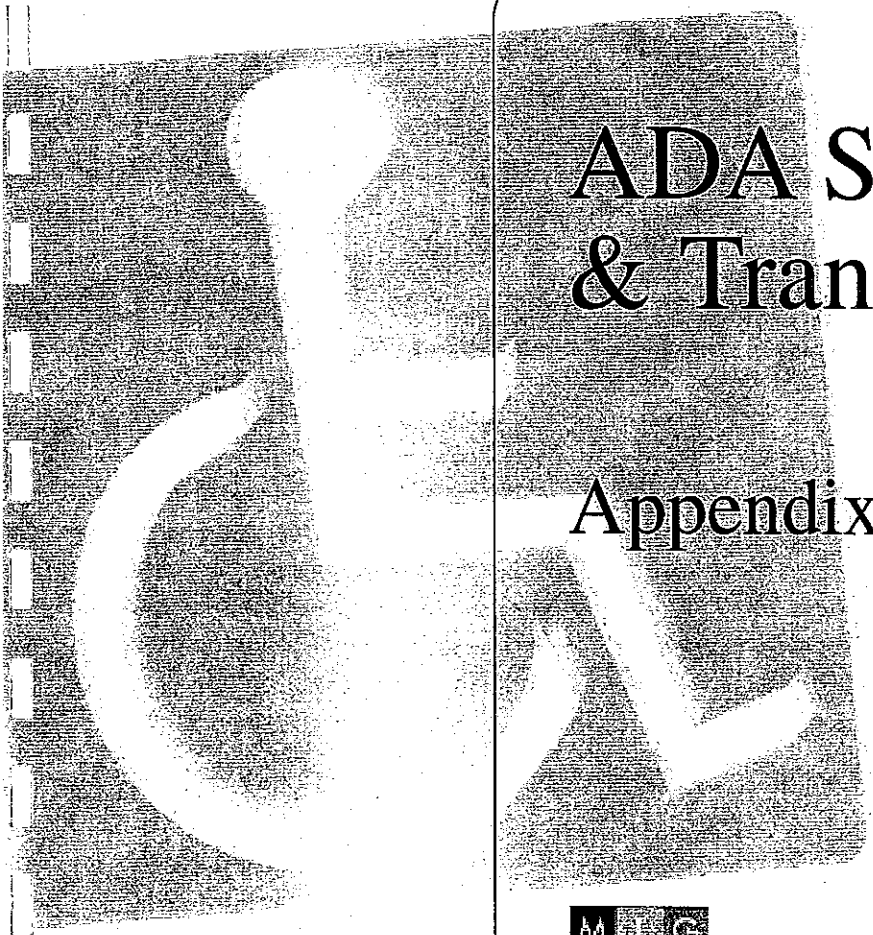
Final Report

CITY OF STOCKTON, CALIFORNIA



ADA Self-Evaluation & Transition Plan

Appendix

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July 2004

City of Stockton
ADA Self-Evaluation and Transition Plan
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Appendix

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Appendix A

Accessibility Definitions

Following is a summary of many definitions found in the ADA and ADAAG. Please refer to the Americans with Disabilities Act of 1990, the Title II Technical Assistance Manual, and the ADA Accessibility Guidelines for Buildings and Facilities (ADAAG) as amended through September 2002 for the full text of definitions and explanations.

Accessible Route

An *accessible route* is a continuous unobstructed path that connects all accessible elements and spaces of a building or facility and that complies with Chapter 4 of ADAAG. Interior accessible routes may include corridors, floors, ramps, elevators, lifts, and clear floor space at fixtures. Exterior accessible routes may include parking access aisles, curb ramps, crosswalks at vehicular ways, walks, ramps, and lifts.

Auxiliary Aids and Services

The term *auxiliary aids and services* includes:

- 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.

Complaint

A *complaint* is a claimed violation of the ADA.

Curb Ramp

A *curb ramp* is a short ramp cutting through a curb or built up to it.

Detectable Warning

Detectable warnings are standardized surface features built in or applied to walking surfaces or other elements to warn individuals with visual impairments of hazards on a circulation path.

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.

A. 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.

B. Regarded as Having a Disability

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

Discrimination on the Basis of Disability

Discrimination on the basis of disability means to:

- Limit, segregate, or classify a citizen in a way that may adversely affect opportunities or status because of the person's disability;
- Limit, segregate, or classify a participant in a program or activity offered to the public in a way that may adversely affect opportunities or status because of the participant's disability;
- Participate in a contract that could subject a citizen with a disability to discrimination; discriminating on the basis of disability;
- Use any standards, criteria, or methods of administration that have the effect of discriminating on the basis of disability;
- Fail to make reasonable modifications to accommodate known physical or mental limitations of an otherwise qualified individual with a disability unless it can be shown that the modification 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 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.

HIV

The infectious agent known as Human Immune Virus, Human Immunodeficiency Virus, HTLV-III, LAC, or AIDS virus.

A. HIV Condition

AIDS, ARC, or HIV Infection.

Physical or Mental Impairments

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

drug user has successfully completed or is participating in a rehabilitation program and no longer uses illegal drugs.

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

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.

Marked Crossing

A *marked crossing* is a crosswalk or other identified path intended for pedestrian use in crossing a vehicular way.

Program Accessibility

A public entity's services, programs, or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities. This standard, known as *program accessibility,* applies to all existing City facilities.

Reasonable Modification

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

Reasonable 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. Modifications may mean adjustments:

- To a registration or application process to enable an individual with a disability to be considered for the program or activity; and
- That enable individuals with disabilities to enjoy equally the benefits of the program or activity as other similarly situated individuals without disabilities enjoy.

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

Modification applies to:

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

Modification is not required if:

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

Service Animal

The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government. Service animals perform some of the functions and tasks that the individual with a disability cannot perform for him or herself. Some of the typical uses of service animals are:

- Guiding persons with visual impairments;
- Alerting persons with hearing impairments to sounds;
- Pulling wheelchairs or carrying and picking up things for persons with mobility impairments; or
- Assisting persons with mobility impairments to maintain their balance.

Although a number of states have programs to certify service animals, agencies or businesses may not insist on proof of state certification before permitting the service animal to accompany the person with a disability.

Substantial Limitation of Major Life Activities

An individual is disabled if she or he has a physical or mental impairment that:

- Renders her or him unable to perform a major life activity, or
- Substantially limits the condition, manner, or duration under which she or he can perform a particular major life activity in comparison to other people.

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

In determining whether a 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.

Appendix B

Program Accessibility Questionnaire

PROGRAM ACCESSIBILITY QUESTIONNAIRE FOR DEPARTMENT/PROGRAM HEADS

1. General description of the department/program

Department/program name:

ADA contact name:

Address:

Phone:

Date of review:

Departmental organization:

Location of program/service:

Brief description of program:

SAMPLE

2. Policies and practices that may limit the participation of individuals with disabilities in the organization's programs and activities

2.1 Consider your formal and informal program eligibility and admission criteria or licensing standards. Do they contain (check all that apply):

- ❑ physical or mental fitness or performance requirements?
- ❑ safety standards?
- ❑ testing requirements?
- ❑ educational requirements?
- ❑ work experience requirements?
- ❑ income level requirements?
- ❑ credit rating requirements?
- ❑ requirements based on disability?
- ❑ requirements that prohibit participation because of disability?
- ❑ insurability requirements?

Please provide copies of the language used for each checked category.

2.2 If you have any such policies, do they or could they have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities?

- ❑ No
- ❑ Yes

If yes, which of your exclusionary/limiting policies will be altered or eliminated to allow participation by individuals with disabilities?

2.3 How will you communicate policy changes to department staff and the public?

2.4 Which of the exclusionary/limiting policies will your department retain? What is your justification for their retention?

3. Program eligibility requirements and admission

3.1 Are there any limitations or ratios for the number of persons with disabilities who may participate in or be admitted to the program?

- ❑ No
- ❑ Yes
- ❑ Don't know

If yes, explain:

3.2 Does your program use any criteria (for example, good health, residency, letters of recommendation) or written and/or oral tests (including level of skill or achievement, or other factor being tested) in the admission process?

- ❑ No
- ❑ Yes
- ❑ Don't know

If yes, list and describe them:

3.3 Are there any forms required for admission to the program (for example, tests and/or the submission of other admissions criteria such as certificates)?

- ❑ No
- ❑ Yes

If yes, describe or attach the forms:

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3.4 Do the forms listed in 3.3 above contain a notice that your organization does not discriminate against people with disabilities?

- ❑ No
- ❑ Yes
- ❑ Don't know

3.5 Is an interview required prior to an applicant's entrance into the program?

- ❑ No
- ❑ Yes
- ❑ Don't know

If yes, what steps are taken (including the provision of auxiliary aids, as required) to ensure nondiscrimination in interviewing?

4. Information and training for staff

4.1 Which staff members need to be aware of your department's obligations and policies that enable persons with disabilities to participate in department programs or activities?

4.2 How have you informed/trained these staff members?

5. Use of contractors/outside organizations

Contractors

5.1 Do you use contractors (including employment and referral agencies, labor unions, and companies providing fringe benefits, training, and apprenticeship programs) to conduct programs or activities on behalf of your department?

- ❑ No
- ❑ Yes

If no, go on to Section 6.

5.2 How do you ensure that both contractors and your procurement staff are aware of their obligations to facilitate participation of individuals with disabilities in programs or activities operated on behalf of your department?

5.3 How do you monitor your contractors to ensure they fulfill this obligation?

Outside organizations

Federal law requires that any outside organization that uses Department facilities, receives assistance from, or assists the Department in providing services, or relies on the Department to inform their participants of the existence of their programs, must also comply with accessibility requirements. These organizations must not discriminate against people with disabilities in admission requirements, testing, or recruitment and must make their programs available to all who would like to participate, regardless of disability.

5.4 Are individuals or groups other than Departmental staff assisting you, or receiving assistance from you, relating to the program

- ❑ No
- ❑ Yes

If yes, list and describe.

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6. Transportation

6.1 Do you provide transportation to volunteers, program participants, visitors, etc.?

- ❑ No
- ❑ Yes

If no, go on to Section 7.

6.2 What procedures does your department follow to make transportation accessible to persons who have:

Visual disabilities?

Hearing disabilities?

Mobility disabilities?

7. Telephone communications

7.1 How do you communicate telephonically with individuals with hearing disabilities?

If you use telecommunication devices for the deaf (TDDs), list location, telephone number, and organization or TDD directories in which the TDD number is listed.

If you use a TDD relay service, list the name of the company and type of service.

If you utilize a relay service, have you performed outreach to people with hearing and speech disabilities?

- ❑ No
- ❑ Yes

If yes, how?

7.2 How do you train your staff in operating TDDs and in other means of communicating over the telephone with a person with a hearing disability?

8. Documents and publications

8.1 What documents do you publish?

8.2 Are all the program documents controlled centrally?

- ❑ No
- ❑ Yes

8.3 How do you make documents and publications available to individuals with visual disabilities? Do you use (check all that apply)

- ❑ Audiotape?
- ❑ Large print?
- ❑ Braille?
- ❑ Computer disk?
- ❑ Some other media? List:

8.4 Do you make the content of documents and publications available in simple, easy-to-understand language for individuals with learning disabilities?

- ❑ No
- ❑ Yes

8.5 Do you portray individuals with disabilities in your documents and in publications?

- ❑ No
- ❑ Yes

If yes, provide a copy of the document or publication.

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9. Meetings

9.1 Do you require that public meetings, hearings, and conferences be held in accessible locations?

- ❑ No
- ❑ Yes

9.2 Are interpreters, readers, and/or adaptive equipment provided in an expeditious manner, when requested, for meetings, interview, conferences, and for public appearances by and with department officials, and public hearings?

- ❑ No
- ❑ Yes

9.3 Do you ensure that individuals with hearing disabilities who do not read sign language can participate effectively in meetings, conferences, and hearings via assistive listening devices or other means?

- ❑ No
- ❑ Yes

10. Audiovisual presentations

10.1 Does your department prepare audiovisual presentations for the public or make audiovisual presentations to the public?

- ❑ No
- ❑ Yes

If no, go on to section 11.

10.2 How do you make audiovisual presentations prepared or presented by your department to the public accessible to individuals with disabilities?

10.3 List the audiovisual presentation (film, videotape, or television). Indicate whether or not it is captioned. If it is not captioned, indicate what steps have been taken to ensure that persons with hearing disabilities can benefit from this or similar presentations:

Name of presentation: _____

Is the presentation captioned? ☐ Yes ☐ No

If no, list the steps your department has taken to ensure that persons with hearing disabilities can benefit from this presentation:

Name of presentation: _____

Is the presentation captioned? ☐ Yes ☐ No

If no, list the steps your department has taken to ensure that persons with hearing disabilities can benefit from this presentation:

Name of presentation: _____

Is the presentation captioned? ☐ Yes ☐ No

If no, list the steps your department has taken to ensure that persons with hearing disabilities can benefit from this presentation:

10.4 Do you portray individuals with disabilities in audiovisual presentations?

- ☐ No
- ☐ Yes

If yes, provide a copy of the presentation.

11. Automated electronic equipment

11.1 Do you use electronic equipment—including copying machines, personal computers, microfilm readers, etc.—in your programs and activities?

- ☐ No
- ☐ Yes

If no, go on to section 12.

11.2 How do you ensure that electronic equipment is accessible to and usable by individuals with disabilities?

12. Emergency evacuation

12.1 What equipment and/or procedures do you use to notify individuals with disabilities of emergencies and evacuation procedures? List equipment and/or procedures specific to individuals with:

Visual disabilities:

Hearing disabilities:

Learning disabilities:

13. Notification

13.1 How do you notify all persons (employees, applicants, participants, beneficiaries, volunteers, visitors, and other interested parties including those with visual and/or hearing disabilities) of their right to participate in your programs or activities regardless of their disability?

13.2 How do you notify all persons about any special procedures used for individuals with disabilities?

13.3 How do you notify all persons that your meetings, hearings, and conferences will be held in accessible locations and that auxiliary aids will be provided, upon request, to participants with disabilities?

13.4 How do you notify all persons about how and with whom to file a disability discrimination complaint and what procedures are they told to follow? (This includes disability discrimination complaints because of employment and volunteer services practices.)

14. Facilities

14.1 List all facilities, or portions of facilities, used for the program. For each facility, designate the activity for which it is used. (NOTE: Facilities leased or otherwise used from another person/organization should be included.)

Program/Activity	Facility Name and Location

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Administrative Services

Divisions within Administrative Services include Accounting, the Accounts Payable/Payroll Section, and Revenue Services.

Accounting

Description of Programs and Services

Accounting is responsible for providing internal accounting services and preparing financial reports in compliance with government requirements.

Contact Person

April Nichols

Location of Operations

22 E. Weber Avenue, Third Floor, Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Accounting Programs and Activities

Customer Service

- Accounting has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program. Policy changes are communicated through staff meetings, written material and emails.

Training and Staffing

- Staff members are aware that it may be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members currently receive training regarding physical modifications for people with disabilities. All staff are informed and trained at staff meetings, internal and external training classes. Policy changes are communicated to all staff at staff meetings, through written material, and emails.

Programs and Facilities

- There are no circumstances in which the participation of a person with a disability would be restricted or excluded.
- Accounting has access to a TDD via a relay service; however, staff members have not been trained in the use of this device.
- Accounting has a means of alerting people with hearing impairments of an activated alarm. Visual alarms and posted signs are used

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available at meetings upon request:
    1. Sign language interpreter
    2. TDD
    3. Pen and paper
    4. Assistive devices

Accounting Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Accounting policies to implement the ADA.

Customer Service

- Accounting has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Accounting does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Accounting does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Accounting does not include information about the accessibility of facilities where programs or services are offered on its reports and website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its reports and on its website.

- Documents and publications are not provided in alternate formats individuals with visual or learning disabilities.

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **Comprehensive Annual Financial Report, Single Audit Report.**

- Documents posted to Accounting's website for downloading by the public do not meet the technical requirements for accessibility.

Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Accounts Payable/Payroll Section

Description of Programs and Services

The Accounts Payable/Payroll Section is responsible for providing accounts payable functions and internal payroll service.

Contact Person

April Nichols

Location of Operations

425 N. El Dorado St., Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in the Accounts Payable/Payroll Section Programs and Activities

Customer Service

- The Accounts Payable/Payroll Section has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program. Policy changes are communicated through staff meetings, written material and emails.

Training and Staffing

- Staff members currently receive training regarding physical modifications for people with disabilities. All staff are informed and trained at staff meetings and external training classes. Policy changes are communicated to all staff at staff meetings, through written material and emails.

Programs and Facilities

- There are no circumstances in which the participation of a person with a disability in Accounts Payable/ Payroll Section programs would be restricted or excluded.
- The Accounts Payable/ Payroll Section has access to TDD via a relay service; however, staff members have not been trained in the use of this device.
- The Accounts Payable/ Payroll Section has a means of alerting people with hearing impairments of an activated alarm. Visual alarms and posted signs are used

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available at meetings upon request:
    1. Sign language interpreter
    2. TDD
    3. Pen and paper
    4. Assistive devices

Accounts Payable/Payroll Section Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete the Accounts Payable/ Payroll Section policies to implement the ADA.

Customer Service

- The Accounts Payable/ Payroll Section has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Accounts Payable/ Payroll Section does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in programs and services, including special procedures and devices that make programs and services more accessible.

- The Accounts Payable/ Payroll Section does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Accounts Payable/ Payroll Section does not include information on its website about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its website.

Training and Staffing

- The Accounts Payable/ Payroll Section does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Revenue Services

Description of Programs and Services

Revenue Services is responsible for:

1. Dog licensing

2. Business licensing
3. Utility customer service
4. Collections
5. Miscellaneous billing
6. Cashiering

Contact Person

April Nichols

Location of Operations

City Hall, 425 N El Dorado St., Stockton, CA95202

Practices That Facilitate the Participation of People with Disabilities in Revenue Services Programs and Activities

Customer Service

- Alternative arrangements are available for customers when a written form is required in order to apply for services.

Programs and Facilities

- Revenue Services can respond to TDD relay service; however, staff members have not been trained in the use of this device.
- Revenue Services uses flashing lights and posted signs as a means of alerting people with hearing impairments of an activated alarm.
- Although locations that are desired for program use are not always accessible, alternate locations are provided on a case-by-case basis.

Training and Staffing

- Staff members currently receive training regarding physical modifications for people with disabilities. All staff are informed and trained at staff meetings and external training classes. Policy changes are communicated to all staff at staff meetings, through written material and emails.

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available at meetings if requested.
    1. Sign language interpreter
    2. TDD
    3. Pen and paper
    4. Assistive listening devices

Revenue Services Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Revenue Services policies to implement the ADA.

Customer Service

- Revenue Services does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Revenue Services has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Revenue Services does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Revenue Services does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Revenue Services does not include information on its application forms about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its application forms.

- Documents and publications are not provided in alternate formats for individuals with visual or learning disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **business license applications and renewals, and dog licensing and renewals.**

City Attorney's Office

Law Department

Programs within the Law Department in the City Attorney's Office include the Claims Unit and Vehicle Seizure.

Claims Unit

Description of Programs and Services

The Claims Unit is responsible for the investigation and resolution of tort claims filed by citizens.

Contact Person

Steven Hunt

Location of Operations

425 N El Dorado St., El Dorado, Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in the Claims Unit's Programs and Activities

Customer Service

- The Claims Unit has a process for responding to requests for modification.

Outreach and Information

- The public is advised that the Claims Unit is prepared to make reasonable modifications. The cover letter that goes in response to the *Request for Claim Form* includes information about large print forms and the TDD number that the hearing impaired may call.
- The Claims Unit provides documents and publications in alternative media or an accessible format as follows:

Type of Information	Large Print	Braille	Readers	Pictorial Signage	Audio Tape	Computer Disk	Accessible PDF File
Claims Form	√						

√ indicates auxiliary aids or services currently available.

- Interviews are conducted at site chosen by the claimant including residence and place of business, which is beneficial to those who cannot leave their homes.

Training and Staffing

- Staff members are aware that it may be necessary to modify the Claims Unit's program policies or practices to enable people with disabilities to participate in and benefit from a program.

- Staff members currently receive training regarding physical modifications for people with disabilities.

Programs and Facilities

- There are no circumstances in which the participation of a person with a disability in the Claims Unit's programs would be restricted or excluded
- The Claims Unit has a means of alerting people with hearing impairments and learning disabilities of an activated alarm using flashing alerts. In the event of an emergency the department has Floor Marshals assigned to sweep the complex prior to exiting the building.

Claims Unit Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Claims Unit policies to implement the ADA.

Customer Service

- The Claims Unit does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Customers are required to complete a written form in order to file a claim.

  Recommended Action: Provide alternative methods of filing a claim for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- The Claims Unit does not include information about the accessibility of facilities where programs or services are offered on its forms and website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its forms and on its website.

Training and Staffing

- The Claims Unit has access to TDDs but staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Vehicle Seizure

Description of Programs and Services

Vehicle Seizure is responsible for the negotiation and settlement of claims opposing the forfeiture of vehicles seized pursuant to Stockton Municipal Code section 5-1000, et esq.

Contact Person

Deputy City Attorney: Lori. S. Whittaker

Location of Operations

Law Department, 425 N El Dorado St., Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Vehicle Seizure Programs and Activities

Customer Service

- Vehicle Seizure has a process for responding to requests for modification. At the time that the interview is scheduled any special requirements are identified so that they can be accommodated at the interview.

Outreach and Information

- The public is advised that Vehicle Seizure is prepared to make reasonable modifications. A letter is forwarded with a copy of the informational brochure and claim form to the registered owner and legal owner of each vehicle seized.
- Vehicle Seizure provides documents and publications in alternative media or an accessible format as follows:

Type of Information	Large Print	Braille	Readers	Pictorial Signage	Audio Tape	Computer Disk	Accessible PDF File
Informational Brochure	√						
Claim Forms	√						
Receipts	√						

√ indicates auxiliary aids or services currently available.

Training and Staffing

- Staff members are aware that it may be necessary to modify Vehicle Seizure program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members currently receive training regarding physical modifications for people with disabilities

Programs and Facilities

- There are no circumstances in which the participation of a person with a disability in Vehicle Seizure programs would be restricted or excluded.
- Vehicle Seizure has a means of alerting people with hearing impairments and learning disabilities of an activated alarm using flashing alerts. In the event of an emergency the department has Floor Marshals assigned to sweep the complex prior to exiting the building.

Vehicle Seizure Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Vehicle Seizure policies to implement the ADA.

Customer Service

- Vehicle Seizure does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Customers are required to complete a written form in order to file a claim.

  Recommended Action: Provide alternative methods of filing a claim for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- Vehicle Seizure does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Vehicle Seizure does not include information about the accessibility of facilities where programs or services are offered on its forms and website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its forms and on its website.

Training and Staffing

- Vehicle Seizure does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

City Auditor's Office

Description of Programs and Services

The City Auditor's Office is responsible for the independent auditing of City programs and operations.

Contact Person

F. Michael Taylor

Location of Operations

22 Weber Ave., Suite 325. Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in the City Auditor's Office's Programs and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify the City Auditor's Office's program policies or practices to enable people with disabilities to participate in and benefit from a program. The City Auditor's Office is willing to coordinate with other city departments to make information accessible to individuals with vision impairments.

Programs and Facilities

- The City Auditor's Office has a means of alerting people with hearing impairments of an activated alarm using flashing lights.

City Auditor's Office Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete the City Auditor's Office policies to implement the ADA.

Customer Service

- The City Auditor's Office does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The City Auditor's Office has not established a process for responding to requests for modifications that would allow people with disabilities to participate in programs or services. Only informal policies exist with regard to accessing reports by individuals with disabilities. Reports are available on the department's website. Printed copies of reports can be requested by phone, mail, email, or in person.

Recommended Action: Develop a process for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The City Auditor's Office does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices offered that make programs and services more accessible.

- The City Auditor's Office does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Update its policies and procedures with regard to advising the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The City Auditor's Office does not include information on its website about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its website.

- Documents and publications are not provided in alternate formats for individuals with visual or learning disabilities.

  Recommended Action: When requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **Audit Report, newsletter, Audit Plan**.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have had limited experience working with people with disabilities and they have not received customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Ensure that all staff members receive training regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- The City Auditor's Office does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the

telephone with a person with hearing disabilities.

Programs and Facilities

- The City Auditor's Office has not established emergency evacuation procedures for individuals with learning disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with learning impairments of an activated alarm.

City Clerk's Office

Description of Programs and Services

The City Clerk's Office is responsible for:

1. Records Division: Providing records in response to information requests
2. Elections Divisions: Administering elections
3. Operations Division: Providing staff support, legal noticing, preparation and documentation of record at meetings

Contact Person

Karen Rosson, Assistant City Clerk

Locations of Operations

1. City Hall, 425 N. El dorado St., Stockton, CA 95202 (Records and Elections Division))
2. Council Chamber- City Hall, North, South, Main Halls of Civic Auditorium (Public Meetings)
3. Various off-site locations

Practices That Facilitate the Participation of People with Disabilities in the City Clerk's Office Programs and Activities

Customer Service

- The City Clerk's Office has a process for responding to requests for modification.
- Staff members are aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services and are willing to modify programs, policies, and practices.
- Clients may request records and participate in elections through various channels and in a variety of formats: telephone, Internet, email, fax, in person, and written.

Outreach and Information

- The City Clerk's Office provides documents and publications in alternative media or an accessible format as follows:

Type of Information	Large Print	Braille	Readers	Pictorial Signage	Audio Tape	Computer Disk	Accessible PDF File
Legislative Action by Council					√	√	√
Legislative Action by Redevelopment Agency					√	√	√

√ indicates auxiliary aids or services currently available.

- Council Meetings are televised on Channel 97 for those who cannot leave their homes.
- Notification about accessibility of facilities and availability of auxiliary aids on request is posted on meeting agendas.

Training and Staffing

- Staff members currently receive on-site training regarding physical modifications for people with disabilities.

Programs and Facilities

- The City Clerk's Office has a variety of programs in various settings.
- There are no circumstances in which the participation of a person with a disability in the City Clerk's Office's programs would be restricted or excluded.

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available at public meetings.
    1. Sign language interpreter (available upon advanced request only)
    2. Pen and paper

City Clerk's Office Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete City Clerk's Office policies to implement the ADA.

Customer Service

- The City Clerk's Office does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

    Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

Outreach and Information

- The City Clerk's Office does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

    Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The City Clerk's Office does not have a policy of notifying the public that it is prepared to

make reasonable modifications to programs or services to make them accessible to people with disabilities.

Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The City Clerk's Office does not include information about the accessibility of facilities where programs or services are offered in its announcements and on its website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in the City Clerk's Office's announcements and on its website.

- Documents posted to the City Clerk's Office website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- The City Clerk's Office does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Provide physically accessible locations for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- Outside contractors providing programs and services to the public are not notified of their responsibilities for providing such services in a nondiscriminatory manner.

  Recommended Action: Notify outside contractors of their responsibilities for providing their services in a nondiscriminatory manner. Require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.

- The City Clerk's Office has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Accessible/Adaptive Equipment

- Assistive listening devices are not provided at public meetings.

  Recommended Action: Acquire assistive listening devices for public meetings.

City Manager's Office

Divisions within the City Manager's Office include the City of Stockton Website, Community Relations, and Economic Development.

City of Stockton Website

Description of Programs and Services

The City of Stockton Website features City government information for community members and visitors.

Contact Person

Webmaster: Cathy Sloan

Location(s) of Operations

Room 301, 425 N El Dorado St., Stockton CA 95202

Practices That Facilitate the Participation of People with Disabilities in using the City of Stockton Website

Training and Staffing

- Staff members are aware that it may be necessary to modify the Website's program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members currently receive training regarding physical modifications for people with disabilities. Information is shared via regular team training and team meetings, email, and technology conferences and training.

Programs and Facilities

- Outside contractors are notified of their responsibilities for providing these services in a nondiscriminatory manner. All City of Stockton contracts include a Nondiscrimination Clause. Contractors are monitored through interviews and meetings.
- People with visual impairments can use a special reader for the Internet. The reader skips everything except for actual text on the page. All photographs, graphics, and links have alternate text so the screen reader can read them.
- People with visual impairments also have the option of utilizing the text size options built into their browsers to make text larger, as needed.

Website Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Website policies to implement the ADA.

Customer Service

- The Website Division does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Website Division has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Website Division does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Website Division does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the Website Division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Website Division does not include images of individuals with disabilities in its web pages.

  Recommended Action: When web pages are accompanied by illustrations, include images of individuals with and without disabilities.

- The Website Division does not include information about the accessibility of facilities where programs or services are offered in its training materials, contract agreements, and marketing materials.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in training materials, contract agreements, and marketing materials.

- Documents and publications are not provided in alternative formats for individuals with visual or learning disabilities.

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **documents related to marketing the site including training materials, contract agreements for the sale of sponsorship advertisements for the website.**

Training and Staffing

- Staff members have not had experience working with people with disabilities and does not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

Programs and Facilities

- The Website Division has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Community Relations

Description of Programs and Services

Community Relations is responsible for:

1. Responding to inquiries from the public and directing them to appropriate City departments
2. Providing assistance in locating city legislation, procedures, and policies
3. Preparation and distribution of the weekly City Council Agenda

Contact Person

Teri Bentz

Location of Operations

425 N El Dorado St., Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Community Relations Programs and Activities

Customer Service

- The City Manager's Administrative directive (PER-36) defines Disability Discrimination Policy and Complaint Procedure.

Outreach and Information

- Community Relations provides documents and publications in alternative media or an accessible format through programs on Cable Channel 97.

Programs and Facilities

- Community Relations has a means of alerting people with hearing impairments and learning disabilities of an activated alarm. In the event of an emergency evacuation clerical staff

would assist persons with disabilities.

Community Relations Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Community Relations policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- Community Relations does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Community Relations has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Community Relations does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Community Relations does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Community Relations does not include information about the accessibility of facilities where programs or services are offered on it handouts and website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in the City Council agenda and weekly information bulletins.

- Documents and publications are not provided in alternate formats for individuals with visual disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **City Council agenda, weekly information bulletins, and *City Update* with utility bills.**

- Documents posted to Community Relations website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Community Relations does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs; include the number for the TDD on notices and other program material; and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Provide physically accessible locations for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

Accessible/Adaptive Equipment

- Sign language interpreters and other auxiliary aids and services are not available at public meetings.

  Recommended Action: At public meetings, provide sign language interpreters and pen and paper for people with hearing or speech disabilities.

- Assistive listening devices are not provided at public meetings.

  Recommended Action: Acquire assistive listening devices.

Economic Development

Description of Programs and Services

Economic Development is responsible for:

1. Managing the Stockton/ San Joaquin Enterprise Zone
2. Fee Deferral and Façade Loan Programs
3. Chairing Economic Review Committee Meetings

Contact Person

Steve Carrigan

Location of Operations

Conference Rooms, City Hall, 425 N El Dorado St., 3rd Floor, Stockton, CA 95202

Economic Development Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Economic Development policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- Economic Development does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Economic Development has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

- Clients are required to complete a written form in order to apply for the program.

  Recommended Action: Provide alternative methods of applying for programs for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- Economic Development does not publicize information about the accessibility of its

programs or services or the right of people with disabilities to participate.

Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Economic Development does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Economic Development does not include information about the accessibility of facilities where programs or services are offered on its application forms and website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its forms and on its website.

- Documents and publications are not provided in alternate format for individuals with visual or learning disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **brochures, newsletters.**

- Documents posted to Economic Development's website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Economic Development does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Economic Development has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Accessible/Adaptive Equipment

- Sign language interpreters and other auxiliary aids and services are not available at Economic Review Committee meetings.

  Recommended Action: At public meetings, provide sign language interpreters and pen and paper for people with hearing or speech disabilities.

- Assistive listening devices are not provided at Economic Review Committee meetings

  Recommended Action: Acquire assistive listening devices at Economic Review Committee meetings.

Community Development Department

Programs within the Community Development Department include Completion of Permitting Process, Inspections, Permits Tracking, Project and Permit Submittal, Public Meetings, Public Request, and Research.

Completion of Permitting Process

Description of Programs and Services

Completion of Permitting Process is responsible for:

1. Accepting payment of plan check deposit
2. Accepting planning application fees
3. Accepting fees due on approved plan/permits

Contact Person

Georgia Polk

Location of Operations

Permit Center, 345 N El Dorado St., Stockton CA 95208

Practices That Facilitate the Participation of People with Disabilities in the Completion of Permitting Process Programs and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify Completion of Permitting

Process program policies or practices to enable people with disabilities to participate in and benefit from a program. Staff has been informed verbally of the division's obligations and policies that enable persons with disabilities to participate in programs and activities.

Completion of Permitting Process Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Completion of Permitting Process policies to implement the ADA.

Customer Service

- Completion of Permitting Process does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Completion of Permitting Process has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

- Clients are required to complete a written form in order to apply for its services.

  Recommended Action: Provide alternative methods of applying for its services for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- Completion of Permitting Process does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Completion of Permitting Process does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Completion of Permitting Process does not include information about the accessibility of facilities where programs or services are offered on its application forms and website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its forms and on its website.

- Documents and publications are not provided in alternate formats for individuals with visual or learning disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **Permit and Permit Application form.**

- Documents posted to the Completion of Permitting Process website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they have not received customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Completion of Permitting Process does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Completion of Permitting Process has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing or learning impairments of an activated alarm.

Inspections

Description of Programs and Services

Inspections is responsible for processing requests from the public to schedule inspections and obtain inspection results.

Contact Person

Georgia Polk

Locations of Operations

1. 345 N El Dorado, Stockton, CA 95208
2. Various construction sites

Practices That Facilitate the Participation of People with Disabilities in Inspections Programs and Activities

Outreach and Information

- Inspections is exploring the use of interactive voice response technology and on-line scheduling of inspections and tracking inspection results.

Training and Staffing

- Staff members are aware that it may be necessary to modify Inspections program policies or practices to enable people with disabilities to participate in and benefit from a program. Staff has been informed verbally of the division's obligations and policies that enable persons with disabilities to participate in programs and activities.

Inspections Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Inspections policies to implement the ADA.

Customer Service

- Inspections does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Inspections has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Inspections does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Inspections does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or

services.

- Documents and publications are not provided in alternate formats for individuals with visual disabilities.

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual disabilities: ***Inspections* brochure.**

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Inspections does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Outside contractors providing programs and services to the public are not notified of their responsibilities for providing such services in a nondiscriminatory manner. The building division currently relies on public feedback to monitor contractors.

  Recommended Action: Notify outside contractors of their responsibilities for providing their services in a nondiscriminatory manner. Require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.

- Inspections has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with disabilities of an activated alarm.

Permits Tracking

Description of Programs and Services

Permits Tracking is responsible for tracking projects and permits while the Building and Planning Division Staff are processing them.

Contact Person

Georgia Polk

Location of Operations

345 N El Dorado St., Stockton, CA 95208

Practices That Facilitate the Participation of People with Disabilities in Permits Tracking Programs and Activities

Outreach and Information

- Permits Tracking is currently looking at making the tracking of permits an on-line process.

Training and Staffing

- Staff members are aware that it may be necessary to modify Permits Tracking program policies or practices to enable people with disabilities to participate in and benefit from a program. Staff has been informed verbally of the division's obligations and policies that enable persons with disabilities to participate in programs and activities.

Permits Tracking Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Permits Tracking policies to implement the ADA.

Customer Service

- Permits Tracking does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Permits Tracking has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Permits Tracking does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Permits Tracking does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with

disabilities.

Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Permits Tracking does not include information on its website about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its website.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they not received customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Permits Tracking does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Permits Tracking has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing or learning impairments of an activated alarm.

Project and Permit Submittal

Description of Programs and Services

Project and Permit Submittal is responsible for accepting documents and information related to projects and permits including blueprints for building permits, Tentative Map applications, Planned Unit Residential Development, Annexation Filings, Historic Preservation, Zoning Applications, Mitigation Monitoring, and Amendments to Municipal Code or General Plan.

Contact Person

Georgia Polk

Location of Operations

Permit Center, 345 N El Dorado St., Stockton, CA 95208

Practices That Facilitate the Participation of People with Disabilities in Project and Permit Submittal Programs and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify Project and Permit Submittal program policies or practices to enable people with disabilities to participate in and benefit from a program. Staff has been informed verbally of the department's obligations and policies that enable persons with disabilities to participate in programs and activities.

Project and Permit Submittal Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Project and Permit Submittal policies to implement the ADA.

Customer Service

- Project and Permit Submittal does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Project and Permit Submittal has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Project and Permit Submittal does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Project and Permit Submittal does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Project and Permit Submittal does not include information on its website about the accessibility of facilities where programs or services are offered on its website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its website.

- Documents and publications are not provided in alternate formats for individuals with visual disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **informational brochures.**

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and does staff members do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Project and Permit Submittal does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Outside contractors providing programs and services to the public are not notified of their responsibilities for providing such services in a nondiscriminatory manner.

  Recommended Action: Notify outside contractors of their responsibilities for providing their services in a nondiscriminatory manner. Require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.

- Project and Permit Submittal has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Public Meetings

Description of Programs and Services

Public Meetings is responsible for organizing public meetings for the Handicapped Board of Appeals; Building and Housing Board of Appeals; Planning Commission; Cultural Heritage Board; and Neighborhood meetings.

Contact Person

Georgia Polk

Locations of Operations

1. Conference Room, 345 N El Dorado St., Stockton, CA 95208 (Handicapped Board of Appeals, Building and Housing Board of Appeals)
2. Council Chambers, 425 N El Dorado St., Stockton CA 95208 (Planning Commission and Cultural Heritage Board)

Practices That Facilitate the Participation of People with Disabilities in Public Meetings Programs and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify Public Meetings program policies or practices to enable people with disabilities to participate in and benefit from a program. Staff has been informed verbally of the division's obligations and policies that enable persons with disabilities to participate in programs and activities.

Public Meetings Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Public Meetings policies to implement the ADA.

Customer Service

- Public Meetings does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Public Meetings has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Public Meetings does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Public Meetings does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Public Meetings does not include information about the accessibility of facilities where programs or services are offered in its notices of public hearing and on its website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its notices of public hearing and website.

- Documents and publications are not provided in alternate format for individuals with visual or learning disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **agendas, minutes, and notices of public hearings.**

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they have not received customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Public Meetings does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Public Meetings has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Accessible/Adaptive Equipment

- Sign language interpreters and other auxiliary aids and services are not available at public meetings for the Handicapped Board of Appeals; Building and Housing Board of Appeals; Planning Commission; Cultural Heritage Board; and Neighborhood meetings.

  Recommended Action: At public events, provide sign language interpreters and pen and paper for people with hearing or speech disabilities.

- Assistive listening devices are not provided at public meetings for the Handicapped Board of Appeals; Building and Housing Board of Appeals; Planning Commission; Cultural Heritage Board; and Neighborhood meetings.

  Recommended Action: Acquire assistive listening devices for public meetings.

Public Request

Description of Programs and Services

Public Request is responsible for responding to public requests about current issues related to community development.

Contact Person

Georgia Polk

Location of Operations

Permit Center, 345 N El Dorado St., Stockton, CA 95208

Practices That Facilitate the Participation of People with Disabilities in Public Request Programs and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify Public Request program policies or practices to enable people with disabilities to participate in and benefit from a program. Staff has been informed verbally of the department's obligations and policies that enable persons with disabilities to participate in programs and activities.

Public Request Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Public Request policies to implement the ADA.

Customer Service

- Public Request does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Public Request has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Public Request does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Public Request does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Public Request does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the

telephone with a person with hearing disabilities.

Programs and Facilities

- Public Request has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Research

Description of Programs and Services

Research is responsible for researching requests that cover historical records of building permit records and plans; information requested by the Departments of Motor Vehicles ad Alcoholic Beverage Control; and research needed to complete zoning and conformation letters.

Contact Person

Georgia Polk

Location of Operations

Permit Center, 345 N El Dorado St., Stockton, CA 95208

Practices That Facilitate the Participation of People with Disabilities in Research Programs and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify the Research Requests Division's program policies or practices to enable people with disabilities to participate in and benefit from a program. Staff has been informed verbally of the department's obligations and policies that enable persons with disabilities to participate in programs and activities.

Research Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Research policies to implement the ADA.

Customer Service

- Research does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Research has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Research does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Research does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Research does not have access to a TDD.

  Recommended Action: Acquire access to a TDD and include the number for the TDD on notices and other program material.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they have not received customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Research does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Research has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Fire Department

Divisions and programs within the Fire Department include the Administration Office, the Emergency Communication Division, the Fire Prevention Division, Fire Prevention/Fire Safety Demonstrations, Investigations and Juvenile Counseling, and the Division of Training.

Administration Office

Description of Programs and Services

The Administration Office is responsible for:

1. Front counter and phones
2. Maintaining records and reports of fire incidents
3. Website management for the Fire Department

Contact Person

Carl Eck

Location of Operations

425 N. Eldorado St., Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Administration Office Programs and Activities

Customer Service

- Staff members have been made aware that it might be necessary to modify program polices or practices to enable people with disabilities to participate in a benefit from programs or services via discussion.

Outreach and Information

- The Fire Department is currently updating its website and is developing written materials regarding accessibility, which will be made available to the public.
- Although the Administration Office does not currently include information on its website about the accessibility of facilities where its programs or services are offered, this issue is being addressed through the Fire Department's website update project.

Administration Office Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Administration Office policies to implement the ADA.

Customer Service

- The Administration Office does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Ensure that policy or practice modifications that may fundamentally alter the nature of the program or service being offered are reviewed and approved by the Deputy Chief in consultation with CBM.

- The Administration Office has not established a process for responding to requests for modification.

  Recommended Action: Ensure that the Resource Officer reviews requests for modifications in consultation with CBM for approval.

Outreach and Information

- The Administration Office does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in Fire Department's programs and services, including special procedures and devices that make programs and services more accessible.

- The Administration Office does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Notify the public via the website and written materials that the Fire Department is prepared to make reasonable modifications for accessibility.

- The Administration Office does not include images of individuals with disabilities on its website.

  Recommended Action: Include images of individuals with and without disabilities upon completion of the website updates and in written materials made available to the public.

Training and Staffing

- Staff members have not received training regarding the provisions of appropriate modifications for people with disabilities.

  Recommended Action: Provide training at weekly staff meeting on how to provide services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy"

  Recommended Action: Train all staff regarding the Department's obligation and polices that enable persons with disabilities to participate in its programs and activities.

- The Administration Office does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the phone with persons with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and train staff members in their use.

Programs and Facilities

- The Administration Office has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing disabilities of an emergency (e.g., with bright light flashing alarm systems in coordination with CBM).

Emergency Communication Division

Description of Programs and Services

The Emergency Communication Division is responsible for

1. Dispatching 9-1-1 emergency resources for all of San Joaquin County fire agencies and ambulance providers.
2. Being the second PSAP for the City of Stockton

Contact Person

Dennis Edwards

Location of Operations

110 W. Sonora St., Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Emergency Communication Division Programs and Activities

Customer Service

- At an Emergency Communication Division staff meeting on April 5, 2004, staff members were advised that it may be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

Outreach and Information

- The Emergency Communication Division has access to TDDs at four of the seven call-taker positions, and any console can pick up TDD-generated calls.

Training and Staffing

- Staff members currently receive training regarding physical modifications for people with disabilities. This is accomplished through periodic training sessions and workshops and by communicating policies and procedures.
- Staff members are trained in the use of TDD equipment. Training takes place twice a year.

Programs and Facilities

- There are no circumstances in which the participation of a person with a disability in the Accounting Department's programs would be restricted or excluded.

- The Emergency Communication Division is designed to accommodate individuals with disabilities and has established emergency evacuation procedures for individuals with disabilities. For instance, the division has a means of alerting people with hearing impairments and learning disabilities of an activated alarm.

Emergency Communication Division Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Emergency Communication Division policies to implement the ADA.

Customer Service

- The Emergency Communication Division does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Review policies or practices to determine if modifications will fundamentally alter the nature of program or services being offered.

- The Emergency Communication Division has not established a process for responding to requests for modification.

  Recommended Action: Ensure that requests for modifications of policies or practices are forwarded to the Emergency Communication Director for review.

Outreach and Information

- The Emergency Communication Division does not publicize information about the accessibility of its programs and services or the right of people with disabilities to participate.

  Recommended Action: Notify the public via the City's website or informational brochures of the right of individuals with disabilities to participate in the division's programs and services, including special procedures and devices that can be provided to make programs and services more accessible to people with disabilities.

- The Emergency Communication Division does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public via the City's website or informational brochures that the division is prepared to make reasonable modifications for people with disabilities.

- The Emergency Communication Division does not include information on its website about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be provided on the division's website.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

Recommended Action: Train all staff members on how to provide services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members with regard to the Department's obligation and policies that enable people with disabilities to participate in its programs and activities.

Fire Prevention Division

Description of Programs and Services

The Fire Prevention Division issues permits and assists customers at the Permit Center.

Contact Person

Carl Eck

Location of Operations

345 N. Eldorado St., Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Fire Prevention Division Programs and Activities

Customer Service

- At a Fire Prevention Division staff meeting on March 9, 2004, staff members were advised that it may be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

Training and Staffing

- PEO staff members are currently in the process of being trained in how to provide services to persons with a range of disabilities.
- PEO staff members are currently in the process of being trained with regard to the Fire Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

Programs and Facilities

- There are circumstances in which the participation of a person with a disability in the Fire Prevention Division's programs would be restricted or excluded. These exclusions or restrictions are necessary to the operation of the programs and to the safety of the participants who do not have disabilities.

Fire Prevention Division Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Fire Prevention Division policies to implement the ADA.

Customer Service

- The Fire Prevention Division does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Review policies or practices to determine if modifications to increase accessibility will fundamentally alter the nature of the program or service being offered.

- The Fire Prevention Division has not established a process for responding to requests for modification

  Recommended Action: Ensure that requests for modifications of policies or practices are forwarded to the Assistant Fire Marshal, Public Information Officer for review.

Outreach and Information

- The Fire Prevention Division does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Through the division's website and public information brochures, notify the public of the right of individuals with disabilities to participate in programs and services, including special procedures and devices that can be offered to make programs and services more accessible.

- The Fire Prevention Division does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Notify the public via the City's website and public information brochures that the division is prepared to make reasonable modifications to its programs for people with disabilities.

- The Fire Prevention Division does not include information on its website about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, service, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be provided on the division's website.

Training and Staffing

- The Fire Prevention Division does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communication over the telephone with a person with hearing impairments.

  Recommended Action: Acquire or gain access to TDDs; include the number for the TDD on the division's website and public information brochures; and train staff members in the use of TDD equipment or other means of communicating over the telephone with a

person with hearing impairments.

Programs and Facilities

- The Fire Prevention Division has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing or learning impairments of an activated alarm.

Fire Prevention/Fire Safety Demonstrations

Description of Programs and Services

The Fire Prevention/Fire Safety Demonstrations program gives fire safety presentations such as *How to Exit a House, How to Use a Fire Extinguisher, Smoke Detector Installations*, and *General Home, Office, School Safety.*

Contact Person

Carl Eck

Location of Operations

345 N. Eldorado St., Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Fire Prevention/Fire Safety Demonstrations Programs and Activities

Customer Service

- At a Fire Prevention Division staff meeting on March 9, 2004, staff members were advised that it may be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

Training and Staffing

- PEO staff members are currently in the process of being trained with regard to the Fire Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

Programs and Facilities

- There are circumstances in which the participation of a person with a disability in Fire Prevention/Fire Safety Demonstrations programs would be restricted or excluded. These exclusions or restrictions are necessary to the operation of the programs and to the safety of the participants who do not have disabilities.

Fire Prevention/Fire Safety Demonstrations Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Fire Prevention/Fire Safety Demonstrations policies to implement the ADA.

Customer Service

- Fire Prevention/Fire Safety Demonstrations does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Fire Prevention/Fire Safety Demonstrations has not established a process for responding to requests for modification.

  Recommended Action: Ensure that the Assistant Fire Marshal Public Education Officer reviews requests for modifications of Fire Prevention/Fire Safety Demonstrations programs.

Outreach and Information

- Fire Prevention/Fire Safety Demonstrations does not publicize information about the accessibility of its programs or services or the fright of people with disabilities to participate.

  Recommended Action: Notify the public via the City's website of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that can be offered to make programs and services more accessible to people with disabilities.

- Fire Prevention/Fire Safety Demonstrations does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Fire Prevention/Fire Safety Demonstrations does not include images of individuals with disabilities in its Fire Safety presentations.

  Recommended Action: When Fire Safety presentations are accompanied by illustrations, include images of individuals with and without disabilities.

- Documents and publications are not provided in alternate format for individuals with visual or learning disabilities.

  Recommended Action: Where appropriate or when requested, make documents and publications available in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities (particularly documents related to safety).

Training and Staffing

- Staff members have not received training regarding the provision of appropriate

modifications for people with disabilities.

Recommended Action: Train all staff members on how to provide services to persons with a range of disabilities.

- Fire Prevention/Fire Safety Demonstrations does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs; include the number for the TDD on the website and other program material; and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Provide physically accessible locations for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- Fire Prevention/Fire Safety Demonstrations has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing impairments and learning disabilities of an activated alarm. Advise all participants of emergency evacuation procedures prior to the beginning of demonstrations.

Accessible/Adaptive Equipment

- Sign language interpreters and other auxiliary aids and services are not available at Fire Safety Presentations.

  Recommended Action: Provide auxiliary aids and services, such as sign language interpreters or TDD equipment, for Fire Safety Presentations. Explore the availability of sign language interpreters and provide them on an as-needed basis for demonstrations.

- Assistive listening devices are not provided for Fire Safety presentations.

  Recommended Action: Acquire assistive listening devices for Fire Safety Presentations.

Investigations and Juvenile Counseling

Description of Programs and Services

Investigations and Juvenile Counseling is responsible for determining the cause and origin of fires. In addition, it provides counseling services for and discussions with juvenile fire starters who have been referred to the program by parents, the Police Department, and the courts.

Contact Person

Carl Ecks

Location of Operations

345 N. Eldorado St., Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Investigations and Juvenile Counseling Programs and Activities

Customer Service

- At a Fire Prevention Division staff meeting on March 9, 2004, staff members were advised that it may be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

Outreach and Information

- The Fire Department is currently updating its website and is developing written materials regarding accessibility, which will be made available to the public.

Training and Staffing

- Investigations and Juvenile Counseling staff members are currently in the process of being trained in how to provide services to persons with a range of disabilities.
- Investigations and Juvenile Counseling staff members are currently in the process of being trained with regard to the Fire Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

Investigations and Juvenile Counseling Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete the Investigations and Juvenile Counseling policies to implement the ADA.

Customer Service

- Investigations and Juvenile Counseling does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Ensure that the Assistant Fire Marshal, Public Information Officer reviews all policy or practice modifications to determine if they would alter the nature of the program or service being offered.

- Investigations and Juvenile Counseling has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services. Ensure that the Assistant Fire Marshal, Public Information Officer reviews all requests for modification.

Outreach and Information

- Investigations and Juvenile Counseling does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

Recommended Action: Notify the public via the City's website or informational brochures of the right of individuals with disabilities to participate in programs and services, including special procedures and devices that are available to make programs and services more accessible.

- Investigations and Juvenile Counseling does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public via the City's website that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Investigations and Juvenile Counseling does not include information on its website about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities, including information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on the City's website.

Training and Staffing

- Investigations and Juvenile Counseling does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs; include the number for the TDD on notices and other program material; and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Provide physically accessible locations for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- Investigations and Juvenile Counseling has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Division of Training

SFD Auxiliary Firefighter Program

Description of Programs and Services

The Stockton Fire Department (SFD) Division of Training (DOT) provides facilities for occasional training of volunteers ages 18 and above. The program acts as a training ground for youth interested in pursuing a career in fire service.

Contact Person

Firefighter/Engineer Ken Johnson

Location of Operations

100 W. Sonora St., Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in the SFD Auxiliary Firefighter Programs and Activities

Programs and Facilities

- There are circumstances in which the participation of a person with a disability in SFD programs would be restricted or excluded. These exclusions or restrictions are necessary to the operation of the programs and to the safety of the participants who do not have disabilities.

SFD Auxiliary Firefighter Program Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete SFD Auxiliary Firefighter Program policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from its programs or services.

- The SFD, on behalf of the SFD Auxiliary Firefighter Program, does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The SFD, on behalf of the SFD Auxiliary Firefighter Program, has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The SFD, on behalf of the SFD Auxiliary Firefighter Program, does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The SFD, on behalf of SFD Auxiliary Firefighter Program, does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the program is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The SFD, on behalf of SFD Auxiliary Firefighter Program, does not include information on its website about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on the Department's website.

Training and Staffing

- SFD staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- SFD staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff member regarding the Department's obligation and policies that enable persons with disabilities to participate in its programs and activities.

- SFD, on behalf of the SFD Auxiliary Firefighter Program, does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs; include the number for the TDD on notices and other program material; and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations are provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location, or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- SFD, on behalf of the SFD Auxiliary Firefighter Program, has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Accessible/Adaptive Equipment

- Sign language interpreters and other auxiliary aids and services are not available at training sessions.

  Recommended Action: Make available auxiliary aids and services, such as sign language interpreters or TDD equipment, for training sessions.

  Recommended Action: At public meetings, provide sign language interpreters and pen and paper for people with hearing or speech disabilities.
- Assistive listening devices are not provided for training sessions.

  Recommended Action: Acquire assistive listening devices for training sessions.

SFD Explorer Post 1888

Description of Programs and Services

The SFD, on behalf of Explorer Post 1888, occasionally conducts training programs for volunteers between the ages of 15 and 18. The program introduces fire service in a club-like atmosphere to youth interested in pursuing a career in fire service.

Contact Person

Battalion Chief Bryan Florence

Location of Operations

110 W. Sonora St., Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in SFD Explorer Post 1888 Programs and Activities

Programs and Facilities

- There are circumstances in which the participation of a person with a disability in SFD Explorer Post 1888 programs would be restricted or excluded. These exclusions or restrictions are necessary to the operation of the programs and to the safety of the participants who do not have disabilities.

SFD Explorer Post 1888 Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete SFD Explorer Post 1888 policies to implement the ADA.

Customer Service

- DOT staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or

services.

Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The SFD, on behalf of the Explorer Post 1888, does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The SFD, on behalf of the Explorer Post 1888, has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The SFD, on behalf of Explorer Post 1888, does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The SFD, on behalf of Explorer Post 1888, does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the program is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The SFD, on behalf of Explorer Post 1888, does not include information on its website about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on the Department's website.

Training and Staffing

- DOT staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- DOT staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and

policies that enable persons with disabilities to participate in programs and activities.

- The SFD, on behalf of Explorer Post 1888, does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs; include the number for the TDD on notices and other program material; and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations are provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in conjunction with the individual with a disability, determine the modifications that will be made to make the program accessible.

- The SFD, on behalf of Explorer Post 1888, has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Accessible/Adaptive Equipment

- Sign language interpreters and other auxiliary aids and services are not available at training sessions.

  Recommended Action: Make available additional auxiliary aids and services, such as sign language interpreters or TDD equipment, for training sessions.

  Recommended Action: At public meetings, provide sign language interpreters and pen and paper for people with hearing or speech disabilities.

- Assistive listening devices are not provided for training sessions.

  Recommended Action: Acquire assistive listening devices for training sessions.

Training Classrooms

Description of Programs and Services

The DOT is responsible for providing prescriptive classroom training to emergency service providers.

Contact Person

Deputy Fire Chief Andrew M. Shapiro

Location of Operations

110 W. Sonora St., Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Training Classrooms Programs and Activities

Programs and Facilities

- There are circumstances in which the participation of a person with a disability in the DOT Classroom's programs would be restricted or excluded. These exclusions or restrictions are necessary to the operation of the programs and to the safety of the participants who do not have disabilities.

Training Classrooms Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Training Classrooms policies to implement the ADA.

Customer Service

- DOT staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise DOT staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The Training Classrooms do not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the programs or services being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Training Classrooms have not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Training Classrooms do not publicize information about the accessibility of programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in SFD programs and services, including special procedures and devices that make programs and services more accessible.

- The Training Classrooms do not have a policy of notifying the public that DOT is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that DOT is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or

services.

- The Training Classrooms do not include information on its website about the accessibility of the facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on the DOT website.

Training and Staffing

- DOT staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- DOT staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- The Training Classrooms do not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs; include the number for the TDD on notices and other program material; and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in conjunction with the individual with a disability, determine the modifications that will be made to make the program accessible.

- Outside contractors providing programs and services to the public are not notified of their responsibilities for providing such services in a nondiscriminatory manner.

  Recommended Action: Notify outside contractors of their responsibilities for providing their services in a nondiscriminatory manner. Require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.

- The DOT has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Accessible/Adaptive Equipment

- Sign language interpreters and other auxiliary aids and services are not available at DOT

Classroom sessions.

Recommended Action: Make available additional auxiliary aids and services, such as sign language interpreters or TDD equipment, for DOT sessions.

- Assistive listening devices are not provided at DOT Classroom sessions.

  Recommended Action: Acquire assistive listening devices for DOT Classroom sessions.

Housing and Redevelopment Department

Divisions and programs within the Housing and Redevelopment Department include the Central Parking District, Clerical Staff, the Housing Division, and the Redevelopment Department.

Central Parking District

Description of Programs and Services

The Central Parking District is responsible for processing monthly parking applications and payments including disabled parking permits.

Contact Person

Ed Coy

Locations of Operations

Various lots in the downtown area

- LOT A - Channel St. Garage: corner San Joaquin and Sutter
- LOT D - SEB Garage: between Center and El Dorado, 1/2 block south of Weber
- LOT F - corner Market and Sutter
- LOT I - between San Joaquin and Sutter, south of Weber
- LOT J - between Sutter and California, south of Weber
- LOT K - on American, south of Weber
- LOT L - between American and Stanislaus, south of Weber
- LOT N - between El Dorado and San Joaquin under Hwy 4
- LOT O - between San Joaquin and Sutter under Hwy 4
- LOT R - between California and American under Hwy 4
- COUNTY Parking Structure: corner Hunter and Market
- MARKET STREET GARAGE - between Sutter and California, South of Market

Practices That Facilitate the Participation of People with Disabilities in Central Parking District Programs and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify the Central Parking District Division's program policies or practices to enable people with disabilities to participate in and benefit from a program. Policy changes are communicated orally and to the participants in the parking district using letters.

Programs and Facilities

- The Central Parking District provides its programs in various settings.
- The Central Parking District does not provide separate activities for people with disabilities. However, there are no circumstances in which a person with a disability would be prohibited from participating in regular (non-separate) activities because of the provision of separate activities.

Central Parking District Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Central Parking District policies to implement the ADA.

Customer Service

- The Central Parking District does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Central Parking District has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

- Customers are required to complete a written form in order to apply for parking and the Central Parking District does not provide its publications, Parking District Applications and Monthly Bills, in alternative formats.

  Recommended Action: Provide alternative formats and methods of completing and signing Monthly Parking Applications. Provide monthly bills in alternative formats upon request.

Outreach and Information

- The Central Parking District does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to

participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Central Parking District does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Central Parking District does not include information about the accessibility of facilities where programs or services are offered in application forms and on the website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its application forms and on its website.

- Application forms are not provided in alternate formatsfor individuals with visual disabilities.

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **Parking District applications, monthly bills.**

- Documents posted to the Central Parking District's website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they have not received customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- The Central Parking District does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- The Central Parking District has not established emergency evacuation procedures for individuals with disabilities.

Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Clerical Staff

Description of Programs and Services

Clerical Staff is responsible for providing clerical support to the Housing, Redevelopment, Real Property, and Neighborhood Services Divisions.

Contact Person

Janet Huntley

Locations of Operations

1. 22 E. Weber Ave, Room 350, Stockton, CA 95202 (Public- In-Person and Phone contact, CDC Meetings, Contracted Repair Workers)
2. Philomathean Club, 1000 N. Hunter, Stockton (PAC, Policy Meetings)
3. City Hall, 425 N. El Dorado St., Stockton (Administrative Hearings)
4. Stockton Civic Auditorium, 525 N. Center St. Stockton (Hotel/Motel Manager's Training Program)

Practices That Facilitate the Participation of People with Disabilities in Clerical Staff Programs and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify Clerical Staff programs, policies, or practices to enable people with disabilities to participate in and benefit from a program. Policy changes are communicated via mail, posted written material, staff meetings, memos, computers, and telephone.
- Staff members currently receive training regarding physical modifications for people with disabilities. Upon hire all members are informed of obligations and policies that would enable persons with disabilities to participate in Housing and Redevelopment Department activities and programs.

Programs and Facilities

- There are no circumstances in which the participation of a person with a disability in Clerical Staff programs would be restricted or excluded.
- Clerical Staff uses City procedures and equipment to alert people with hearing and learning impairments of an activated alarm.
- Outside contractors are notified of their responsibilities for providing services in a nondiscriminatory manner in their contracts.

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available at meetings
    1. Sign language interpreter
    2. Pen and paper
- Persons with disabilities are allowed to use assistive devices.

Clerical Staff Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Clerical Staff policies to implement the ADA.

Customer Service

- Clerical Staff does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.
- Clerical Staff has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Clerical Staff does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.
- Clerical Staff does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.
- Clerical Staff does not include information about the accessibility of facilities where programs or services are offered in its published agendas for meetings and hearings and on its website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its website and published agendas.

- Documents and publications are not provided in alternate formatsfor individuals with visual or learning disabilities.

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **agendas for meetings and hearings, legal publications.**

Training and Staffing

- Clerical Staff does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Housing Division

Description of Programs and Services

The Housing Division is responsible for the administration of federal grants providing assistance for the rehabilitation of single-family homes and rental units, homebuyer emergency repairs, non-profit agencies, homeless shelters, infrastructure improvements, fair housing services, for-profit businesses, and other economic development activities.

Contact Person

Sharon Elizondo

Locations of Operations

1. Stewart Eberhardt Building, 22 E Weber Ave, Room 350, Stockton, CA (Housing Programs)
2. Stockton Civic Auditorium, 525 N Center St., Stockton, CA (Public Workshops, Fairs)
3. City Hall Council Chamber, 425 N l Dorado St., Stockton (Council meetings, Public meetings)
4. Caesar Chavez Central Library- Stewart Hazelton Room, 605 N El Dorado St., Stockton, CA (Council meetings, Public hearings)

Practices That Facilitate the Participation of People with Disabilities in Housing Division Programs and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify Housing Division program policies or practices to enable people with disabilities to participate in and benefit from a program. For programs requiring office interviews the division's office is fully accessible;

applications may also be taken at the applicants home, if requested.

- Staff members currently receive training regarding physical modifications for people with disabilities. Staff is trained through programs provided by the federal government, or by internal staff meetings and dissemination of printed material.

Programs and Facilities

- The Housing Division provides a variety of programs in various settings.
- The Housing Division uses flashing lights as a means of alerting people with hearing impairments of an activated alarm.
- The Housing Division has a means of alerting people with learning disabilities of an activated alarm. Its emergency evacuation plan provides for key personnel to ensure that everyone has evacuated the office.

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available at public hearings and meetings:
    1. Sign language interpreter
    2. Pen and paper
- Persons with disabilities are allowed to use assistive equipment.

Housing Division Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Housing Division policies to implement the ADA.

Customer Service

- The Housing Division does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Housing Division has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

- Clients are required to complete a written form in order to participate in programs.

  Recommended Action: Provide alternative methods of applying for programs for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- The Housing Division does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that

make programs and services more accessible.

- The Housing Division does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Housing Division does not include images of individuals with disabilities in documents and reports.

  Recommended Action: When documents and reports are accompanied by illustrations, include images of individuals with and without disabilities.

- The Housing Division does not include information about the accessibility of facilities where programs or services are offered on its public notices, funding applications, program information, and website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its public notices, funding applications, program information, and website.

- Documents and publications are not provided in alternate formatsfor individuals with visual or learning disabilities.

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **planning documents and reports, public notices, funding applications, program information**.

Training and Staffing

- The Housing Division does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

Redevelopment Department

Description of Programs and Services

The Redevelopment Department is responsible for providing services necessary to redevelop specified areas within the Housing and Redevelopment Department

Contact Person

Yvonne Quiring

Locations of Operations

1. 22 E Weber Ave., Suite 350, Stockton, CA
2. Philomathean Club (Redevelopment PAC)
3. City Hall Council Chambers (Redevelopment Commission)
4. Various sites

Practices That Facilitate the Participation of People with Disabilities in Redevelopment Department Programs and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify Redevelopment Department program policies or practices to enable people with disabilities to participate in and benefit from a program. Policy changes are communicated to the department staff and public via mail, Commission, PAC and/or Agency meetings, by phone or through appropriate written material.
- Staff members currently receive training regarding physical modifications for people with disabilities. Upon hire all members are informed of obligations and policies that would enable persons with disabilities to participate in department activities and programs.

Programs and Facilities

- The Redevelopment Department provides a variety of programs in various settings.
- There are no circumstances in which the participation of a person with a disability in Redevelopment Department programs would be restricted or excluded.
- The Redevelopment Department provides accessible transportation upon request or based on perceived need.
- Outside contractors providing programs and services to the public are notified of their responsibilities for providing such services in a nondiscriminatory manner. The Redevelopment Department has also required assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements. Clauses are written into contracts. Project managers perform contract compliance.

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available at meetings if requested.

1. Sign language interpreter
2. Pen and paper

- Persons with disabilities are allowed to use assistive devices in department programs.

Redevelopment Department Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Redevelopment Department policies to implement the ADA.

Customer Service

- The Redevelopment Department does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Redevelopment Department has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Redevelopment Department does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Redevelopment Department does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Redevelopment Department does not include images of individuals with disabilities in its newsletters and website.

  Recommended Action: When newsletters and web pages are accompanied by illustrations, include images of individuals with and without disabilities.

- The Redevelopment Department does not include information about the accessibility of facilities where programs or services are offered in its newsletters and web pages.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD

numbers, and other access features in its newsletters and on its web pages.

- Documents and publications are not provided in alternate formats for individuals with visual or learning disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **newsletters, Requests for Proposals, and Requests of Qualifications.**

- Documents posted to the Redevelopment Department's website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- The Redevelopment Department does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- The Redevelopment Department has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Human Resources Department

Description of Programs and Services

The Human Resources Department is responsible for:

1. Recruitment and testing,
2. Workforce planning
3. Employee benefits
4. Employee labor relations

Contact Person

Terry Parker

Locations of Operations

1. Stewart/Eberhardt Building, 22 East Weber Ave., Suite 150 Stockton, CA 95202 (Administrative Offices)
2. Civic Memorial Auditorium, 525 North Center St., Stockton, CA 95202 (Off-Site Testing)

Practices That Facilitate the Participation of People with Disabilities in Human Resources Department Programs and Activities

Customer Service

- The Human Resources Department has a process for responding to requests for accommodations by employees or job candidates. If accommodation is requested, City Manager Administrative Directives PER-035 (Disability Accommodation Policy) and PER-036 (Disability Discrimination Policy and Complaint Procedure) are followed. Upon receipt of the completed Request for Accommodation form and supporting documentation, appropriate accommodations have included, but are not limited to, assisting a candidate with filling out an application, providing extended time to complete a portion of the examination process, securing a quiet separate testing environment, allowing calculators and other aides to be used in the exam reading the exam to the candidate, and raising the height of a table at the written exam site to accommodate a wheelchair.

Outreach and Information

- The Human Resources Department provides documents and publications in alternative media or an accessible format as follows:

Type of Information	Large Print	Braille	Readers	Pictorial Signage	Audio	Computer Disk	Accessible PDF File
Job announcements					√	√	√

√ indicates auxiliary aids or services currently available.

- Job announcements and openings are televised for those who cannot leave their homes and are available 24 hours a day on City Government access channel 97, the City of Stockton Job Line, and the City's website www.stoctongov.com.
- Notice is included on all job announcements and applications regarding the process to request modifications at testing centers.
- TDD information is listed on job announcements, Job Line cards, and in the City of Stockton telephone directory.

Training and Staffing

- Staff members are aware that it may be necessary to modify Human Resources Department program policies or practices to enable people with disabilities to participate in and benefit

from a program.

- Staff members currently receive training regarding physical modifications for people with disabilities. All supervisory staff members are required to attend ADA training sessions. Future plans call for training to be provided to any staff member who may have direct contact with those with special needs.
- Staff members have been trained by the Police Department in the use of TDD equipment.

Programs and Facilities

- The Human Resources Department provides its programs in various settings.
- The present administrative office location of the Human Resources Department is designated as "Handicapped accessible" at the entrance to the building. The reception counter conforms to ADA accessible height standards.
- The Human Resources Department has telephone access to emergency services and provides direct TDD access to the emergency numbers. The TDD relay service used is Ultra Tec Superprint 4425.
- The Human Resources Department uses a paging system and a flashing fire alarm as means of alerting people with hearing impairments of an activated alarm.
- The Human Resources Department has a means of alerting people with learning disabilities of an activated alarm. During an evacuation, staff is responsible for informing and assisting customers with disabilities as noted in the Human Resources Department Emergency Evacuation Plan. Specifically, should the need to assist a customer arise, staff members would aid that person and, if unable to do so, would obtain assistance.

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available at examination sites upon request:
    1. Sign language interpreter
    2. Pen and paper
- Persons with disabilities are allowed to use assistive devices upon prior request and approval.

Municipal Utilities Department

Divisions and programs within the Municipal Utilities Department include Customer Service, Facility Tours, Publications, Public Meetings/Workshops, and Public Participation.

Customer Service

Description of Programs and Services

Customer Service is responsible for responding to customer's questions, complaints, and request for assistance.

Contact Person

Susan Loyko

Location of Operations

Citywide

Customer Service Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Customer Service policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- Customer Service does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Customer Service has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Customer Service does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Customer Service does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Customer Service does not include information on its website about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its website.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in its programs and activities.

- Customer Service does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- Customer Service has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Facility Tours

Description of Programs and Services

Facility Tours is responsible for providing informational tours of the wastewater treatment plant for the public, teachers, school students, etc.

Contact Person

Susan Loyko

Location of Operations

City of Stockton Wastewater Treatment Plant, 2500 Navy Drive, Stockton, CA 95206

Facility Tours Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Facility Tours policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- Facility Tours does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Facility Tours has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

- Participants are required to complete a written form in order to register for the program.

  Recommended Action: Provide alternative methods of registering the program for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- Facility Tours does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Facility Tours does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Facility Tours does not include information about the accessibility of facilities where programs or services are offered on its website and flyers.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its website and flyers.

- Documents posted to the Facility Tours website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Facility Tours does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- When transportation is provided, Facility Tours does not have a sufficient number of accessible vehicles to meet client demand.

  Recommended Action: Acquire additional accessible vehicles for program use and keep them well maintained. If it is not financially feasible to purchase additional accessible vehicles, contract with a provider of this service.

- The tour routes offered are not always accessible for people with mobility impairments.

  Recommended Action: Ensure that tour routes are physically accessible. If it is not possible to provide a physically accessible tour, translate the experience encountered along the tour route into another format (video, still photos) for viewing by persons with mobility impairments.

- Locations for trips sponsored by Facility Tours are not always accessible.

  Recommended Action: Evaluate the physical environment of the destination before a trip is scheduled to determine the level of programmatic and physical accessibility and include this information with the registration information for every trip. If the destination environment is not accessible to certain individuals, select an alternate destination or, in consultation with the individual with a disability, determine the modifications that will be

made to make the program accessible.

- Outside contractors providing programs and services to the public are not notified of their responsibilities for providing such services in a nondiscriminatory manner.

  Recommended Action: Notify outside contractors of their responsibilities for providing their services in a nondiscriminatory manner. Require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.

- Facility Tours has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Accessible/Adaptive Equipment

- Sign language interpreters and other auxiliary aids and services are not available at the tour site.

  Recommended Action: Provide auxiliary aids and services, such as sign language interpreters or TDD equipment, for tours

- Assistive listening devices are not provided tour sites.

  Recommended Action: Acquire assistive listening devices for tour sites.

Publications

Description of Programs and Services

Publications is responsible for providing numerous publications related to pollution prevention, water conservation, and water quality.

Contact Person

Bob Murdoch

Location(s) of Operations

1. 2500 Navy Drive
2. Citywide

Publications Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Publications policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and

benefit from programs or services.

- Publications does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Publications has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Publications does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Publications does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Publications does not include images of individuals with disabilities in its brochures, pamphlets and reports.

  Recommended Action: When brochures, pamphlets, and reports are accompanied by illustrations, include images of individuals with and without disabilities.

- Documents and publications are not provided in alternate format for individuals with visual or learning disabilities.

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: brochures, pamphlets and reports: **Municipal Utilities Department brochures, pamphlets, and reports**.

- Documents posted to the Publications website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Publications does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Publications has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Public Meetings/Workshops

Description of Programs and Services

Public Meetings/Workshops is responsible for staffing and conducting public meetings and workshops periodically at City facilities.

Contact Person

Bob Murdoch

Location of Operations

Citywide

Public Meetings/Workshops Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Public Meetings and Workshops policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- Public Meetings/Workshops does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Public Meetings/Workshops has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Public Meetings/Workshops does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Public Meetings/Workshops does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Public Meetings/Workshops does not include information about the accessibility of facilities where programs or services are offered on its flyers and website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its flyers and website.

- Documents and publications are not provided in alternative formatsfor individuals with visual or learning disabilities.

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **project Plans and Specifications, presentation material provided for review during public meetings and workshops.**

- Documents posted to the Public Meetings/Workshops website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate

modifications for people with disabilities.

Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Public Meetings/Workshops does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- When transportation is provided, Public Meetings/Workshops does not have a sufficient number of accessible vehicles to meet client demand.

  Recommended Action: Acquire additional accessible vehicles for program use and keep them well maintained. If it is not financially feasible to purchase additional accessible vehicles, contract with a provider of this service.

- Outside contractors providing programs and services to the public are not notified of their responsibilities for providing such services in a nondiscriminatory manner.

  Recommended Action: Notify outside contractors of their responsibilities for providing their services in a nondiscriminatory manner. Require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.

- Public Meetings/Workshops has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Accessible/Adaptive Equipment

- Sign language interpreters and other auxiliary aids and services are not available at public meetings.

  Recommended Action: At public meetings, provide sign language interpreters and pen and paper for people with hearing or speech disabilities.

- Assistive listening devices are not provided at public meetings.

  Recommended Action: Acquire assistive listening devices at public meetings.

Public Participation

Description of Programs and Services

Public Participation is responsible for organizing several programs to allow citizens to participate in water conservation and pollution prevention activities including patrolling the City looking for wasting of water, stenciling storm drains, and participation in stream clean-ups.

Contact Person

Bob Murdoch

Location(s) of Operations

1. 2500 Navy Drive
2. Citywide

Public Participation Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Public Participation policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- Public Participation does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Public Participation has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Public Participation does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that

make programs and services more accessible.

- Public Participation does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Public Participation does not include information about the accessibility of facilities where programs or services are offered on its flyers and website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its flyers and website.

- Documents and publications are not provided in alternate formatsfor individuals with visual or learning disabilities.

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **pamphlets describing stenciling of storm drains.**

- Documents posted to Public Participation's website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Public Participation does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for

each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- Locations for trips sponsored by Public Participation are not always accessible.

  Recommended Action: Evaluate the physical environment of the destination before a trip is scheduled to determine the level of programmatic and physical accessibility and include this information with the registration information for every trip. If the destination environment is not accessible to certain individuals, select an alternate destination or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- Public Participation has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Accessible/Adaptive Equipment

- Sign language interpreters and other auxiliary aids and services are not available at program sites.

  Recommended Action: Provide auxiliary aids and services, such as sign language interpreters or TDD equipment, for its programs.

  Recommended Action: At public meetings, provide sign language interpreters and pen and paper for people with hearing or speech disabilities.

Parks and Recreation Department

Divisions and programs within the Parks and Recreation Department include the After School Program, the Children's Museum, Community Centers, the Facility Rental and Special Events Division, the Oak Park Ice Arena, Pixie Woods, the Recreation Division, and Silver Lake High Sierra Camp.

After School Program

Description of Programs and Services

The After School Program is responsible for providing activities at area schools from the time that school gets out until 6pm.

Contact Person

Brian Fitzgerald

Locations of Operations

1. 6 E. Lindsay St., Stockton, CA 95202

2. Forty-seven Stockton-area schools

Practices That Facilitate the Participation of People with Disabilities in the After School Programs and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify After School Program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members currently receive training regarding physical modifications for people with disabilities through training sessions, orientations and tailgate meetings.

Programs and Facilities

- The After School Program has a means of alerting people with hearing impairments and learning disabilities of an activated alarm. Staff on site would evacuate everyone and conduct a roll call. Guides are relied upon to alert people.

After School Program Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete After School Program policies to implement the ADA.

Customer Service

- The After School Program does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The After School Program has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

- A responsible adult is required to complete a written form in order to register a program participant.

  Recommended Action: Provide alternative methods of registering for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- The After School Program does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The After School Program does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the program is prepared to make reasonable modifications to serve people with disabilities.

- The After School Program does not include images of individuals with disabilities in its web pages.

  Recommended Action: When web pages are accompanied by illustrations, include images of individuals with and without disabilities.

- The After School Program does not include information about the accessibility of facilities where programs or services are offered on its registration forms and website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on registration forms and the website.

- Documents and publications are not provided in alternate formats for individuals with visual disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **registration form.**

- Documents posted to the After School Program's website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- The After School Program does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs; include the number for the TDD on notices and other program materials; and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Provide physically accessible locations for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- Outside contractors providing programs and services to the public are not notified of their responsibilities for providing such services in a nondiscriminatory manner.

  Recommended Action: Notify outside contractors with regard to their responsibilities for

providing their services in a nondiscriminatory manner. Require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.

Children's Museum

Description of Programs and Services

The Children's Museum provides programs for children at its facility in Stockton

Contact Person

Gina Delucchi

Location of Operations

402 W. Weber, Stockton, CA

Practices That Facilitate the Participation of People with Disabilities in the Children's Museum Programs and Activities

Outreach and Information

- The Children's Museum provides documents and publications in alternative media or an accessible format as follows:

Type of Information	Large Print	Braille	Readers	Pictorial Signage	Audio Tape	Computer Disk	Accessible PDF File
Birthday Party Information	√						

√ indicates auxiliary aids or services currently available.

Training and Staffing

- Staff members are aware that it may be necessary to modify the Children's Museum's program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members currently receive training regarding physical modifications for people with disabilities. Staff members have attended the City of Stockton *Recreation for all People* training.

Programs and Facilities

- There are no circumstances in which the participation of a person with a disability in the Children's Museum's programs would be restricted or excluded.
- The Children's Museum has telephone access to emergency services and uses TDD relay system.
- The Children's Museum has a means of alerting people with hearing impairments and learning disabilities of an activated alarm.

Children's Museum Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete the Children's Museum policies to implement the ADA.

Customer Service

- The Children's Museum does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Children's Museum has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for program modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Children's Museum does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in programs and services, including special procedures and devices that are available to make programs and services more accessible.

- The Children's Museum does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the Children's Museum is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Children's Museum does not include images of individuals with disabilities on its website and in brochures and newsletters.

  Recommended Action: When newsletters and web pages are accompanied by illustrations, include images of individuals with and without disabilities.

- The Children's Museum does not include information about the accessibility of facilities where programs or services are offered on its brochures, newsletters, agreements, and website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its brochures, newsletters, agreements, and website.

- Documents and publications are not provided in alternate for individuals with visual disabilities

  Recommended Action: Where appropriate or when requested, provide the following

documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **Newsletters, brochures, agreements.**

- Documents posted to the Children's Museum's website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- Children's Museum staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Train all staff members in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Outside contractors providing programs and services to the public are not notified of their responsibilities for providing such services in a nondiscriminatory manner.

  Recommended Action: Notify outside contractors with regard to their responsibilities for providing their services in a nondiscriminatory manner. Require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.

Accessible/Adaptive Equipment

- Sign language interpreters and other auxiliary aids and services are not available at the Museum.

  Recommended Action: When appropriate, provide auxiliary aids and services, such as sign language interpreters or TDD equipment, for field trips to the Museum.

- Assistive listening devices are not provided at the museum during school field trips.

  Recommended Action: Acquire assistive listening devices for participants in field trips to the Museum.

Community Centers

Description of Programs and Services

The Community Centers are responsible for providing programs for members of the public at several City-owned and other facilities in Stockton.

Contact Person

Kyle Raphael / Brandt Evans

Location of Operations

1. McKinley Center, 424 East Ninth St. (City-owned)

2. Stribley Center, 1760 Sonora St. (City-owned)
3. Van Buskirk Center, 734 Houston Ave. (City-owned)
4. Sierra Vista Center, 2428 Belleview St. (Sierra Vista Housing Authority)
5. Siefert Center, 128 West Ben Holt Drive (Stockton Unified School District)

Practices That Facilitate the Participation of People with Disabilities in Community Center Programs and Activities

Outreach and Information

- Notice is included on all brochures regarding modifications provided at all Community Centers. The TDD number is also included on brochures.
- Meeting agendas and public notices contain the following language: *If you have a hearing impairment and would like information regarding this meeting, call the City's Telecommunications Device for the Deaf at (209) ___-____.*
- The Community Centers include images of individuals with disabilities in the publication *Recreation for All.*

Training and Staffing

- Staff members currently receive limited training regarding physical modifications for people with disabilities.

Programs and Facilities

- The Community Centers provide a variety of programs in various settings.
- The Community Centers have on-going partnerships with a variety of groups that assist people with disabilities, including: Central Valley Training Center, Access Stockton, Family Resource Network, Open Door Services, United Cerebral Palsy, and Easter Seals.
- Outside contractors providing programs and services to the public are notified of their responsibilities for providing such services in a nondiscriminatory manner through meetings held once a month with the outside contractors.

Community Center Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Community Center policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
- The Community Centers do not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Community Centers have not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for program modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Community Centers do not include information about the accessibility of facilities where programs or services are offered on their handouts and website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in Community Center handouts and web pages.

- Documents and publications are not provided in alternate formats for individuals with visual disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **Recreation brochures, Citywide services, and programs**.

- Documents posted to the Community Centers website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- Staff members have received limited training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train all staff members on how to provide services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members with regard to the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- The Community Centers do not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs; include the number for the TDD on notices and other program material; and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- When transportation is provided, the Community Centers do not have a sufficient number of accessible vehicles to meet client demand.

  Recommended Action: Acquire accessible vehicles for program use and keep them well maintained. If it is not financially feasible to purchase additional accessible vehicles, contract with a provider of this service.

- Locations for trips sponsored by the Community Center are not always accessible.

  Recommended Action: Evaluate the physical environment of the destination before a trip is scheduled to determine the level of programmatic and physical accessibility and include this information with the registration information for every trip. If the destination environment is not accessible to certain individuals, select an alternate destination or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- The Community Centers have not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing impairments and learning disabilities of an activated alarm.

Facility Rental and Special Events Division

Description of Programs and Services

The Facility Rental and Special Events Division is responsible for running City rental facilities including the Commanding Officers House, which is used for meetings, retreats, parties, dinners, luncheons, receptions, and weddings.

Contact Person

Pennie Ruffin, Senior Recreation Assistant

Locations of Operations

1. Commanding Officers House, Lyons Golf Course, Rough and Ready Island, Stockton, CA 95202
2. Philomathean Club, 1000 Hunter Street, Stockton, CA 95202

Facility Rental and Special Events Division Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Facility Rental and Special Events Division policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices

to enable people with disabilities to participate in and benefit from programs or services.

Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The Facility Rental and Special Events Division does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Facility Rental and Special Events Division has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

- Customers may be required to complete a written form in order to book a facility.

  Recommended Action: Provide alternative methods for booking a facility for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- The Facility Rental and Special Events Division does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in programs and services, including special procedures and making devices available that make programs and services more accessible.

- The Facility Rental and Special Events Division does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Facility Rental and Special Events Division does not include information on its website about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on the website.

- Documents posted to the Facility Rental and Special Events Division's website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate

modifications for people with disabilities.

Recommended Action: Train all staff members on how to provide services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they have not received customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members with regard to the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- The Facility Rental and Special Events Division does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs; include the number for the TDD on notices and other program material; and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- The Facility Rental and Special Events Division have not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with learning or hearing impairments of an activated alarm.

Oak Park Ice Arena

Description of Programs and Services

The Oak Park Ice Arena is responsible for hosting City of Stockton-sponsored public ice-skating, youth ice hockey, and group skating lessons.

Contact Person

Cindy Heiber, Dave Silva, Danita Page

Location of Operations

Oak Park Ice Arena, 3545 Alvarado St. Stockton CA 95204

Practices That Facilitate the Participation of People with Disabilities in Oak Park Ice Arena Programs and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify the Oak Park Ice Arena's program policies or practices to enable people with disabilities to participate in and benefit from a program.

Programs and Facilities

- There are circumstances in which the participation of a person with a disability in the Oak Park Ice Arena's programs would be restricted or excluded. These exclusions or restrictions are necessary to the operation of the programs and to the safety of the participants who do not have disabilities.

Oak Park Ice Arena Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Oak Park Ice Arena policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The Oak Park Ice Arena does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Oak Park Ice Arena has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for program modifications that would allow people with disabilities to participate in programs or services.

- Participants are required to complete a written form in order to uses the skating rink.

  Recommended Action: Provide alternative methods of releasing liability for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- The Oak Park Ice Arena does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in programs and services, including special procedures and devices that make programs and services more accessible.

- The Oak Park Ice Arena does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Notify the public that reasonable modifications can be made that would allow people with disabilities to participate in programs or services.

- The Oak Park Ice Arena does not include images of individuals with disabilities in the Parks and Recreation Department's magazine, flyers, or web pages.

  Recommended Action: When magazines, handouts, and web pages are accompanied by illustrations, include images of individuals with and without disabilities.

- The Oak Park Ice Arena does not include information about the accessibility of facilities where programs or services are offered in magazines, flyers, and web pages.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in magazines, flyers, and web pages.

- Documents and publications are not provided in alternate formats for individuals with visual disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **Parks and Recreation magazine, flyers, and news releases.**

- Documents posted to the Oak Park Ice Arena's website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- The Oak Park Ice Arena does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs; include the number for the TDD on notices and other program material; and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Outside contractors providing programs and services to the public are not notified of their responsibilities for providing such services in a nondiscriminatory manner.

  Recommended Action: Notify outside contractors of their responsibilities for providing their services in a nondiscriminatory manner. Require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.

- The Oak Park Ice Arena has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Pixie Woods

Description of Programs and Services

Pixie Woods is responsible for running an amusement park, which includes rides for small children, interactive activities, a birthday party area, and playground style features.

Contact Person

Chris Moreno / Dino Leonardi

Location of Operations

Louis Park

Practices That Facilitate the Participation of People with Disabilities in Pixie Woods Programs and Activities

Outreach and Information

- Notice is included on all publications regarding modifications provided at Pixie Woods. The TDD number is included on these publications.

Training and Staffing

- Staff members are aware that it may be necessary to modify Pixie Woods program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members currently receive training regarding physical modifications for people with disabilities.

Pixie Woods Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Pixie Woods policies to implement the ADA.

Customer Service

- Pixie Woods does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.
- Pixie Woods has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for program modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Pixie Woods does not publicize information about the accessibility of its programs or

services or the right of people with disabilities to participate.

Recommended Action: Notify the public of the right of individuals with disabilities to participate in programs and services, including special procedures and devices that make programs and services more accessible.

- Pixie Woods does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Notify the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Pixie Woods does not include information about the accessibility of facilities where programs or services are offered on its website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its website.

- Documents and publications are not provided in alternate for individuals with visual or learning disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **brochures, flyers, newspaper, website.**

- Documents posted to the Pixie Woods website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- Pixie Woods does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs; include the number for the TDD on notices and other program material; and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- The amusement park tours offered at Pixie Woods are not accessible for people with mobility impairments.

  Recommended Action: Ensure that tour routes are physically accessible. If it is not possible to provide a physically accessible tour, translate the experience encountered along the tour route into another format (video, still photos) for viewing by a person with a mobility impairment.

- Pixie Woods has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Recreation Division

Description of Programs and Services

The Recreation Division is responsible for organizing citywide adult and youth sports programs including basketball, soccer, softball, volleyball, etc.

Contact Person

Shane McAffee

Locations of Operations

1. 6 E. Lindsay St., Stockton, CA 95202
2. Louis Park Softball Complex
3. Regional Park Softball Complex
4. Softball Complex
5. Oak Park Softball Diamonds
6. Sandman Park Softball Diamonds
7. Edison High School Basketball Gym
8. Stockton Jr. High Basketball Gym
9. Bear Creek High School Gym
10. Sierra Middle School Gym
11. Great Valley Elementary School Gym

Practices That Facilitate the Participation of People with Disabilities in Recreation Division Programs and Activities

Training and Staffing

- Staff members currently receive training regarding physical modifications for people with disabilities. Brandt Evan, Coordinator, conducted internal training sessions.

Programs and Facilities

- The Recreation Division provides a variety of programs in various settings.

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available at public meetings.
  1. Sign language interpreter
  2. Pen and paper

Recreation Division Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Recreation Division policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The Recreation Division does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Recreation Division has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for program modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Recreation Division does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Recreation Division does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Notify the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Recreation Division does not include images of individuals with disabilities in its flyers and magazine.

  Recommended Action: When flyers and magazines are accompanied by illustrations, include images of individuals with and without disabilities.

- The Recreation Division does not include information about the accessibility of facilities where programs or services are offered in its flyers and magazine.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD

numbers, and other access features in the Parks and Recreation magazine and flyers.

- Documents and publications are not provided in alternate formatfor individuals with visual disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **Parks and Recreation magazine, flyers, and registration information.**

Training and Staffing

- The Recreation Division does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs; include the number for the TDD on notices and other program material; and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- The Recreation Division has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Silver Lake High Sierra Camp

Description of Programs and Services

Silver Lake High Sierra Camp is responsible for running a residential camp located in a forest setting

Contact Person

Brian Fitzgerald

Location(s) of Operations

1. Silver Lake High Sierra Camp, Silver Lake, CA 95666
2. 6 East Lindsay Street, Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Silver Lake High Sierra Camp Programs and Activities

Training and Staffing

- Staff members currently receive training regarding physical modifications for people with disabilities through training sessions, orientations and tailgate meetings.

Programs and Facilities

- There are circumstances, such as location of the program, in which the participation of a person with a disability in Silver Lake High Sierra Camp's programs would be restricted or excluded. These exclusions or restrictions are necessary to the operation of the programs and to the safety of the participants who do not have disabilities.
- The outside contractor has been notified of its responsibilities for providing these services in a nondiscriminatory manner.
- Silver Lake High Sierra Camp has a means of alerting people with hearing impairments and learning disabilities of an activated alarm. Guides are relied upon to alert people.
- Accessible transportation is provided to Silver Lake High Sierra Camp programs.

Silver Lake High Sierra Camp Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Silver Lake High Sierra Camp policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- Silver Lake High Sierra Camp does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Silver Lake High Sierra Camp has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for program modifications that would allow people with disabilities to participate in programs or services.

- Participants are required to complete a written form in order to reserve a space.

  Recommended Action: Provide alternative methods of reserving a space for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- Silver Lake High Sierra Camp does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public with regard to the right of individuals with disabilities to participate in programs and services, including special procedures and provision of special devices that make programs and services more accessible.

- Silver Lake High Sierra Camp does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Notify the public that reasonable modifications can be made to programs that would allow people with disabilities to participate in programs or services.

- Silver Lake High Sierra Camp does not include images of individuals with disabilities on its brochure and website.

  Recommended Action: When brochures and web pages are accompanied by illustrations, include images of individuals with and without disabilities.

- Silver Lake High Sierra Camp does not include information about the accessibility of facilities where programs or services are offered on its reservation forms, brochures, and website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on reservation forms, brochures, and website.

- Documents and publications are not provided in alternate formatsfor individuals with visual or learning disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **brochure, reservation form.**

- Documents posted to Silver Lake High Sierra Camp's website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- Many lifeguards and other staff members providing emergency services have not had training in ASL or other means of communicating with people who have hearing impairments and must, therefore, rely on improvised hand signals or their own imagination in emergency situations.

  Recommended Action: Provide emergency personnel with limited training in ASL or other means of communicating with people who have hearing impairments.

- Silver Lake High Sierra Camp does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Recommended Action: Acquire or gain access to TDDs; include the number for the TDD on notices and other program material; and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- The tour routes offered at Silver Lake High Sierra Camp are not accessible for people with mobility impairments.

  Recommended Action: Ensure that tour routes are physically accessible. If it is not possible to provide a physically accessible tour, translate the experience encountered along the tour route into another format (video, still photos) for viewing by a person with mobility impairment.

- Locations for trips sponsored by Silver Lake High Sierra Camp are not always accessible.

  Recommended Action: Evaluate the physical environment of the destination before a trip is scheduled to determine the level of programmatic and physical accessibility and include this information with the registration information for every trip. If the destination environment is not accessible to certain individuals, select an alternate destination or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

Police Department

Divisions and programs within the Police Department include the Academy of Justice and Community Service, Administrative Services, the Animal Control Section, the Bicycle Rodeo/Safety Class, the CARE Class, the Civilian Rider Program, Evidence and Identification, Fiscal/Planning, the Investigations Division, Police Communications, Police/Curfew Center, Police/Support Services, the Safe Kids Academy, the Special Investigations Section, the Special Services Section, the Stockton Police School Resource Officer program, Stockton Police Youth Activities, the Stockton Truancy Outreach Program, the Traffic Section, and the Watch Commander's Office, Citizen Complaints program.

Academy of Justice and Community Service

Description of Programs and Services

The Academy of Justice and Community Service is responsible for conducting a four-year program from freshman year through senior year of high school. The program emulates a real police academy. Classes consist of one physical education class and one law class. Physical standards are practiced including P.O.S.T., sample battery test. Both classes are team-taught by one LODI unified district teacher and a full-time police officer assigned to the Academy.

Contact Person

LODI Unified School District Rep. Mike Matranga

Location of Operations

Bear Creek High School, 10555 Thornton Road, Stockton, CA 95209

Practices That Facilitate the Participation of People with Disabilities in the Academy of Justice and Community Service Programs and Activities

Programs and Facilities

- There are circumstances in which the participation of a person with a disability in the Academy of Justice and Community Services programs would be restricted or excluded. These exclusions or restrictions are necessary to the operation of the programs and to the safety of the participants who do not have disabilities. The school district identifies students with special needs prior to reaching the high-school level. The Academy works collaboratively with school district staff to meet any special needs. These needs are addressed in a Resource class that is conducted daily for students with disabilities.
- The Academy of Justice and Community Services has or can obtain access to a TDD; however, staff members have not been trained in the use of this device.

Academy of Justice and Community Service Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Academy of Justice and Community Service policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
- The Academy of Justice and Community Service does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.
- The Academy of Justice and Community Service has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Academy of Justice and Community Service does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Academy of Justice and Community Service does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the program is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Academy of Justice and Community Service does not include information in its course catalogs about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in course catalogs.

- Documents and publications are not provided in alternative formats for individuals with visual or learning disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **P.O.S.T workbooks.**

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they have not received customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Many police officers have not had training in ASL or other means of communicating with people who have hearing impairments and must, therefore, rely on improvised hand signals or their own imagination in emergency situations.

  Recommended Action: Provide limited training in ASL or other means of communicating with people who have hearing impairments.

- Staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Train staff members in the use of TDD equipment or other means

of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- The Academy of Justice and Community Service has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing impairments of an activated alarm.

Administrative Services

Description of Programs and Services

Administrative Services is responsible for

1. The Citizen Academy
2. Background investigations

Contact Person

Lt. Dennis Smallie

Location of Operations

Main Police Facility, 22 E. Market St, Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Administrative Services Programs and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify Administrative Services program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members currently receive training regarding physical modifications for people with disabilities.

Programs and Facilities

- Administrative Services has access to a TDD via a relay service; however, staff members have not been trained in the use of this device.
- Outside contractors have been notified of their responsibilities for providing services in a nondiscriminatory manner. This notification is accomplished through documentation in the

contract. Outside contractors are monitored by following-up on issues when complaints arise.

- Administrative Services has a means of alerting people with hearing or learning impairments of an activated alarm.

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available at public meetings:
    1. Sign language interpreter
    2. Pen and paper
- Persons with disabilities are allowed to use assistive equipment.

Administrative Services Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Administrative Services policies to implement the ADA.

Customer Service

- Administrative Services does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Administrative Services has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Administrative Services does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Administrative Services does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Administrative Services does not include images of individuals with disabilities in its audiovisual presentation *Citizen Academy Program.*

  Recommended Action: When audiovisual presentations are accompanied by illustrations, include images of individuals with and without disabilities.

- Administrative Services does not include information about the accessibility of facilities where programs or services are offered in its presentations and on its website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its presentations and on its website.

Animal Control Section

Description of Programs and Services

The Animal Control Section is responsible for:

1. Administering the Spay and Neuter Program
2. Administering Adoption Program

Contact Person

Lt. Dennis Smallie
Animal Control Supervisor: Tom Ramirez

Locations of Operations

1. 1575 South Lincoln St., Stockton, CA 95206
2. City Animal Shelter
3. Various local schools

Practices That Facilitate the Participation of People with Disabilities in Animal Control Section Programs and Activities

Outreach and Information

- The public is advised that the Animal Control Section is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

Training and Staffing

- Staff members are aware that it may be necessary to modify Animal Control Section program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members currently receive training regarding physical modifications for people with disabilities.

Programs and Facilities

- The Animal Control Section provides its programs in various settings including local schools.
- There are no circumstances in which the participation of a person with a disability in Animal

Control Section programs would be restricted or excluded.

- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other Animal Control Section program participants.
- The Animal Control Section has access to a TDD; however, staff members have not been trained in the use of this device.
- The Animal Control Section has a means of alerting people with visual, hearing learning disabilities of an activated alarm by providing escorts and clearly marked ingress and egress points. The Police main facility Emergency Plan notes "All employees should be aware of persons who are physically challenged or disabled within their area and may need assistance during an evacuation. This may include fellow employees, **citizens on business**, witnesses, and/or suspects."

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available at
    1. Sign language interpreter
    2. Pen and paper
- Persons with disabilities are allowed to use assistive equipment.

Animal Control Section Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Animal Control Section policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

    Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The Animal Control Section does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

    Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Animal Control Section has not established a process for responding to requests for modification.

    Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Animal Control Section does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Animal Control Section does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Animal Control Section does not include images of individuals with disabilities on its publications and website.

  Recommended Action: When publications and web pages are accompanied by illustrations, include images of individuals with and without disabilities.

- The Animal Control Section does not include information on its website about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its website.

- Documents and publications are not provided in alternative formats for individuals with visual disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **Stockton Police-Animal Control Summary of Stockton Ordinances, Governing Animals**.

- Documents posted to the Animal Control Section website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

Bicycle Rodeo/Safety Class

Description of Programs and Services

The Bicycle Rodeo/ Safety Class is responsible for providing bicycle education regarding safety rules and regulations in conjunction with a safety course for hands-on-training.

Contact Person

Senior CSO Brenda Scott-Gordon

Location of Operations

22 E. Market St., Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Bicycle Rodeo/Safety Class Programs and Activities

Programs and Facilities

- The Bicycle Rodeo/Safety Class has or can obtain access to a TDD; however, staff members have not been trained in the use of this device.

Bicycle Rodeo/Safety Class Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Bicycle Rodeo/ Safety Class policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The Bicycle Rodeo/ Safety Class does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Bicycle Rodeo/ Safety Class has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Bicycle Rodeo/ Safety Class does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Bicycle Rodeo/ Safety Class does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the program is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Bicycle Rodeo/ Safety Class does not include images of individuals with disabilities in its program outline.

  Recommended Action: When the program outline is accompanied by illustrations, include images of individuals with and without disabilities.

- The Bicycle Rodeo/ Safety Class does not include information in its program outline about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its program outline.

- Documents and publications are not provided in alternative formats for individuals with visual or learning disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **program outline.**

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Many police officershave not had training in ASL or other means of communicating with people who have hearing impairments and must, therefore, rely on improvised hand signals or their own imagination in emergency situations.

  Recommended Action: Provide limited training in ASL or other means of communicating

with people who have hearing impairments.

- Staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Train staff members in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- The Bicycle Rodeo/ Safety Class has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

CARE Class

Description of Programs and Services

The CARE Class is designed for property owners and property managers who have been issued an Administration Citation by Neighborhood Services in lieu of payment of a $200 fine. The CARE class teaches Stockton Municipal Codes (building code standards) for residential dwellings and shares information regarding common Code enforcement issues and violations.

Contact Person

Peggy Wagner, San Joaquin Housing Authority
Karen Daly, Neighborhood Services Division

Locations of Operations

1. 421 S. El Dorado Street #B1, Stockton, CA 95202
2. 1122 N. El Dorado Street, Stockton, CA 95202

CARE Class Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete CARE Class policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The CARE Class does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The CARE Class has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The CARE Class does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in CARE Class programs and services, including special procedures and devices offered to make programs and services more accessible.

- The CARE Class does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the program is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The CARE Class does not include images of individuals with disabilities in publications.

  Recommended Action: When publication are accompanied by illustrations, include images of individuals with and without disabilities.

- The CARE Class does not include information about the accessibility of facilities where programs or services are offered in its publications.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its publications.

- Documents and publications are not provided in alternate formats for individuals with visual or learning disabilities.

  Recommended Action: Where appropriate or when requested, make the following documents and publications available in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **Neighborhood Services brochures**.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- The CARE Class does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs, include the number for the TDD on notices and other program material, and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations are provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- Outside contractors providing programs and services to the public are not notified of their responsibilities for providing such services in a nondiscriminatory manner.

  Recommended Action: Notify outside contractors of their responsibilities for providing their services in a nondiscriminatory manner. Require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.

- The CARE Class has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Accessible/Adaptive Equipment

- Sign language interpreters and other auxiliary aids and services are not available at the CARE class

  Recommended Action: Provide additional auxiliary aids and services, such as sign language interpreters or TDD equipment, during class sessions.

  Recommended Action: At public meetings, provide or make available sign language interpreters and pen and paper for people with hearing or speech disabilities.

- Assistive listening devices are not provided for CARE class participants.

  Recommended Action: Acquire assistive listening devices for CARE class participants.

Civilian Rider Program

Description of Programs and Services

The Civilian Rider Program is responsible for allowing civilians, who meet certain qualifications, to ride along with patrol officers.

Contact Person

Captain Blair Ulring

Location of Operations

22 E. Market St., Stockton, CA

Practices That Facilitate the Participation of People with Disabilities in Civilian Rider Programs and Activities

Customer Service

- The Civilian Rider Program has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program.

Programs and Facilities

- The Civilian Rider Program provides a variety of programs in various settings.
- There are circumstances, such as emergencies, due to which the participation of a person with a disability in the Civilian Rider Program's programs would be restricted or excluded. These exclusions or restrictions are necessary to the operation of the programs and to the safety of the participants who do not have disabilities.
- The Civilian Rider Program has access to a TDD via the telecommunications center.

Civilian Rider Program Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Civilian Rider Program policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The Civilian Rider Program has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Civilian Rider Program does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Civilian Rider Program does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the program is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

Training and Staffing

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Many police officershave not had training in ASL or other means of communicating with people who have hearing impairments and must, therefore, rely on improvised hand signals or their own imagination in emergency situations.

  Recommended Action: Provide limited training in ASL or other means of communicating with people who have hearing impairments.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- The tour routes offered are not accessible for people with mobility impairments.

  Recommended Action: Ensure that tour routes are physically accessible. If it is not possible to provide a physically accessible tour, the Civilian Rider Program will translate the experience encountered along the tour route into another format (video, still photos) for viewing by a person with mobility impairment.

- Locations for trips sponsored by the Civilian Rider Program are not always accessible.

  Recommended Action: Evaluate the physical environment of the destination before a trip is scheduled to determine the level of programmatic and physical accessibility and include this information with the registration information for every trip. If the destination environment is not accessible to certain individuals, select an alternate destination or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

Evidence and Identification

Description of Programs and Services

Evidence and Identification is responsible for:

1. Providing fingerprinting services for various City of Stockton job applicants and fingerprint applicants from the general public on a space-available basis.
2. Providing registration services for convicted arsonists, narcotics offenders, and sexual assault offenders.

Contact Person

Sid Henderson

Location of Operations

First Floor, Essential Services Building, 22 East Weber Street, Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Evidence and Identification Programs and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify Evidence and Identification program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members currently receive training regarding physical modifications for people with disabilities.

Programs and Facilities

- Evidence and Identification has a means of alerting people with hearing impairments and learning disabilities of an activated alarm
- Evidence and Identification has or can obtain access to a TDD; however, staff members have not been trained in the use of this device.

Evidence and Identification Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Evidence and Identification policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- Evidence and Identification does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Evidence and Identification has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

- Participants are required to complete a written form in order to request live scan service, register a change of address for annual update or narcotics update

  Recommended Action: Provide alternative methods for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- Evidence and Identification does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Evidence and Identification does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Evidence and Identification does not include information in its forms about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities.

Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its forms.

Training and Staffing

- Staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Include the number for the TDD on notices and other program material and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

Fiscal/Planning

Description of Programs and Services

Fiscal/Planning is responsible for:

1. The alarm reduction program
2. Other fiscal administration

Contact Person

Bob Marconi

Location of Operations

Room 249, 22 E. Market Street, Stockton, CA

Practices That Facilitate the Participation of People with Disabilities in Fiscal/Planning Programs and Activities

Programs and Facilities

- Fiscal/Planning has or can obtain access to a TDD; however, staff members have not been trained in the use of this device.

Fiscal/Planning Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Fiscal/Planning policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- Fiscal/Planning does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Fiscal/Planning has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

- Citizens are required to complete a written form in order to install an alarm system.

  Recommended Action: Provide alternative methods of applying for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- Fiscal/Planning does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Fiscal/Planning does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Fiscal/Planning does not include information about the accessibility of facilities where programs or services are offered in its handouts and on its website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its handouts and website.

- Documents and publications are not provided in alternate formats for individuals with visual or learning disabilities.

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **alarm reduction program description flyer.**

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Include the number for the TDD on notices and other program material and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- Fiscal/Planning has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Investigations Division

The Investigations Division also includes the Megan's Law program.

Megan's Law

Description of Programs and Services

Megan's Law is responsible for providing the public with photographs and descriptive information on serious sex offenders residing in California who have been convicted of committing sex crimes and who are required to register their whereabouts with local law enforcement agencies. The Investigations Division provides a computerized viewing to the public of those offenders.

Contact Person

Sergeant Paul Solomon

Location of Operations

First Floor, SEB Room C-124, Stockton, CA

Practices That Facilitate the Participation of People with Disabilities in Megan's Law Programs and Activities

Outreach and Information

- Documents posted to Megan's Law website for downloading by the public meet the technical requirements for accessibility.

Training and Staffing

- Staff members are aware that it may be necessary to modify Megan's Law program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members currently receive training regarding physical modifications for people with disabilities.

Programs and Facilities

- There are no circumstances in which the participation of a person with a disability in Megan's Law programs would be restricted or excluded.
- Megan's Law has on-going partnerships with Volunteers (VIP) to assist people with disabilities.
- Megan's Law has or can obtain access to a TDD; however, staff members have not been trained in the use of this device.

Megan's Law Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Megan's Law policies to implement the ADA.

Customer Service

- Megan's Law does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Megan's Law has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Megan's Law does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Megan's Law does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Megan's Law does not include information on its website about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its website.

Training and Staffing

- Staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Include the number for the TDD on notices and other program material and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- When transportation is provided, Megan's Law does not have a sufficient number of accessible vehicles to meet client demand.

  Recommended Action: Acquire additional accessible vehicles for program use and keep them well maintained. If it is not financially feasible to purchase additional accessible vehicles, contract with a provider of this service.

- Megan's Law has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Neighborhood Services Division

The Neighborhood Services Division also includes the Administrative Hearings, Code Enforcement Sweep, Hotel/Motel Manager's Training, and V.O.I.C.E. Programs

Administrative Hearings

Description of Programs and Services

Administrative Hearings is responsible for conducting hearings regarding code enforcement actions that are appealed by property owners, tenants, and other responsible parties.

Contact Person

Code Enforcement Field Officer- Karen Daly
Program Manager- Ron Girard

Locations of Operations

1. Council Chambers, City Hall, 425 N El Dorado St., Stockton CA 95202
2. Conference Room, #00A, Stewart Eberhardt Bldg, 22 E Weber Ave., Stockton, 95202

Practices That Facilitate the Participation of People with Disabilities in Administrative Hearings Programs and Activities

Outreach and Information

- Administrative Hearings makes audiovisual presentation using overhead projectors with pictures including captions and verbal explanations.

Training and Staffing

- Staff members currently receive training regarding physical modifications for people with disabilities through verbal communication to try and help people with disabilities with preparation and information on the hearing room layout and procedures.

Programs and Facilities

- Administrative Hearings has or can obtain access to a TDD; however, staff members have not been trained in the use of this device.
- Outside contractor are notified of their responsibilities through oral communications for providing these services in a nondiscriminatory manner if the need arises.

Administrative Hearings Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Administrative Hearings policies to implement the ADA.

Customer Service

- Administrative Hearings does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Administrative Hearings has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

- Clients are required to complete a written form in order to participate in the program.

  Recommended Action: Provide alternative methods of participating in its programs for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- Administrative Hearings does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Administrative Hearings does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Administrative Hearings does not include information about the accessibility of facilities where programs or services are offered in its forms and website (Municipal Code).

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its forms and on its web page.

- Documents and publications are not provided in alternate formats for individuals with visual or learning disabilities.

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **Administrative Hearing Request form, Hearings packets that include staff reports, copies of notices, pictures documenting violations, and other documentation pertinent to justify code enforcement action.**

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Train staff members in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Administrative Hearings has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Accessible/Adaptive Equipment

- Sign language interpreters and other auxiliary aids and services are not available at hearings.

  Recommended Action: Provide auxiliary aids and services, such as sign language interpreters or TDD equipment, for its hearings.

- Assistive listening devices are not provided at administrative hearings.

  Recommended Action: Acquire assistive listening devices for hearings.

Code Enforcement Sweep Program

Description of Programs and Services

The Code Enforcement Sweep Program is responsible for:

1. For administering the code enforcement program
2. Notifying residents of visible code violations on their property
3. Offering curbside pickup and central drop off location for disposal of bulky or hazardous items free of charge
4. Helping neighbors unload materials and load up dumpsters

Contact Person

Ron Girard, Program Manager, Dwight Brown, Community Service Officer

Locations of Operations

1. Various sites throughout the City
2. 22 E. Weber Street3rd Floor, Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Code Enforcement Sweep Program and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify Code Enforcement Sweep Program policies or practices to enable people with disabilities to participate in and benefit from a program. A staff meeting is held prior to each sweep to discuss any new policy or program changes.

Programs and Facilities

- Code Enforcement has or can obtain access to a TDD; however, staff members have not been trained in the use of this device.

Code Enforcement Sweep Program Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete the Code Enforcement Sweep Program policies to implement the ADA.

Customer Service

- The Code Enforcement Sweep Program has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Code Enforcement Sweep Program does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Code Enforcement Sweep Program does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the program is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Code Enforcement Sweep Program does not include images of individuals with disabilities in its flyers.

  Recommended Action: When flyers are accompanied by illustrations, include images of individuals with and without disabilities.

- The Code Enforcement Sweep Program does not include information about the accessibility of facilities where programs or services are offered in its letters, flyers, and website.

  Recommended Action: Ensure that people with disabilities can obtain information about

the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its letters, flyers and website.

- Documents and publications are not provided in alternative formats for individuals with visual or learning disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **letters, flyers.**

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they have not received customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Train staff members in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Outside contractors providing programs and services to the public are not notified of their responsibilities for providing such services in a nondiscriminatory manner.

  Recommended Action: Notify outside contractors of their responsibilities for providing their services in a nondiscriminatory manner. Require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.

Hotel/Motel Manager's Training Program

Description of Programs and Services

The Hotel/ Motel Manager's Training Program is responsible for providing training that fulfills the requirements of the Stockton Municipal Code 7-111-29.

Contact Person

Sue Brause

Locations of Operations

1. Stockton Civic Auditorium
2. Marriot Residence Inn Conference Room

Practices That Facilitate the Participation of People with Disabilities in the Hotel/Motel Manager's Training Program and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify the Hotel/ Motel Manager's Training Program policies or practices to enable people with disabilities to participate in and benefit from a program.

Programs and Facilities

- The Hotel/ Motel Manager's Training Program provides its programs in various settings.
- There are no circumstances in which the participation of a person with a disability in the Hotel/ Motel Manager's Training Program would be restricted or excluded
- The Hotel/ Motel Manager's Training Program has or can obtain access to a TDD; however, staff members have not been trained in the use of this device.
- Outside contractors are notified of their responsibilities for providing these services in a nondiscriminatory manner. Staff meets with outside contractors prior to each training session to discuss problems and go over objectives. Any obligations are communicated at this time. The Training Coordinator attends all training sessions and can resolve any problems and issues that may arise during the session.

Accessible/Adaptive Equipment

- The following auxiliary aids and services are made available at training sessions if its requirement is known of in advance
    1. Sign language interpreter
    2. Pen and paper
- Persons with disabilities are allowed to use assistive equipment.

Hotel/Motel Manager's Training Program Practices That Require Modification and Recommended Actions

These will be combined with the general policies to complete the Hotel/ Motel Manager's Training Program policies to implement the ADA.

Customer Service

- The Hotel/ Motel Manager's Training Program does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

    Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being

offered.

- The Hotel/ Motel Manager's Training Program has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

- Participants are required to complete a written form in order to attend the training

  Recommended Action: Provide alternative methods of applying for the training for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- The Hotel/ Motel Manager's Training Program does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Hotel/ Motel Manager's Training Program does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Hotel/ Motel Manager's Training Program does not include information about the accessibility of facilities where programs or services are offered in its publications, handouts, and forms.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its publications, handouts, and forms.

- Documents and publications are not provided in alternate formatsfor individuals with visual and learning disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: ***Hotel/ Motel Manager's Training Manual.***

- Audiovisual presentations are not close captioned.

  Recommended Action: Provide close captioning for the following audiovisual presentation: *San Joaquin County Environmental Health* video, or provide audio information in another alternate format upon request.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range

of disabilities.

- Staff members have not had experience working with people with disabilities and they have not received customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Train staff members in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- The Hotel/ Motel Manager's Training Program has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

V.O.I.C.E. Program

Description of Programs and Services

The V.O.I.C.E. Program (Volunteers Out Identifying Code Enforcement) enlists the help of citizens to clean up their own neighborhoods

Contact Person

Dwight Brown

Locations of Operations

V.O.I.C.E training is provided at:

1. Stockton Civic Auditorium
2. Stewart Eberhardt Building
3. Cesar Chavez Central Library
4. First Christian Church
5. Homes of volunteers

Practices That Facilitate the Participation of People with Disabilities in V.O.I.C.E. Program and Activities

Training and Staffing

- Staff members are aware that it may be necessary to modify the V.O.I.C.E. Program's program policies or practices to enable people with disabilities to participate in and benefit

from a program. Policy changes are communicated to staff via staff meetings and inter office communication.

Programs and Facilities

- The V.O.I.C.E. Program provides its programs in various settings.
- The V.O.I.C.E. Program has or can obtain access to a TDD; however, staff members have not been trained in the use of this device.

V.O.I.C.E. Program Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete the V.O.I.C.E. Program's policies to implement the ADA.

Customer Service

- The V.O.I.C.E. Program does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The V.O.I.C.E. Program has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

- The V.O.I.C.E. Program does not provide alternative methods of program registration for people with disabilities that prevent them from filling out or signing forms.

  Recommended Action: Provide alternative methods of applying for the program for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- The V.O.I.C.E. Program does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The V.O.I.C.E. Program does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the program is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The V.O.I.C.E. Program does not include images of individuals with disabilities in its publications including newsletters, brochures and training manual.

  Recommended Action: When newsletters, brochures, and training manuals are

accompanied by illustrations, include images of individuals with and without disabilities.

- The V.O.I.C.E. Program does not include information about the accessibility of facilities where programs or services are offered in its *Training Manual* and newsletter.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its training manual and newsletter.

- Documents and publications are not provided in alternate formats for individuals with visual or learning disabilities.

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **Notification of Violations postcard, Thank You postcards, program activity log, newsletter, brochures, training manual.**

- The program's audiovisual presentation, *What are code violations?,* is not close captioned.

  Recommended Action: Provide closed captioning for the audiovisual presentation, *What are code violations?* or provide the audio information in another alternate format upon request.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they have not received customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Train staff members in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- The V.O.I.C.E. Program has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing or learning impairments of an activated alarm.

Police Communications

Description of Programs and Services

Police Communications Department is responsible for:

1. Receiving and processing 9-1-1 emergency and business calls
2. Dispatching and monitoring police field personnel

Contact Person

Melissa Murray

Location of Operations

22 E. Market St., Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Police Communications Programs and Activities

- There are no circumstances in which the participation of a person with a disability in Police Communications programs would be restricted or excluded.
- Police Communications has telephone access to emergency services and provides direct TDD access to the emergency numbers.
- Police Communications has a TDD and staff members have been trained in the use of this device.

Police Communications Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Police Communications policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- Police Communications does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Police Communications has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Police Communications does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Police Communications does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Police Communications does not include images of individuals with disabilities in its presentation *9-1-1 for Kids*.

- *Recommended Action:* When the presentation *9-1-1 for Kids* is accompanied by illustrations, include images of individuals with and without disabilities.

- Police Communications does not include information on its website about the accessibility of its services.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability of the TDD number on its website.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Many police officers have not had training in ASL or other means of communicating with people who have hearing impairments and must, therefore, rely on improvised hand signals or their own imagination in emergency situations.

  Recommended Action: Provide limited training in ASL or other means of communicating with people who have hearing impairments.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

Police/Curfew Center

Description of Programs and Services

The Police/Curfew Center is responsible for enforcement of the City's Curfew ordinance to decrease youth-related crime and youth victimization, by removing minors from a potentially hazardous environment between the hours of 11 pm and 6 am. At-risk youth are identified, as are parents and minors who may be in need of counseling.

Contact Person

Officer Kevin Duffy

Locations of Operations

1. Police Headquarters, 22 E. Market Street
2. Golden Valley School, 1141 E. Weber Ave.
3. Citywide locations

Practices That Facilitate the Participation of People with Disabilities in Curfew Center Programs and Activities

Programs and Facilities

- The Police/Curfew Center has or can obtain access to a TDD; however, staff members have not been trained in the use of this device.
- The Police/Curfew Center has a means of alerting people with hearing impairments and learning disabilities of an activated alarm.
- Accessible transportation is provided for persons with visual and hearing disabilities. Persons with mobility disabilities are cited and released to the parents at the scene or transported by alternate transportation to the Center.

Police/Curfew Center Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Police/Curfew Center policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The Police/Curfew Center does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Police/Curfew Center has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Police/Curfew Center does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Police/Curfew Center does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Police/Curfew Center does not include information about the accessibility of facilities where programs or services are offered on its handouts and website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its handouts and on its website.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Many police officers not had training in ASL or other means of communicating with people who have hearing impairments and must, therefore, rely on improvised hand signals or their own imagination in emergency situations.

  Recommended Action: Provide limited training in ASL or other means of communicating

with people who have hearing impairments.

- Staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Include the number for the TDD on notices and other program material and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- The Police/Curfew Center has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Police/Support Services

Description of Programs and Services

Police/Support Services is responsible for providing copies of crime reports to the general public. Police/Support Services also includes the Property Room.

Contact Person

Ron Birchard

Location of Operations

22 E. Market St., Stockton CA 95202

Practices That Facilitate the Participation of People with Disabilities in Police/Support Services Programs and Activities

Customer Service

- Police/Support Services has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program.
- Police/Support Services has a process for responding to requests for modification.

Outreach and Information

- The public is advised that the Police Support Services is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

Training and Staffing

- Staff members are aware that it may be necessary to modify the Police/Support Services program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members currently receive limited training (verbal instruction) regarding physical

modifications for people with disabilities

Programs and Facilities

- Police/Support Services uses a TDD relay service and staff members have been trained in the use of this device
- Police/Support Services has a means of alerting people with hearing and learning impairments of an activated alarm

Police/Support Services Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Police/ Support Services policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- Police/Support Services does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Police/Support Services has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

- Clients are required to complete a written *Request for Information* form in order to avail themselves of the services of Police/Support Services.

  Recommended Action: Provide alternative methods of requesting information for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- Police/Support Services does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Police/Support Services does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable

modifications that would allow people with disabilities to participate in programs or services.

Training and Staffing

- Staff members receive limited customer service training (verbal instruction) that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

Property Room

Description of Services

The Property Room is responsible for property and evidence storage.

Contact Person

Linda Engrav Clarke

Location of Operations

Police Department Annex SEB

Practices That Facilitate the Participation of People with Disabilities in Property Room Programs and Activities

Programs and Facilities

- The Property Room has or can obtain access to a TDD; however, staff members have not been trained in the use of this device.

Property Room Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the Police/Support Services recommended actions and general policies to complete Property Room policies to implement the ADA.

Outreach and Information

- The Property Room does not include information on its publicity material about the accessibility of its facilities.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its publications.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities.

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in activities.

- Staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Include the number for the TDD on notices and other program material; and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- The Property Room has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Safe Kids Academy

Description of Programs and Services

The Safe Kids Academy is responsible for conducting a five-day in-school program upon request of various schools to educate first and third grade students on stranger safety, self-esteem, police youth relations, drug education, and citizenship/ manners.

Contact Person

Senior CSO Brenda Scott-Gordon

Locations of Operations

1. 22 E. Market St., Stockton, CA 95202
2. All schools located in the City.

Practices That Facilitate the Participation of People with Disabilities in Safe Kids Academy Programs and Activities

Outreach and Information

- The Safe Kids Academy provides documents and publications in alternative media or an accessible format as follows:

Type of Information	Large Print	Braille	Readers	Pictorial Signage	Audio Tape	Computer Disk	Accessible PDF File	Video
Pamphlets								√

√ indicates auxiliary aids or services currently available.

Programs and Facilities

- The Safe Kids Academy has or can obtain access to a TDD; however, staff members have not been trained in the use of this device.

Safe Kids Academy Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Safe Kids Academy policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The Safe Kids Academy does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: The Safe Kids Academy will develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Safe Kids Academy has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Safe Kids Academy does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Safe Kids Academy does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the Academy is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Safe Kids Academy does not include images of individuals with disabilities in its pamphlets and videos.

  Recommended Action: When pamphlets and videos are accompanied by illustrations, include images of individuals with and without disabilities.

- The Safe Kids Academy does not include information about the accessibility of facilities where programs or services are offered in its pamphlets and videos.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its pamphlets and videos

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Many police officershave not had training in ASL or other means of communicating with people who have hearing impairments and must, therefore, rely on improvised hand signals or their own imagination in emergency situations.

  Recommended Action: Provide limited training in ASL or other means of communicating with people who have hearing impairments.

- Staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Include the number for the TDD on notices and other program material; and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- The Safe Kids Academy has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Special Investigations Section

Description of Programs and Services

The Special Investigations Section is responsible for conducting investigations into criminal activity.

Contact Person

Lt. Ted Montes

Location of Operations

22 E. Market St., Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Special Investigations Section Programs and Activities

Training and Staffing

- Staff members are made aware that it may be necessary to modify Special Investigations Section program policies or practices to enable people with disabilities to participate in and benefit from its programs through posted notices, memorandums, and roll call training.

Special Investigation Section Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Special Investigations Section policies to implement the ADA.

Outreach and Information

- The Special Investigations Section does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the section is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

Training and Staffing

- Staff members have not received formal training regarding the provision of appropriate modifications for people with disabilities.

Recommended Action: Train staff members in providing services to persons with a range of disabilities.

Special Services Section

Description of Programs and Services

The Special Services Section is responsible for:

1. Giving Personal Safety presentations to the community/ neighborhood groups on ideas on how to be safe in everyday life
2. Organizing National Night Out, a gathering of community and neighborhood groups to celebrate the successes they have achieved in reducing crime in their neighborhoods
3. Organizing the Crime Prevention Fair, which has informational booths from various organizations that make citizens aware of the various programs available to them within the community
4. Organizing Neighborhood Watch, which is a crime prevention program that enlists the active participation of citizens in cooperation with law enforcement to reduce crime in their communities

Contact Person

Senior CSO Brenda Scott-Gordon

Locations of Operations

1. Various locations including homes of citizens and venues for community groups
2. Sherwood Mall, 5208 Pacific Ave, Stockton, CA
3. Weberstown Mall, 4950 Pacific Ave, Stockton, CA

Practices That Facilitate the Participation of People with Disabilities in Special Services Section Programs and Activities

Outreach and Information

- The Special Services Section provides the pamphlets it publishes in the form of videos.

Programs and Facilities

- The Special Services Section provides its programs in various settings.
- The Special Services Section has uses a TDD relay service; however, staff members have not been trained in the use of this device.

Special Services Section Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Special Services Section policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The Special Services Section does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Special Services Section has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Special Services Section does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Special Services Section does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the section is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Special Services Section does not include images of individuals with disabilities in its videos and pamphlets.

  Recommended Action: When videos and pamphlets are accompanied by illustrations, include images of individuals with and without disabilities.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range

of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- When transportation is provided, the Special Services Section does not have accessible vehicles to meet client demand.

  Recommended Action: Acquire accessible vehicles for program use and keep them well maintained. If it is not financially feasible to purchase additional accessible vehicles, contract with a provider of this service.

- Outside contractors providing programs and services to the public are not notified of their responsibilities for providing such services in a nondiscriminatory manner.

  Recommended Action: Notify outside contractors of their responsibilities for providing their services in a nondiscriminatory manner. Require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.

- The Special Services Section has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Accessible/Adaptive Equipment

- Sign language interpreters and other auxiliary aids and services are not available at programs and presentations.

  Recommended Action: At presentations, provide sign language interpreters and pen and paper for people with hearing or speech disabilities.

Crime Prevention Fair

Description of Programs and Services

The Crime Prevention Fair has informational booths from various organizations to make citizens aware of various programs available to them in their community.

Contact Person

Senior CSO Brenda Scott-Gordon

Locations of Operations

1. Sherwood Mall, Pacific Ave, Stockton, CA
2. Weberstown Mall, 4950 Pacific Ave, Stockton, CA

Practices That Facilitate the Participation of People with Disabilities in Crime Prevention Fair Programs and Activities

Outreach and Information

- The Crime Prevention Fair provides documents and publications in alternative media or an accessible format as follows:

Type of Information	Large Print	Braille	Video	Pictorial Signage	Audio Tape	Computer Disk	Accessible PDF File
Pamphlets			√				

√ indicates auxiliary aids or services currently available.

Programs and Facilities

- The Crime Prevention Fair has access to a TDD via the Telecommunications Center; however, staff members have not been trained in the use of this device.

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available at the Crime Prevention Fair:
    1. Sign language interpreter
    2. Pen and paper

Crime Prevention Fair Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with Special Services Section recommended actions and the general policies to complete Crime Prevention Fair policies to implement the ADA.

Outreach and Information

- The Crime Prevention Fair does not include information about the accessibility of facilities where programs or services are offered in its pamphlets and videos.

    Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its pamphlets and videos.

National Night Out

Description of Programs and Services

The National Night Out program brings community and neighborhood watch groups together to celebrate the success they have achieved in reducing crime in their neighborhoods.

Contact Person

Senior CSO Brenda Scott-Gordon

Location of Operations

22 E. Weber Avenue, 3rd Floor, Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in National Night Out Programs and Activities

Programs and Facilities

- National Night Out has access to a TDD via the Telecommunications Center; however, staff members have not been trained in the use of this device.

National Night Out Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with Special Services Section recommended actions and the general policies to complete National Night Out policies to implement the ADA.

Customer Service

- Participants are required to complete a written form in order to register for the program.

  Recommended Action: Provide alternative methods of registering for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- National Night Out does not include information about the accessibility of facilities where programs or services are offered in its registration forms.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its registration forms.

Programs and Facilities

- Locations for trips sponsored by National Night Out are not always accessible.

  Recommended Action: Evaluate the physical environment of the destination before a trip is scheduled to determine the level of programmatic and physical accessibility and

include this information with the registration information for every trip. If the destination environment is not accessible to certain individuals, select an alternate destination or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

Neighborhood Watch

Description of Programs and Services

Neighborhood Watch is a crime prevention program that enlists active participation of citizens in cooperation with law enforcement to reduce crime in their communities.

Contact Person

Senior CSO Brenda Scott-Gordon

Locations of Operations

Various locations

Practices That Facilitate the Participation of People with Disabilities in Neighborhood Watch Programs and Activities

Outreach and Information

- Neighborhood Watch provides documents and publications in alternative media or an accessible format as follows:

Type of Information	Large Print	Braille	Video	Pictorial Signage	Audio Tape	Computer Disk	Accessible PDF File
Pamphlets			√				

√ indicates auxiliary aids or services currently available.

Programs and Facilities

- Neighborhood Watch has access to a TDD via relay service; however, staff members have not been trained in the use of this device.

Neighborhood Watch Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with Special Service Section recommended actions and the general policies to complete Neighborhood Watch policies to implement the ADA.

Outreach and Information

- Neighborhood Watch does not include information about the accessibility of facilities where programs or services are offered in its pamphlets and videos and on its website.

Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its pamphlets, videos, and website.

Accessible/Adaptive Equipment

- Assistive listening devices are not provided at public meetings.

  Recommended Action: Acquire assistive listening devices for at public meetings.

Personal Safety Presentation

Description of Programs and Services

The Personal Safety Presentation program gives presentations to community and neighborhood groups on safety in everyday life.

Contact Person

Senior CSO Brenda Scott Gordon

Location of Operations

Various locations including homes of citizens and community group locations

Practices That Facilitate the Participation of People with Disabilities in Personal Safety Presentation Programs and Activities

Outreach and Information

- The Personal Safety Presentation program provides documents and publications in alternative media or an accessible format as follows:

Type of Information	Large Print	Braille	Video	Pictorial Signage	Audio Tape	Computer Disk	Accessible PDF File
Pamphlets			√				

√ indicates auxiliary aids or services currently available.

Programs and Facilities

- The Personal Safety Presentation program has access to a TDD via the Telecommunications Center; however, staff members have not been trained in the use of this device.

Personal Safety Presentation Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with Special Services Section recommended actions and the general policies to complete Personal Safety Presentation policies to implement the ADA.

Outreach and Information

- The Personal Safety Presentation does not include information about the accessibility of facilities where programs or services are offered in its pamphlets and videos and on its website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its pamphlets and videos and on its website.

Accessible/Adaptive Equipment

- Assistive listening devices are not provided at presentations.

  Recommended Action: Acquire assistive listening devices for at presentations.

Stockton Police School Resource Officer Program

Description of Programs and Services

The School Resource Officer Program is responsible for:

1. Providing full time Stockton police officers in schools to serve as inspirational role models for youth in all stages of their education and development.
2. Conducting the Drug Abuse Resistance Education (D.A.R.E.) program.
3. Conducting Gang Resistance Education and Training (G.R.E.A.T.).

Contact Person

Sergeant Tom Jernigan

Locations of Operations

1. Stockton Unified School District sites
2. LODI Unified School District sites

Practices That Facilitate the Participation of People with Disabilities in the School Resource Officer Programs and Activities

Outreach and Information

- The public is advised that the School Resource Officer Program is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

Training and Staffing

- Staff members are aware that it may be necessary to modify School Resource Officer program policies or practices to enable people with disabilities to participate in and benefit from a program.

- Staff members have received limited training in disability issues and have experience working with people with disabilities.

Programs and Facilities

- The School Resource Officer Program provides a variety of programs in various settings.
- There are no circumstances in which the participation of a person with a disability in the School Resource Officer programs would be restricted or excluded.
- The School Resource Officer Program does provide separate activities for people with disabilities. However, there are no circumstances in which a person with a disability would be prohibited from participating in regular (non-separate) activities because of the provision of separate activities.
- The School Resource Officer Program has or can obtain access to a TDD; however, staff members have not been trained in the use of this device.
- The School Resource Officer Program has a means of alerting people with hearing impairments and learning disabilities of an activated alarm.

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available in classrooms where the program is conducted.
    1. Sign language interpreter
    2. Pen and paper

Other Accessibility Policies and Practices

- A teacher's aide proficient in ASL is present to assist the student and the officer with accurate curriculum translation.
- Large picture cards (2-1/2 feet by 2 feet) are used to communicate ideas to students with visual and/ or learning disabilities.
- At Claudia Landeen School, the School Resource Officers assist students with learning disabilities by being involved in programs such as the *Helping One Student Succeed* by being a one-on-one reading coach to the students.
- At John Muir Elementary School, the School Resource Officer Program plays an integral part in coordinating peer-support buddies for ten students who use wheelchairs.
- At Pulliam Elementary School, the School Resource Officer introduces sixth grade students to the idea of caring for and assisting certified teachers in maintaining the safety of students with mental impairments.
- The School Resource Officer Program conducts daily home visits and responds to in-home/neighborhood safety issues involving a child or parent/guardian with a disability.

School Resource Officer Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete School Resource Officer Program policies to implement the ADA.

Customer Service

- The School Resource Officer Program has not established a formal process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The School Resource Officer Program does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The School Resource Officer Program does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the program is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

Training and Staffing

- Staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Train staff members in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Stockton Police Youth Activities

Description of Programs and Services

The Stockton Police Youth Activities Program is responsible for aiding and assisting in the conducting of activities (educational and competitive teams) designed and intended for the promotion of good citizenship among the youth of the City of Stockton. The program is operated by volunteers and governed by a board of directors. Programs include the Junior Cadet Program, Boxing, Junior Giants Baseball, Track, and Junior Police Academy.

Contact Person

Officer Joseph Silva

Locations of Operations

1. 22 E. Market St., Stockton, CA 95202 (Junior Cadet Program)
2. 132 E. Channel St. (Boxing)
3. McKinley Center (Junior Giants Baseball)

4. Delta College Track (Track)
5. Great Valley School (Junior Police Academy)

Practices That Facilitate the Participation of People with Disabilities in Stockton Police Youth Activities Programs and Activities

Outreach and Information

- The Youth Activities Program is willing to provides documents and publications in alternative media or an accessible format as follows:

Programs and Facilities

- The Youth Activities Program provides a variety of programs in various settings.
- The Youth Activities Program has or can obtain access to a TDD; however, staff members have not been trained in the use of this device.

Stockton Police Youth Activities Program Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Youth Activities Program policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The Youth Activities Program does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Youth Activities Program has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Youth Activities Program does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Youth Activities Program does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the program is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Youth Activities Program does not include information in event announcements about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its event announcements.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Many police officers not had training in ASL) or other means of communicating with people who have hearing impairments) and must, therefore, rely on improvised hand signals or their own imagination in emergency situations.

  Recommended Action: Provide limited training in ASL or other means of communicating with people who have hearing impairments.

- Staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Train Youth Activities Program staff members in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- The Youth Activities Program has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Stockton Truancy Outreach Program

Description of Programs and Services

The Stockton Truancy Outreach Program is responsible for locating and identifying truant juveniles and counseling them regarding truancy issues.

Contact Person

Officer Kevin Duffy

Location of Operations

1141 E. Weber Ave, Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in Stockton Truancy Outreach Programs and Activities

Outreach and Information

- The Truancy Outreach Program provides documents and publications in alternative media or an accessible format as follows:

Type of Information	Large Print	Braille	Readers	Pictorial Signage	Audio Tape	Computer Disk	Accessible PDF File
Reports	√					√	
Brochures	√					√	

√ indicates auxiliary aids or services currently available.

Training and Staffing

- Staff members are aware that it may be necessary to modify the Truancy Outreach Program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members currently limited training regarding physical modifications for people with disabilities.

Programs and Facilities

- The Truancy Outreach Program has access to a TDD; however, staff members have not been trained in the use of this device.
- The Truancy Outreach Program has a means of alerting people with visual disabilities of an activated alarm.
- The Truancy Outreach Program has a means of alerting people with learning disabilities of an activated alarm.
- Accessible transportation is provided for Truancy Outreach programs

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available at
    1. Sign language interpreter
    2. TDD
    3. Pen and paper

Stockton Truancy Outreach Program Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Truancy Outreach Program policies to implement the ADA.

Customer Service

- The Truancy Outreach Program does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Truancy Outreach Program has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Truancy Outreach Program does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its Programs and services, including special procedures and devices that make programs and services more accessible.

- The Truancy Outreach Program does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the program is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Truancy Outreach Program does not include images of individuals with disabilities in its reports and brochures.

  Recommended Action: When reports and brochures are accompanied by illustrations, include images of individuals with and without disabilities.

- The Truancy Outreach Program does not include information in its publications about the accessibility of facilities where programs or services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about

the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its publications.

Training and Staffing

- Staff members do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Many police officers have not had training in ASL or other means of communicating with people who have hearing impairments and must, therefore, rely on improvised hand signals or their own imagination in emergency situations.

  Recommended Action: Provide limited training in ASL or other means of communicating with people who have hearing impairments.

Programs and Facilities

- The Truancy Outreach Program has not established emergency evacuation procedures for individuals with hearing disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing impairments of an activated alarm.

Traffic Section

Programs within the Traffic Section include Counter Contacts, DUI/Traffic Enforcement, and the Traffic Safety Program.

Counter Contacts

Description of Programs and Services

Counter Contacts is responsible for providing assistance to the public with traffic-related issues.

Contact Person

Debra Froshag

Location of Operations

22 E. Market St., Stockton CA 95202

Practices That Facilitate the Participation of People with Disabilities in Counter Contacts Programs and Activities

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available at public meetings.
    1. Sign language interpreter
    2. Pen and paper
- Persons with disabilities are allowed to use assistive equipment

Counter Contacts Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Counter Contacts policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
- Counter Contacts does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.
- Counter Contacts has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Counter Contacts does not publicize information about the accessibility of its services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to use its services, including special procedures and devices that make services more accessible.
- Counter Contacts does not have a policy of notifying the public that it is prepared to make reasonable modifications to services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the section is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Counter Contacts does not include images of individuals with disabilities in its information cards, Motor Vehicle reports, impound release cards, and bike license information sheet

  Recommended Action: When reports and forms are accompanied by illustrations, include images of individuals with and without disabilities.

- Counter Contacts does not include information in its publications and handouts about the accessibility of facilities where services are offered.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its publications and handouts.

- Documents and publications are not provided in alternative formats for individuals with visual disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual disabilities: **information cards, Motor Vehicle reports, Impound Release cards, Bike License information sheet.**

Training and Staffing

- Staff members do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Counter Contacts staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Location of service may not be accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for services. If a location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- Counter Contacts has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with learning, visual, and hearing impairments of an activated alarm.

DUI/Traffic Enforcement

Description of Programs and Services

DUI /Traffic Enforcement is responsible for providing DUI and traffic enforcement on the street.

Contact Person

Sergeant Jan Goodnight

Locations of Operations

1. Citywide patrols
2. 22 E. Market St., Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in DUI/Traffic Enforcement Programs and Activities

Programs and Facilities

- DUI/ Traffic Enforcement has or can obtain access to a TDD; however, staff members have not been trained in the use of this device.

DUI/Traffic Enforcement Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete DUI/ Traffic Enforcement policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to benefit from programs or services.

- DUI/ Traffic Enforcement does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- DUI/ Traffic Enforcement has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for

modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- DUI/ Traffic Enforcement does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- DUI/ Traffic Enforcement does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the section is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- DUI/ Traffic Enforcement does not include images of individuals with disabilities in its Motor Vehicle Reports.

  Recommended Action: When Motor Vehicle Reports are accompanied by illustrations, include images of individuals with and without disabilities.

- Documents and publications are not provided in alternative formats for individuals with visual disabilities.

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **citations, Motor Vehicle reports**.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Many police officers have not had training in ASL or other means of communicating with people who have hearing impairments and must, therefore, rely on improvised hand signals or their own imagination in emergency situations.

  Recommended Action: Provide limited training in ASL or other means of communicating with people who have hearing impairments.

- Staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Train staff members in the use of TDD equipment or other means

of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- When transportation is provided, DUI/ Traffic Enforcement does not have accessible vehicles to meet client demand.

  Recommended Action: Acquire additional accessible vehicles for program use and keep them well maintained. If it is not financially feasible to purchase additional accessible vehicles, contract with a provider of this service.

Traffic Safety Program

Description of Programs and Services

The Traffic Safety Program (in conjunction with City of Stockton elementary schools and under the guidance of the Police Department) is responsible for teaching students the importance of traffic safety when students go to and from school. The program also involves selected students in assisting with limited traffic control in school areas, under the direction of school staff.

Contact Person

Sergeant Jim Pickens

Locations of Operations

Elementary schools within the City of Stockton

Practices That Facilitate the Participation of People with Disabilities in Traffic Safety Programs and Activities

Training and Staffing

- Staff members currently limited training regarding physical modifications for people with disabilities.

Programs and Facilities

- The Traffic Safety Program provides programs in various settings.

Traffic Safety Program Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Traffic Safety Program policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The Traffic Safety Program does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Traffic Safety Program has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Traffic Safety Program does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Traffic Safety Program does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the section is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

Accessible/Adaptive Equipment

- Sign language interpreters and other auxiliary aids and services are not available at Teaching sessions for the Traffic Safety Program.

  Recommended Action: Provide auxiliary aids and services, such as sign language interpreters or TDD equipment, for participants of the program.

- Assistive listening devices are not provided at teaching sessions for the Traffic Safety Program.

  Recommended Action: Acquire assistive listening devices for teaching sessions at all locations.

Watch Commander's Office, Citizen Complaints

Description of Programs and Services

The Watch Commander's Office is responsible for taking walk-in and call-in citizen complaints

Contact Person

Captain Blair Ulring

Location of Operations

22 E. Market St., Stockton, CA 95202

Practices That Facilitate the Participation of People with Disabilities in the Watch Commander's Office Programs and Activities

Customer Service

- The Watch Commander's Office has a process for responding to requests for modification.
- Citizens can file complaints in other formats than a written request.

Training and Staffing

- Staff members are aware that it may be necessary to modify Watch Commander's Office program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members currently receive training regarding physical modifications for people with disabilities.

Programs and Facilities

- The Watch Commander's Office has or can obtain access to a TDD; however, staff members have not been trained in the use of this device.

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available at public meetings.
    1. Sign language interpreter
    2. Pen and paper

Watch Commander's Office Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Watch Commander's Office policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices

to enable people with disabilities to participate in and benefit from programs or services.

Recommended Action: Advise staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The Watch Commander's Office does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

Outreach and Information

- The Watch Commander's Office does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Watch Commander's Office does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Watch Commander's Office does not include information about the accessibility of facilities where programs or services are offered in its forms and flyers.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its forms and flyers.

- Documents and publications are not provided in alternative formats for individuals with visual or learning disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **Complaint form, flyer.**

Training and Staffing

- Many police officers have not had training in ASL or other means of communicating with people who have hearing impairments and must, therefore, rely on improvised hand signals or their own imagination in emergency situations.

  Recommended Action: Provide limited training in ASL or other means of communicating with people who have hearing impairments.

- Staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Recommended Action: Include the number for the TDD on notices and other program material; and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations that are desired for program use are not always accessible.

  Recommended Action: Ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- The Watch Commander's Office has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Public Works Department

Divisions and programs within the Public Works Department include the Capital Improvements Program Project, the Operations and Maintenance Division, and the Solid Waste and Recycling Division.

Capital Improvements Program Project

The Capital Improvements Program Project includes the Public Information/Outreach Program.

Public Information/Outreach

Description of Programs and Services

Public Information/Outreach is responsible for providing information to the public regarding the various capital improvement program projects undertaken by the City of Stockton.

Contact Person

Barry O' Regan

Location of Operations

Various locations

Public Information/Outreach Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Public Information/Outreach policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Notify staff members that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- Public Information/Outreach does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- Public Information/Outreach has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- Public Information/Outreach does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- Public Information/Outreach does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that it is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- Public Information/Outreach does not include images of individuals with disabilities in its publications and web pages.

  Recommended Action: When publications and web pages are accompanied by illustrations, include images of individuals with and without disabilities.

- Public Information/Outreach does not include information about the accessibility of facilities where programs or services are offered in newsletters and *Project Update* bulletins.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its newsletter and *Project Update* bulletins.

- Documents and publications are not provided in alternative formats for individuals with visual disabilities

  Recommended Action: Where appropriate or when requested, provide the following

documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **newsletter, *Project Update* bulletins.**

- Documents posted to the Public Information/Outreach website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members with regard to the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- Public Information/Outreach does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Outside contractors providing programs and services to the public are not notified of their responsibilities for providing such services in a nondiscriminatory manner.

  Recommended Action: Notify outside contractors of their responsibilities for providing their services in a nondiscriminatory manner. Require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.

- Public Information/Outreach has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing or learning impairments of an activated alarm.

Operations and Maintenance Division

Description of Programs and Services

The Operations and Maintenance Division is responsible for maintaining a safe, efficient, and reliable street system. The Division also provides City government with a well-maintained fleet of equipment to use. Programs within the Operations and Maintenance Division include Capital Projects.

Contact Person

Gordon MacKay

Locations of Operations

1. 1465 S Lincoln St., Stockton, CA
2. Citywide

Operations and Maintenance Division Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete Operations and Maintenance Division policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The Operations and Maintenance Division does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Operations and Maintenance Division has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

- Residents are required to complete an email form in order to report problems and site-related impacts of activities.

  Recommended Action: Provide alternative methods of reporting problems and site-related impacts of activities for people with disabilities that prevent them from sending email.

Outreach and Information

- The Operations and Maintenance Division does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Operations and Maintenance Division does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Operations and Maintenance Division does not include images of individuals with disabilities in its reports and web pages.

  Recommended Action: When reports and web pages are accompanied by illustrations, include images of individuals with and without disabilities.

- The Operations and Maintenance Division does not include information about the accessibility of facilities where programs or services are offered in its publications and on its website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its publications and website.

- Documents and publications are not provided in alternative formats individuals with visual or learning disabilities

  Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **Council reports, response letters, advisory notes, memos**.

- Documents posted to Operations and Maintenance Division website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members on how to provide services to persons with a range of disabilities.

- Staff members do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- The Operations and Maintenance Division does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Outside contractors providing programs and services to the public are not notified of their responsibilities for providing such services in a nondiscriminatory manner.

  Recommended Action: Notify outside contractors regarding their responsibilities for providing their services in a nondiscriminatory manner. Require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.

- The Operations and Maintenance Division has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.

Capital Projects

Description of Programs and Services

Capital Projects is responsible for undertaking capital improvement projects, including pavement rehabilitation, sidewalk repairs, and wheelchair ramp construction, throughout the City.

Contact Person

Gordon MacKay

Location(s) of Operations

1. 1465 S Lincoln St., Stockton, 95205
2. Citywide

Capital Projects Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with Operations and Maintenance Division recommended actions and the general policies to complete Capital Projects policies to implement the ADA.

Outreach and Information

- Capital Projects does not include information about the accessibility of facilities where programs or services are offered in publications and on its website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features on its publications and website.

- Documents and publications are not provided in alternative formatsfor individuals with visual or learning disabilities.

Recommended Action: Where appropriate or when requested, provide the following documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities: **Council reports, response letters, advisory notes, notices.**

- Capital Projects does not have access to a TDD.

  Recommended Action: Acquire access to a TDD and include the number for the TDD on notices and other program material.

Solid Waste and Recycling Division

Description of Programs and Services

The Solid Waste and Recycling Division has responsibilities in three areas:

1. The administration of the residential solid waste collection franchises and commercial collection permits;
2. Compliance with AB 939, the State-mandated waste reduction and recycling program, that requires 50 percent waste stream diversion from the landfills by the Year 2000; and
3. Providing information on recycling programs and sites available to Stockton residents.

Contact Person

Mike Miller Solid Waste Manager

Location of Operations

City Hall

Practices That Facilitate the Participation of People with Disabilities in Solid Waste and Recycling Division Programs and Activities

Outreach and Information

- The Solid Waste and Recycling Division provides documents and publications in alternative media or an accessible format as follows upon request:

Type of Information	Large Print	Braille	Readers	Pictorial Signage	Audio Tape	Computer Disk	Accessible PDF File
Recycling Guide						√	

√ indicates auxiliary aids or services currently available.

Solid Waste and Recycling Division Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete

Solid Waste and Recycling Division policies to implement the ADA.

Customer Service

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

  Recommended Action: Advise staff members it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- The Solid Waste and Recycling Division does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

  Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Solid Waste and Recycling Division has not established a process for responding to requests for modification.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

Outreach and Information

- The Solid Waste and Recycling Division does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Solid Waste and Recycling Division does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public is advised that the division is prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Solid Waste and Recycling Division does not include images of individuals with disabilities in the *Recycling Guide*

  Recommended Action: When publications, such as the *Recycling Guide*, and reports are accompanied by illustrations, include images of individuals with and without disabilities.

- The Solid Waste and Recycling Division does not include information about the accessibility of facilities where programs or services are offered in its publications and handouts, and on its website.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in its publications (*Recycling Guide*) and handouts

and on its website.

- Documents posted to the Solid Waste and Recycling Division website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

- The Solid Waste and Recycling Division does not have access to a TDD.

  Recommended Action: Acquire access to a TDD and include the number for the TDD on notices and other program material.

Training and Staffing

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

  Recommended Action: Train staff members in providing services to persons with a range of disabilities.

- Staff members have not had experience working with people with disabilities and they do not receive customer service training that emphasizes treating people with disabilities with "dignity and courtesy."

  Recommended Action: Train all staff members regarding the Department's obligation and policies that enable persons with disabilities to participate in programs and activities.

- The Solid Waste and Recycling Division does not have access to TDDs and staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

  Recommended Action: Acquire or gain access to TDDs and ensure that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

Programs and Facilities

- Locations for program use are not always accessible.

  Recommended Action: Provide physically accessible locations for all public meetings. If the location is not accessible to certain individuals, select an alternate location or, in consultation with the individual with a disability, determine the modifications that will be made to make the program accessible.

- Outside contractors providing programs and services to the public are not notified of their responsibilities for providing such services in a nondiscriminatory manner.

  Recommended Action: Notify outside contractors with regard to their responsibilities for providing their services in a nondiscriminatory manner. Require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.

- The Solid Waste and Recycling Division has not established emergency evacuation procedures for individuals with disabilities.

  Recommended Action: Develop and post emergency evacuation procedures and provide a means of alerting people with hearing or learning impairments of an activated alarm.

Accessible/Adaptive Equipment

- Sign language interpreters and other auxiliary aids and services are not available at City Council Chambers for PowerPoint presentations on City Solid waste and Recycling issues.

  Recommended Action: As appropriate, provide auxiliary aids and services, such as sign language interpreters or TDD equipment, for presentations.

  Recommended Action: At public meetings, provide sign language interpreters and pen and paper for people with hearing or speech disabilities.

Stockton-San Joaquin County Public Library

Description of Programs and Services

The Library is responsible for:

1. Providing reference services and readers advisory assistance
2. Circulating books and materials
3. Developing the Library's collection
4. Planning and conducting programs
5. Providing training and tours

Contact Person

Kenneth A. Yamashita, Library Division Manager

Locations of Operations

1. Cesar Chavez Central Library, 605 N El Dorado St., Stockton, CA 95202
2. Family Literacy Program Training Wheels Mobile Unit, 605 N El Dorado St., Stockton, CA 95202
3. Library Bookmobile, 605 N El Dorado St., Stockton, CA 95202
4. Maya Angelou Southeast Branch Library/ Biblioteca, 2324 Pock Lane, Stockton, CA 95205
5. Fair Oaks Branch Library, 2370 E Main St., Stockton, CA 95205
6. Margaret K Troke Branch Library, 502 W Benjamin Holt Drive, Stockton, CA 95207

Practices That Facilitate the Participation of People with Disabilities in the Library's Programs and Activities

Customer Service

- According to a November 2002 newsletter, the Library convened a community forum to identify the prevailing disabilities in the community and the organizations currently providing services to them. After choosing an initial disability focus, the Library planned to work with the appropriate community partners to develop a plan to provide library services to people with a specific disability. Grant funds will be available to implement the plan, which

could include adaptive technologies, special materials and resources or new programs.

Outreach and Information

- The Library provides documents and publications in alternative media or an accessible format as follows:

Type of Information	Large Print	Braille	Readers	Pictorial Signage	Audio Tape	Computer Disk	Accessible PDF File
Registration Forms	√						

√ indicates auxiliary aids or services currently available.

Training and Staffing

- Staff members are aware that it may be necessary to modify the Library's program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members currently receive training regarding physical modifications for people with disabilities via the following: in-house Library- and City-provided workshops; cooperative library system (49-99 CLS)- sponsored workshops; California State Library-provided regional workshops; California State Library- provided regional workshops; state and national library association conference programs; referral to materials in the Library's Professional Collection; systemwide section/ branch staff meetings; emails and hardcopy memos; and presentations by the Library's Diversity Awareness Committee at General Staff meetings.

Programs and Facilities

- The Library provides a variety of programs in various settings. The home borrowers program and book mobile are programs that are well suited to people who are unable to leave their homes due to disabilities.
- The Library has a TDD and staff members have been trained in the use of this device. The Library uses California Relay service and reference staff members are informed about the availability of the service.
- The Library has a means of alerting people with hearing impairments and learning disabilities of an activated alarm.

Accessible/Adaptive Equipment

- The following auxiliary aids and services are available at Public meetings if requested.
    1. Sign language interpreter
    2. Pen and paper

Library Practices That Require Modification and Recommended Actions

These specific recommended actions will be combined with the general policies to complete the Library's policies to implement the ADA.

Customer Service

- The Library does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

Recommended Action: Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

- The Library has not established a process for responding to requests for modifications.

  Recommended Action: Develop a process or procedure for responding to requests for modifications that would allow people with disabilities to participate in programs or services.

- Customers are required to complete a written form in order to register for a library card, request/ reserve inter library loan of materials, sign up to use the Internet and software applications, access subscription databases remotely, and use certain reference materials in-house.

  Recommended Action: Provide alternative methods of registering for a library card requesting/ reserving inter library loan of materials, sign up to use the Internet and software applications, access subscription databases remotely and use certain reference materials in house for people with disabilities that prevent them from filling out or signing forms.

Outreach and Information

- The Library does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.

  Recommended Action: Notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices that make programs and services more accessible.

- The Library does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

  Recommended Action: Advise the public that public libraries are prepared to make reasonable modifications that would allow people with disabilities to participate in programs or services.

- The Library does not consistently include images of individuals with disabilities in its flyers, publications and website.

  Recommended Action: When publications and web pages are accompanied by illustrations, include images of individuals with and without disabilities.

- The Library does not include information about the accessibility of facilities where programs or services are offered on its forms, flyers, and web pages.

  Recommended Action: Ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Provide information regarding the location of accessible entrances, program sites, TDD numbers, and other access features in the Library's forms, flyers, and web pages.

- Documents and publications are not provided in alternate format for individuals with visual or learning disabilities.

  Recommended Action: Where appropriate or when requested, make available the following documents and publications by the Library in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual

or learning disabilities: **Registration forms, monthly customer newsletter, annual report, subject bibliographies, information flyers, monthly program calendars, individual program announcements, and flyers.**

- Documents posted to the Library's website for downloading by the public do not meet the technical requirements for accessibility.

  Recommended Action: Produce all documents posted to the website for downloading in an approved accessible format.

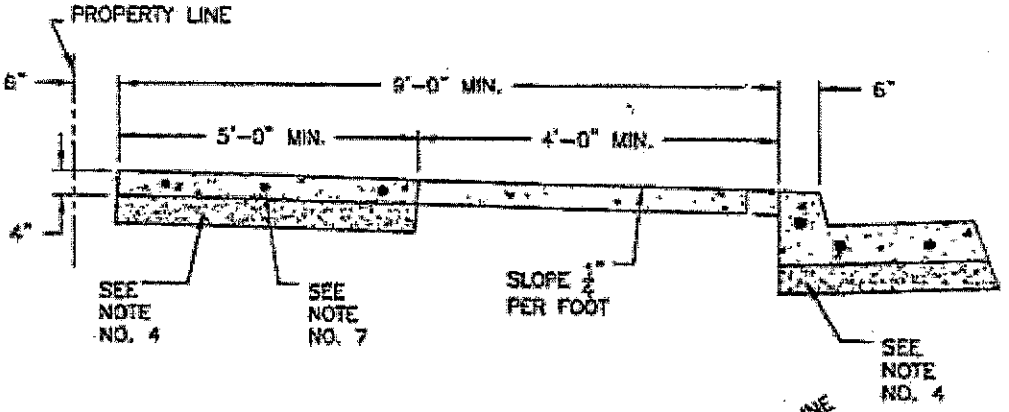
Programs and Facilities

- Outside contractors providing programs and services to the public are not notified of their responsibilities for providing such services in a nondiscriminatory manner.

  Recommended Action: Notify outside contractors of their responsibilities for providing their services in a nondiscriminatory manner. Require assurances from contractors of their fulfillment of Title II of the ADA and access requirements.

Appendix D

Standard Construction Details



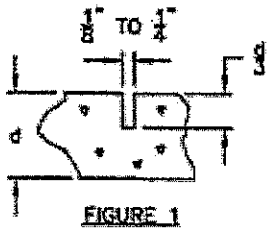
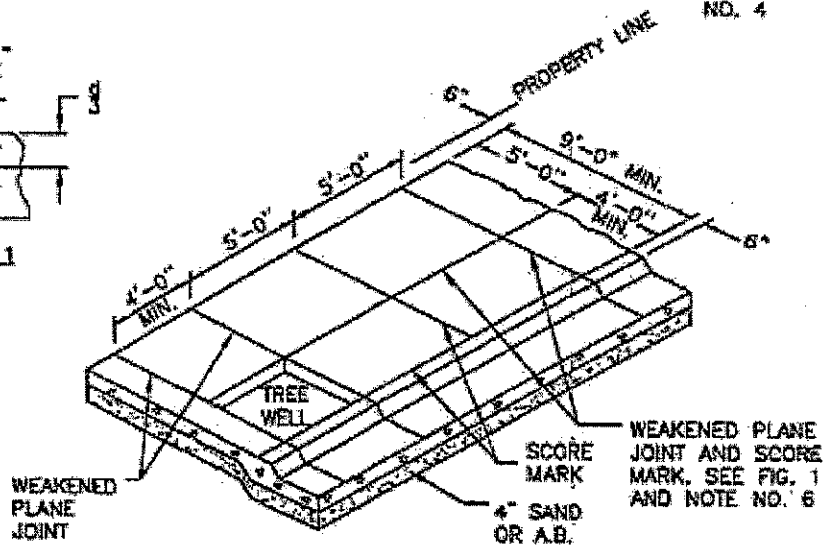


FIGURE 1

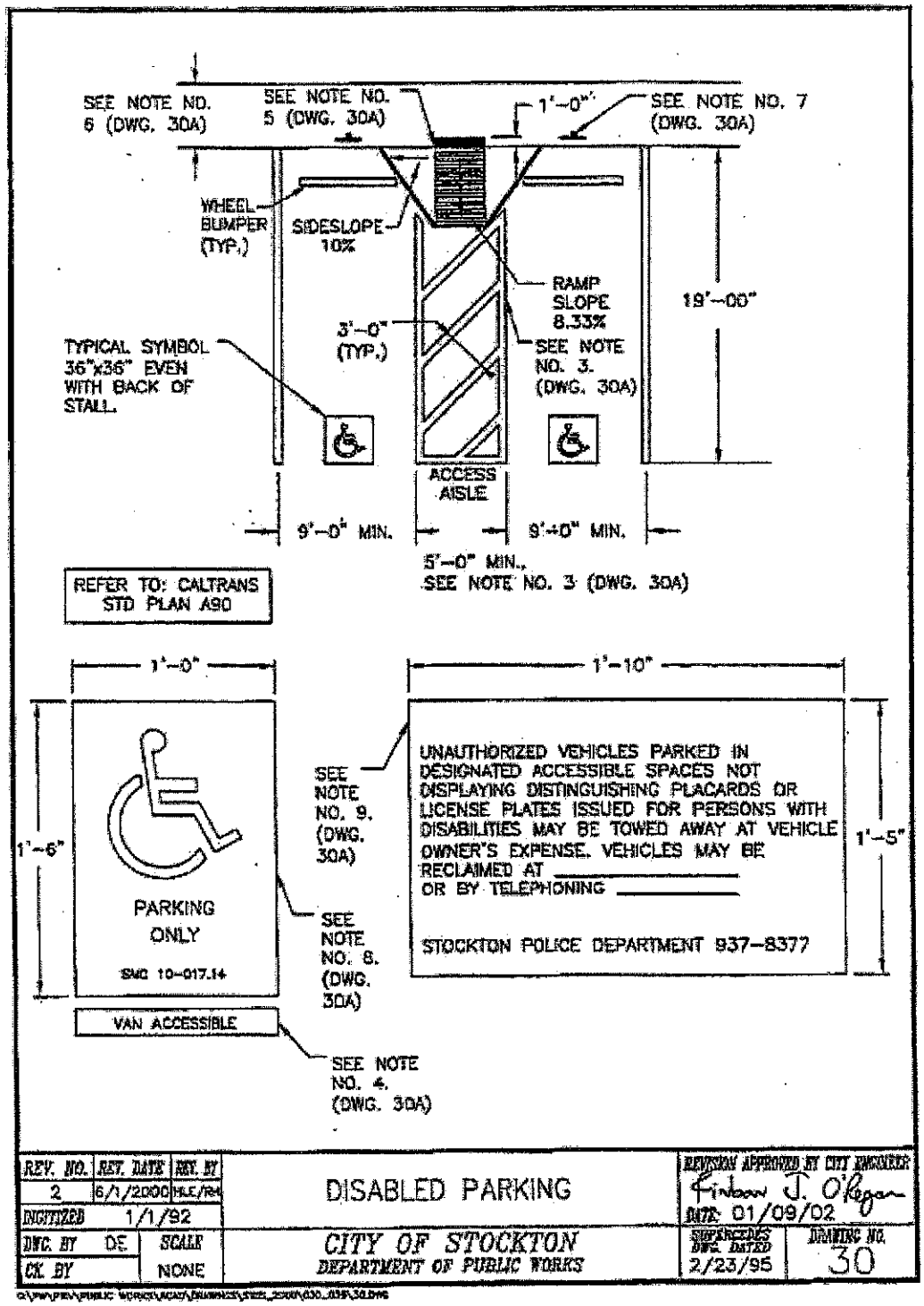


VERTICAL CURB, GUTTER & SIDEWALK WITH TREE WELLS

NOTES:

1. CURB, GUTTER, AND ALL P.C.C. FLATWORK TO HAVE A FINE HAIR BROOM FINISH.
2. CONSTRUCT EXPANSION JOINTS 150'-0" ON CENTER MAXIMUM, AND AT RETURNS, LIGHT POLES, HYDRANTS, CATCH BASINS, BOTH SIDES OF DRIVEWAY, AND OTHER FIXED OBJECTS.
3. CONSTRUCTION SHALL BE IN ACCORDANCE WITH THE APPLICABLE SECTIONS OF THE CURRENT CITY OF STOCKTON STANDARD SPECIFICATIONS.
4. 4" SAND OR AGGREGATE BASE. ALL MATERIAL UNDER SAND BASE SHALL BE SCARIFIED FOR A 6" MINIMUM DEPTH AND COMPACTED TO 90% RELATIVE COMPACTION.
5. SEE DEFINITION SECTION OF STANDARD SPECIFICATIONS FOR DEFINITION OF SAND.
6. WEAKENED PLANE JOINTS AND SCORE MARKS AT 10'-0" ON CENTER. SEE FIGURE 1 FOR WEAKENED PLANE JOINT WIDTH AND DEPTH.
7. 3-5/8" DIAMETER STEEL DOWELS SPACED AT 1'-6" ON CENTER, GREASED AND WRAPPED ONE SIDE THRU EVERY EXPANSION JOINT.

REV. NO.	REV. DATE	REV. BY	SIDEWALK DETAILS	MATERIAL APPROVED BY CITY ENGINEER: Finbarr J. O'Regan DATE: 01/09/02
7	6/1/2000			
DIGITIZED	7/1/90			
DWG. BY RC	SCALE		CITY OF STOCKTON DEPARTMENT OF PUBLIC WORKS	SUPERSEDES DWG. DATED 2/23/95
CK. BY	NONE			DRAWING NO. 25


SEE NOTE NO. 6 (DWG. 30A)
SEE NOTE NO. 5 (DWG. 30A)
1'-0"
SEE NOTE NO. 7 (DWG. 30A)
WHEEL BUMPER (TYP.)
SIDESLOPE 10%
RAMP SLOPE 8.33%
19'-00"
3'-0" (TYP.)
SEE NOTE NO. 3. (DWG. 30A)
TYPICAL SYMBOL 36"x36" EVEN WITH BACK OF STALL.
ACCESS AISLE
9'-0" MIN.
9'-0" MIN.
5'-0" MIN., SEE NOTE NO. 3 (DWG. 30A)
REFER TO: CALTRANS STD PLAN A90
1'-0"
1'-10"
1'-6"
1'-5"
PARKING ONLY
SMC 10-017.14
VAN ACCESSIBLE
SEE NOTE NO. 9. (DWG. 30A)
SEE NOTE NO. 8. (DWG. 30A)
SEE NOTE NO. 4. (DWG. 30A)
UNAUTHORIZED VEHICLES PARKED IN DESIGNATED ACCESSIBLE SPACES NOT DISPLAYING DISTINGUISHING PLACARDS OR LICENSE PLATES ISSUED FOR PERSONS WITH DISABILITIES MAY BE TOWED AWAY AT VEHICLE OWNER'S EXPENSE. VEHICLES MAY BE RECLAIMED AT _____ OR BY TELEPHONING _____
STOCKTON POLICE DEPARTMENT 937-8377
REV. NO. 2
REV. DATE 6/1/2000
REV. BY MLE/RH
DIGITIZED 1/1/92
DWG. BY DE
CK. BY
SCALE NONE
DISABLED PARKING
CITY OF STOCKTON
DEPARTMENT OF PUBLIC WORKS
REVISION APPROVED BY CITY ENGINEER
Finbarr J. O'Regan
DATE: 01/09/02
SUPERCEDES DWG. DATED 2/23/95
DRAWING NO. 30

(CONT'D FROM DWG. 30)

1. IF PARKING STALL IS OUTLINED IN BLUE, THE PROFILE OF THE WHEELCHAIR AND OCCUPANT SHALL BE PAINTED WHITE DIRECTLY ONTO THE PAVEMENT SURFACE.
2. IF PARKING STALL IS OUTLINED IN WHITE, THE PROFILE OF THE WHEELCHAIR AND OCCUPANT SHALL BE PAINTED WHITE ON A BLUE BACKGROUND AND THE ENTIRE STENCIL OUTLINED IN WHITE.
3. ONE IN EVERY EIGHT ACCESSIBLE SPACES, BUT NOT LESS THAN ONE SHALL BE DESIGNATED AS "VAN ACCESSIBLE", WHICH SHALL BE SERVED BY AN ACCESS AISLE MINIMUM OF 8'–0" WIDE.
4. IF VAN ACCESSIBLE, A SUPPLEMENTARY "VAN ACCESSIBLE" SIGN MUST BE ADDED BENEATH "PARKING ONLY" SIGN.
5. CURB RAMP REQUIRED WHEN WALK IS AT DIFFERENT LEVEL THAN PARKING ELEVATION. 4'–0" MINIMUM WIDTH, 8.33% MAXIMUM SLOPE AND 10% MAXIMUM SIDE SLOPE. SLOPES SHALL COMPLY WITHIN A.D.A STANDARDS.
6. 4'–0" MINIMUM WALKWAY OR PLANTER STRIP (60" WALK WIDTH PREFERRED TO ALLOW WHEELCHAIRS TO PASS EACH OTHER.
7. DISABLED PARKING SIGN (TYP.) (LOCATED 6'–8" FROM BOTTOM OF SIGN TO GROUND, OR 3'–0" HIGH ON ADJACENT WALL).
8. 1" MINIMUM LETTER SIZE. SIGN TO BE POSTED AT EACH PARKING STALL.
9. 1" MINIMUM LETTER SIZE. SIGN TO BE POSTED AT EACH ENTRANCE TO PARKING LOT.
10. DISABLED ACCESS REGULATIONS FOR ALTERATIONS, REPAIRS, AND ADDITIONS, B, M, F, AND OCCUPANCIES (REFERENCE TITLE 24).

REV. NO.	REV. DATE	REV. BY	DISABLED PARKING	REVISION APPROVED BY CITY ENGINEER Finbarr J. O'Regan DATE: 01/09/02
2	6/1/2000	HLE/RH		
DIGITIZED	1/1/92			
DWG. BY DE.	SCALE		CITY OF STOCKTON DEPARTMENT OF PUBLIC WORKS	SUPERCEDES DWG. DATED 2/23/95 — DRAWING NO. 30A
CK. BY	NONE			

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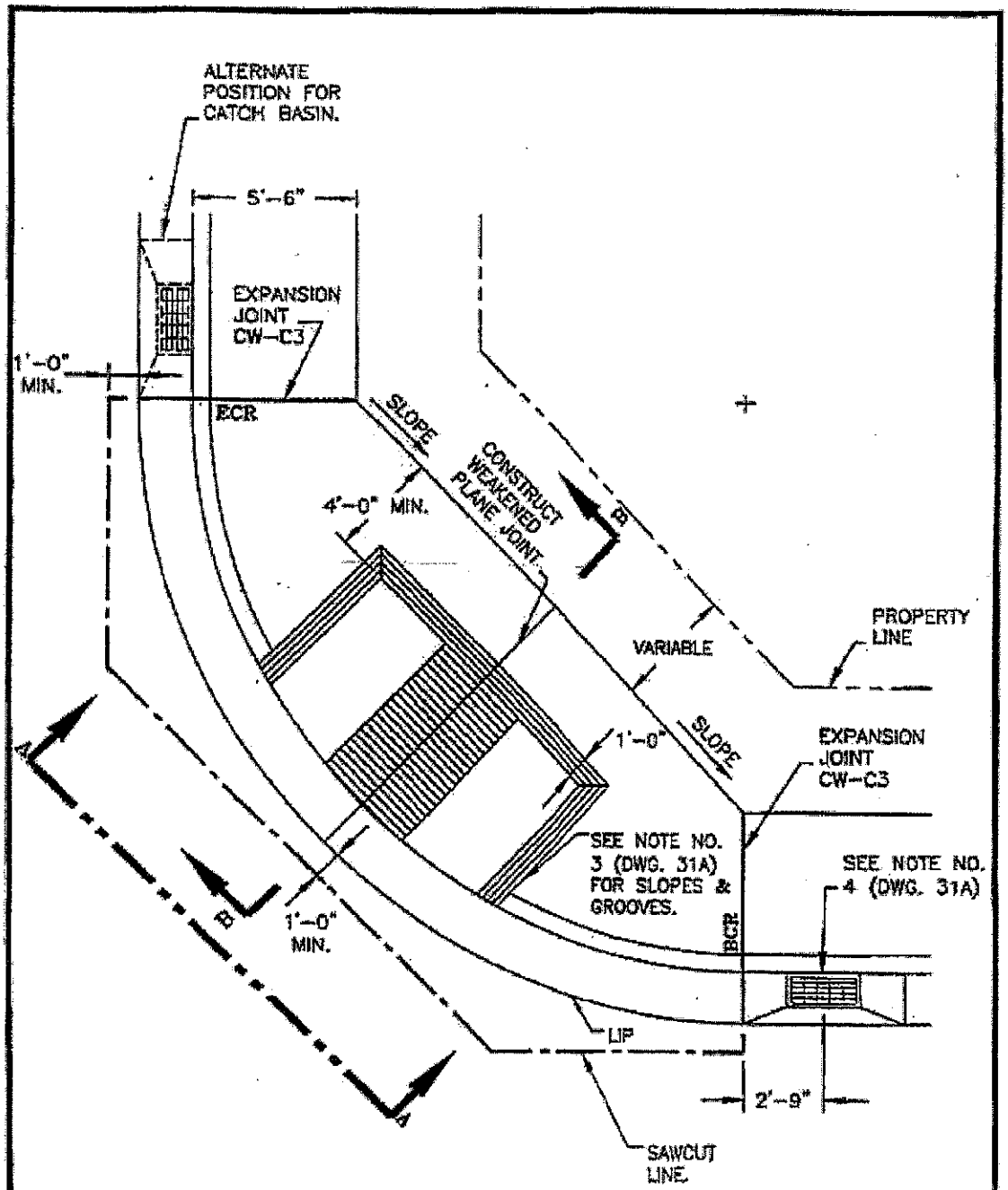

REV. NO.	REV. DATE	REV. BY	TYPICAL WHEELCHAIR RAMP AT INTERSECTIONS	REVISION APPROVED BY CITY ENGINEER Finbarr J. O'Regan DATE: 01/09/02	
6	6/1/2000	HLE/RH			
DIGITIZED	7/1/91				
DWG. BY RC	SCALE		CITY OF STOCKTON DEPARTMENT OF PUBLIC WORKS	SUPERCEDES DWG. DATED 2/23/95	DRAWING NO. 31
CK. BY	NONE				

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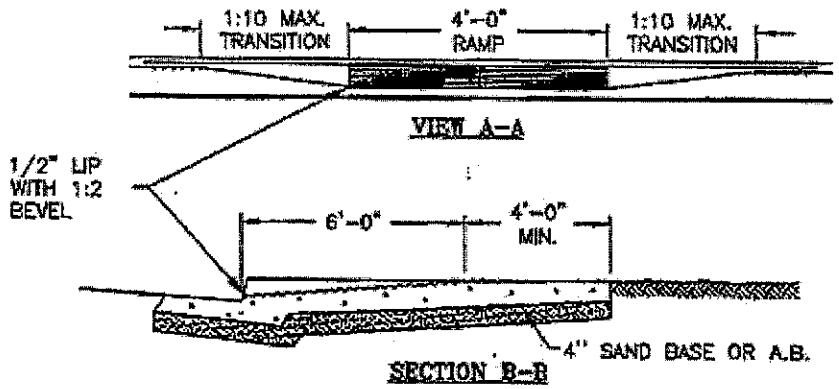
(CONT'D FROM DWG. 31)



NOTES:

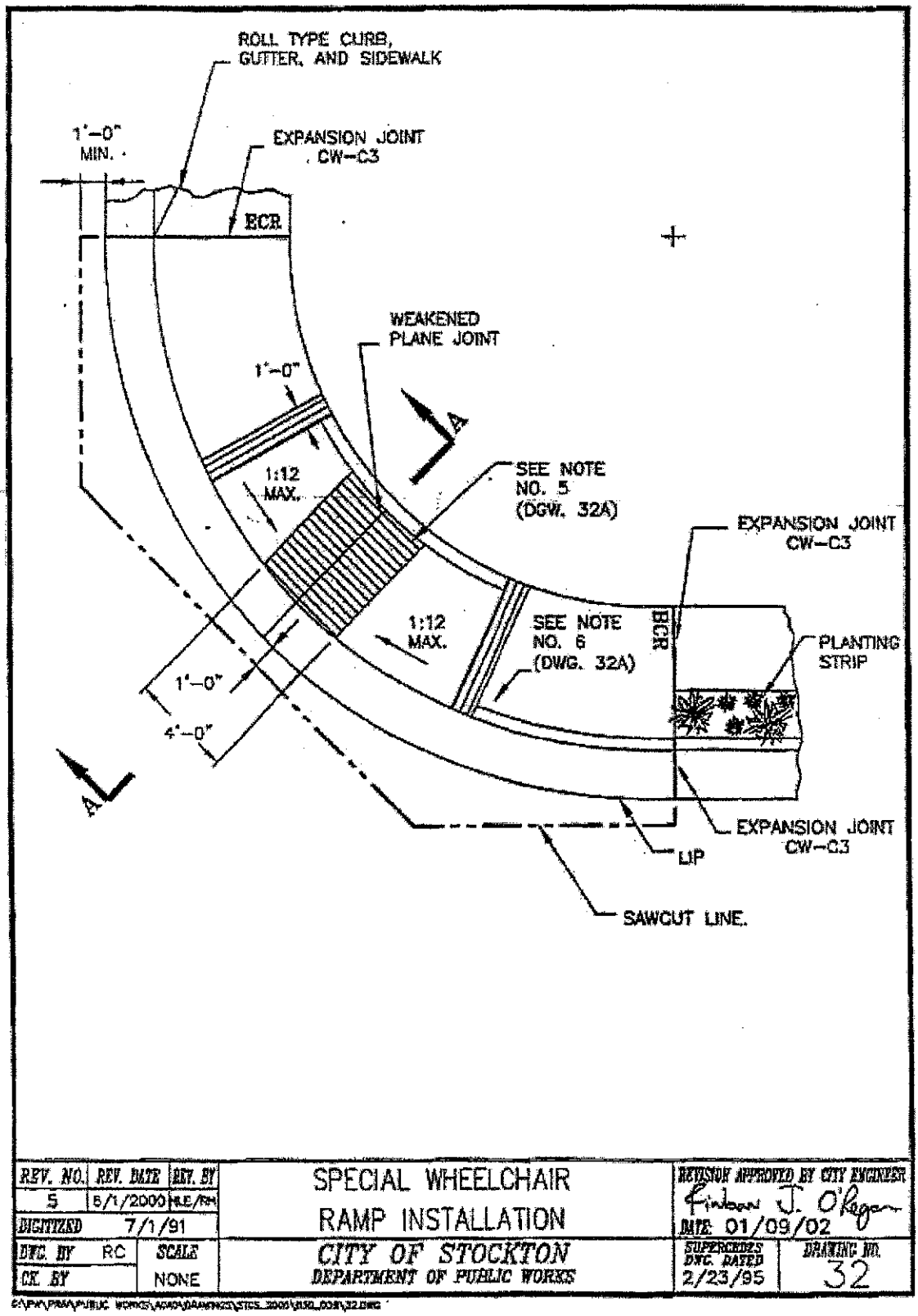
1. TOTAL FLOWLINE DROP, ECR TO BCR SHALL BE MINIMUM 0.01 FT/FT. ALONG THE ARCLENGTH OF CORNERS.
2. MAINTAIN 4 FT. MIN. FROM BACK OF RAMP TO BACK OF SIDEWALK.
3. FOR NONSTANDARD APPLICATIONS MAINTAIN THE FOLLOWING MAXIMUM SLOPES AS DIRECTED BY THE ENGINEER:

   MAXIMUM TRANSITION SIDE SLOPES 1:10
   MAXIMUM RAMP SLOPE 1:12
   GROOVES ARE APPROXIMATELY .....1/4", 3/4" O.C.

4. INSTALL CATCH BASIN AT CURB RETURN. LOCATE AS SHOWN ON DWG 31.
5. FINE HAIR BROOM FINISH.

REV. NO.	REV. DATE	REV. BY	TYPICAL WHEELCHAIR RAMP AT INTERSECTIONS	REVISION APPROVED BY CITY ENGINEER: Finbarr J. O'Regan DATE: 01/09/02	
6	6/1/2000	HLE/RH			
DIGITIZED	7/1/91				
DWG. BY	RC	SCALE	CITY OF STOCKTON DEPARTMENT OF PUBLIC WORKS	SUPERCEDES DWG. DATED 2/23/95	DRAWING NO. 31A
CK. BY		NONE			

G:\PW\PWA\PUBLIC WORKS\ACAD\[illegible]



REV. NO.	REV. DATE	REV. BY	SPECIAL WHEELCHAIR RAMP INSTALLATION	REVISION APPROVED BY CITY ENGINEER Finbarr J. O'Hagan DATE 01/09/02	
5	6/1/2000	HLE/RH			
DIGITIZED	7/1/91				
DWG. BY	RC	SCALE	CITY OF STOCKTON DEPARTMENT OF PUBLIC WORKS	SUPERCEDES DWG. DATED 2/23/95	DRAWING NO. 32
CK. BY		NONE			

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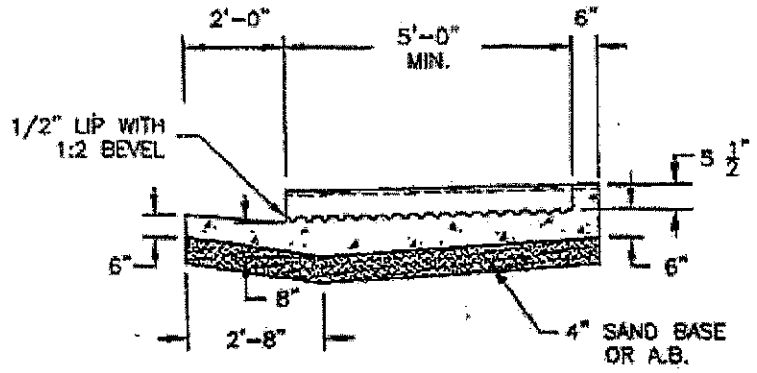
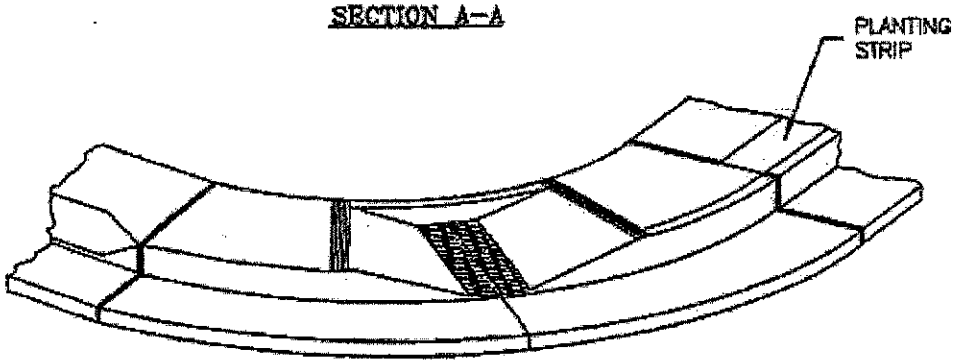
(CONT'D FROM DWG. 32)



SECTION A-A



PICTORIAL VIEW

NOTES:

1. THIS DESIGN TO BE USED FOR RECONSTRUCTION WORK ONLY WHERE R/W RESTRICTIONS DO NOT PERMIT THE USE OF STANDARD NO. 31.
2. THIS PLAN SHALL NOT BE USED ON NEW SUBDIVISION WORK.
3. THIS PLAN SHALL BE USED ONLY WITH THE APPROVAL OF THE CITY ENGINEER.
4. WHEELCHAIR RAMP SHALL BE FROM BCR TO ECR, INCLUDING CURB AND GUTTER.
5. CONSTRUCT GROOVES PER DRAWING NO. 31.
   A. MAXIMUM RAMP SLOPE.....2%
   B. MAXIMUM TRANSITION SIDE SLOPES.....1:12
6. FINE HAIR BROOM FINISH.

REV. NO.	REV. DATE	REV. BY	SPECIAL WHEELCHAIR RAMP INSTALLATION	REVISION APPROVED BY CITY ENGINEER: Finbarr J. O'Regan DATE: 01/09/02	
5	6/1/2000	HLE/RH			
DIGITIZED	7/1/91				
DWG. BY	RC	SCALE	CITY OF STOCKTON DEPARTMENT OF PUBLIC WORKS	SUPERCEDES DWG. DATED 2/23/95	DRAWING NO. 32A
CK. BY		NONE			

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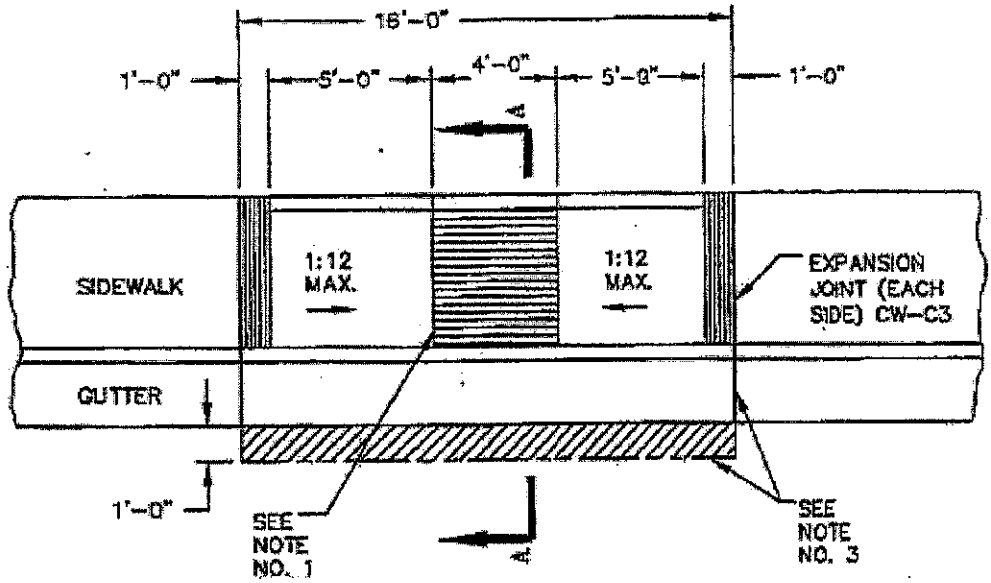
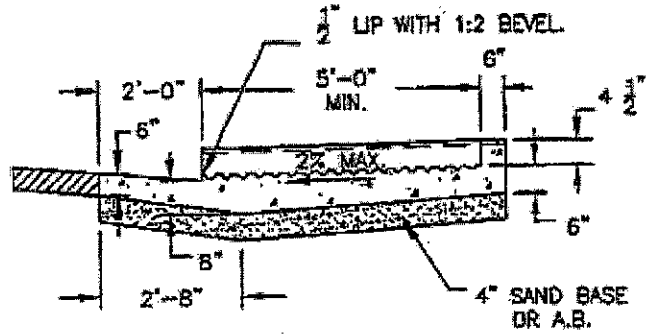


PLAN VIEW



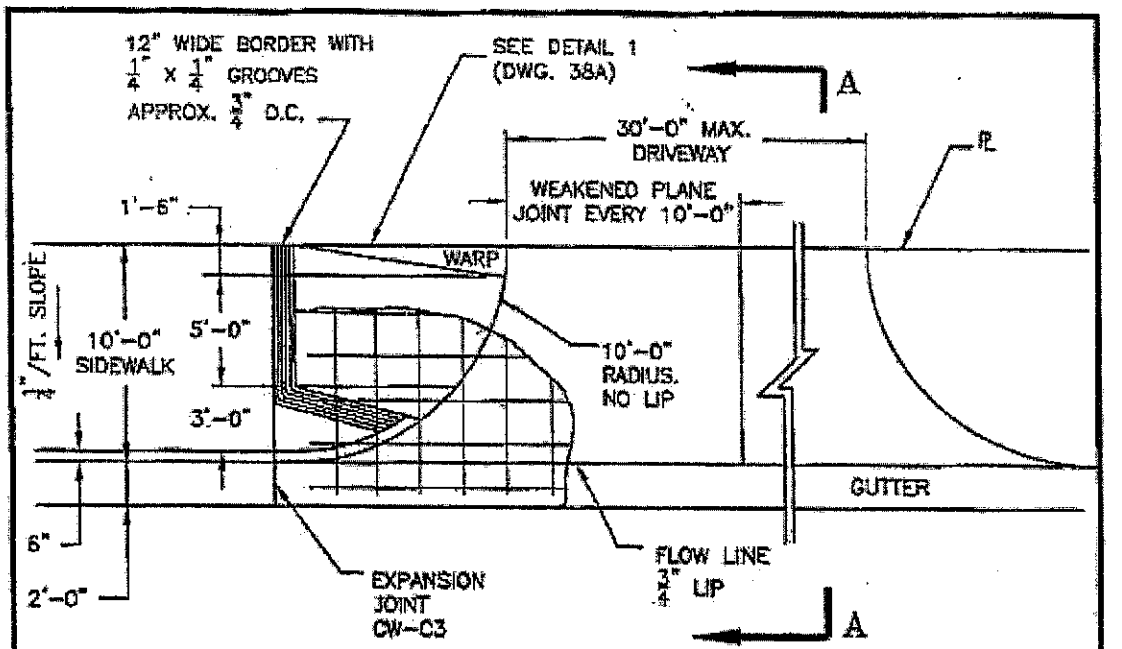
SECTION A-A

NOTES:

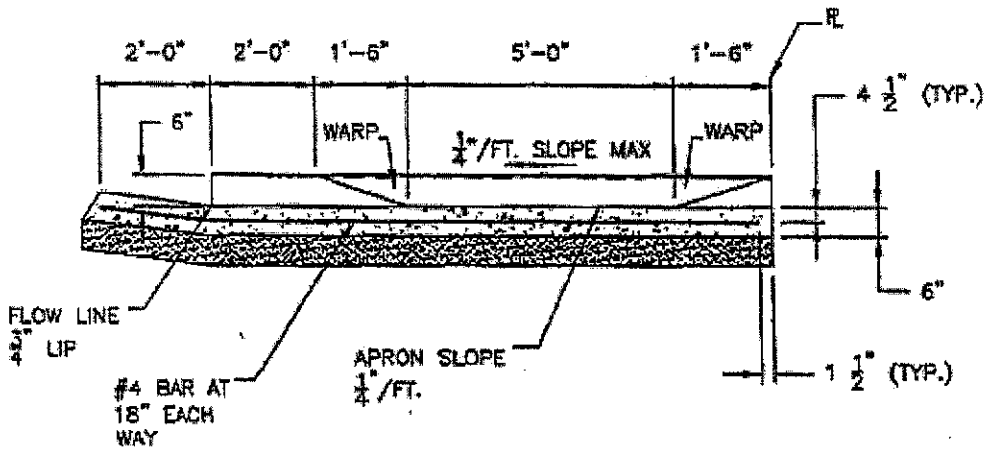
1. MAXIMUM RAMP SLOPE.....2%
   MAXIMUM TRANSITION SIDE SLOPE.....1:12
   GROOVES ARE APPROXIMATELY.....1/4", 3/4" O.C.
2. KEY SIDEWALK PER DRAWING NO. 26
3. SAWCUT EXISTING ASPHALT AND CONCRETE TO BE REMOVED. REPLACE PAVEMENT WITH 8" ASPHALT CONCRETE MINIMUM (THICKER WHERE REQUIRED).
4. FINE HAIR BROOM FINISH.

REV. NO.	REV. DATE	REV. BY	SPECIAL WHEELCHAIR RAMP AT MIDBLOCK	REVISION APPROVED BY CITY ENGINEER Finbarr J. O'Regan DATE: 01/09/02	
4	6/1/2000	HLE/RH			
DIGITIZED	7/1/91				
DWG. BY	RC	SCALE	CITY OF STOCKTON DEPARTMENT OF PUBLIC WORKS	SUPERCEDES DWG. DATED 6/1/94	DRAWING NO. 32B
CK. BY		NONE			

D:\FW\FRM\PUBLIC WORKS\ACAD\DRAWINGS\STDS_2000\030-039\32B.DWG



PLAN VIEW



SECTION A–A

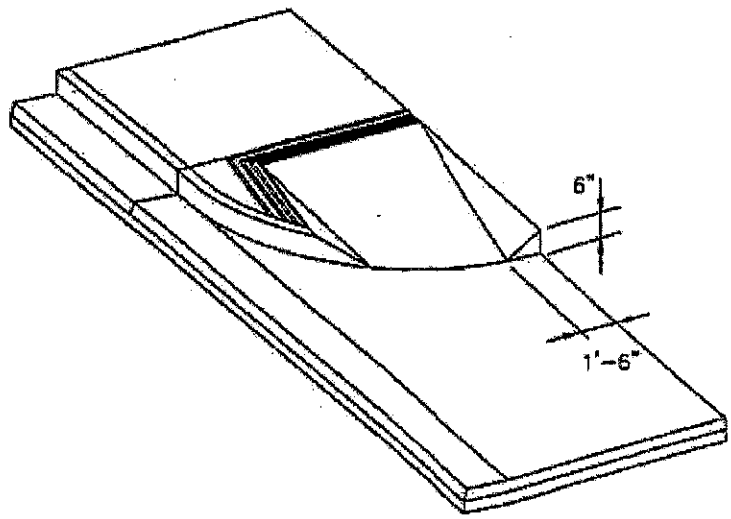
NOTES:

1. WHEELCHAIR RAMP HEAVY BROOM FINISH WITH THE SLOPE OF THE RAMP.
2. ALSO SEE COMMERCIAL RAMP DRIVEWAY DWG. 27.
3. SEE ISOMETRIC VIEW ON DRAWING 38A.
4. DRIVEWAYS OVER 30' SHALL BE APPROVED BY THE CITY ENGINEER.

REV. NO.	REV. DATE	REV. BY	STANDARD COMMERCIAL DRIVEWAY	REVISION APPROVED BY CITY ENGINEER
3	6/1/2000	HLE/RH		Finbarr J. O'Regan
DIGITIZED	7/1/92			DATE: 01/09/02
DWG. BY	RC	SCALE	CITY OF STOCKTON	SUPERCEDES DWG. DATED 10/7/95
CK. BY		NONE	DEPARTMENT OF PUBLIC WORKS	DRAWING NO. 38

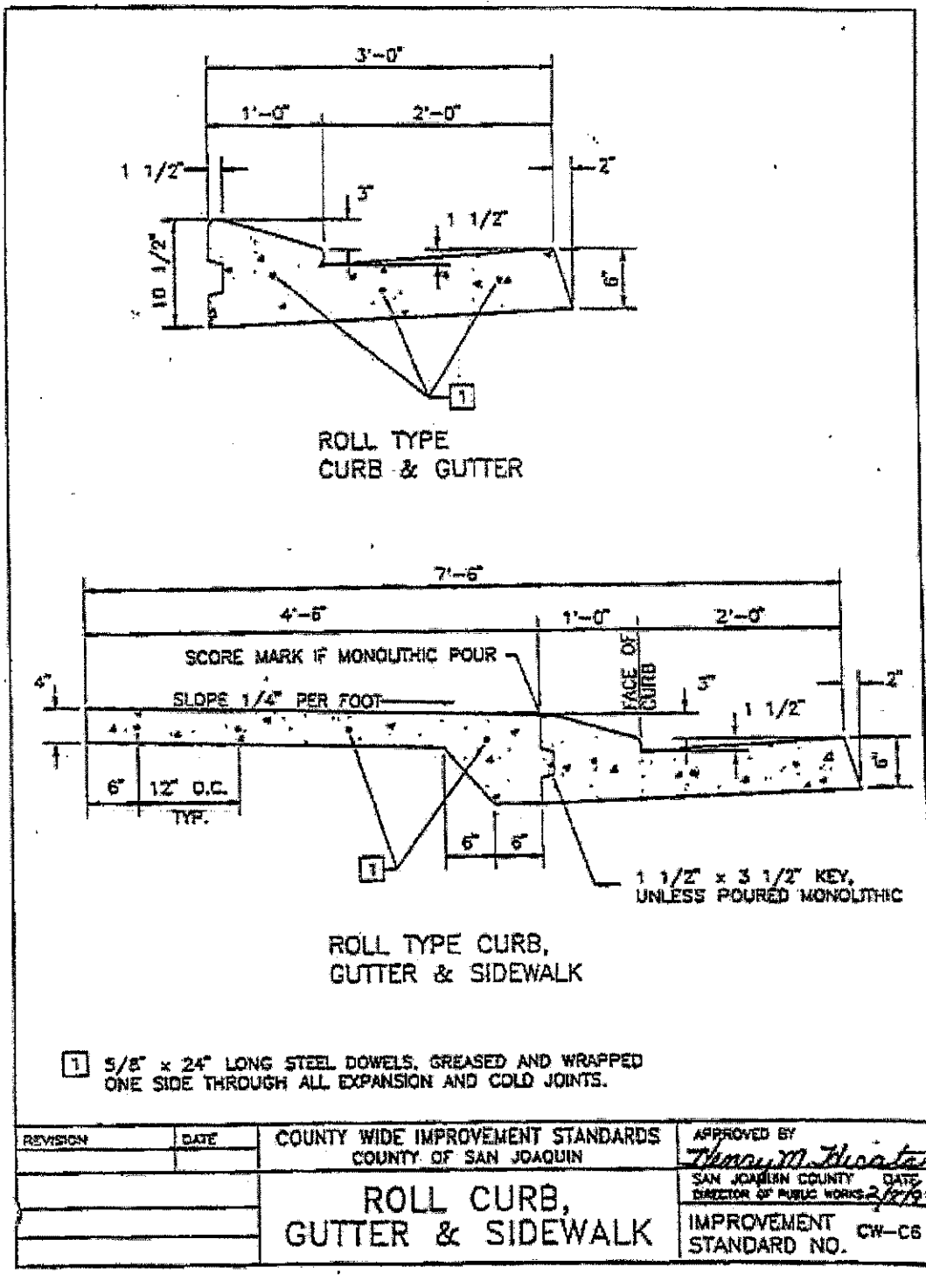
C:\PW\PRM\PUBLIC WORKS\ACAD\DRAWINGS\STDS_2000\030_039\38.DWG

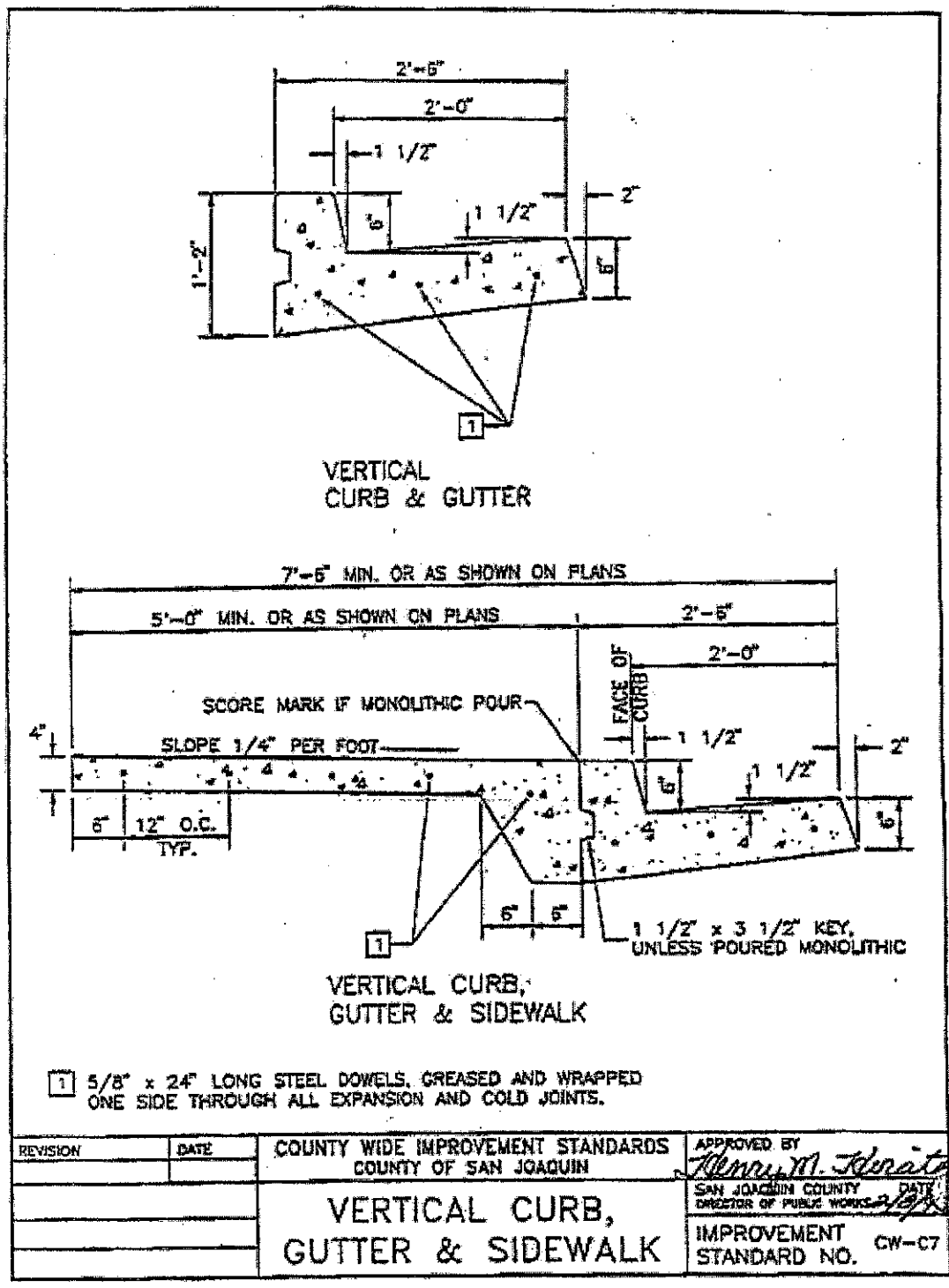
(CONT'D FROM DWG. 38)



DETAIL 1

REV. NO.	REV. DATE	REV. BY	STANDARD COMMERCIAL DRIVEWAY	NEW PLANTING APPROVED BY CITY ENGINEER
	5/1/2000	HLE/RH		Finbarr J. O'Regan
DIGITIZED				DATE: 01/09/02
DWG. BY HLE	SCALE		CITY OF STOCKTON	SUPERCEDES DWG. DATED	DRAWING NO.
CK. BY	NONE		DEPARTMENT OF PUBLIC WORKS		38A


3'-0"
1'-0"
2'-0"
1 1/2"
2"
3"
1 1/2"
10 1/2"
6"
1
ROLL TYPE
CURB & GUTTER
7'-6"
4'-6"
1'-0"
2'-0"
SCORE MARK IF MONOLITHIC POUR
FACE OF CURB
4"
SLOPE 1/4" PER FOOT
3"
2"
1 1/2"
6"
12" O.C.
TYP.
6"
6"
1
1 1/2" x 3 1/2" KEY,
UNLESS POURED MONOLITHIC
ROLL TYPE CURB,
GUTTER & SIDEWALK
1 5/8" x 24" LONG STEEL DOWELS, GREASED AND WRAPPED ONE SIDE THROUGH ALL EXPANSION AND COLD JOINTS.
REVISION
DATE
COUNTY WIDE IMPROVEMENT STANDARDS
COUNTY OF SAN JOAQUIN
APPROVED BY
SAN JOAQUIN COUNTY DIRECTOR OF PUBLIC WORKS
DATE
ROLL CURB, GUTTER & SIDEWALK
IMPROVEMENT STANDARD NO. CW-C6


2'-6"
2'-0"
1 1/2"
2"
1'-2"
6"
1 1/2"
1
VERTICAL
CURB & GUTTER
7'-6" MIN. OR AS SHOWN ON PLANS
5'-0" MIN. OR AS SHOWN ON PLANS
2'-6"
2'-0"
FACE OF CURB
SCORE MARK IF MONOLITHIC POUR
4"
SLOPE 1/4" PER FOOT
1 1/2"
2"
1 1/2"
6"
12" O.C.
TYP.
6"
6"
1 1/2" x 3 1/2" KEY,
UNLESS POURED MONOLITHIC
1
VERTICAL CURB,
GUTTER & SIDEWALK
1 5/8" x 24" LONG STEEL DOWELS, GREASED AND WRAPPED ONE SIDE THROUGH ALL EXPANSION AND COLD JOINTS.
REVISION
DATE
COUNTY WIDE IMPROVEMENT STANDARDS
COUNTY OF SAN JOAQUIN
APPROVED BY
Henry M. Kinata
SAN JOAQUIN COUNTY DIRECTOR OF PUBLIC WORKS
DATE
VERTICAL CURB, GUTTER & SIDEWALK
IMPROVEMENT STANDARD NO. CW-C7

Appendix E

Curb Ramps of Local Agency Federal-Aid Projects

May 23, 2003 Memo

STATE OF CALIFORNIA—BUSINESS, TRANSPORTATION AND HOUSING AGENCY GRAY DAVIS, Governor
PO Box 2048 (1976 E. Charter Way)
Stockton, CA 95201 (95205)
(209) 942-6178
TDD 948-7981

Flex your power!
Be energy efficient!

May 23, 2003

Mr. James B. Giottonini, Director of Public Works
City of Stockton
425 N. El Dorado Street
Stockton, CA 95202-1997

Subject: Curb Ramps of Local Agency Federal-Aid Projects

Dear Mr. Giottonini:

The purpose of this letter is to bring to your attention the responsibilities that local agencies have under the Americans with Disabilities Act (ADA) regarding curb ramps on local agency projects within the public right-of-way. Under ADA, local agencies must comply with ADA standards for new construction and alternations. A resurfacing, restoration, and rehabilitation (RRR) is regarded as an alteration.

Failure to comply with current federal ADA requirements for curb ramps within the project limits can result in the partial or complete withdrawal of federal-aid funding from the project. However, there are some conflicts in the federal and state design standards. Caltrans' Division of Local Assistance and the Department of General Services', Division of State Architecture (DSA) are working with the Federal Highway Administration (FHWA) to resolve the differences between the federal and state standards for curb ramp design. In the mean time, the federal ADA standards must be used on all federal-aid projects.

The following procedures and implementation dates are being established to maintain compliance and delivery of our federal-aid projects:

1. For federal-aid projects with a Preliminary Engineering (PE) authorization date before June 1, 2003, all curb ramps within the project limits must comply with current federal ADA requirements by completion of project construction, or must be evaluated for compliance and those out of compliance must be included in the local agency's updated transition plan by September 1, 2003. This also applies to federal-aid projects in which the PE is

funded by the local agency and the PE is initiated before June 1, 2003. For information on transition plan requirements, please refer to Title 28 Code of Federal Regulations, Part 35.150(d).

2. For federal-aid projects with a PE authorization date after June 1, 2003, all curb ramps within the project limits must be in compliance with current federal ADA requirements no later than the completion of the construction of the project. This also applies to federal-aid projects in which the PE is funded by the local agency and the PE is initiated after June 1, 2003.

The U.S. Department of Justice and the U.S. Access Board have comprehensive websites committed to accessible design. The websites include ADA design standards, a design guide, and references to the Transportation Enhancement Act (TEA) 21. These resources can be found at:

http://www.ada.gov/
http://www.access-board.gov/indexes/pubsindex.htm

Persons with disabilities, as well as Caltrans, FHWA and DSA appreciate your cooperation in ensuring that California is fully accessible to all of its citizens. If you require assistance, please contact Annie Ellis at (209) 942-6178 or annie_ellis@dot.ca.gov.

Sincerely,

Jane Perez, Acting Chief
District Local Assistance

JP/AKE:akc

Appendix F

City of Stockton Curb Ramp Inventory Maps

Central Business District

Bounded by North Aurora Street, North Madison Street, East Park Street, and East Washington Street

ADD MAP

Vicinity of Kaiser Hospital

Bounded by Frontage Road, Hammertown Drive, Murray Drive, and Montauban Road

ADD MAP

Vicinity of Saint Joseph's Hospital

Bounded by North San Joaquin Street, Cemetery Lane, East Cleveland Street, and East Willow Street

ADD MAP

Vicinity of Dameron Hospital

Bounded by North Stockton Street, North Madison Street, West Vine Street, and West Park Street

ADD MAP

Appendix G

Draft Self-Evaluation and Transition Plan Public Workshop

City of Stockton

Draft ADA Self-Evaluation and Transition Plan

PUBLIC INFORMATION MEETING REPORT

11 AM – 2:00 PM, May 20, 2004

Transcription of Wall Graphics

1. Introduction of City staff, community members, and consultants
2. Meeting purpose
3. Overview of the City of Stockton's Self-Evaluation and Transition Plan
4. Discussion of the Draft Self-Evaluation and Transition Plan
   - Program accessibility
     - Staff training: Include people with disabilities as trainers.
     - Special recreation programs for people with disabilities are valuable.
     - Concessionaires need an established process for ensuring accessibility.
     - Independence is a key goal of people with disabilities.
   - Building and facilities accessibility
     - Maintenance of accessible facilities is key. Don't' use an accessible restroom for storage!!
     - Picnic tables meeting the minimum requirements often don't address real needs (make your "box" wider).
     - Provide flexible site furnishings (don't attach chairs to tables).
     - Accessible toilet paper dispensers are an important restroom amenity.
     - Universal design benefits everyone!
   - Pedestrian access
     - Curb ramps need to be installed in pairs! (four street corners equal four curb ramps).
     - Put sidewalks on both sides of the street if possible.
     - Make sure sidewalks are completed during development.
     - How can SJRTD get a list of curb ramps in Stockton to help the coordinate the delivery of accessible services?
     - Miracle Mile: This area has a high priority for improvements (which are currently under construction). Many seniors and people with disabilities live there because it is more affordable.

- General comments
  - How will the City's grievance procedure for complaints of discrimination based on disability be administered?
  - Regarding the City's commitment to implementing the Self-Evaluation and Transition Plan: DRAIL is concerned about the length of time before the plan is implemented and the amount of participation by people with disabilities in the planning process.
  - People with disabilities add a unique perspective to solving problems—hire them!
  - Why does the plan qualify action steps with the statement "within reason"?