sufficient number of, and in all cases, at least one Certified Access Specialist (CASP) to meet the public's need for experienced, trained, and tested individuals who can inspect buildings and sites for compliance with applicable state and federal construction-related accessibility standards. Department to support training for employees to pursue of CASp Certification, allowing CASp trainees to utilize staff time for training and study.
1. Target Completion: FY22, ongoing until sufficient number of CASp are employed
 2. Budget: Disability Access & Education Fund
- F. City to contract with CASp personnel for support of plan review and building inspection for Airports Planning Division.
1. Target Completion: FY22, ongoing until sufficient number of CASp are employed
 2. Budget: Disability Access & Education Fund

5.4 City Attorney's Office (CAO)



The City Attorney's Office (CAO) serves as legal counsel and advocate for the City and related agencies and non-profits. The CAO plays a key role in the City's efforts to provide, expand, and improve services to its residents. The CAO is managed by the City Attorney, who is appointed by the City Council and serves at its pleasure.

The CAO strives to understand clients' needs and effectively provide services to all City officials and departments. The services range from transactional work on economic development projects, large-scale financings, contracts, land use, and personnel, to a full range of litigation, responses to Public Record Act Requests, and code enforcement.

The CAO works diligently to deliver quality and timely legal services to its clients. It also strives to offer its employees a challenging and fulfilling environment in which to work and enjoy personal growth. The CAO makes every effort to maximize efficiencies, including handling legal matters in-house and managing outside counsel to reduce the overall cost

of legal services. All appropriations in the CAO are devoted to the delivery of core services in a professional, cost-efficient, and timely manner.

5.4.1 CAO Practices That Facilitate the Participation of People with Disabilities



Picture 11: FY20: A Neighborhood Revitalization Team identified that owner had a disability preventing him from easily understanding and doing what needed to be done to revitalize his home. They assembled a team to work collaboratively with the owner, giving him more time and direct assistance at every step, staged a massive clean-up day with the owner, and ultimately helped the owner apply for and receive a new roof and paint.

A. Employees are aware of the need to provide program modifications for persons with disabilities.

B. Most legal documents can be made available in some alternative format such as large print, digital services, or audiotape. Due to the nature of the documents and federal and state rules, the language cannot be altered.

C. Interpreters, readers, and/or adaptive equipment are provided at meetings upon request, as are arrangements for participation by non-signing individuals with hearing disabilities.

D. Two Ubi-Duo devices were purchased to provide effective face-to-face communication when interacting with Deaf or Hard of Hearing customers at the CAO front counter and at the Code Enforcement Service Desk.

E. The Disability Advisory Commission has a Housing Subcommittee with active participation from department staff.

5.4.2 **CAO Action Steps**

The following are action steps that are specific to CAO practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

- A. The Department will designate a minimum of two, but as many as necessary to serve the need of the Department, employees to be responsible for document accessibility. Designated employees will complete self-paced training as provided.
 - 1. Target Completion: FY22, Ongoing
 - 2. Budget: Operational
- B. Employees responsible for Social Media for the department to complete training on digital and social media accessibility requirements.
 - 1. Ongoing every two years, starting FY22
 - 2. Budget: operational
- C. Department to designate one to two attorneys to be trained specifically in accessibility, pursuing ADA Coordinator Certification and Certified Access Specialist (CASP) credentials. Department to allow trainees to utilize staff time for training and study.
 - 1. Target completion: FY23 for ADA Coordinator Certification, FY 26 for CASP certification
 - 2. Budget: Disability Access & Education Fund
- D. Department to modify CAO front counter/service desk to provide accessible counter
 - 1. Target Completion: FY22
 - 2. Budget: Operational

E. Develop pictograph cards for communication access for Code Enforcement/Community Revitalization officers

1. Target Completion: FY 22

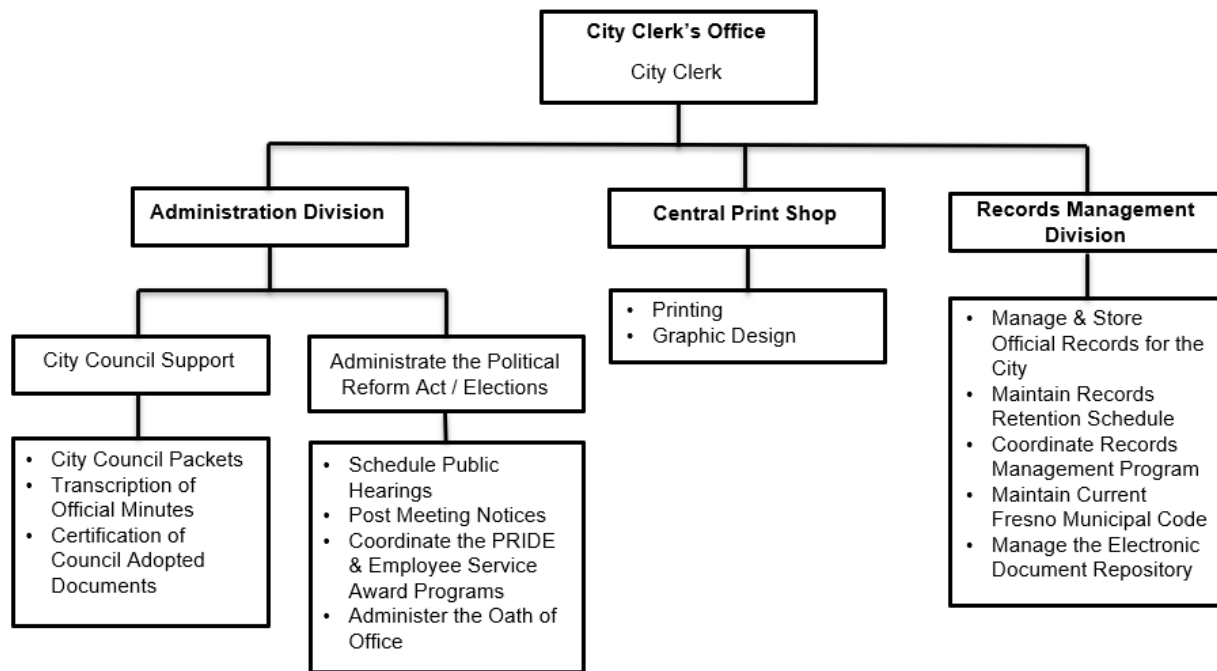
2. Budget: Operational, estimated \$700

F. Sensitivity/Disability Etiquette training for inspectors provided by a local disability organization, such as Resources for Independence Central Valley.

1. Target Completion: Ongoing every two years, starting FY22

2. Budget: Operational, \$500

5.5 City Clerk's Office



The City Clerk's Office (CCO) coordinates and compiles the agendas for each council meeting. Agendas and legal notices are posted in accordance with the Brown Act. Minutes are prepared for the City Council meetings and certain Board meetings. CCO is responsible for managing the Council records and citywide records. Additionally CCO archives permanent records, maintains the records retention schedule, and dispose of records once they have met their retention.



Picture 12: FY18. City Clerk's Office swearing into office a Disability Advisory Commissioner.

5.5.1 City Clerk's Office Practices That Facilitate the Participation of People with Disabilities

- A. Employees are aware of the need to provide program modifications for persons with disabilities.
- B. Standard language is used on weekly agendas advising of available modifications to participate in Council meetings and whom to contact.
- C. Documents and publications are available in alternate formats upon request.
- D. Meetings are held in accessible locations, and interpreters or other adaptive equipment is provided upon request.
- E. Records that are available on microfilm can be converted to PDF and made accessible upon request.
- F. Employees are aware of the need to provide online documents in accessible formats.
- G. The online agenda management system provides meeting agenda and minute information in multiple, equivalent digital formats.
- H. Clerk's office utilizes a document management system that offers an online public portal. The document management system is accessible and compatible with assistive technology. Current documents loaded into the system are formatted for accessibility; legacy documents are made accessible upon request.
- I. Live and recorded City Council meetings are available



Picture 13: City Hall Council Chambers has an FM assistive listening system and the Clerk's Office has a portable FM system available to check out.



Picture 14: FY20 City Clerk's Office retrofitted the doors with automatic door openers.

with captions.

- J. Fresno Municipal Code is provided in a digital accessible format that is compatible with assistive technology.
- K. Assistive Listening Devices are available for council meetings and other community meetings upon request.
- L. Clerk's office doors were retrofitted with automatic door openers.

5.5.2 City Clerk's Office Action Steps

The following are action steps that are specific to CCO practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA

- A. The Department will designate a minimum of two, but as many as necessary to serve the need of the Department, employees to be responsible for document accessibility. Designated employees will complete self-paced training as provided.
 - 1. Target Completion: FY22, Ongoing
 - 2. Budget: Operational

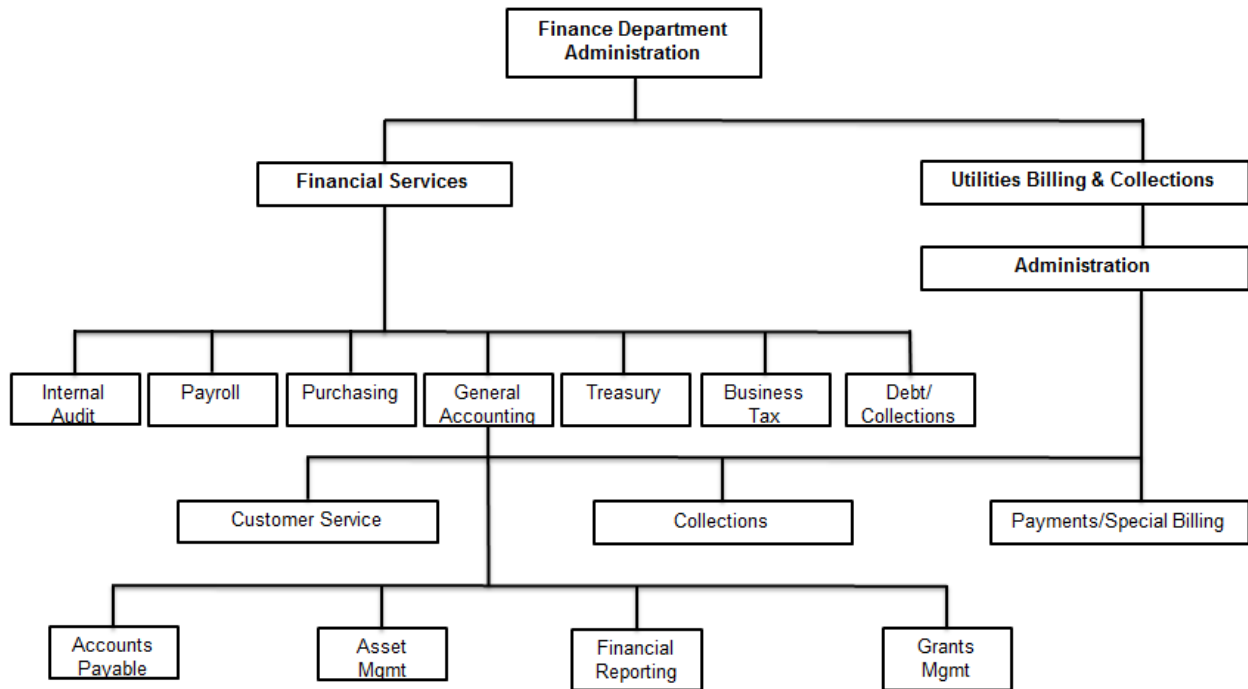
B. Permanent part time interpreters to be hired for public meetings, including but not limited to City Council (Two American Sign Language interpreters, as well as Spanish, Punjabi, and Hmong interpreters). AO 8-18 to be updated to include procedures for requesting interpreters.

1. Target Completion: FY22, Ongoing
2. Budget: \$69,000 for ASL interpreters, total of \$345,000 budgeted for all language needs



Picture 15: FY21. City Council began providing ASL interpreting services for digital council meetings streamed online.

5.6 Finance Department



The service mission of the Finance Department is “To provide quality municipal financial services to our customers through teamwork and trust – managing and optimizing the City’s financial affairs, and providing fiscal responsibility and accountability focused on the highest degree of customer service, honesty, and integrity.” This mission generates the standards under which the Finance Department functions. Those standards are defined and delivered using the three basic systems every department shares: its people, its physical assets, and its processes.

The Finance Department provides a wide range of comprehensive finance support services to the Mayor, the Fresno City Council, and all City departments. These services include accounting, financial administration and reporting, budgeting, internal audits, treasury/cash management, investments, payroll, billing and accounts receivable, accounts payable, purchasing, and business licenses and cashiering. Overall

responsibility for management of the City's finances rests with the Finance Director/Controller who also serves as the City Treasurer. The Finance Department sets financial management standards and then monitors performance to ensure that these standards are met and that Council adopted budgets are adhered to.

5.6.1 Finance Practices That Facilitate the Participation of People with Disabilities

- A. Employees are aware of the need to provide program modifications for persons with disabilities.
- B. Nondiscrimination language and information for how to request accommodations or other auxiliary aids are included in public bid documents.
- C. Finance coordinates dog licensing, which is required for all dogs including those that are designated service animals. A Service Dog license is offered on a no-fee basis; however, this license is not required to meet the DOJ definition of service animal.
- D. Employees are aware of the need for PDF accessibility and actively seeks out additional training.
- E. Utility Billing & Collection (UB&C) lobby is in the process of remodeling to facilitate access for all people, as part of a Facilities Transition Plan project. Scheduled completion FY21
- F. An Ubi-Duo device was purchased to provide effective communication when interacting with Deaf or Hard of Hearing customers at the UBC office.



Picture 16: Finance department offers assistance animal licenses, as required by state policy. This is a no-fee license option for service animals.

5.6.2 Finance Action Steps

The following are action steps that are specific to Finance practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

- A. The Department will designate a minimum of two, but as many as necessary to serve the need of the department, employees to be responsible for document accessibility. Designated employees will complete self-paced training as provided.
 - 1. Target Completion: FY22, Ongoing
 - 2. Budget: Operational
- B. Finance web pages will be reorganized to provide easier access to information, remove outdated documents, and replace existing documents with accessible versions.
 - 1. Target Completion: FY22, Ongoing
- C. Budget: Operational UB&C will establish a Guided Support Center to address the needs of individuals who need assistance with the setup of online accounts, online payments, auto pay, or text to pay. This will consist of a computer in the lobby area for customer use and a staff member will be dedicated to assisting constituents with the setup of online accounts, online payments, auto pay, or text to pay. Finance will work with the Web Accessibility Coordinator to include accessibility considerations for the public use computer.
 - 1. Target Completion: FY22 initiated; Ongoing
 - 2. Budget: Operational
- D. The current UB&C phone payment system is not fully accessible for individuals who need additional time to input selections. New payment software is currently in the procurement process; target implementation for public use within 2-3 years. To

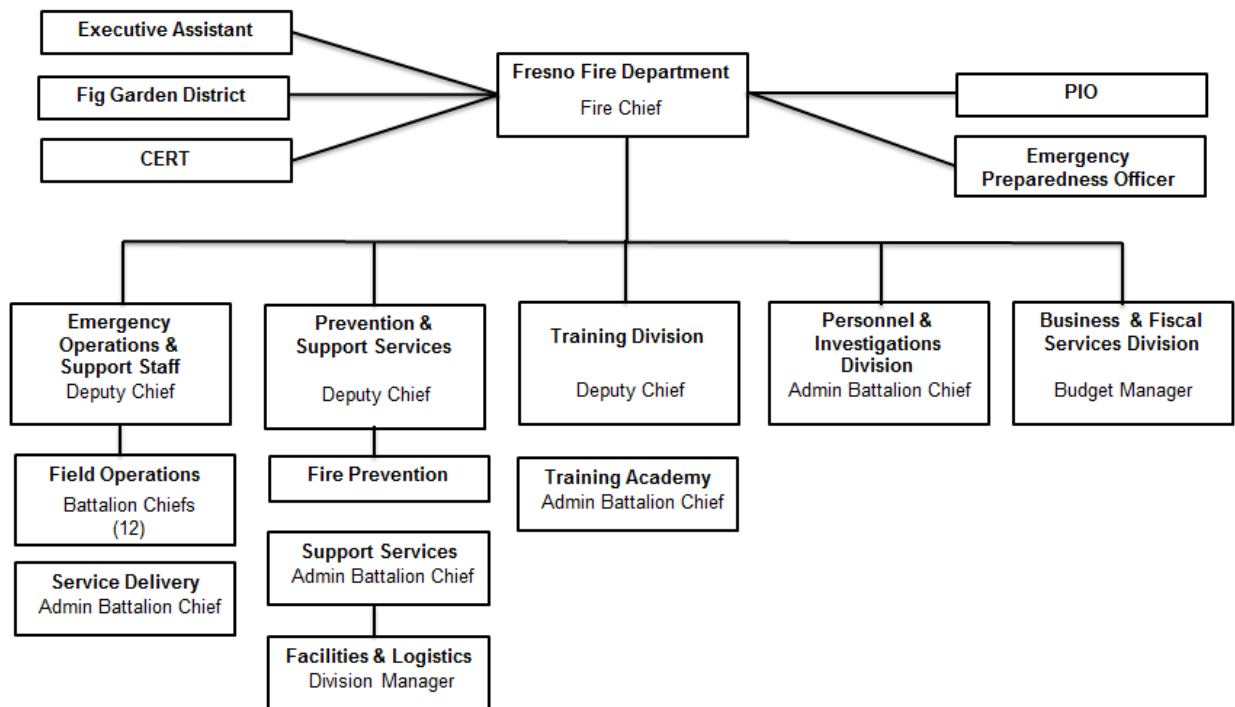
address the needs of the public in the interim, staff with the appropriate authority will be assigned to assist with phone payments to support phone payment methods.

1. Phone support Target Completion: initiated in FY22; ongoing until software is replaced.
2. Budget: Operational
3. New Payment Software Target Completion: FY24
4. Budget: TBD

E. Finance will provide support to Information Services Department (ISD) in the acquisition of and renewal of contracts for Information and Communication Technology (ICT) that best meets accessibility standards and is consistent with the business need for the ICT. Items include dialog with contractors, ensuring that accessibility testing occurs prior to contract renewal, and that new and renewed contracts include language regarding ADA, Section 508, and WCAG 2.0 requirements.

1. Target Completion: FY22, Ongoing
2. Budget: Operational

5.7 Fire Department



The Fire Department provides fire and emergency services including fire prevention, fire suppression, emergency medical services, and all risk mitigation and community-based fire services. Services are delivered through the five Divisions within the Department: Emergency Operations & Support Staff, Prevention & Support Services, Training, Business & Fiscal Services, and Personnel and Investigations. The Emergency Preparedness Office is responsible for citywide emergency management and planning, is housed within the Fire Department.



Picture 18: FY18 Volunteers from Vocation Plus Connections Inc. assisted Fresno Fire acting as "victims" during a multi-agency exercise.

5.7.1 Fire Practices That Facilitate the Participation of People with Disabilities

- A. Employees are aware of the need to provide program modifications for persons with disabilities.
- B. All Fire Department personnel are required to complete an online module-based Disability Training for First Responders. This training module is distributed to employees using the digital learning management system.
- C. City Emergency Operations Plans include provisions for people with disabilities consistent with best practice put forth in the ADA.
- D. City of Fresno has a current MOU with American Red Cross (ARC) for shelter operations. ARC shelter plans are inclusive of the needs of people with disabilities, including procedures for reasonable modifications, service animals, durable medical equipment, and refrigerated medications for sheltered individuals. The ARC follows their national accessibility guidelines for sheltering.
- E. The Emergency Preparedness Office frequently collaborates with local organizations serving individuals with disabilities on planning and training events, including co-hosting with Fresno County Department of Public Health a quarterly multi-agency Joint Access and Functional Needs (AFN) Work Group.
- F. Citizen Corps and the Community Emergency Response Team (CERT) program provides training modules for volunteer on working with people with disabilities and access and functional needs.
- G. Stations 15, 16, 17, 18, and 19 are modern, fully accessible fire stations.
- H. Fire Headquarters Training Room is accessible and used for public education programs.

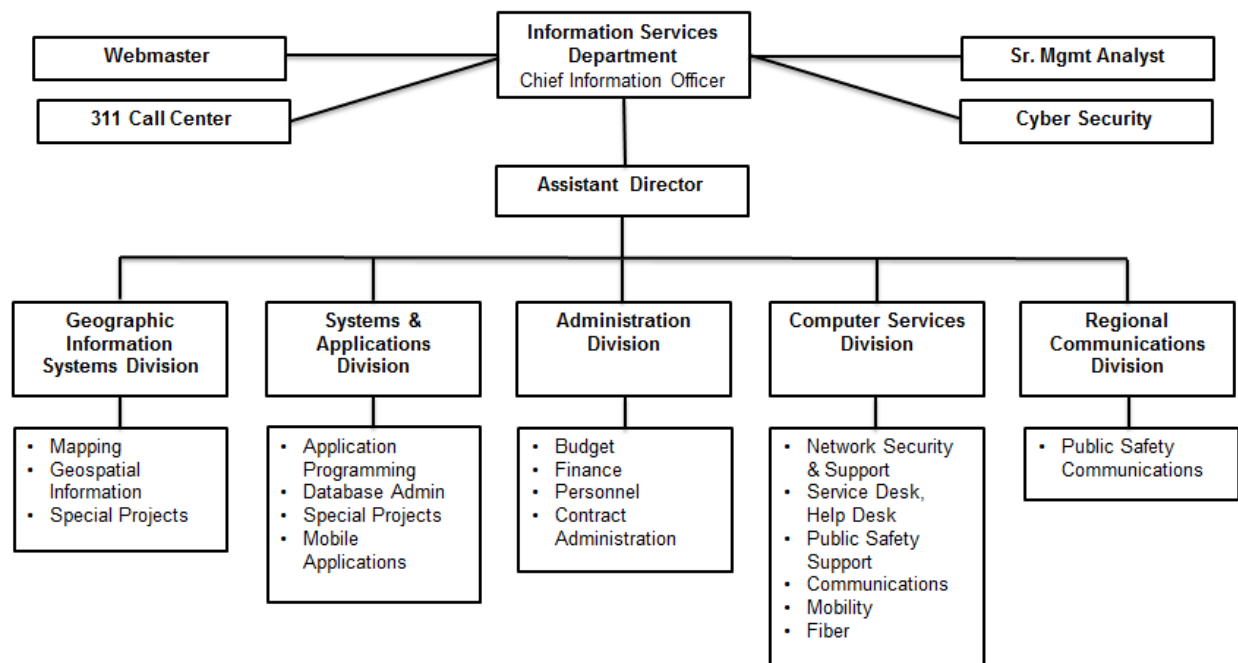


Picture 19: FY18 Fire hosted CalOES Office of Access and Functional Needs for a presentation on inclusive sheltering.

5.7.2 Fire Action Steps

- A. The Department will designate a minimum of two, but as many as necessary to serve the need of the department, employees to be responsible for document accessibility. Designated employees will complete self-paced training as provided.
 - 1. Target Completion: FY22, Ongoing
 - 2. Budget: Operational
- B. Employees responsible for Social Media for the department to complete training on digital and social media accessibility requirements.
 - 1. Target Completion: Ongoing every two years, starting FY22
 - 2. Budget: Operational
- C. Provide optional training to staff on basic signs and effective communication with people who are Deaf or Hard of Hearing. Training Division and Emergency Preparedness Officer (EPO) will seek out training available to First Responders for no cost items or grant funding for other training needs. EPO will also work with CERT, ARC, and the ADA Coordinator to seek out communication access tools for apparatus at low or no-cost.
 - 1. Target Completion: FY25
 - 2. Budget: TBD
- D. Develop pictograph cards for communication access for each apparatus.
 - 1. Target Completion: FY 22
 - 2. Budget: Operational, estimated \$700

5.8 Information Services Department (ISD)



ISD's mission is to provide both strategic vision, connectivity and enterprise solutions to fulfill the City's information technology objectives in an efficient and effective manner. The department is responsible for enterprise technology solutions that provide information technology (IT) related services to the City of Fresno. These services assist the City and its departments to meet and manage the City's strategic goals. ISD continues to collaborate and coordinate with outside agencies and City departments to develop operational economic efficiencies and to promote a unified regional technology vision. All regional and interoperability IT efforts are directly managed by ISD. Additionally, ISD is in charge of the IT strategy and the computer systems required to support the City's enterprise objectives and goals.

The Administration Division performs budget preparation, contract administration, provides accounting, financial analysis, personnel, and policy administration support to all divisions within ISD. Additionally, the Division manages the 311 Call Center providing services for the public to connect with City leadership and departments, answer routine

operational questions and report issues that need City attention.

The Computer Services Division focuses on providing networking and infrastructure technology including servers, switching, security, cyber protection, internet connectivity, service desk, fiber optics, disaster recovery and other data communication technologies. Collaboration between the departments, including public safety, traffic operations and wireless connectivity, contributes to the improvement of overall safety and the quality of the community.



Picture 20: FY17. The Valley Center for the Blind provided training for the Information Services Department Management staff. The training provided an overview of Assistive Technology.

The Systems and Applications Division administers the implementation, development and maintenance of citywide applications including PeopleSoft, FresGO, Laserfiche, mobile applications, document imaging and other applications. The Division also performs database administration and continues to assist with technology procurements and evaluation of the viability of new systems and applications. The Division is also working with other departments to develop and maintain web and mobile applications to enhance City services to the community.

The Communications Division is responsible for the telecommunications for the City, including VOIP, enterprise phone switching, T-1's, cell phones, and PDAs. The Regional Communications function focuses its efforts on the maintenance and expansion of the City's video system including public safety, FAX, the Bus Rapid Transit camera network, two-way radio systems, the Fire Department's regional fire radio system, which also serves the Fig Garden Fire Protection District, and other regional connectivity.

5.8.1 **ISD Practices That Facilitate the Participation of People with Disabilities**

- A. Employees are aware of the need to provide program modifications for persons with disabilities.
- B. The One Call Center accepts and understands how to appropriately handle relay calls. The One Call Center has added web chat to enhance citizen engagement as an alternate form of public communication with the City for services or information.
- C. The Department has installed a SingleWire/Informacast public notification system within City Hall for emergency notifications. Messages are displayed visually and auditory messages are provided in English and Spanish.
- D. An Ubi-Duo device was purchased to be available for departments to check out as needed to provide effective face-to-face communication when interacting with Deaf or Hard of Hearing customers.
- E. The City has adopted 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 requiring that documents containing text posted on the City website in Portable Document Format (PDF) will, to the greatest extent possible, be accessible PDFs or in another alternate accessible format. The Webmaster monitors content during the approval process and notifies employee if deficiencies in accessibility are found.
- F. The City has acquired necessary software to create accessible PDF files and provides training courses for employees on how to produce accessible documents for web posting. Each department has employees who have been trained in this process and self-paced training is made available.
- G. The City has adopted 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 by the public are

accessible and compliant with federal and state accessibility laws.



Picture 21: FY18. People with disabilities, technologists, and advocates, including the City of Fresno Webmaster and ADA Coordinator, met at Bitwise Industries to discuss technological inclusion.

H. The City solicits input from people with disabilities and provides a notice instructing visitors to the websites on how to request accessible information.

I. The City contracts for a service that provides automated testing for accessibility, tools for assisting with remediation of accessibility issues, and training for employees.

J. The City has employed a designated PA III/Web Accessibility Coordinator since 2019

to assist in the open dialog with software vendors and to review VPAT from contracted software (where applicable).

K. The City employs a Webmaster who is knowledgeable in ICT accessibility requirements.

L. The Webmaster and Web Accessibility Coordinator participate in trainings and multiagency collaborative groups on an ongoing basis to support understanding and application of Section 508, ADA, and WCAG 2.0 accessibility standards for electronic and information technology.

M. Accessible Interfaces & Geographic Information Systems (GIS) have been migrated to cloud based interfaces that have accessibility and robust device-friendly features.

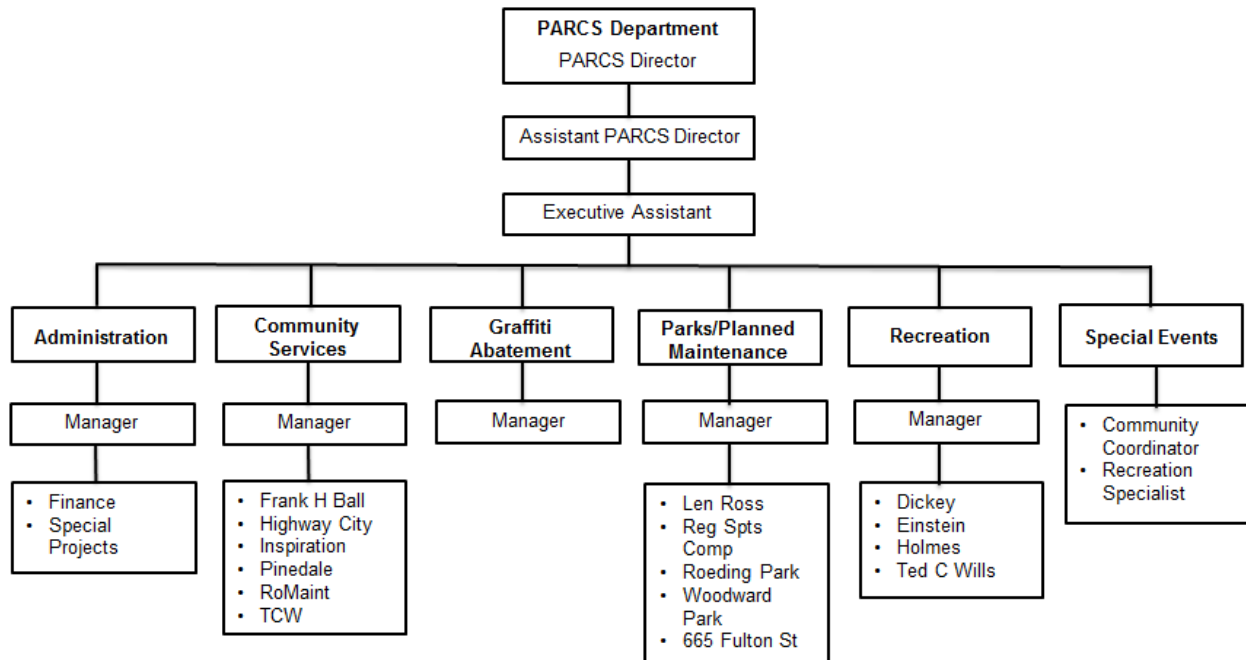
5.8.2 ISD Action Steps

The following are action steps that are specific to ISD practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

- A. AO 8-20 addresses contract requirements for accessible ICT; however, processes and requirements are still inconsistently applied by the departments. ISD are to develop technology specific RFP/RFQ and contract templates that are inclusive of ICT requirements of the AOs.
 - 1. Target completion: FY22
 - 2. Budget: Operational
- B. Department will develop and maintain ICT tracking and progress software to keep digital record of compliance with scheduled notifications to inform departments/divisions to update that information. Account for all existing and new third party vendors, resources, equipment, and training where applicable. Software will mirror those used for security division and COVID-19 resource and time tracking.
 - 1. Target Completion: FY23, Ongoing thereafter
 - 2. Budget: TBD
- C. The department will provide notification to and open dialog with existing contractors providing ICT about expectations for ADA, Section 508, and WCAG 2.0 compliance.
 - 1. Target Completion: FY 24
 - 2. Budget: Operational
- D. In addition to the primary web page, the City and many departments have developed many topic specific websites. Department will compile a list of all city-owned websites. Websites will be reviewed to identify access issues. Web pages with access issues will be closed or remediated.

1. Target Completion: FY 24
 2. Budget: TBD
- E. Department will develop ICT Toolkit with resources and education for document accessibility and ICT and an online working group where department document and ICT accessibility representatives can collaborate. Resource directory will include self-paced trainings and a collection of checklists for types of projects that departments may encounter. Each department will have two to five employees assigned to this task. ISD will identify two to five employees to become experts in this area and provide assistance to and troubleshooting for other departments.
1. Target Completion: FY 22, ongoing thereafter
 2. Budget: Operational
- F. Accessible Interfaces & Geographic Information Systems (GIS) have been migrated to cloud based interfaces that have accessibility and device friendly features. Training for GIS staff on accessibility in GIS to be provided by the Web Accessibility Coordinator.
1. Target Completion: FY23, ongoing every 2 years thereafter
 2. Budget: Operational

5.9 Parks, After-School, Recreation and Community Services (PARCS)



The PARCS Department offers a wide range of activities, programs, and community services for children, teens, adults, and seniors.

The neighborhood parks after school program provides drop-in recreational programs at 17 neighborhood parks sites with a wide range of activities including sports leagues, arts/crafts, group games, nature, science, healthy cooking classes, nutrition, leadership and special events.

Summer day camps provide a variety of activities for youth and include Fitness Camp, Fun in the Sun Camp, Adventure



Picture 22: FY18 Cheerleaders with a variety of abilities participated in the PARCS Department Exceptional Needs Cheer and Football Camp at Inspiration Park.

Camp, Survivor Camp, Princess Camp, Pixie Dust Camp and skate/BMX Camps.

The Senior Hot Meals program offers a congregate hot meal at seven sites throughout the City to constituents aged 55 and older. Meals are served Monday through Friday (excluding holidays) at community centers, neighborhood parks, and senior residential centers. In addition to a nutritionally balanced lunch a variety of leisure, learning, and recreational activities are offered at the sites at no cost to the participants.



Picture 23: FY20. Central Valley Ballers wheelchair basketball team playing at PARCS facilities.

Adult and youth sports program provides instructional and competitive leagues for youth and adults.

The action sports program provides supervision of skate/BMX parks throughout Fresno and operates the BMX Race Program and summer camps.

The aquatics program offer recreation swim and swim lessons for persons of all ages at the three standard pools, five learner pools and two wader pools throughout Fresno

PARCS provides community outreach special events for families with the intention of connecting constituents to services in their area through activities

such as performances, carnival games, and food booths.

Community centers, neighborhood park facilities, and sports fields are made available for the public to rent.

PARCS is also responsible for the maintenance and improvements at 82 Park Facilities, trails and Neighborhood Centers. This includes providing physical access to all residents in Fresno.

5.9.1 **PARCS Practices That Facilitate the Participation of People with Disabilities**

- A. Employees are aware of the need to provide program modifications for persons with disabilities.
- B. Most programs accept youth and adults with disabilities if they can be integrated into activities without compromising the health and safety of the individual.
- C. Inspiration Park is a universally accessible park on eight acres with a community center that has assistive technology and electronic equipment that is accessible to and usable by individuals with disabilities.
- D. Since the inception of Inspiration Park, the department has prioritized inclusive sports programming. The Therapeutic Recreation program utilizes trained recreation therapeutic specialists and partners with a variety of community based organizations to bring enhanced inclusive programming and adaptive sports to Fresno.
- E. Pools that host aquatics programs are equipped with lifts.
- F. Senior meals and recreational programs are hosted at multiple PARCS sites.
- G. Each year PARCS prioritizes accessibility improvements at community centers and recreation facilities

5.9.2 **PARCS Action Steps**

The following are action steps that are specific to PARCS practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA. These steps should also be considered in conjunction with the Parks Master Plan.

- A. The department will designate a minimum of two, but as many as necessary to serve the need of the department, employees to be responsible for document

accessibility. Designated employees will complete self-paced training as provided.

1. Target Completion: FY22, Ongoing
 2. Budget: Operational
- B. Employees responsible for Social Media for the department to complete training on digital and social media accessibility requirements.
1. Ongoing every two years, starting FY22
 2. Budget: Operational
- C. Department will develop and publish program list by location and list of accessibility features at each facility. The department will designate a person to update this listing on an annual basis as transition plan projects are completed and programs are modified.
1. Target Completion: FY 22, ongoing thereafter
 2. Budget: operational
- D. Department will distribute a letter annually and include in new/renewed contracts information regarding obligations under the ADA to provide modifications & accommodations to community benefit organizations, partners, and renters operating in PARCS Facilities and/or on behalf of the City.
1. Target Completion: FY22 ongoing annually
 2. Budget: Operational
- E. The Therapeutic Recreation program was developed specifically for individuals with intellectual and developmental disabilities. Program is hosted at Inspiration Park in Northwest Fresno. Department will continue to expand the Therapeutic Recreation program to include programming at alternate locations around the City.
1. Target Completion: FY 23 and Ongoing
 2. Budget: TBD

F. Department will develop a department level tracking sheet for access issues including modification requests and other requests from the public to enhance access. Tracking sheet will be utilized to identify and resolve future issues proactively.

1. Target Completion: FY22, ongoing

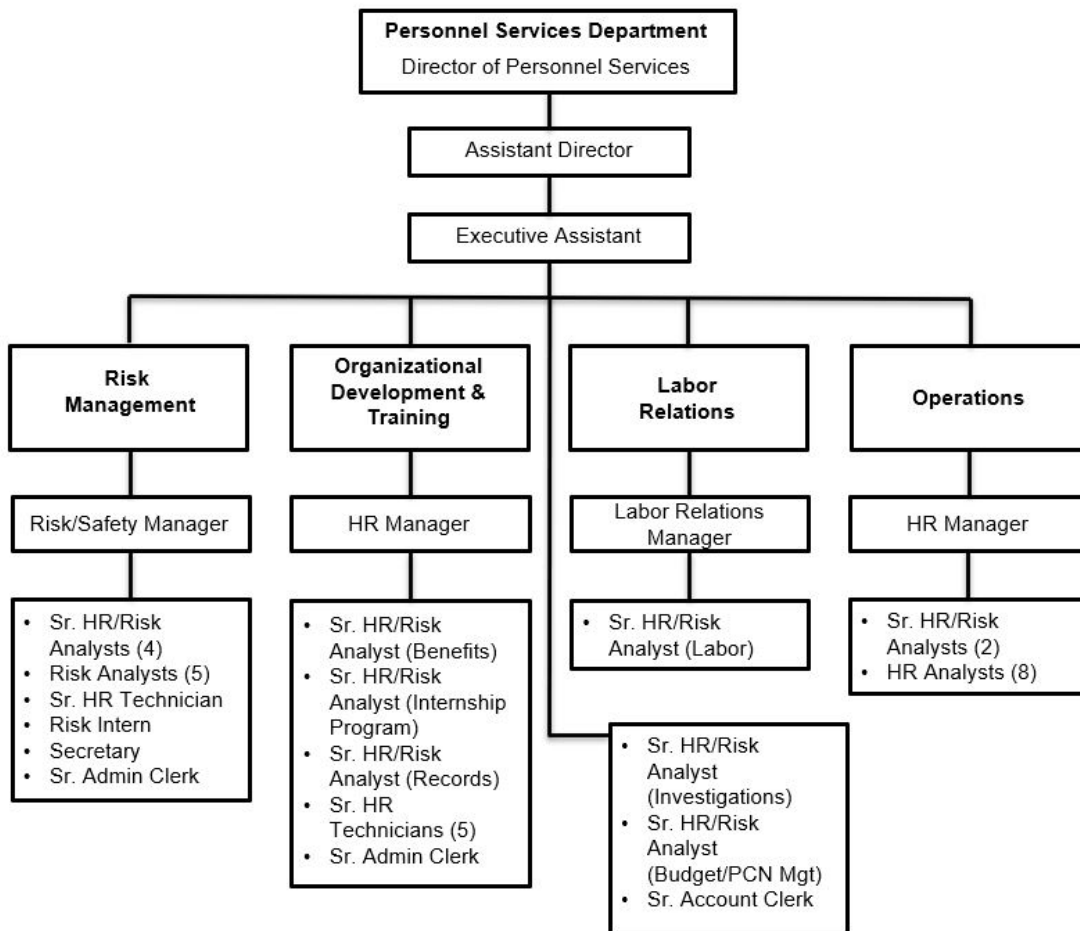
2. Budget: Operational

G. Barriers at existing PARCS facilities are included in the citywide Facilities Transition Plan. PARCS will coordinate the funding, tracking, and implementation of the PARCS facilities included in this plan in conjunction with Facilities Maintenance. Public classes, meetings, and events that are held in inaccessible locations will be relocated to alternative accessible facility upon request.

1. Target Completion: Ongoing; see Facilities Transition Plan and addenda

2. Budget: CDBG/Grant funding

5.10 Personnel Services Department (PSD)



The Personnel Services Department's (PSD) mission is to provide and facilitate the delivery of effective customer service through collaborative and diplomatic efforts, employing the values of integrity, compassion, and respect.

PSD consults citywide with department management on personnel matters, negotiates and maintains Memoranda of Understanding (MOU) with city bargaining units, processes grievances, investigates employee concerns, serves as support staff to the Civil Service Board, and manages the interactive process.

PSD also manages benefit plan enrollments; Unemployment Insurance claims; the Employee Assistance Program; provides new employee training and ongoing staff development; develops and updates personnel policies; implements and manages data modules to improve employee access to training opportunities and online personnel information; recruits and tests applicants for city positions; administers bilingual skill examinations; and, maintains personnel data and employee files for the City's workforce.

The Risk Management Division manages employee Workers' Compensation; provides loss control services through citywide safety programs; ensures compliance with the City's indemnification policy through contract review; and, processes property and liability claims through resolution and subrogation recovery. The overall goal of PSD is to add value to the City by providing outstanding service while proactively identifying opportunities for streamlining, protecting the City's assets and consolidating efforts. PSD strives to enhance working relationships at all levels to create a harmonious and efficient environment.



Picture 24: FY17. David Overstreet and Rachelle Golden provided a training seminar at City Hall about ADA Risk management strategies. Attendees included personnel from across multiple departments.

5.10.1 PSD Practices That Facilitate the Participation of People with Disabilities

- A. Department employees are aware of the need to provide program modifications for persons with disabilities and provide modifications on a case-by-case basis.
- B. Department employees are cognizant of the need to provide reasonable employment accommodations during all stages of the application, interview, hiring, and employee separation process.
- C. Job bulletins identify that applicants who need reasonable accommodation in the

recruitment process due to disability related concerns can contact PSD for more information.

- D. Regular training and meetings are provided to inform employees about the City's obligations and policies that enable persons with disabilities to participate in its programs or activities.
- E. Public meetings are required to be held in accessible locations.
- F. Interpreters, readers, and/or adaptive equipment and assistive listening devices are provided upon request.
- G. The height of the fingerprinting machine is accessible.
- H. Employees are trained to create accessible PDFs for public posting on the website.

5.10.2 PSD Action Steps

The following are action steps that are specific to PSD practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

- A. PSD will designate a minimum of two employees to be responsible for document accessibility. Designated employees will complete self-paced training as provided.
 - 1. Target Completion: FY22, Ongoing
 - 2. Budget: Operational
- B. Test and implement an accessible online employment program for applicants, employees and financial management services, replacing PeopleSoft.
 - 1. Target Completion: FY22
 - 2. Budget: Operational
- C. Review current recruitment outreach efforts to ensure a robust list of disability organizations are included as part of our standard outreach to receive City Job

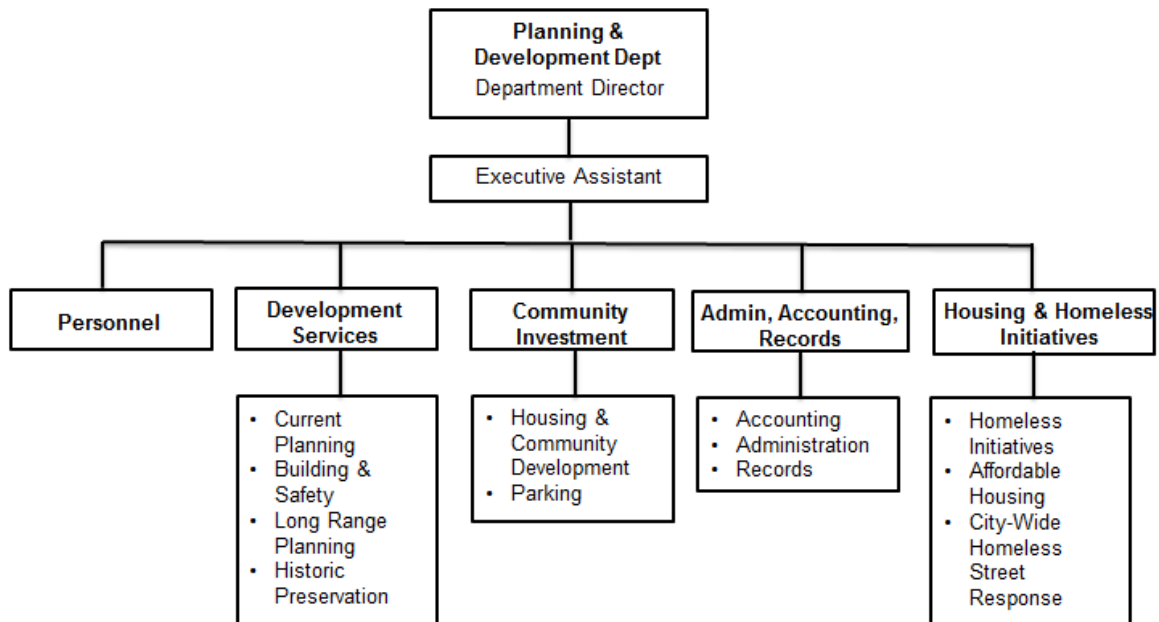
Bulletins. The City's Recruitment Staff will review current distribution list of agencies and organizations in which PSD distributes Job Bulletins. PSD will identify additional contacts with organizations that are led by and work with people with disabilities as this is essential to recruiting and attracting applicants with disabilities. Organizations may include College and University disability services, local independent living centers, rehabilitation organizations, disabled veterans' organizations, adaptive recreation programs, parents' organizations, special education departments or schools, disability rights organizations and support groups. Annually thereafter, PSD will review the Job Bulletin distribution/outreach list with the DAC so that members may provide input and/or add additional organizations to PSD's distribution/outreach list.

1. Target Completion: FY22 and annually thereafter
2. Budget: Operational

D. Train designated employees on the use of Ubi-Duo wireless communication device to support efforts of removing barriers to communication with people who are Deaf or hard of hearing.

1. Target Completion: FY22
2. Budget: Operational

5.11 Planning & Development Department



The Planning and Development Department, is the focus of both public and private property development throughout the City and the sustainable management of its land and water resources and public infrastructure. Programs and activities include downtown and neighborhood revitalization, long range land use planning, new development entitlements, building permits, building plan check, inspection services, parking services, and efficiency programs for residential and commercial properties. Divisions within the Department work directly with the public in-person at the counter, over the telephone, and on the job site.

5.11.1 Planning & Development Practices That Facilitate the Participation of People with Disabilities

- A. Employees are aware of the need to provide program modifications for persons with disabilities.
- B. Interpreters, and/or assistive listening devices or other means are provided upon

request to ensure that individuals with hearing disabilities can participate effectively in meetings, conferences, and hearings.

- C. Department regularly seeks out input on projects from people with disabilities.
- D. The Disability Advisory Commission has a Housing Subcommittee with active participation from department staff.
- E. Department is actively training and supporting pursuit of CASp Certification for staff.
- F. Planning and Building & Safety public counters were retrofitted for accessibility in FY21.



Picture 25: FY19. Fresno hosted the CA Commission on Disability Access for an expert panel on accessibility in the built environment for the restaurant industry.

- G. Administration public counter is accessible.

5.11.2 Planning & Development Action Steps

- A. The Department will designate a minimum of two, but as many as necessary to serve the need of the department, employees to be responsible for document accessibility. Designated employees will complete self-paced training as provided.
 - 1. Target Completion: FY22, Ongoing
 - 2. Budget: Operational
- B. Employees responsible for Social Media for the department to complete training on digital and social media accessibility requirements.
 - 1. Ongoing every two years, starting FY22
 - 2. Budget: Operational
- C. Planning efforts that include public outreach, including but not limited to those of

the Housing and Long Range Planning divisions, shall be scoped with a budget to provided ASL interpreting at a minimum of two and if possible, all community outreach meetings.

1. Target Completion: FY 22, ongoing
2. Budget: \$200,000 for all divisions/all languages

D. The City is required to employ a sufficient number of, and in all cases at least one Certified Access Specialist (CASP) to meet the public's need for experienced, trained, and tested individuals who can inspect buildings and sites for compliance with applicable state and federal construction-related accessibility standards. A minimum of 50% of the CASPs employed by the City must be building inspectors. Currently there are two CASp employees; neither are building inspectors. Department to train and support pursuit of CASp Certification for staff, in particular building inspector staff, allowing CASp trainees to utilize staff time for training and study.

1. Target Completion: Ongoing
2. Budget: Disability Access & Education Fund

E. Department to contract with CASp personnel for support of plan review and building inspection.

1. Target Completion: FY22, ongoing until sufficient number of CASp are employed
2. Budget: Disability Access & Education Fund

F. Amend Article 22 of Chapter 12 of the Fresno Municipal Code to generally exclude City funded projects and/or projects on City property from eligibility for



Picture 26: FY21. The lobby serving the Current Planning and Building & Safety Divisions was updated with accessible counters to serve the public.

at-risk permits, with exceptions subject to City Manager discretion. City projects utilizing at-risk permits have the potential to cost unnecessary public funds for reconstruction of inaccessible features. Amendment review process shall include outreach to internal City stakeholder.

1. Target Completion: FY 23

2. Budget: Operational

G. Review Article 22 of Chapter 12 of the Fresno Municipal Code to determine if it serves the best needs of people with disabilities and the business community. Amend as needed to reduce the risk of construction-related accessibility lawsuits against places of public accommodation (including but not limited to commercial buildings, restaurants, hotels/motels, and medical buildings). Current data indicates an ongoing surge of construction related accessibility lawsuits against places of public accommodations. Constructing at-risk increases the likelihood of access errors leading to lawsuits and increased costs for compliance by the permit holder, property owner, or tenant. The review process shall including outreach to stakeholders in the community, including but not limited to various Chambers of Commerce.

1. Target Completion: FY27

2. Budget: TBD

H. During inspection, Building Inspectors to provide brochures and education materials outlining the responsibilities of building owners and tenants with respect to accessibility regulations.

1. Target Completion: FY22 & ongoing

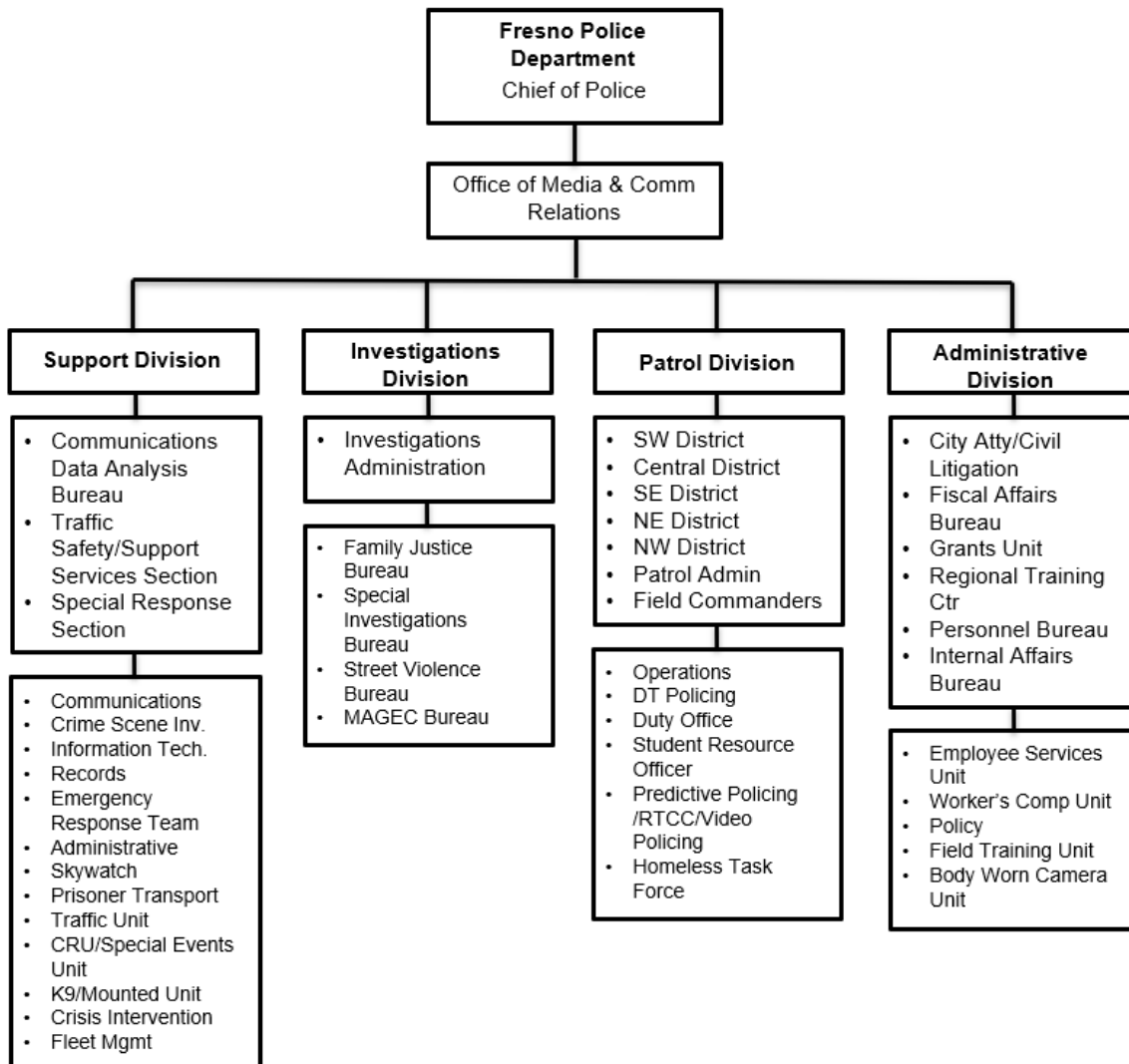
2. Budget: printing budget from Disability Access & Education fund

I. Barriers at existing city-owned parking facilities are included in the citywide Facilities Transition Plan. Planning & Development will coordinate the funding and

implementation of the barrier removals at parking facilities included in this plan.

1. Target Completion: Ongoing;
2. Budget: Facilities Transition Plan and addenda

5.12 Police Department



The men and women of the Fresno Police Department are dedicated to serving our community with honesty, compassion, and respect as we keep our citizens safe. We do this by preventing citizens from becoming victims of crime or being injured in a traffic collision. This is our highest priority. We are also committed to providing excellent service in those areas that are valued most by our citizens. Above all else, we must maintain the trust of our community. This five-letter word is the foundation of every law enforcement

agency.

Trust is what gives our officers the authority to do their job and the legitimacy to police neighborhoods. This trust must be continually earned and should never be taken for granted.

5.12.1 Police Practices That Facilitate the Participation of People with Disabilities

- A. Employees are aware of the need to provide program modifications for persons with disabilities.
- B. 911 Emergency Services are equipped with TTY compatible equipment, dispatchers receive training on how to use TTYs along with regular refresher training, and the dispatch center regularly tests telephone emergency services for direct equal access.



Picture 27: FY19. Officers attended a Halloween celebration at Beth Ramacher Developmental Center. The department makes efforts to build positive relationships within the community.

- C. 911 Emergency Services is equipped to receive Text-to-911 calls and began offering this service in FY21, in coordination with Fresno County and Clovis emergency response services.
- D. Interpreters and/or adaptive equipment are provided upon request for meetings, interviews, conferences, training, and events.
- E. The 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.

F. Documents and publications are available in simple, easy-to-understand language for individuals with learning disabilities.



Picture 28: FY20. Police personnel with program participants at the Arc Fresno/Madera Counties. Partnerships with community organizations are an important part of community oriented policing.

G. Communication cards have been issued as auxiliary aids to Department members who interact with community members on a regular basis. The card can be used to communicate with persons who are deaf, hard of hearing, or speech/language disabilities. The card is not to replace the need for an interpreter. Cards were first issued in June 2016 and have been reissued in April 2021.

H. The Department has adopted multiple policies that address accessibility for people with disabilities

including:

1. Policy 370: Effective communication with people with disabilities
2. 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
3. Policy 326: Victims of Elder Dependent Adult Abuse
4. 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.
5. 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.

6. Policy 901: Transporting individuals who use mobility devices.

7. Policy 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 29: FY18. An interactive roleplay activity during a "Law Enforcement & You" training at Central Valley Regional Center.

- I. The department has signs posted in lobby/booking/holding areas advising persons who are deaf or hard of hearing of the availability of auxiliary aids and services, including qualified interpreters.
- J. 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. The pamphlet is distributed annually.
- K. The department has trained 417 officers in Crisis Intervention techniques. It is anticipated that 75% of the department will be trained by the end of 2022.
- L. In 2018, the department launched the Crisis Intervention Team (CIT) in partnership with the Fresno County Department of Behavioral Health (DBH). The intention was to address the growing need for more resources in the community with regard to mental illness.
- M. "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 in 2017 as a partnership with the Police Department, the State Council on Developmental

Disabilities, and the office of the ADA Coordinator. Training can be provided upon request.

- N. The department has collaborated regularly with community organizations for events that bring officers and individuals with I/DD and other disabilities together for positive interactions in a safe, stress-free environment.
- O. The department utilizes Code Red for community alerts and notifications. This system uses multiple modalities for notification, including phone, text, and email alerts. The system is TTY compatible.

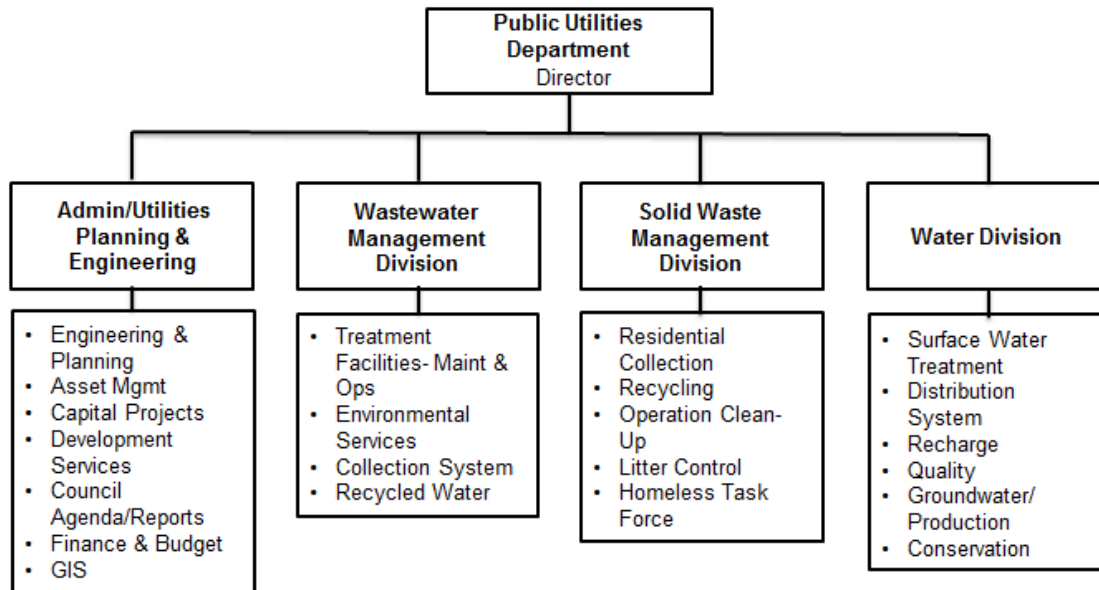
5.12.2 Police Action Steps

- A. The Department will designate a minimum of two, but as many as necessary to serve the need of the department, employees to be responsible for document accessibility. Designated employees will complete self-paced training as provided.
 - 1. Target Completion: FY22, Ongoing
 - 2. Budget: Operational
- B. Public Information Officers and other employees responsible for Social Media for the department to complete training on digital and social media accessibility requirements.
 - 1. Target completion: Ongoing every two years, starting FY22. When new personnel are assigned to this function, training will be completed within 2 months.
 - 2. Budget: Operational
- C. The Police department has existing policies and procedures related to the provision of sign language interpreting services. Updates to the procedures and education of staff on the policy and procedures are necessary.
 - 1. Target Completion: FY22

2. Budget: Operational
- D. Department will investigate use of Video Remote Interpreting as alternative to live sign language interpreters, including the necessary technology infrastructure to meet the ADA Requirements.
1. Target Completion: FY24
 2. Budget: TBD
- E. Ubi-Duo devices to be purchased to provide effective face-to-face communication when interacting with Deaf or Hard of Hearing community members at public counters.
1. Target Completion: FY23
 2. Budget: \$2,780 each
- F. Media Division to be educated on the use of ASL interpreters for press conferences as required with City policy. ASL Interpreters to be provided for press conferences related to disasters and critical incidents.
1. Target completion: FY22, ongoing
 2. Budget:
- G. Department will develop in-house perishable skills training on working with individuals with disabilities and individuals with mental illness. Training will include de-escalation techniques for use during crisis incidents.
1. Target completion: Ongoing every two years, starting FY22
 2. Budget: Training/Operational
- H. Police Department Annex Building contain barriers to access. Classes, meetings, and events that are open to the public that are currently held in the Annex Building will be moved to alternative accessible locations.
1. Target Completion: FY22

2. Budget:
 - I. Police Department Headquarters and Annex buildings contain barriers to access. These locations are on the Council-approved ADA Facilities Transition Plan. Department is responsible for initiating and funding facilities barrier removal projects.
 1. Target completion: FY 23-24
 2. Budget: TBD

5.13 Public Utilities Department (DPU)



The Department of Public Utilities (DPU) delivers high quality utilities services (solid waste, wastewater and water) professionally and competitively to ensure the health and safety of our community, preservation of the environment and the economic vitality of the City.

DPU is responsible for preserving precious natural resources through recycling, responsible treatment of wastewater, timely collection of solid waste and water conservation. Their priority is to deliver high-quality utility services professionally, efficiently and in an environmentally responsible manner, to ensure the health and safety of our community.

5.13.1 DPU Practices That Facilitate the Participation of People with Disabilities



Picture 30: FY19. During a DAC meeting, Solid Waste Division demonstrated new waste bin lids that have Braille, raised text, and raised symbols.

A. Tours or other visits by the general public to the Regional Wastewater Treatment Facility have been made accessible to the greatest extent feasible without resulting in fundamental alterations and reasonable accommodations or modifications have been granted upon request.

B. The Solid Waste Management Division makes alternate arrangements for individuals who are unable to place containers out on the street for collection. Trash containers have a standard lid that utilizes Braille, raised text, and raised symbols. Residents who have older style containers can request an accessible lid by calling the One Call Center.

C. Employees are aware of the need to provide program modifications for persons with disabilities.

D. Staff uses interpreters, email, or other written communication to communicate with individuals with hearing disabilities.

E. Public meetings are required to be held at accessible locations.

F. Interpreters, readers, adaptive equipment, and/or assistive listening devices are provided upon request.

5.13.2 DPU Action Steps

The following are action steps that are specific to Public Utilities practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

A. The Department will designate a minimum of two, but as many as necessary to

serve the need of the department, employees to be responsible for document accessibility. Designated employees will complete self-paced training as provided.

1. Target Completion: FY22, Ongoing

2. Budget: Operational

B. Employees responsible for Social Media for the department to complete training on digital and social media accessibility requirements.

1. Ongoing every two years, starting FY22

2. Budget: Operational

C. Efforts that include public outreach meetings shall be scoped with a budget to provided ASL interpreting at a minimum of two and if possible, all community outreach meetings.

1. Target Completion: FY 22, ongoing

2. Budget: \$3,000, TBD

D. Water conservation, water quality, and solid waste education programs outreach materials to be reviewed and updated to accessible document formats as needed.

1. Target Completion: FY23

2. Budget: Operational

E. Public Relations contract to ensure that deliverables include videos with captions and audio description and digital documents or items intended for social media meet web access requirements. Explore the feasibility of develop outreach marketing campaign materials in American Sign Language formats.

1. Target Completion: FY22, ongoing

2. Budget: No change to previously contracted amounts

F. Update to Solid Waste Special Handling program eligibility and associated ordinance, Fresno Municipal Code (FMC) 6-205 (9).

1. Target Completion: FY22

2. Budget: Operational

G. Review of project scoping standards for capital projects to ensure accessibility considerations are included. Education for project managers on scoping projects to include accessibility.

1. Target Completion: FY 23, Ongoing

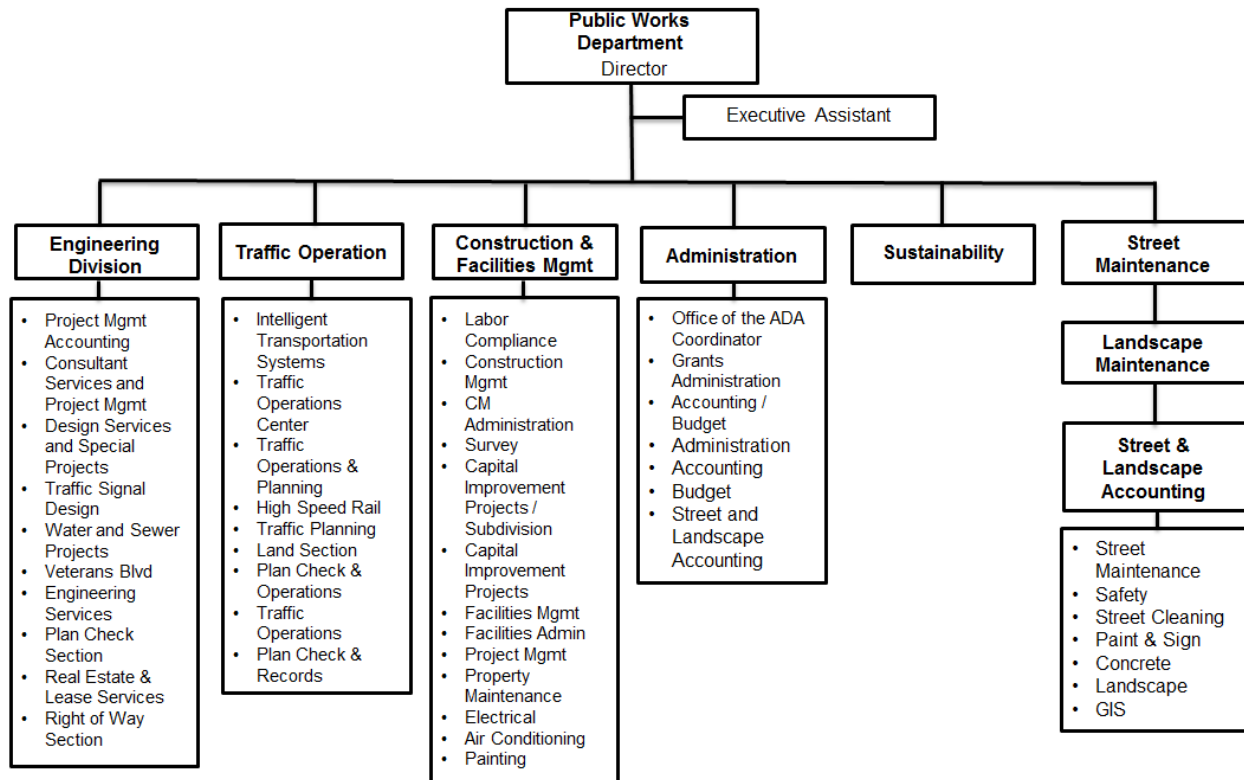
2. Budget: Operational

H. DPU employees conducting work in the public right-of-way, including but not limited to maintenance workers, to complete training on accessible temporary traffic control and how to maintain accessible routes. Training records to be maintained by the department.

1. Target Completion: FY 23, every two years thereafter

2. Budget: Operational

5.14 Public Works Department



The Public Works Department focuses on building and maintaining the critical backbone infrastructure of the City such as streets, sidewalks, traffic signals, streetlights, median islands, street trees, landscaping, trails, and public facilities to support the goals of neighborhood revitalization, economic development, public safety, sustainability, and air quality.



Picture 31: FY18. Street Maintenance division installed new curb ramps as part of the APS Retrofit project near Roosevelt High School.



Picture 32: FY19. Public Works employees attended training from Resources for Independence, Central Valley about the experiences of people with disabilities navigating in the right-of-way.

The Department implements these goals through providing various services such as transportation planning, infrastructure plan review and approval, Permit inspections, Impact fee administration, Traffic operations, Project management, Design services, Right-of-Way acquisition, Construction management, Facilities management, Community Facilities Districts (CFD's), Street maintenance and, Landscape maintenance

The Department's mission of Building a Better Fresno summarizes these services and the commitment of its staff to serve the citizens of Fresno.

5.14.1 Public Works Practices That Facilitate the Participation of People with Disabilities

- A. On February 25, 2016, the City Council adopted the 2016 Update to the Americans with Disabilities Act (ADA) Transition Plan for the Right of Way (ROW). The Transition Plan incorporates retrofitting Curb Ramps, Sidewalks, and Accessible Pedestrian Signals and replaces the 2003 Amended Curb Ramp Transition Plan. The goal of the Transition Plan is to ensure that the City maintains accessible paths of travel in the ROW for people with disabilities. Through this and previous plans, the COF has made a significant and long-term commitment to improving the accessibility of the ROW. The Department of Public Works has been the primary leader in these efforts, with collaboration from the Disability Advisory Commission (DAC) in prioritizing and providing input on the Transition Plan
- B. On September 22, 2016, the City Council adopted the Facilities Transition Plan. Each year 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.

- C. On March 2, 2017 the Active Transportation Plan (ATP) was adopted. This plan serves as the City's comprehensive guide for active transportation. The ATP envisions a complete and comfortable network of accessible trails, sidewalks, and bikeways that serve as a means for people to safely get to their destinations while reducing roadway congestion and improving the air quality. The prioritization metrics for ATP projects incorporate those outlined in the ADA Transition Plan for the ROW.
- D. On October 20, 2019, the City of Fresno Complete Streets Policy was adopted by council. This policy aids in the planning, design, and construction of transportation facilities that balance safety, access, and mobility for users of all abilities and ages. A complete street is a transportation facility that is planned, designed, operated, and maintained to provide safe mobility for all users - including bicyclists, pedestrians, transit vehicles, trucks, and motorists - appropriate to the function and context of the facility while connecting to a larger transportation network.
- E. In April 2021, the City Standard Specifications and Drawings were updated to reflect current access standards.
- F. The department has policies and programs to address the following:
 - a. Accessible on street parking in residential neighborhoods upon request;
 - b. Accessible temporary traffic control;
 - c. Accessible Pedestrian Signals (APS) and countdown pedestrian heads installed with new and modified traffic signals;
 - d. Re-construction of curb ramps and removal of median obstructions in cross walks for overlay alterations;
 - e. Street maintenance curb ramp retrofit program; and

- f. Street maintenance sidewalk concrete repair program.
- G. Department budgets funds annually that can be used to respond to requests from the public and complaints related to ROW.
- H. Interpreters and/or adaptive equipment, including assistive listening devices, are provided upon request for meetings, interviews, conferences, training, and events.
- I. Department regularly seeks input on projects from people with disabilities, utilizing the Disability Advisory Commission for outreach.
- J. Department holds service contracts for janitorial and landscape maintenance services with organizations that provide work service training for individuals with developmental disabilities.
- K. Department regularly conducts training related to ROW and facility requirements for accessibility.
- L. Department employs one CASp and is actively supporting pursuit of CASp Certification for other employees.
- M. Department is responsible for coordination of the Disability Access & Education fund.
- N. Department has updated facilities maintenance estimate request forms to include addition 20% costs for alterations to primary function areas.

5.14.2 Public Works Action Steps

The following are action steps that are specific to Public Works practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

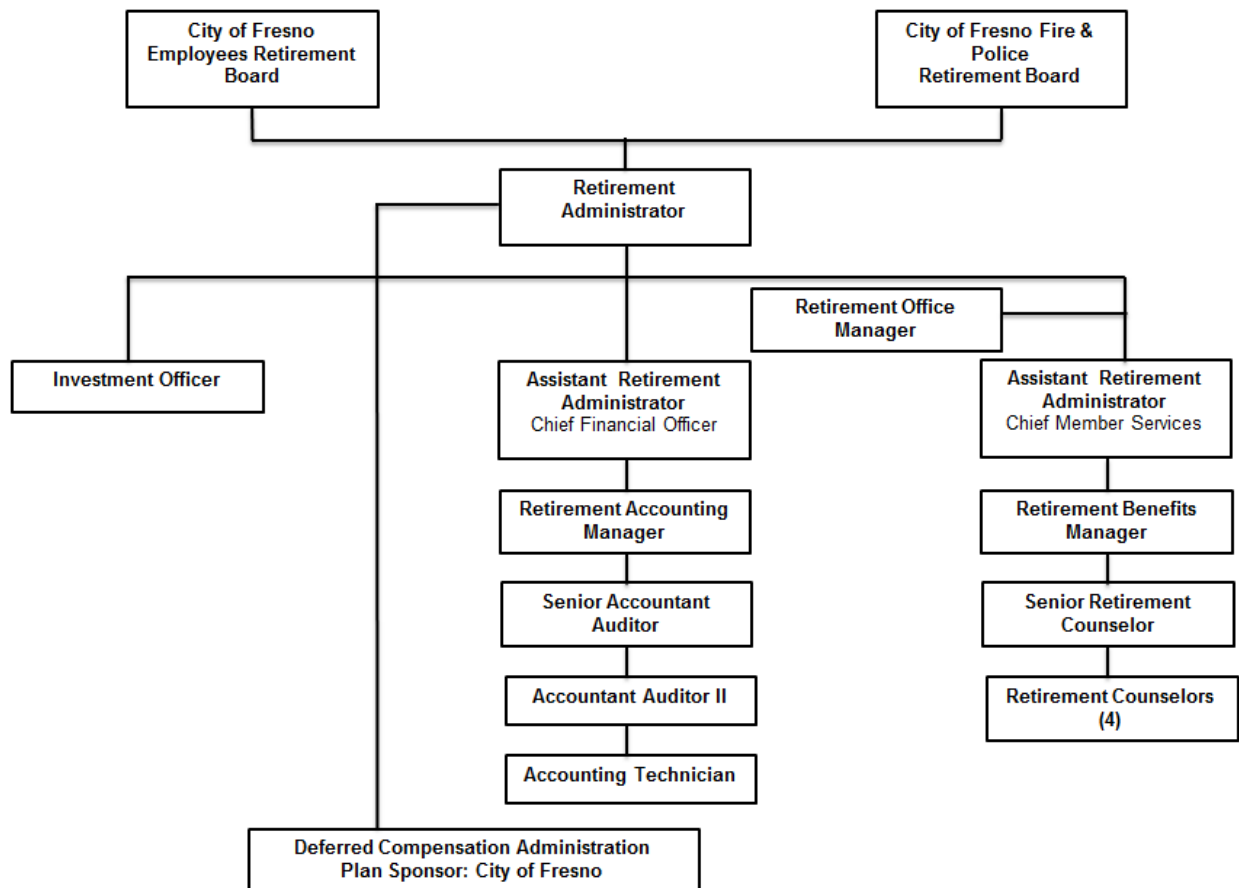
- A. The department will designate a minimum of two, but as many as necessary to serve the need of the department, employees to be responsible for document accessibility. Designated employees will complete self-paced training as provided.

1. Target Completion: FY22, Ongoing
 2. Budget: Operational
- B. Updates to be made to grant scoping and project management processes, including templates, materials, and routing, to include accessibility review during scoping, preliminary design, and at regular intervals throughout the project.
1. Target Completion: FY22
 2. Budget: Operational
- C. Policies to be developed to address accessible design for capital projects elements not explicitly covered by the ADA Standards and CBC, including but not limited to cycle tracks, on-street parking, and tabled intersections for accessible crossings.
1. Target Completion: FY24
 2. Budget: Operational
- D. Explore the feasibility of, and if possible, implement policies that include CASp review for Public Works Capital Improvement ROW plan sets, City of Fresno Facilities Management Project estimates and scoping, and ADA Facilities Transition Plan projects. Policy development process shall include impacted internal City stakeholders.
1. Target Completion: FY24
 2. Budget: Operational; Disability Access & Education Fund as needed for contracted review
- E. The City is required to employ a sufficient number of, and in all cases at least one Certified Access Specialist (CASp) to meet the public's need for experienced, trained, and tested individuals who can inspect buildings and sites for compliance with applicable state and federal construction-related accessibility standards. Department to support training for employees to pursue of CASp Certification, allowing CASp trainees to utilize staff time for training and study.

1. Target Completion: FY22, ongoing until sufficient number of CASp are employed
 2. Budget: Disability Access & Education Fund
- F. Designate staff in each division to be trained as accessibility generalist for the division. Staff to be trained on accessibility components related to the division work and provide accessibility guidance for their division under the supervision of a CASp and/or the ADA Coordinator.
1. Target Completion: FY22 and Ongoing
 2. Budget: Disability Access & Education Fund
- G. Facility maintenance personnel to be trained on requirements for new construction and alteration every 2 years.
1. Target Completion: FY22 and ongoing every 2 years
 2. Budget: Disability Access & Education Fund
- H. Barriers at key existing facilities are included in the Citywide Facilities Transition Plan. In many instances, Public Works Facilities Maintenance Division is involved with coordinating cost estimates, design, and construction of projects.
1. Target Completion: Ongoing; see Facilities Transition Plan and addenda
 2. Budget: varies; CDBG/Grant funding
- I. Facilities Transition Plan to be updated to incorporate additional key City facilities.
1. Target Completion: FY26
 2. Budget: TBD
- J. ROW Transition Plan to be updated to incorporate Active Transportation Plan and Complete Street Policy.
3. Target Completion: FY25

4. Budget: TBD

5.15 Retirement Office



The Retirement Office administers two Retirement Systems which provide retirement allowances and other benefits to the safety and non-safety members employed by the City. The Systems also provides lifetime retirement, disability, and death benefits to its members. The two Retirement Boards are responsible for the prudent investment of member and employer contributions, and defraying reasonable expenses of administration.

5.15.1 Retirement Practices That Facilitate the Participation of People with Disabilities

A. Employees are aware of the need to provide program modifications for persons with disabilities.

B. Meetings are required to be held in accessible locations.

C. Interpreters, readers, adaptive equipment, and assistive listening devices are provided when requested for meetings, conferences, and other events.



Picture 33: FY18. Retirement conducted a CASp inspection of their facility and removed barriers to access in the parking lot.

D. A CASp inspection was conducted for the Retirement office. Parking lots were updated in 2017. Interior remodeling scheduled for completion in FY21

E. Retirement website was updated for accessibility and continues to be reviewed using automated testing services.

5.15.2 Retirement Action Steps

The following are action steps that are specific to Retirement Office practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

A. The Department will designate a minimum of two, but as many as necessary to serve the need of the department, employees to be responsible for document accessibility. Designated employees will complete self-paced training as provided.

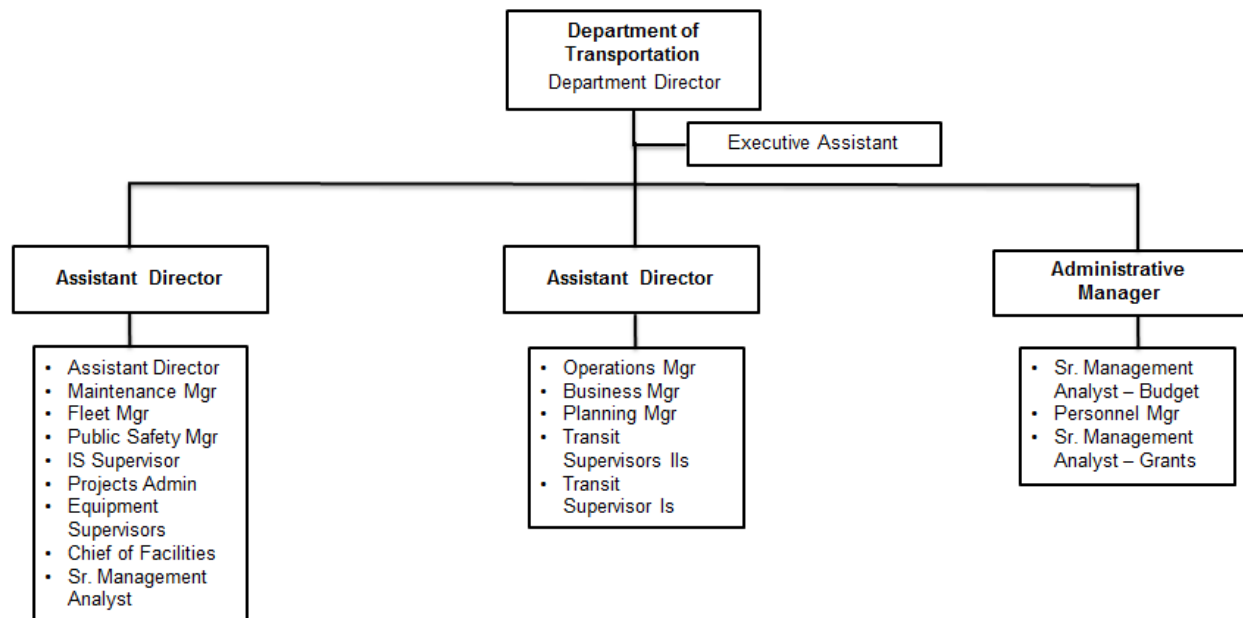
1. Target Completion: FY22, Ongoing

2. Budget: Operational

B. Retirement meetings are published on YouTube. Employees responsible for Social Media for the department to complete training on digital and social media accessibility requirements.

1. Ongoing every two years, starting FY22
2. Budget: Operational

5.16 Transportation Department



The City of Fresno's Public Transportation Department offers 19 fixed-route bus lines and Handy Ride Paratransit Service, all designed to help you get wherever you want to go! We take pride in serving the greater Fresno Metropolitan Area with a modern clean and green fleet of over 100 buses. Fresno Area Express is operated by the City of Fresno as a public service to all the citizens and visitors of Fresno.



Picture 34: FY20 Valley Center for the Blind provides training for FAX bus drivers.

5.16.1 Transportation Practices That Facilitate Inclusion of People with Disabilities:

- A. Transportation Department has conducted a department-wide self-evaluation, including assessment of physical accessibility at fixed route bus stops, developing the FAX ADA Transition Plan, which was adopted by City Council on September 2, 2021.
- B. Complimentary paratransit service is provided in accordance with federal requirements.
- C. Drivers receive mandatory annual training related to accessibility. All new bus operators receive training from Valley Center for the Blind.
- D. Standard Drawings for typical bus stops have been developed.
- E. Fixed route bus stop signs are provided in raised text and Braille.
- F. People with disabilities were consulted in advance of ordering new buses and equipment.
- G. Audible announcements provided for the route and direction of travel and internally for connections.



Picture 35: FY18 DAC Subcommittee members testing The Q Ticket Vending Machines for accessibility.

- H. Ticket Vending Machines meet requirements for ICT accessibility and the overlay/face of the machines have been updated to provide consistent, standard Braille placement.
- I. The department provides online guidance for use of system in accessible formats.
- J. Paratransit application has been updated to be fillable and accessible for screen reader users. Language has been updated to be more inclusive.
- K. "My FAX Bus" mobile application was updated for usability

and accessibility.

- L. The Disability Advisory Commission has a Transportation Subcommittee with active participation from department staff.

5.16.2 Transportation Action Steps

- A. The Department will designate a minimum of two, but as many as necessary to serve the need of the department, employees to be responsible for document accessibility. Designated employees will complete self-paced training as provided.

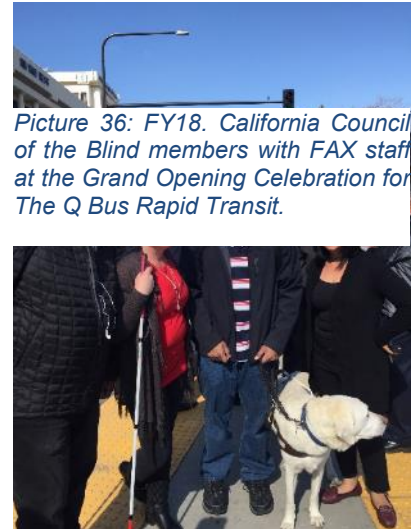
- 1. Target Completion: FY22, Ongoing
- 2. Budget: Operational

- B. Department has conducted a department-wide self-evaluation, including assessment of physical accessibility at fixed route bus stops. the FAX Bus Stop Transition Plan was adopted by City Council on September 2, 2021.

- 1. Target: Ongoing
- 2. Budget: Refer to FAX Bus Stop Transition Plan

- C. The City is required to employ a sufficient number of, and in all cases at least one Certified Access Specialist (CASP) to meet the public's need for experienced, trained, and tested individuals who can inspect buildings and sites for compliance with applicable state and federal construction-related accessibility standards. Department to support training for at least two employees to pursue of CASp Certification, allowing CASp trainees to utilize staff time for training and study.

- 1. Target Completion: FY22, ongoing until sufficient number of CASp are



Picture 36: FY18. California Council of the Blind members with FAX staff at the Grand Opening Celebration for The Q Bus Rapid Transit.

employed

2. Budget: Disability Access & Education Fund

D. City to contract with CASp personnel for support of plan review and building inspection for Transportation Capital projects.

1. Target Completion: FY22, ongoing until sufficient number of CASp are employed

2. Budget: Disability Access & Education Fund

E. Department will coordinate and implement an accessible mobile ticketing system that will be usable by smartphones.

1. Target completion: FY23

2. Budget: TBD

F. Currently, paratransit passes are only available for a calendar month. Smart Card to be implemented which will allow for 30 day passes for paratransit that are comparable with those available for Fixed route.

1. Target completion: FY 23

2. Budget: TBD

G. Department is in the process of transitioning to electric bus fleet to meet state regulations. Electric buses are quiet and might not provide auditory access to individuals who are blind or visually impaired. Department to investigate and implement measures to address this concern.

1. Target : FY22

2. Budget: Operational

H. Department has developed standard drawings for typical bus stops have been developed. Department will develop additional standard drawings for atypical bus stops.

1. Target completion FY23
 2. Budget: Operational
- I. Department is installing a new Computer Aided Dispatch Automated Vehicle Locator (CAD AVL) for up-to-date, real-time service across more channels for the public. System provides visual and audio notifications for buses arriving. Department is currently beta testing visual signs at key transportation hubs (Manchester Transit Center, California State University, Fresno, and Courthouse Park) which may be installed across the bus stop system. Department will investigate the addition of audio notifications. To the CAD AVL.
1. Target Completion: FY 24
 2. Budget: TBD

6.0 Acronyms & Abbreviations

Below is a list of the acronyms and abbreviations that are used throughout the document.

ADA – Americans with Disabilities Act

AO – Administrative Order

ARC – American Red Cross

CAO – City Attorney’s Office

CASp – Certified Access Specialist

CBO – Community Benefit Organization

CCO – City Clerk’s Office

CERT – Community Emergency Response Team

CIP – Capital Improvement Project

DAC – Disability Advisory Commission

DBE – Disadvantaged Business Enterprise

DOJ – Department of Justice

EOP – Emergency Operations Plan
FAA – Federal Aviation Administration
FAX – Fresno Area Express

FMC – Fresno Municipal Code

FYI – Fresno Yosemite International

GIS – Geographic Information System

I/DD – Intellectual or Developmental Disability/Disabilities

ICT – Information and Communication Technology

ISD – Information Services Department

IT – Information Technology

ITS – Intelligent Transportation System

MUTCD – Manual on Uniform Traffic Control Devices

PARCS – Parks, After School, Recreation, and Community Services

PDF – Portable Document Format

PSD – Personnel Services Department

PROWAG – Public Rights of Way Accessibility Guidelines

ROW – Right of Way

SARA – Service Animal Relief Area

UB&C – Utility Billing and Collections

WCAG 2.0 – Web Content Accessibility Guidelines 2.0

7.0 Definitions

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

Disability

The term disability means, with respect to an individual:

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

The definition of 'disability' shall be construed broadly in favor of expansive coverage, to the maximum extent permitted by the terms of the ADA.

Physical or Mental Impairment

Physical or mental impairment means:

Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more body systems, such as: neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, immune, circulatory, hemic, lymphatic, skin, and endocrine; or

Any mental or psychological disorder such as intellectual disability, organic brain syndrome, emotional or mental illness, and specific learning disability.

Physical or mental impairment includes, but is not limited to, contagious and noncontagious diseases and conditions such as the following: orthopedic, visual, speech

and hearing impairments, and cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, intellectual disability, emotional illness, dyslexia and other specific learning disabilities, Attention Deficit Hyperactivity Disorder, Human Immunodeficiency Virus infection (whether symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism.

The term “disability” does not include homosexuality, bisexuality, transvestism, transsexualism, pedophilia, exhibitionism, voyeurism, gender identity disorders not resulting from physical impairments, other sexual behavior disorders, compulsive gambling, kleptomania, pyromania, or psychoactive substance use disorders resulting from current illegal use of drugs.

Major Life Activities

Major life activities include, but are not limited to: Caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, sitting, reaching, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, writing, communicating, interacting with others, and working; and

The operation of a major bodily function, such as the functions of the immune system, special sense organs and skin, normal cell growth, and digestive, genitourinary, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, hemic, lymphatic, musculoskeletal, and reproductive systems. The operation of a major bodily function includes the operation of an individual organ within a body system.

Substantial Limitations

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

- The nature and severity of the impairment;

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

Having a Record of Impairment

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

Regarded as Having a Disability

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

Qualified Individual with a Disability

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

Discrimination on the Basis of Disability

Discrimination on the basis of disability means to:

- Limit, segregate, or classify a citizen in a way that may adversely affect opportunities or status because of the person's disability; Limit, segregate, or classify a participant in a program or activity offered to the public in a way that might adversely affect opportunities or status because of the participant's disability;
- Participate in a contract that could subject a qualified citizen with a disability to

discrimination;

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

Complaint

A complaint is a claimed violation of the ADA.

Reasonable Program Modifications

If the individuals' disabilities prevent them from performing the essential functions of the program or activity, it is necessary to determine whether reasonable program modifications would enable these individuals to perform the essential functions of the program or activity.

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

To a registration or application process to enable an individual with a disability to be considered for the program or activity;

To the program or activity environment in which the duties of a position are performed so that a person with a disability can perform the essential functions of the program or activity; and

That enables individuals with disabilities to enjoy equally the benefits of the program or activity as other similarly situated individuals without disabilities enjoy.

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

Modification applies to:

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

Modification is not required if:

- It changes the fundamental nature of a program or activity
- It creates a hazardous situation; or
- It poses an undue burden on the City.

Undue Burden

The City is not required to provide an accommodation that imposes an undue burden on the operation of the City's business.

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

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

The following factors shall be considered in determining whether a program modification would create an undue burden: the nature and cost of the modification; the financial resources of the City available to make the modification; the impact the expense of the accommodation will have on the affected City operation; and the permanence of the alterations affecting the site.

Auxiliary Aids and Services

The term auxiliary aids and services include:

Qualified interpreters or other effective methods of making orally delivered materials available to individuals with hearing impairments;

Qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments;

Acquisition or modification of equipment or devices; and

Other similar services and actions.

8.0 Appendix List

A. ADA Liaison List 2021

B. ADA Self Evaluation Action Plan Public Comment Matrix

2021 ADA Liaisons

Department	Division	Name	Title
AIRPORTS	Airports Projects Administration	Jean Thomas-Runnels	Capital Development Specialist
CITY ATTORNEY'S OFFICE	Legal Proceedings & Consult	Brandon Collet	Senior Deputy City Attorney II
CITY ATTORNEY'S OFFICE	Legal Proceedings & Consult	Christina Therrien	Law Office Manager
CITY CLERK'S OFFICE	Records Management	Raven Dunlap	Deputy City Clerk
DEPARTMENT OF PUBLIC UTILITIES	Liquid Waste Treatment	John Turnipseed	WW System Supervisor
DEPARTMENT OF PUBLIC UTILITIES	Water Operations	Martin Wendels	Project Manager
DEPARTMENT OF PUBLIC UTILITIES	Public Utilities Administration	May Albiani	Executive Assistant to Dept Director
FINANCE	Finance Administration	Mang Thao	Administrative Manager
FINANCE	Accounting	Veronica Diaz	Management Analyst II
FINANCE	Finance Administration	Yvonne Dedmore	Assistant Controller
FIRE	Suppression, EMS, and HAZMAT	Jeffrey Guynn	Fire Captain
FIRE	Suppression, EMS, and HAZMAT	Paul Garnier	Fire Captain
INFORMATION SERVICES	System Applications	Robert West	Programmer/Analyst III
INFORMATION SERVICES	Information Services Administration	Sarah Beye	Senior Management Analyst

Department	Division	Name	Title
OFFICE OF THE MAYOR & CITY MANAGER	City Manager's Office Administration	Toni Machado	Executive Assistant to the City Manager
PARKS, AFTER SCHOOL, COMMUNITY SERVICES, AND RECREATION (PARCS)	After School Recreation & Comm Services	Kyle Jeffcoach	Community Services Manger
PLANNING AND DEVELOPMENT	Building & Safety	Chuck Clark	Building Services Manager
PLANNING AND DEVELOPMENT	Building & Safety	Kristine Longoria	Management Analyst II
PLANNING AND DEVELOPMENT	CDBG Administrator	Kimberly Archie	Senior Management Analyst
PLANNING AND DEVELOPMENT	Administration	Janice Monroe	Management Analyst II
PERSONNEL	HR Administration Program	Marissa Gonzales	Assistant Director of Personnel Services
PERSONNEL	HR Administration Program	Michelle Marchini	Sr HR/Risk Analyst
PERSONNEL	HR Administration Program	Yvonne Teixeira	Executive Assistant to Dept Director
POLICE	Accountability & Compliance	Alfonso Castillo	Police Sergeant
PUBLIC WORKS	CAP Administration	Carla Gonzalez	Management Analyst I
PUBLIC WORKS	Administration	Christina Robles	Staff Assistant
PUBLIC WORKS	ADA Program	Shannon Mulhall	ADA Coordinator
RETIREMENT	Retirement	Pattie Laygo	Retirement Office Manager

Department	Division	Name	Title
RETIREMENT	Retirement	Robert Theller	Retirement Administrator
TRANSPORTATION	Operations	Joe Vargas	Assistant Director
TRANSPORTATION	Handy Ride	Chenier Derrick	Paratransit Specialist
TRANSPORTATION	Capital Projects	Kristopher Grey	Projects Administrator
TRANSPORTATION	Administration	Sandy Cetti	Capital Development Specialist

Appendix B ADA Self Evaluation Action Plan Public Comment Matrix

Date	Name	Organization	Comment Type	Are you a person with a disability	Do you agree with the Self-evaluation Plan Update? (Survey Monkey Only)	Comment	Department	Response
7/6/2021	Chenier Derrick	City of Fresno	Survey Monkey	yes	yes		Citywide	
7/14/2021	Yonas Paulos		Email	yes		Good morning ☺ your office did an excellent job on the report thank you 🙏 for advocating for people like me in the city of Fresno God bless you all.	Citywide	n/a
8/1/2021	Greg Barfield	City of Fresno	Survey Monkey	no	yes		Citywide	
8/10/2021	Susan Coulter	Deaf and Hard of Hearing Service Center	Email	yes		I think the hard of hearing and cochlear implant users would be easy to reach. Hopefully they will have an interest. I do recall that [an employee] from the airport went to one of the Cochlear Implant Support Group meetings around 2 or 3 years ago. One person in our group had a bad experience at an airport in another state and wanted to find out what was in place at Fresno Yosemite airport for people who are hard of hearing. Those in attendance were able to share their experiences, but I didn't know if there was any follow up. Now I am seeing that the airport is actually part of the ADA self evaluation action plan. From what I recall, the hard of hearing person's boarding place was moved to a different gate. She was supposed to receive a text, but she did not and did not understand the overhead intercom. I don't know if our airport has a texting system in place.	Airports	This is an airline responsibility.
8/10/2021	Susan Coulter	Deaf and Hard of Hearing Service Center	Email	yes		Pictograph cards for communication access for Code Enforcement/Community Revitalization Officers. I'm curious to see what these would look like.	City Attorney's Office	Cards have not yet been developed; will need to determine what kinds of concepts employees will need to communicate to public in this work.
8/10/2021	Susan Coulter	Deaf and Hard of Hearing Service Center	Email	yes		The sign language interpreters. Have you hired anyone yet?	Clerk's Office	sign language interpreters have not yet been hired as of this publication.

Appendix B ADA Self Evaluation Action Plan Public Comment Matrix

8/10/2021	Susan Coulter	Deaf and Hard of Hearing Service Center	Email	yes		Provide optional training to staff on basic signs and effective communication with people who are Deaf or Hard of Hearing. Wonderful. Do you want DHHSC involved?	Fire	Yes, the Department would like to partner with DHHSC for this initiative.
8/10/2021	Susan Coulter	Deaf and Hard of Hearing Service Center	Email	yes		Training Division and Emergency Preparedness Officer (EPO) will seek out training available to First Responders for no cost items or grant funding for other training needs. EPO will also work with CERT, ARC, and the ADA Coordinator to seek out communication access tools for apparatus at low or no-cost. - would this benefit D/HH too? Do you want DHHSC involved?	Fire	Yes, the Department would like to partner with DHHSC for this initiative. The goal is that any communication tools acquired for the fire department will benefit deaf and hard of hearing community members as well as folks with other kinds of communication-related disabilities.
8/10/2021	Susan Coulter	Deaf and Hard of Hearing Service Center	Email	yes		Distribute letter annually and include in new/renewed contracts information regarding obligations under the ADA to provide modifications & accommodations to community benefit organizations, partners, and renters operating in PARCS Facilities and/or on behalf of the City. FY22 ongoing annually - So each organization setting up any event is directly responsible for paying for sign language interpreters if deaf people attend	PARCS	If an organization is operating a program out of the city facility they need to meet the ADA requirements. PARCS has two types of outside organizations that we have agreements with: 1) organization rents out a facility. If they want to make a physical modification to the facility it needs to meet accessibility requirements. 2) organization provides programming on behalf of the city at PARCS facilities. The intent of the annual letter is a reminder that, in general any organization operating out of a City facility needs to meet the ADA requirements, including effective communication and the provision of interpreters.
8/10/2021	Susan Coulter	Deaf and Hard of Hearing Service Center	Email	yes		Department will investigate use of Video Remote Interpreting as alternative to live sign language interpreters, including the necessary technology infrastructure to meet the ADA Requirements.- I do understand the need for this. There is a lot of negativity regarding VRI, but we need to check all options.	Police	noted.
8/10/2021	Susan Coulter	Deaf and Hard of Hearing Service Center	Email	yes		The Police department has existing policies and procedures related to the provision of sign language interpreting services. Updates to the procedures and education of staff on the policy and procedures are necessary. - Wonderful.	Police	noted. The department is in direct contact with over 150 departments nationwide to gain best practice models for procedures

Appendix B ADA Self Evaluation Action Plan Public Comment Matrix

8/10/2021	Susan Coulter	Deaf and Hard of Hearing Service Center	Email	yes		Ubi-Duo devices to be purchased to provide effective face-to-face communication when interacting with Deaf or Hard of Hearing community members at public counters. - Wonderful. I feel the hard of hearing people and deaf people who have good English skills will be especially interested in this.	Police	noted.
8/10/2021	Susan Coulter	Deaf and Hard of Hearing Service Center	Email	yes		Efforts that include public outreach meetings shall be scoped with a budget to provide ASL interpreting at a minimum of two and if possible, all community outreach meetings. Great!	Public Utilities	noted.
8/10/2021	Susan Coulter	Deaf and Hard of Hearing Service Center	Email	yes		Public Utilities Department: Public Relations contract to ensure that deliverables include videos with captions and audio description and digital documents or items intended for social media meet web access requirements. Explore the feasibility of develop outreach marketing campaign materials in American Sign Language formats. Wonderful. I see this department as one the Deaf Community most likely will utilize more than some of the others.	Public Utilities	noted.
8/16/2021	Dr. William Daley Jr			yes	decline to state		citywide	
8/16/2021	Velma Revels		Survey Monkey	yes	yes		Citywide	n/a
8/16/2021	Fermina Martinez			yes	yes	need more transportation services in rural communities	n/a	Rural transportation is outside the city jurisdiction, however city transportation personnel are aware of the need for connectivity between city and rural transportation services.

Appendix B ADA Self Evaluation Action Plan Public Comment Matrix

8/16/2021	David Sanders, Ph.D			yes	yes	Not all City Commissions offer agendas, minutes, documents in adaptive formats for the visually impaired - especially the Historic Preservation Commission and the Planning Commission. The Planning Dept permit counter is difficult to navigate with a disability, and the staff is testy if one is slow in completing paperwork. Nothing is available in Braille in Planning. Staff at the counter need better training on accommodating persons with disabilities. Locked doors on City Hall after 6 pm can often mean sitting in my chair for a long time (in the weather) waiting for access - there must be a better way to do security.	planning & development	As noted in the Action Plan, each department is committing to designate personnel in each department to be trained on how to prepare documents for accessibility. The permit counter has recently been reconfigured to include accessible counters. Citywide, all staff are trained in disability awareness, regulations, and etiquette every two years; this information will be integrated into the training materials. Per AO 8-20, alternate formats, including Braille, will be provided upon request. Security measures will remain as is.
8/17/2021	Jordan Noble	Resources for Independence Central Valley	public meeting	yes		I like that you make plans for the goals you want to reach. It's so important to know where you're heading.	citywide	noted.
8/17/2021	Kholoud Rashid		public meeting			love the ADA Trainings for all employees	Citywide	noted.
8/17/2021	Vidal Medina	Resources for Independence Central Valley	public meeting	yes		Great presentation. One of my concerns as an advocate with RICV is the lack of participation by a greater number of people at the outreach might translate into a perception of apathy or that people don't care. I like what the city has been doing lately, reaching out to community partners that provide services to all types of people in the disability community. A lack of participation does not mean that people do not care about the outcomes. Advocates care because it is part of their jobs for the agencies, but people themselves out in the community they too do care because we hear from them, our consumers, just like CVRC and DHHSC. Whenever there seems to be disconnect, encourage the liaisons to connect with you [ADA Coordinator] and ask who's out in the community that might be helpful?	citywide	City of Fresno relies heavily on community advocates to participate in this process and provide input on behalf of the community, understanding that not all people have the time or ability to personally provide comments, but that these organizations have a strong understanding of the needs of the persons served. ADA Liaisons are requested to attend the DAC meetings to hear directly from the advocates in attendance.

Appendix B ADA Self Evaluation Action Plan Public Comment Matrix

8/17/2021	Jordan Noble	Resources for Independence Central Valley	public meeting	yes		Will [transportation] have live routes posted eventually like an application how Uber uses?	Transportation	Transportation is researching mobile ticketing applications that include trip planning as a possibility but does not have a timeline yet based on funding availability. In the meantime, customers have access to the MyFAX Bus App as well as the City's website which should allow users to plot out trips ahead of time and can show some limited real-time data regarding bus locations. Micro Transit services have been reviewed, but determined not to be financially feasible. Micro Transit or some form of on demand service has been included in the Regional Transportation Plan but nothing in the City of Fresno short term planning.
8/17/2021	Tracy Beckham		public meeting			Just a "thank you" for bus fares being considered for smart phones. I've done that in Denver and Seattle, and it was wonderful	Transportation	noted.
8/20/2021	Leticia Palomarez	West Coast Podiatry Group		decline to state	decline to state	All businesses should have wheelchair access buttons for their electronic doors or automatic sliding dooors activated by sensors when people approach the door(s). (We need an advocate like Shelley Stoute for our patients with disabilities.)	n/a	places of public accommodations (businesses) are outside the scope of this plan.
8/23/2021	Betty Holmes			yes	yes	The program is excellent to me	citywide	
8/25/2021	Jane Lessard		public meeting	yes		TTYs at the airport are not working and not many people use TTY these days, they use other communication services; should set up a Video Relay Interpreter kiosk for Deaf instead	Airports	Airports will investigate if the public phone ttys require maintenance; a public Video Relay Interpreter kiosk will not be integrated in the Action plan at this time.
8/25/2021	Beth Lipston		public meeting	yes		Sometimes on TV or on the news we finally now are able to see if someone is speaking with the city, there is an interpreter present I think we have seen that a little while ago. When we have seen someone presenting on the news having an interpreter present, but not always being able to see the interpreter.	Citywide	City policy AO 8-18 states that "The interpreter should be positioned standing directly next to the speaker so that they can be kept in the frame to ensure that viewers can see the interpreter. An individual communicating in sign language needs to be in full view in order
8/25/2021	Gary Johnson		public meeting			hopefully captions will be important as well.	Citywide	Per AO 8-18 the City will provide auxiliary aids and services, including real time captioning. The UbiDuo Device can be connected to a projector to provide real time captioning.

Appendix B ADA Self Evaluation Action Plan Public Comment Matrix

8/25/2021	Jane Lessard		public meeting	yes		Some people are not deaf friendly when it comes to their attitude and not wanting to make an accommodation when wearing a mask when they're interacting with a deaf person. A deaf person may need them to just lower it to read them or make some similar accommodation, or to see through through mask. Those masks are really challenging for deaf people so you need to find a way to do something out there about this, it's a real sore spot in the deaf community.	Citywide	City has made available to customer service staff transparent window masks and has purchased several UbiDuo devices to assist with face to face communication. Staff have been directed to be willing to write notes, use mobile apps, and request interpreters as necessary for effective communication.
8/25/2021	Jane Lessard		public meeting	yes		Do not like the UbiDuo Technology, it is not good for people who use ASL. It should not be the only accommodation that is available. I just think that buying so many ubiduos is a waste of funds, I think, having a few you know that's fine, but I don't think you need to spend an excessive amount of money on we don't want to use. The UbiDuo is heavy and it's also more cumbersome so it's important to take a look at that as well.	Citywide	The city provides multimodal options for communication, understanding that what works for one person does not work for all. Per AO 8-18 the City will provide auxiliary aids and services, including ASL interpreters upon request.
8/25/2021	Jane Lessard		public meeting	yes		when using interpreter at public meetings that are recorded, spotlight the interpreter to record them too.	Citywide	noted.
8/25/2021	Susan Coulter	Deaf and Hard of Hearing Service Center	public meeting	yes		Today attending this meeting, we have two hard of hearing people attending this meeting that do not sign, so the UbiDuo meets that need perfectly. There is a large part of the Community who use hearing aids cochlear implants or are late deafened. They do not have an interest or need to use sign language and this fits their need. It's important that the City of Fresno accommodate the needs of all people with disabilities and not to forget the hard of hearing community.	Citywide	The city provides multimodal options for communication, understanding that what works for one person does not work for all. Per AO 8-18 the City will provide auxiliary aids and services, including ASL interpreters upon request.

Appendix B ADA Self Evaluation Action Plan Public Comment Matrix

8/25/2021	Jane Lessard		public meeting	yes		fires department is very responsive.	Fire	noted.
8/25/2021	Beth Lipston		public meeting	yes		What about accessibility at Amtrak, if I need an interpreter to communicate?	n/a	The City owns the Amtrak station, but does not have jurisdiction for the Amtrak programs, including their policies for effective communication.
8/25/2021	Jane Lessard		public meeting	yes		I wanted to ask regarding Bitwise Industries. Are they doing more or really have not been aware of any recent development, so do you know of more recent happenings with them.	n/a	n/a
8/25/2021	Beth Lipston		public meeting	yes		Regarding the parks, is it only one park that provides interpreter service or will they have that at all parks to have interpreters for other services. So is it just the one for now and How do I know if they will provide services. Are we able to have an interpreter for that you know if a group comes you know they say vendors at the park or something like that, then How do we know that they will provide us an interpreter, to whom we asked, how would a person even know if they had a question about needing an interpreter if they're deaf or hard of hearing, etc.	PARCS	City policy AO 8-18 states that "Agendas and promotional materials for City activities and events will include a statement that indicates who to contact and timeframes for requests for accommodations and auxiliary aides or services." If it is a city event, the flier should have information about how to request interpreter and the city will provide an interpreter. If it's a private entity that is hosting an event at a park, that is not a city program and people will need to reach out to that entity directly.
8/25/2021	Gary Johnson		public meeting			Inspirational Park should be publicized.	PARCS	PARCS will include information about Inspiration Park periodically in outreach efforts.
8/25/2021	Jane Lessard		public meeting	yes		In full support of personnel goals for recruiting more people with disabilities.	Personnel	noted.
8/25/2021	Jane Lessard		public meeting	yes		City should have a public service announcement service like Fresno City College that has a first alert that sends text to phones	Police	Fresno Police department has a service like this called Code Red

Appendix B ADA Self Evaluation Action Plan Public Comment Matrix

8/25/2021	Susan Coulter	Deaf and Hard of Hearing Service Center	public meeting	yes		I want to comment in relation to the police department their communication with the deaf community, a few months back, I went to help a deaf individual in their home, who had to call the police to confront the situation and wanting to teach that deaf person, how to use the video phone in order to communicate with the police officer. We do know that they are not allowed to be in the same room, so we asked the two officers to please go outside. So they sat in the car and placed the call through the video phones, so that they could have dialogue and that way, and it was effective, I know that it's not always perfect it's not face to face. Sometimes they need to go into the room, but it is a possible consideration and may work in some situations.	Police	noted. The department is working actively with Dispatch and training commander to strive to make this kind of positive encounter a norm.
8/25/2021	Beth Lipston		public meeting	yes		several years ago had an issue with water and a city water technician had to come out. We ended up writing notes back and forth. Are you saying that in the future I can request an interpreter? Who would I need to contact for the interpreter?	Public Utilities	Per AO 8-18 the City will provide auxiliary aids and services, including ASL interpreters upon request. When calling the city can request an interpreter to respond as well. Each department should be aware; if not the ADA Coordinator may be contacted to resolve issue.
8/25/2021	Gary Johnson		public meeting			grateful for the special handling for my 94 year old mom	Public Utilities	noted.

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8/25/2021	Jane Lessard		public meeting	yes		Paratransit application should not have to be renewed for permanent disabilities; should be a one time application and automatically renew	Transportation	Paratransit has adopted a "short form" renewal for individuals with permanent disabilities. The short form is only 2 pages and does not require a healthcare provider section. It is necessary for several reasons: (1) to update contact information (2) to ensure the person is still living within the service area; (3) to ensure the person still needs the service, e.g., are still mobile/active; (4) to update any changes to the specific limitations and/or mobility devices the person uses. Handy Ride has been working to update database to indicate who should receive the short form renewal. Information about the availability of the "short form" renewal will be added to the cover page that is sent to individuals with the renewal forms. Individuals who believe they have receive the full renewal form by mistake may contact the certifications desk (621-5796) or Paratransit Specialist (621-5785) to ask if a short form would be an option for them.
9/25/2021	Jane Lessard		public meeting	yes		What about traffic light for blind is it just speech or are there other type for Deaf Blind.	Public Works	The Public Works department policy is to utilize vibrotactile and audible Accessible Pedestrian Signals (APS). APS is required at all new and retrofit traffic signals. This is included in the ADA ROW Transition Plan
8/25/22021	Jane Lessard		public meeting	yes		Both City Council and County board of supervisors should have interpreters; board of Supervisors should be educated on the need for interpreters.	n/a	Supervisors are outside the city jurisdiction; recommend connecting with advocacy organizations such as DHHSC for direct advocacy with the County Board of supervisors.