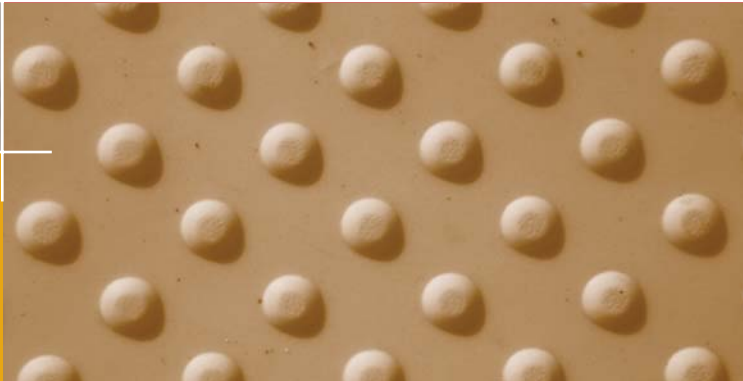
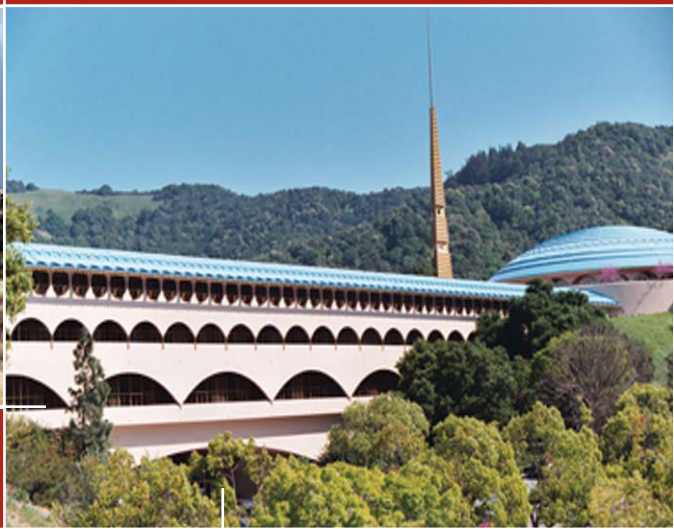


COUNTY OF MARIN



SELF EVALUATION AND TRANSITION PLAN

ADA

March 2008

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1.0 INTRODUCTION

1.1 Executive Summary

The ADA is a comprehensive civil rights law for persons with disabilities in both employment and the provision of goods and services. The ADA states that its purpose is to provide a "clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities." Congress emphasized that the ADA seeks to dispel stereotypes and assumptions about disabilities and to assure equality of opportunity, full participation, independent living, and economic self-sufficiency for people with disabilities.

This ADA Self Evaluation and Transition Plan is being prepared in partial fulfillment of the requirements set forth in Title II of the Americans with Disabilities Act (ADA). The ADA states that a public entity must reasonably modify its policies, practices, or procedures to avoid discrimination against people with disabilities. This report will assist the County of Marin in identifying policy, program, and physical barriers to accessibility and in developing barrier removal solutions that will facilitate the opportunity of access to all individuals.

This report describes the process by which policies, programs, and facilities were evaluated for compliance with the ADA; presents the findings of that evaluation; and provides recommendations for ensuring compliance. This section provides an overview of the requirements for developing the Transition Plan and outlines the plan development process itself. Subsequent sections will describe and evaluate policies and programs and will establish the relationship between physical and programmatic barriers to accessibility.

1.2 Legislative Mandate

The development of a Transition Plan is a requirement of the federal regulations implementing the Rehabilitation Act of 1973, which require that all organizations receiving federal funds make their programs available without discrimination toward people with disabilities. The Act, which has become known as the "civil rights act" of persons with disabilities, states that:

No otherwise qualified handicapped individual in the United States shall, solely by reason of handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. (Section 504)

Subsequent to the enactment of the Rehabilitation Act, Congress passed the Americans with Disabilities Act (ADA) on July 26, 1990. Title II of the ADA covers programs,

activities, and services of public entities. The Department of Justice's Title II regulation adopts the general prohibitions of discrimination established under Section 504 and incorporates specific prohibitions of discrimination for the ADA. Title II provides protections to individuals with disabilities that are at least equal to those provided by the nondiscrimination provisions of Title V of the Rehabilitation Act.

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

- Deny persons with disabilities the opportunity to participate as members of advisory boards and commissions.
- Deny persons with disabilities the opportunity to participate in services, programs, or activities that are not separate or different from those offered others, even if the County offers permissibly separate or different activities.
- In determining the location of facilities, make selections that have the effect of excluding or discriminating against persons with disabilities.

Title II of the ADA provides that public entities must identify and evaluate all programs, activities, and services and review all policies, practices, and procedures that govern administration of the entity's programs, activities, and services. This report, and certain documents incorporated by reference, establishes the County's ADA Self Evaluation and Transition Plan.

1.3 ADA Self-Evaluation Report Development Requirements and Process

The self-evaluation is the County's assessment of its current policies, practices, and procedures. The self-evaluation identifies and makes recommendations to correct those policies and practices that are inconsistent with Title II requirements. As part of the self-evaluation the County:

1. Identified the County's programs, activities, and services; and
2. Reviewed the policies, practices, and procedures that govern the administration of the County's programs, activities, and services.

The ADA sets forth specific requirements for preparation of an acceptable Transition Plan. This plan includes:

- A list of the physical barriers in the County's facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities;
- A detailed outline of the methods to be used to remove these barriers and make the facilities accessible;
- A schedule for taking the steps necessary to achieve compliance with the ADA,
- Title II; and
- The name of the individual responsible for the plan's implementation.

Section 4 of this report presents the Transition Plan, which satisfies these requirements. The process by which these requirements were met is described below.

1.4 Discrimination and Accessibility

There are two kinds of accessibility:

- Program accessibility; and
- Physical accessibility.

Absence of discrimination requires that both types of accessibility be provided. Programmatic accessibility includes physical accessibility, but also entails all of the policies, practices, and procedures that permit people with disabilities to participate in programs and to access important information. Physical accessibility requires that a facility be barrier-free. Barriers include any obstacles that prevent or restrict the entrance to or use of a facility. Program accessibility requires that individuals with disabilities be provided an equally effective opportunity to participate in or benefit from a public entity's programs and services. Program accessibility may be achieved by either structural or non-structural methods. Non-structural methods include acquisition or redesign of equipment, assignment of aides to beneficiaries, and provision of services at alternate sites.

Programs offered by the County to the public must be accessible. Accessibility includes advertisement, orientation, eligibility, participation, testing or evaluation, physical access, provision of auxiliary aids, transportation, policies, and communication.

The County may achieve program accessibility by a number of methods:

- Structural methods such as altering an existing facility;
- Acquisition or redesign of equipment;
- Assignment of aides; and
- Providing services at alternate accessible sites.

When choosing a method of providing program access, the County will give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the County provides equality of opportunity, but does not guarantee equality of results.

1.5 Undue Burden

The County is not required to take any action that the County can demonstrate would

result in a fundamental alteration in the nature of its program or activity, would create a hazardous condition resulting in a direct threat to the participant or others, or would represent an undue financial and administrative burden.

The determination that an undue burden would result must be based on an evaluation of all resources available for use in the County. For example, if a barrier removal action is judged unduly burdensome, the County must consider other options for providing access to the benefits and services of the program or activity by individuals with disabilities.

1.6 Facility Survey

In 2006 and 2007 the County of Marin conducted a physical audit of County facilities to identify facility barriers and identify recommendations and alterations in order to meet state and federal accessibility standards. The list of facilities surveyed included:

- County owned parks;
- County owned buildings;
- County maintained Trail Heads;
- County maintained Multi-Use Paths;
- County programs housed in leased facilities;
- County Maintained Rights of Way for the presence of curb ramps and sidewalks

The specific architectural modifications required to make programs accessible are listed in the County of Marin Access Survey—Facility Reports.

1.7 Self Evaluation

In 2006 and 2007 the County began an evaluation of its policies, programs, and procedures to determine current levels of service and the extent to which its policies and programs created barriers to accessibility for persons with disabilities.

A questionnaire administered to department staff provided information on the nature of the program, forms and methods used to advertise the program's services and activities, a profile of current participants, the types of equipment and materials used, testing and entrance requirements, the level of staff training, and any special modifications provided.

The questionnaire provided an assessment of the current level of understanding of County staff on how to provide service to people with disabilities. Questionnaires were distributed and received from the following departments:

- Administrator
- Agricultural Weights and Measures
- Assessor/Recorder
- Child Support Services
- Coroner
- County Administrator's Office
- County Clerk
- County Counsel
- Cultural Services
- District Attorney
- Elections
- Fire
- Farm Advisor/UC Cooperative Extension
- Health & Human Services
- Human Resources
- Information Systems and Technology
- Library Services
- Parks & Open Space
- Probation
- Public works
- Sheriff
- Sheriff's Office of Emergency Services
- Treasurer/Tax Collector

Information provided in the questionnaires and meetings with County staff revealed that the County's existing policies, programs, and procedures often present barriers to accessibility for people with disabilities. It is the intent of the County to address the following programmatic accessibility barriers in the following areas:

Customer Service – Policies and practices that insure that individuals with disabilities can participate in the programs, activities and services provided by the County including: procedures for program modifications, fees for modifications

Outreach and Information – Notices, printed information, televised and audiovisual information, the County and departmental websites, public telephones and communication devices

Training and Staffing – The current level of training and experience of County staff with policies and procedures regarding providing services to individuals with disabilities.

Programs and Activities – Program eligibility and admission, public meetings, Tours and trips, transportation services, the use of consultants or contractors to provide county services, emergency evacuation procedures, special events and private events on County properties, maintenance of accessible programs and ongoing accessibility improvements.

Accessible/Adaptive Equipment – the use of automated electronic equipment and auxiliary aids to assist individuals with disabilities participate in County programs.

Following planning meetings attended by the core project staff in 2006, the surveys were summarized and the summaries were distributed to the staff for review. Findings from each program provider's responses can be found in section 3. A copy of the survey questionnaire can be found in Appendix A.

1.8 Public Outreach

Four public meetings were held on May 21, May 31, October 15, 2007 and February 26, 2008. Public participation included persons with disabilities. Meeting minutes can be found in the Appendices.

Disability Access Advisory Group

A focus group of County residents was formed at the initiation of this Self-Evaluation and Transition Plan process to represent the Marin County disability community and advise the County on the development of the Marin County Self-Evaluation and Transition Plan. The DAAG assisted the County in gaining perspective and plan acceptance for the project, as well as, assisting in setting priorities for future corrective action.

It is a recommendation of this Self Evaluation and Transition Plan that a similar group of county residents be formed on an ongoing basis to assist the County in developing and maintaining accessible programs, services and facilities.

DAAG MEMBERS

Kathy Abrahamson - Lighthouse of Marin

Joie Charm, Ken Kirsch (Alternate) - Canine Companions for Independence

Rebecca DeGeorge - Guide Dogs for the Blind

Stacey Henderson - Bolinas Parking & Traffic Committee

Anthony Nghia Luu, Scott Pope, Pam Scoggins - Marin Center for Independent Living

Russell and Vicki Bohlke - Indoor Sports

1.9 County of Marin Disability Access Compliance Task Force

Matthew Hymel, County Administrator

Alex McIntyre, Chief Asst. County Administrator

Patrick Faulkner, County Counsel

James Flageollet, Chief Deputy County Counsel

Ed Kiernan, County Counsel III

Alex Hinds, Director, Community Development Agency

Brian Crawford Asst. Director, Community Development Agency

Bill Kelley, Chief Building Official, Community Development Agency

Sharon McNamee, Director, Dept. of Parks and Open Space

Liz Paris, Asst. Director, Dept. of Human Resources

Farhad Mansourian, Director, Dept. of Public Works

Saaïd Fakharzadeh, Asst. Director, Dept. of Public Works

William Campagna, ADA Coordinator

2.0 DEFINITIONS

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

2.1 Disability

The term *disability* means, with respect to an individual:

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

2.2 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 County.

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

2.4 Complaint

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

2.5 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 addiction if the addict 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; 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 if not symptoms of a mental or physiological disorder.

2.6 Substantial Limitation of Major Life Activities

An individual is disabled if she or he has a physical or mental impairment that (a) renders her or him unable to perform a major life activity, or (b) 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 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:

1. The nature and severity of the impairment;
2. The duration or expected duration of the impairment; and
3. The permanent or long-term impact (or expected impact) of or resulting from the impairment.

2.7 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.

2.8 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.

2.9 Reasonable Program Modifications

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

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

1. To a registration or application process to enable an individual with a disability to be considered for the program or activity;
2. To the program or activity environment in which the duties of a position are performed so that a person with a disability can perform the essential functions of the program or activity; and
3. 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 of the person with a disability;
- It creates a hazardous situation;
- Adjustments or modifications requested are primarily for the personal benefit of the individual with a disability; or
- It poses an undue burden on the County.

2.10 Undue Burden

The County of Marin shall not provide an accommodation that imposes an undue burden on the operation of the County's business.

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

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

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

2.11 HIV

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

2.12 HIV Condition

AIDS, ARC, or HIV Infection.

2.13 Auxiliary Aids and Services

The term *auxiliary aids* and services includes:

1. Qualified interpreters or other effective methods of making orally delivered materials available to individuals with hearing impairments,
2. Qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments;

3. Acquisition or modification of equipment or devices; and other similar services and actions.

3.0 POLICIES AND PROGRAMMATIC ACCESSIBILITY FINDINGS AND ACTION STEPS

Introduction

Programs, activities and services offered by the County of Marin to the public must be accessible. Accessibility applies to all aspects of a program or service, including advertisement, orientation, eligibility, participation, testing or evaluation, physical access, provision of auxiliary aids, transportation, policies, and communication.

Overview

This section details the review of current countywide policies, services, programs, and activities based on meetings with County staff and responses to the program accessibility questionnaire from the following departments and divisions:

- Agriculture, Weights and Measures
- Assessor/Recorder
- Child Support Services
- Community Development Agency
- Coroner
- County Administrator's Office
- County Counsel
- Cultural Services
- District Attorney
- Elections
- Fire Department
- Farm Advisor/UC Cooperative Extension
- Health & Human Services
- Human Resources
- Information Systems and Technology
- Library Services
- Parks & Open Space
- Probation Department
- Public Defender
- Public works
- Sheriff's Office
- Sheriff's Office of Emergency Services
- Treasurer/Tax Collector/County Clerk

The findings and action steps contained in this section will serve as a basis for the implementation of specific improvements for providing access to County programs. All departments, divisions and programs will utilize these action steps to facilitate the participation of persons with disabilities in programs and activities, and services.

Programmatic Modifications

The ADA Coordinator, or designee, will follow-up with each department to ensure that the County Administrative Directives, and action steps from this Self Evaluation and Transition Plan are implemented. In those situations where a policy, program, or procedure creates a barrier to accessibility that is unique to a department or a certain program, the ADA Coordinator, or designee, will coordinate with the department head or program manager to address the removal of the barrier in the most reasonable and accommodating manner.

The ADA Coordinator has developed a series of Accessibility Guidance Bulletins and Useful links for use by County staff. These materials are intended to provide County staff with information and perspective to assist in removing programmatic barriers to access. (Refer to Appendix E: Guidance Bulletins for text of these documents)

1. Title II – Access to Government Programs and Services
 - 1a. Program Access Policy, Principles and Procedures
2. Roles and Responsibilities of the County ADA Coordinator
 - 2a. Roles and Responsibilities of Department Disability Access Coordinators
3. Disability Etiquette Making Reception Areas Accessible
 - 3a. Writing For and About People with Disabilities
4. Planning Accessible Public Meetings
 - 4a. Accessible Public Meeting and Event Checklist
5. Providing Auxiliary Aids and Services and Documents in Alternative Formats
 - 5a. Service Recipient Accommodation Request Form
6. Telecommunication Relay Services – Dial 7-1-1
 - 6a. TTY Use and Helpful Hints
7. Website Accessibility Under Title II of the ADA
 - 7a. Creating Accessible PDF Documents
8. 9-1-1 and Emergency Communication Services
9. Making Reception Areas Accessible
10. Accommodating Service Animals
11. Access Symbols

Useful Links:

- The Access Board: <http://www.access-board.gov/>
- U.S. Department of Justice: <http://www.usdoj.gov/crt/ada/adahom1.htm>
- U.S. Health and Human Services Agency's Office on Disability: <http://www.hhs.gov/od/disabilityinfo.html>
- Department of Labor: www.disabilityinfo.gov
- U.S. Department of Justice Equal Employment Opportunity Commission: <http://www.eeoc.gov/types/ada.html>
- Office of Disability Employment Policy: <http://www.dol.gov/odep/>
- Housing and Urban Development: <http://www.hud.gov/groups/disabilities.cfm>
- National Council on Disability: <http://www.ncd.gov/>
- California Department of General Services, Division of the State Architect's Office of Universal Design: <http://www.dsa.dgs.ca.gov/Access/default.htm>
- Disability Benefits 101: Working with a Disability in California: <http://www.disabilitybenefits101.org/>
- FEMA Disaster Preparedness Web site: <http://www.fema.gov/plan/prepare/specialplans.shtm>
- Job Accommodation Network: <http://www.jan.wvu.edu/>

3.1 Findings and Action Steps—County-wide Programs, Activities, and Services

This section is organized into categories based on the requirements of Title II of the ADA.

A. Customer Service – Policies and practices that insure that individuals with disabilities can participate in the programs, activities and services provided by the County including: procedures for program modifications, fees for modifications

B. Outreach and Information – Notices, printed information, televised and audiovisual information, the County and departmental websites, public telephones and communication devices

C. Training and Staffing – The current level of training and experience of County staff with policies and procedures regarding providing services to individuals with disabilities.

D. Programs and Facilities – Program eligibility and admission, public meetings, Tours and trips, transportation services, the use of consultants or contractors to provide county services, emergency evacuation procedures, trails and play areas, special events and private events on County properties, maintenance of accessible programs and ongoing accessibility improvements.

E. Accessible/Adaptive Equipment – the use of automated electronic equipment and auxiliary aids to assist individuals with disabilities participate in County programs.

A. Customer Service

Self-Evaluation Findings: In-person interaction with the public is one of the primary functions of any County department. The County as a whole and most departments have not established procedures for determining reasonable modifications to achieve program accessibility. (Refer to Appendix E: Guidance Bulletins – Guidance #1, #1a, #3 & #5a).

No department reported charging an additional fee to persons with disabilities for modifying programs.

Action Steps:

1. Make appropriate modifications to regular practices to accommodate the needs of individuals with disabilities when providing customer service.
2. Provide accessible facilities such as parking, including van accessible parking, path-of-travel, entry doors, signage, and transaction counters at customer service

locations. If alternative locations for providing accessible services are required, provide those services in the most integrated setting, without stigmatizing the user.

3. Provide standard equipment at each site where programs are administered to facilitate basic communications access using alternative formats. Equipment may include, but not be limited to, paper and pencil, an enlarging copy machine, and access to TDD/TTY or relay service technology.
4. Allow the use of service animals to assist persons in accessing programs, activities and services in County facilities. Since service animals are not always dogs, staff should be made aware of the definition of a service animal and the protocol and etiquette for service animals.
5. Develop criteria for determining reasonable modifications to provide program accessibility, which may include acquisition or redesign of equipment, assignment of aides to persons with disabilities, and provision of services at alternative accessible sites. An approach should include:
 - Requests for reasonable modification in programs or services should be made to the department responsible for the program or service.
 - The department offering the program or service should meet with the individual with a disability to identify which aspects of the program limit participation and what modifications can be made.
 - The department offering the program or service should consult with the relevant program or service staff to determine the reasonable modification. The department offering the program or service may also consult with the County's ADA Coordinator or other resources providing services or information regarding persons with disabilities as appropriate.
 - The department offering the program or service should document the modification(s) that was offered and the response of the person with the disability to the modification(s) offered. This documentation should be filed with the County ADA Coordinator's office.
 - If individuals with a disability are not satisfied with the results of this process, they should be directed to the County's disability complaint procedure.

B. Outreach and Printed Information

Notice Requirements

Title II regulations require the County to inform the public of the rights and protections provided by the ADA.

Self-Evaluation Findings:

Public notification regarding County programs, events and registration often does not include information about available program modifications or non-discrimination language, nor does it always identify a contact person for those persons with disabilities who may request program modifications. Some departments reported that these notices are included on printed materials. (Refer to Appendix E: Guidance Bulletins – Guidance #3 & #3a).

Action Steps:

1. Increase outreach to persons with disabilities and the organizations that serve them. The County should inform the public of the possible modifications that can be provided to make services, programs, and activities accessible.
2. Include the following notice (or a similar notice) regarding the County's commitment to providing accessible services in all County publications that provide information about County services, programs, or activities. The notice should also be placed in all County departments in a location that will maximize public exposure.

In accordance with the Americans with Disabilities Act and California Law, it is the policy of the County of Marin to offer its public programs, services and meetings in a manner that is readily accessible to everyone, including individuals with disabilities. If you are a person with a disability and require information or materials in an appropriate alternative format; or if you require any other accommodation, please contact department staff.

Advance notification within this guideline will enable the County to make reasonable arrangements to ensure accessibility.

The County ADA Coordinator can be reached at (415) 499-6065.

E-mail: wcampagna@co.marin.ca.us

3. There are occasions where non-discrimination language is not included on printed agendas, including web documents. Non-discrimination language should appear on both hard copies and documents posted on the web. Include the following notice (or a similar notice) regarding the County's non-discrimination policy in all County publications that provide general information about County services, programs, or activities.

**POLICY ON NON-DISCRIMINATION
ON THE BASIS OF DISABILITY**

The County of Marin does not discriminate on the basis of disability in the admissions or access to its programs or activities.

An ADA Coordinator has been designated to coordinate compliance with the non-discrimination requirements contained in the Department of Justice regulations implementing Subtitle A of Title II of the Americans with Disabilities Act (42 U.S.C. 12131), which prohibits discrimination on the basis on disability by public agencies.

*County of Marin ADA Coordinator
William Campagna, M.S.
3501 Civic Center Drive, Room 404
San Rafael, CA 94903
(415) 499-6570
(415) 499-7002 Voice/TTY
(415) 499-3799 FAX*

Email: wcampagna@co.marin.ca.us

4. List those County agencies, departments, and specialized services that offer TTY/TDD in printed County directories and include the following statement:

*The County of Marin government offers Text Telephone (TTY) services for persons with hearing or speech impairments.
(415)___-___*

5. Develop a statement regarding accessible locations and the availability of auxiliary aids upon request that is included on all public announcements, postings for County programs, and applications, including:
 - The notice of non-discrimination;
 - Information regarding site accessibility, including the accessible bus route serving the program, facility, or event;
 - The department's text telephone (TDD/TTY) number, California Relay Service information, and the phone number and email address of the person who can provide assistance in meeting special needs; and
 - A notice that information is available in alternative formats with 72 hours notice.

Printed Information

In order to meet the ADA's communication standards, County departments must be able to provide information, when requested, in alternative formats such as using easy-

to-understand language, Braille, large-print format, audiotape, computer disk, or other formats.

Self-Evaluation Findings:

Many County departments and offices produce printed information that is available to the public. Many departments routinely produce printed information in alternate formats upon request. Most registration forms, permits, and waivers are only available in written form. While some County departments distribute information about obtaining printed information in alternate formats, other departments do not. (Refer to Appendix E: Guidance Bulletins – Guidance #5 & #5a).

Action Steps:

1. Provide information to each department on how to produce printed information in alternative formats for persons with various disabilities to ensure that requests are handled in a uniform and consistent manner.
2. Publicize the County's commitment to provide program information in alternative formats on an individual basis as requested.
3. Ensure the uniformity of charges for a publication for all formats of that publication.
4. Include the following notice on all materials printed by the County that are made available to the public:

This publication can be made available in alternative formats, such as, Braille, large print, audiotape, or computer disk. Requests can be made by calling (415) ___-___ (Voice) or (415) ___-___ (TDD). Please allow 72 hours for your request to be processed.

5. Handle all requests for other alternative formats or lengthy documents on an individual basis.
6. Provide program, facility, permit, and reservation information in a variety of formats upon request (for example, enlarge print format for persons with visual disabilities or in simple language for persons with cognitive disabilities). Provide programmatic changes (e.g., staff assistance), upon request to assist in filling out forms or when alternative formats are unavailable or infeasible.
7. Produce meeting agendas and other public information distributed at meetings in alternative formats when requested.

General Publicity and Advertising for County Programs, Services and Activities

Self-Evaluation Findings:

Public notification regarding meetings, conferences, and other events often does not include information regarding accessible locations and the availability of auxiliary aids. Increased outreach to persons with disabilities is needed to inform the public of the services and facilities already available as well as possible modifications that the County is prepared to make in order to make its services, programs, and activities accessible. (Refer to Appendix E: Guidance Bulletins – Guidance #4 & #4a).

Action Steps:

1. Take the necessary steps to improve communication and outreach to increase the effective participation of community members with disabilities in all County programs and activities.
2. Publicize efforts to increase participation by persons with disabilities, which might include activities such as distributing program brochures to members of the disability community.

County of Marin Website

As people turn to the Internet as their primary source of information regarding services, programs, activities, and facilities, the County's website (<http://www.co.marin.ca.us>) takes on increased importance as a communications tool.

Providing public access to County publications on-line is an effective means of reaching persons with disabilities. New accessibility standards for electronic and information technology covered by Section 508 of the Rehabilitation Act Amendments of 1998 have set forth the technical and functional performance criteria necessary for such technology to be accessible.

Self-Evaluation Findings:

Efforts are currently underway to make the website accessible for persons with disabilities. Although several departments' web pages include information related to how their services or facilities are accessible to persons with disabilities, most do not. The Marin County Fair and Marin Center have accessibility information on their website. Some County programs currently use the Trilogy Corporation to create accessible documents for their website. (Refer to Appendix E: Guidance Bulletins – Guidance #7 & #7a).

Action Steps:

1. Increase outreach to persons with disabilities by having the website include more information about the County's commitment to providing accessible services.

2. Include the County's Policy on Non-Discrimination on the Basis of Disability on the County's website.
3. List those County agencies, departments, and specialized services that offer TTY/TTD in the website telephone directory (the Contact Us web page), and include the following statement:

The County of Marin government offers Text Telephone (TTY) or Telecommunications Device for the Deaf (TDD) services for persons with speech or hearing impairments.

4. Provide information regarding programs, facilities, permits, and reservations on the County's website in an accessible format. This information should be easily found by new web users.
5. Include the County's statement regarding accessible locations and the availability of auxiliary aids upon request on the website.
6. Continually improve the accessibility of web pages through the use of web accessibility analysis to meet and/or exceed Section 508 of the Rehabilitation Act guidelines for accessibility of electronic information. Acquire the technological resources necessary to create accessible PDF files as described in ADAAG standards for electronic and information technology.
7. Ensure that web sites created independently by County Departments conform to accessibility standards.
8. Provide training to County staff members in creating accessible PDF and other electronic files for posting on County or departmental websites.
9. Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities. One of the most commonly used services is <http://webxact.watchfire.com/>, but new products and services are constantly being introduced. Other disability-related Internet resources include:

www.hisoftware.com
www.access-board.gov/links/communication.htm, and
www.w3.org.
www.section508.gov
www.ittatc.org/
www.disabilityinfo.gov

Televised and Audiovisual Public Information

All of the programming for Channel-G, a cable TV channel devoted to the Marin County Government, is written, produced, and edited by County of Marin employees. This means of communicating County information and programming to the public can be particularly effective in reaching persons with disabilities who may be prevented from attending County Council meetings. One department uses the PacBell program for the visually impaired to make its presentation accessible.

Another means for disseminating public information is through audiovisual presentations produced by County departments.

Self-Evaluation Findings:

The publicity for Channel-G programs does not indicate that alternatives to audio presentations are available upon request. Channel-G is currently seeking funding to provide closed captioning for its programs (such as Board of Supervisors meetings).

Action Steps:

1. Use closed captioning or other alternatives to audio presentations for Channel-G programs and for audiovisual presentations produced by the County (including videos, films, and Board of Supervisors meetings) in order to ensure that persons with hearing impairments can benefit from these presentations.

Public Telephones and Communication Devices

Self-Evaluation Findings:

The County has a main telephone number for use with the County TDD (telephone communication devices for the deaf). A few departments and divisions within departments have sufficient demand to install their own TTY or TDD. (Refer to Appendix E: Guidance Bulletins – Guidance #6 & #6a).

Action Steps:

1. Request that the phone company provide an amplification device, a shelf, and text telephone (TDD/TTY) or an outlet for a text telephone at each site where public phones are available.
2. Widely disseminate information regarding the availability and location of County Telephone Communication Devices for the Deaf (TDD/TTY), and train staff members in the use of TDD/TTY equipment or other means of communicating over the telephone with a person with a hearing or speech disability, such as the California Relay Service (CRS) – 711.

C. Training and Staffing

Self-Evaluation Findings:

In general, County staff members are not familiar with problems encountered by persons with disabilities, and have limited experience working with individuals with disabilities. Many staff members may not be knowledgeable about the different types of reasonable modifications that would make their services accessible. Few programs reported having made adaptations to their programs regarding accessibility. (Refer to Appendix E: Guidance Bulletins – Guidance #1a & #3).

One of the most frequently identified needs by County departments is more and improved accessibility training. Different types of training are necessary depending on the type of work and the amount of public contact involved with a specific position. Although some staff members have been trained in how to communicate via telephone with individuals with hearing disabilities, Countywide accessibility procedures have not yet been developed and sufficient numbers of staff members have not yet been trained in areas such as:

- Standardized, appropriate procedures for making programmatic accommodations;
- How to acquire or use assistive devices; and
- General evacuation procedures for buildings.

Action Steps:

1. Provide all County staff members with on-going awareness and sensitivity training. Provide resources such as the County of Long Beach's website, Disability Etiquette: Interacting with Persons with Disabilities (http://www.fcc.gov/cgb/dro/504/disability_primer_4.html). Include persons with disabilities as trainers.
2. Provide training to County staff members who have contact with the public about how to provide modifications and use assistive devices to make their programs, activities and services accessible. Ensure that customer service training includes information about communicating with and providing modifications for persons with a variety of disabilities. Include program-specific adaptations, assistive devices, and modifications in each department's accessibility policy manual.
3. Develop a comprehensive disability access training program. Educate all County staff about their responsibilities under the ADA. The County's ADA Coordinator and line supervisors should be responsible for ensuring that staff members receive training. Reference materials that address special modifications should be included in this training.

4. Develop standard guidelines for training materials. These guidelines should include standard language that appropriately describes the County's policies on inclusion and non-discrimination, and staff members should receive training in using the guidelines effectively.
5. Whenever staff has contact with the public and depending on operational needs, consider offering training to employees who wish to learn basic American Sign Language (ASL) communication skills. This training should emphasize basic communication skills and should not be viewed as a substitute for employing qualified ASL interpreters when requested.
6. Train maintenance staff with respect to accessibility compliance and building codes to achieve and maintain accessibility.
7. Provide County staff members with training in general building evacuation procedures for assisting persons with hearing, speech, visual, mobility, and learning disabilities in an emergency.
8. Designate one high-level manager in each department to serve as the department's Disability Access Liaison. The Liaison will be required to complete a training program and attend periodic retraining regarding accessibility issues.

D. Programs and Facilities

Accessible Programs, Program Eligibility and Admission

Self-Evaluation Findings:

Some departments have admission or eligibility criteria, but none would limit the participation of individuals with disabilities. (Refer to Appendix E: Guidance Bulletins – Guidance #1 & #1a).

Action Steps:

1. Ensure that individuals with disabilities are not excluded from regular programs or are required to accept special services or benefits. Involve individuals with disabilities in regular programs to the maximum extent possible.
2. Modify policies, practices, or procedures to avoid discrimination unless the modification would fundamentally alter the nature of the program or create a hazardous situation.
3. Ensure that when specific requirements that exclude or limit the participation of persons with disabilities are necessary for the safe operation of programs, those

requirements are based on real risks, not on speculation, stereotypes, or generalizations.

4. Evaluate each request for modification on an individual basis, and, when possible, the individual and the County department should determine an appropriate modification for the individual.

Contracted Services

Self-Evaluation Findings:

Some departments use outside contracted employees to provide services to the public.

Action Steps:

1. For those departments that use outside contracted employees to provide services to the public, a procedure should be set up to ensure that their work is consistent with County accessibility policies and standards, including contract language and a monitoring procedure.

Public Meetings

Many County departments are responsible for planning and conducting public meetings.

Self-Evaluation Findings:

Generally, public meetings are held in locations that are accessible to persons with mobility impairments. However, most County departments indicated that they need training on how to respond to requests for other modifications. Generally, staff is not knowledgeable about how to access assistive listening systems. It was reported that assistive listening systems are not routinely available at meetings. (Refer to Appendix E: Guidance Bulletins – Guidance #4 & #4a).

Action Steps:

1. Schedule public meetings at accessible locations. An accessible location includes, but is not limited to, the following: wheelchair accessible path-of-travel to the meeting room, accessible restrooms, accessible parking, an accessible route from transit and parking to the meeting facility, temperature control, signage, and the ability to provide access to fresh air for persons with chemical sensitivities.
2. When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate. These modifications may include phone-in participation, video recording, and meeting transcripts.

3. Make information available to County staff on the types of modification requests that may be made by persons with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like "real-time captioning." Provide guidance in the layout of the room, sign-in table and refreshments table, to insure that these features are accessible.
4. Display a notice on meeting agendas indicating the availability of accessibility modifications.
5. Provide agendas and other meeting materials in alternative formats, when requested.
6. Consider assigning a staff member to be a greeter at public meetings and events. Identify the staff member as a resource for persons who may require assistance.
7. Provide flexibility in the time limit on speaking for individuals with communication difficulties.
8. Provide assistive listening devices at public meetings, when requested.
9. Publicize the availability of American Sign Language (ASL) interpreters in all meeting announcements. Include the following notice in all meeting publicity:

All county public meetings are conducted in accessible locations.

If you require accommodations to participate in this meeting, these may be requested by calling: (415)___-____ or (415) ___-____ (TTY) at least 72 hours in advance.

Copies of documents used in this meeting are available in accessible formats upon request.

10. Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments (see Section 6.0).
11. Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to all County departments and programs.
12. Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and/or the relocation of meetings upon request.

Emergency Evacuation Procedures

All County departments require established emergency evacuation procedures to safely evacuate persons with disabilities who may need special assistance in an emergency.

Self-Evaluation Findings:

While emergency evacuation plans exist for all County buildings, most County departments have not established emergency evacuation procedures to safely evacuate persons with disabilities. (Refer to Appendix E: Guidance Bulletins – Guidance #8).

Action Steps:

1. Develop a comprehensive emergency preparedness plan that specifically addresses the needs of people with a variety of disabilities.
2. Develop guidelines for the evacuation of persons with disabilities from County buildings and properties in various types of emergency situations. Each department, division, or program should use these guidelines to create their own emergency evacuation plans. These plans should:
 - Address what to do when an alarm is triggered;
 - Establish meeting places for assistance and evacuation chairs; and
 - Provide direction on what to do if assistance is not available
3. Specific suggestions for evacuation plans and procedures can be found through the US Access Board (www.access-board.gov/evacplan.htm) and the Emergency Procedures for Employees with Disabilities in Office Occupancies document published by FEMA and the US Fire Administration.
4. Train County staff regarding emergency evacuation procedures with periodic drills, both announced and unannounced.
5. Review existing procedures dealing with emergencies to ensure that persons with disabilities can be alerted and that they can alert emergency service providers. Provide all evacuation policies and procedures in alternative formats when requested. Work with disability organizations to explore the use of other technologies such as audible exit signs for orientation and direction and vibrating paging systems.
6. Departments that routinely provide emergency services should have priority for receiving equipment that accommodates alternative format communication.
7. Provide training for public safety personnel to enable them to communicate in basic American Sign Language in the event that there is an emergency

condition and the area is being evacuated. For example, this training would be provided to police, firefighters, lifeguards, and building inspectors involved in post-disaster emergencies.

8. Take the necessary steps to ensure that emergency teams are aware of persons with disabilities in their communities who may require special assistance in the event of an emergency.
9. Provide American Sign Language interpreters at emergency facilities, on an as-needed basis. To accomplish this, form a pool of interpreters as a resource from which to draw.

Tours and Trips

Self-Evaluation Findings:

Some departments offer tours or trips as part of their programs, activities and services.

Action Steps:

1. Ensure that tours are provided in a way that allows people with mobility, visual, speech, hearing and cognitive disabilities to fully participate.
2. Evaluate the destination of the tour or trip in order to determine the level of accessibility and any accommodations or modifications that may be required.
3. If a tour route or a portion of a route is not accessible, the tour will be rerouted or the department providing the tour will determine an alternate accommodation (e.g. photographs, close-captioned videos, etc.) that will allow the tour to be experienced.
4. Provide information to participants in advance of a tour or trip regarding the destination, transportation, and other characteristics of the event so that informed requests for accommodations can be made.

Transportation

Self-Evaluation Findings:

Few departments provide transportation as part of their programs, activities and services.

Action Steps:

1. Ensure that when transportation is provided for County programs, accessible vehicles are available.

Special Events on County Property

Self-Evaluation Findings:

The County provides an opportunity for private organizations to utilize County facilities for special events.

Action Steps:

1. In situations where private organizations sponsor events in County facilities, the County will require private organizations to comply with applicable ADA requirements. The County will provide a checklist and information during the application process to inform organizers of their responsibility for accessibility under the ADA. The checklist and information will be available on the County's website.

Maintenance of Accessible Programs and Facilities and On-going Accessibility Improvements

Self-Evaluation Findings:

Opportunities for the improvement of County services will continue to arise as advances are made in technology and as staff becomes more familiar with the provision of program modifications for persons with disabilities. As the County acquires new facilities and develops new programs, it will be necessary to review each of them for access compliance.

Action Steps:

1. Keep programs up-to-date through increased community involvement and partnerships with organizations that offer services to persons with disabilities.
2. Maintain in working order equipment and features of facilities that are required to provide ready access to individuals with disabilities.

E. Accessible/Adaptive Equipment

Adaptive aids are devices, controls, appliances, or items that make it possible for persons with disabilities to improve their abilities to function independently and participate in programs, services, and activities offered by the County.

Self-Evaluation Findings:

Many County departments are unaware of resources for purchasing equipment or supplies that would make their programs more accessible to persons with disabilities. (Refer to Appendix E: Guidance Bulletins – Guidance #5).

Action Steps:

1. Collaborate with community organizations such as the Center for Accessible Technology in Berkeley or the Marin Center for Independent Living to develop and maintain a current resource list of assistive technology equipment and sources for acquiring them.
2. Establish a “Resources Toolkit” (see Section 6.0) of adaptive aids and human resources that should be available for use by individuals participating in County programs. Include information about the availability of specific equipment and/or individuals who are available to provide special services (e.g., ASL translation) in public information materials such as brochures and the County’s website.
3. Include accessibility as a criterion for purchasing decision making. Whenever possible, evaluate furniture and building materials purchases for compatibility with a wide range of disabilities and sensitivities. Select items that are easily adjustable or can be modified to accommodate a variety of physical and ergonomic needs when purchasing items such as furniture, site furnishings, and office systems. Consultation with disability organizations and persons with disabilities (see Chapter 6 for Disability Resources) will assist in this task.

3.2 Policy Review: County Municipal Code

This review was completed using the electronic version of the Marin, CA County Code published by LexisNexis and current through Ordinance 3452, June 13, 2006.

Title 1 GENERAL PROVISIONS

Chapter 1.04 ADOPTION OF CODE

1.04.150 Interpretive provisions.

(a) SHALL, MAY. "Shall" and "must" are mandatory and "may" is permissive.

(b) WRITTEN. Written includes every form of legible recording.

(c) UNDEFINED WORDS. Words and phrases not defined in this code are construed according to the context and approved usage of the language.

(d) NUMBER. The singular number includes the plural, and the plural includes the singular.

(e) GENDER. Words used in the masculine gender include the feminine and neuter.

(f) TENSE. Words used in the present tense include the future. (Ord. 1416 § 2 (part), 1965)

Action Steps: Clarify alternatives to requiring "written" materials from a person with a disability. A person who is blind or who cannot write due to a disability may require an alternative method of providing information to the County.

Chapter 1.04 ADOPTION OF CODE

1.04.220 Signing notice conditional to release.

The officer shall deliver one copy of the notice to appear to the arrested person. The arrested person in order to secure release must give his written promise to so appear in court **by signing the duplicate notice** which shall be retained by the officer. Thereupon the arresting officer shall forthwith release the person arrested from custody. (Ord. 1416 § 2 (part), 1965)

Action Steps: Provide an alternative for a person with a disability to providing a written signature.

Title 3 REVENUE AND FINANCE

Chapter 3.28-FINGERPRINTING FEES*

Chapter 3.31-PAYMENT OF FEES -- RECORDER'S DOCUMENT STORAGE SYSTEM

Chapter 3.32-PURCHASE OF RECORDER'S MICROFICHE/MICROFILM RECORDS

Chapter 3.33 -COUNTY COUNSEL FEES

Chapter 3.34-TITLE REPORT FEE

Chapter 3.35-FEES CHARGED BY THE COUNTY CLERK

Chapter 3.38 RECORDER'S CERTIFICATES AND RECORDS

Chapter 3.40-CHARGES FOR PROPERTY TAX ADMINISTRATIVE COSTS

Chapter 3.44-CRIMINAL JUSTICE ADMINISTRATIVE FEES

Chapter 3.48-FEES FOR PERMITS ADMINISTERED BY THE DEPARTMENT OF PUBLIC WORKS

Chapter 3.49-SURVEY MONUMENT PRESERVATION FEE

Chapter 3.50 COUNTY SURVEYOR FEES

Chapter 3.52 -FEES FOR ZONING-RELATED AND SUBDIVISION APPLICATIONS, FLOATING HOME EXCEPTIONS AND ENVIRONMENTAL REVIEW

Chapter 3.53-BOARD OF SUPERVISORS STAFF SERVICES FEES

Chapter 3.54-FEES CHARGED FOR VEHICLE STORAGE SPACE

Chapter 3.55-MEDIATION SERVICE FEES, DIVISION OF RESIDENTS SERVICE OFFICE

Chapter 3.56-FEES CHARGED BY TREASURER-TAX COLLECTOR'S OFFICE

Chapter 3.57-BOND SERVICE FEES

Action Steps: Provide alternative accessible formats for a person with disabilities, when requested, for a fee not to exceed listed fees. Alternative formats may include large print, audio tape, CD, Braille, etc.

Title 8 ANIMALS

Chapter 8.04 ANIMAL CONTROL

8.04.183 Definition of wild and/or undomesticated animal.

For purposes of Sections 8.04.182 through 8.04.184.2 of this chapter, a "wild and/or undomesticated animal" is defined as an animal which is wild by nature and not customarily domesticated in Marin County and which, because of its size, disposition or other characteristics could constitute a danger to human life or property. Such wild and/or undomesticated animals shall be deemed to include but are not exclusive of:

(a) Class Mammalia.

(3) Order Primata (primates), including but not limited to the chimpanzee, the baboon, the orangutan, the gibbon, the macaque and the gorilla, excepting the Family Hominidae (man);

Action Steps: Provide allowance for a service animal that may be in the Order Primata (primate)

Title 9 CULTURAL SERVICES

Chapter 9.03 VISITOR CONDUCT

9.03.090 Sanitation.

No person using lands or facilities managed by the department shall do any of the following:

C. Use restrooms set apart for the opposite sex;

Action Steps: Provide allowance for the companion/care giver of a person with a disability to enter a restroom with a person of the same sex as the designated restroom.

Title 10 PARKS

Chapter 10.03 VISITOR CONDUCT

10.03.090 Sanitation.

No person using parks shall do any of the following:

C. Use restrooms set apart for the opposite sex;

Action Steps: Provide allowance for the companion/care giver of a person with a disability to enter a restroom with a person of the same sex as the designated restroom.

Title 12 AIRCRAFT

Chapter 12.04 AIRCRAFT AND AIRPORTS

12.04.140 Animals.

No person shall enter the aircraft ground movement area with any animals. Dogs and other animals may be permitted in other areas of the airport and in the aircraft tie-down area only if restrained by leash or confined in such manner as to be under control. (Ord. 1672 § 1 (part), 1968)

Action Steps: Provide allowance for a person with a disability to enter the aircraft ground movement area with a companion animal.

Title 13 ROADS AND BRIDGES

13.24.010 Definitions.

Chapter 13.24 BICYCLES*

(b) Motorized Bicycle. A "motorized bicycle" is a two-wheeled or three-wheeled device having fully operative pedals for propulsion by human power, or having no pedals if powered solely by electrical energy, and an automatic transmission and a motor which produces less than two gross brake horsepower and is capable of propelling the device at a maximum speed of not more than thirty miles per hour on level ground. (Ord. 2311 § 2 (part), 1978)

13.24.050 Use of trails.

(a) It shall be unlawful for any person to operate, ride, propel, or park a motorized bicycle on any county multipurpose recreational trail or bicycle trail, except the bike paths from:

(1) Gate Six in Sausalito to the former Marin County Heliport;

(2) The west shoulder of Highway 101 from Lincoln Avenue to Los Ranchitos Road;
and

(3) The west shoulder of Highway 101 from Miller Creek Road to Alameda Del Prado;
and

(4) Highway 37 to Hamilton Drive.

Action Steps: Provide allowance for a person with a disability to use an electric "scooter" on a public sidewalk or multi purpose trail.

Title 22 DEVELOPMENT CODE

Chapter 22.01 PURPOSE AND EFFECT OF DEVELOPMENT CODE

Consider adding accessibility for persons with disabilities, or universal design to the “purpose” language.

Title 24 DEVELOPMENT STANDARDS

Chapter 24.04 IMPROVEMENTS

II. DRIVEWAYS

24.04.235 General.

All new driveways shall be constructed to the standards set forth in this chapter except as otherwise provided herein. The following individual standards notwithstanding, the design of a driveway shall take into account the combined effect of the individual elements (e.g., centerline radii, grade, cross slope) in making up the total driveway. Care shall be taken to avoid combining individual design elements at the extreme limits of acceptability along the same section of driveway. Where this is necessary due to severe physical, easement or other constraints, then design modifications and/or other mitigating measures may be required as determined appropriate by the agency. These measures may include but are not limited to: additional width, longer radii, slope grading, vegetation removal, striping or other lane and/or road edge delineation, signs, signals and barriers. Under certain circumstances, reductions in these standards may be allowed in accordance with Section 24.15.010 of this title. (Ord. 3181 § 5 (part), 1994)

Action Steps: Consider requiring a 4 foot wide (minimum) segment of a new driveway within the Public Right of Way to have a maximum slope of 2% in order to provide a sidewalk with a cross slope of 2% maximum.

Chapter 24.04 IMPROVEMENTS

24.04.360 Handicapped provisions.

Handicapped parking and related facilities shall be provided in accordance with federal and state requirements. (Ord. 3181 § 5 (part), 1994)

Action Steps: Revise the term “handicapped” parking to “designated accessible” parking.

Chapter 24.04 IMPROVEMENTS

24.04.435 Handicapped provisions.

Provisions for the **handicapped** shall be included in the design of all new sidewalks and pedestrian paths in accordance with federal and state standards. (Ord. 3181 § 5 (part), 1994)

Action Steps: Revise the terminology “for the handicapped” to “for persons with disabilities”.

Chapter 24.04 IMPROVEMENTS

24.04.460 Sidewalks within village areas.

Unless otherwise provided for in an adopted community plan, sidewalks within commercial and business sections of the village areas shall be paved at least four feet in width adjacent to a curb, and at least four and one-half feet in width when separated from a curb. Paved sidewalks may be required in areas with high pedestrian volumes, such as near schools and places of public assembly or in the vicinity of senior citizen housing or convalescent hospitals. **Unpaved pedestrian walks at least four feet in width shall be required elsewhere.** (Ord. 3181 § 5 (part), 1994)

Action Steps: If public sidewalks are provided they must be firm, stable and slip resistant.

Chapter 24.04 IMPROVEMENTS

24.04.470 Surfacing.

Where paved sidewalks are required the paving shall be four inches of P.C.C. where there is P.C.C. curb and gutter. In areas where there is no P.C.C. curb and gutter, paving may be two inches of A.C. over at least four inches of compacted base rock contained within header boards. **Where an unpaved pedestrian walk is required, it shall be surfaced with at least four inches of compacted base rock contained within header boards.** (Ord. 3181 § 5 (part), 1994)

Action Steps: If public sidewalks are provided they must be firm, stable and slip resistant.

3.3 Department Reports

This section details the review of current countywide policies, services, programs, and activities based on meetings with County staff and responses to the program accessibility questionnaire. Each department report lists the actions that are currently taken to provide accessible services to the public.

Actions required to be taken by the departments to improve accessibility are contained in the preceding section, 3.0 POLICIES AND PROGRAMMATIC ACCESSIBILITY FINDINGS AND ACTIONS. Guidance Bulletins listed in Appendix E provide additional assistance to County department staff in implementing accessible programs.

County Departments

- Agriculture, Weights and Measures
- Assessor/Recorder
- Child Support Services
- Community Development Agency
- Coroner
- County Administrator's Office
- County Counsel
- Cultural Services
- District Attorney
- Elections
- Fire Department
- Farm Advisor/UC Cooperative Extension
- Health & Human Services
- Human Resources
- Information Systems and Technology
- Library Services
- Parks & Open Space
- Probation Department
- Public Defender
- Public works
- Sheriff's Office
- Sheriff's Office of Emergency Services
- Treasurer/Tax Collector/County Clerk

AGRICULTURE, WEIGHTS AND MEASURES

Description of Programs and Services

Agriculture

The Agricultural Commissioners Office implements state mandated regulatory programs intended to provide environmental protection through the local exclusion and detection of destructive weed and insect pests, as well as oversight of pesticide use.

Weights and Measures

The County Sealer of Weights and Measures implements state mandated programs which provide protections to both consumers and industry by insuring fair and transparent market practices. Weights and Measures inspects of commercial weighing and measuring devices to insure they are accurate and used correctly, as well as implements quantity control programs to insure prepackaged commodities are represented fairly and scanned prices are accurate.

ADA Self Evaluation Contact:

Fred Crowder
1682 Novato Blvd.
Novato, CA
Telephone number: 415.499.6700
Fax number: 415.499.7543

Customer Service

- There are some educational and testing/licensing requirements for employment which are mandated by state law. The department will coordinate with State of California agencies to ensure that testing/licensing requirements do not discriminate against persons with disabilities.
- Parking and office facilities are ADA accessible. Department will provide appropriate aids and services leading to effective communication for qualified persons with disabilities, and make appropriate modifications to regular practices to accommodate the needs of individuals with disabilities.

ASSESSOR AND RECORDER

Description of Programs and Services

The mission of the Marin County Assessor/Recorder is

- To provide excellent customer service by administering property tax law with integrity in a fair, efficient, and consistent manner.
- To provide current assessment related information to the community and to governmental agencies through modern technologies in a timely and responsive way.
- To offer expert guidance through the complicated tax assessment and recording processes.
- To record and index documents and maps pertaining to real property as mandated by state law.
- To archive birth, death, and marriage records; and to provide quality copies of documents and maps as allowed by law.

Assessor

The Assessor determines the value of all taxable real and business personal property in the county, with the exception of public utility properties, which are assessed by the State Board of Equalization.

Recorder

The Recorder's function is a mandated program under State law. The law provides that the recorder shall, upon payment of proper fees and taxes, accept for recordation any instrument, paper, or notice that is authorized or required by statute or court order to be recorded, if the instrument, paper, or notice contains sufficient information to be indexed as provided by statutes and local ordinances and is photographically reproducible.

ADA Self Evaluation Contact:

Assessor's Office
Richard Langhals, Assistant Assessor-Recorder
3501 Civic Center Drive, Suite 208
San Rafael, CA 94903
Telephone number: 499-7296
Fax number: 499-6542

Recorder's Office
Florence Shimano, Chief Deputy Recorder
3501 Civic Center Drive, Suite 208
San Rafael, CA 94903
Telephone number: 499-6336
Fax number: 499-7893

Program/Activity	Facility Name and Location
Assessor's Office	Civic Center
Business and Personal Property Section, Assessor	65 Mitchell Blvd. #200-A San Rafael
Recorder's Office	
Record documents	Recorders Office, Room 232, Civic Center
Research official records	Recorders Office, Room 232, Civic Center
Purchase copies of vital and official records	Recorders Office, Room 232, Civic Center

COUNTY ADMINISTRATOR'S OFFICE

Description of Programs and Services

The County Administrator's office is responsible for preparing the County budget, providing the Board of Supervisors with the information they need for making decisions, representing the County in intergovernmental relationships, coordinating the work of all County departments, resolving interdepartmental problems, and coordinating the overall administration of County government. The office also helps coordinate planning for County facilities and administers insurance, workers compensation, safety, and other matters relating to risk management. Unique programs include Risk Management, Budget Development, and Facilities Planning.

The County Administrator is appointed by the Board of Supervisors to implement Board decisions. The County Administrator operates directly under the Board of Supervisors, serving the legislative function of the Board by providing research, information, and recommendations, and serving the executive function of the Board by providing management assistance.

ADA Self Evaluation Contact:

Alex McIntyre/Kristi Choi
3501 Civic Center Drive, Suite 325
San Rafael CA 94903
Phone Number: 415.499.6363
Fax Number: 415.499.4104

Customer Service

- The County Administrator's office has established a process for responding to requests for modification. Requests are submitted to the Clerk of the Board, who ensures that the necessary modifications to the program are made to allow that individual to participate. There is a notice on BOS agendas which provides a TTY number and voicemail box. This notice is also used on Budget hearings and workshops.

Notice Requirements

- A notice of non-discrimination based on disability is included on the sign outside the BOS chambers and the footer of meeting agendas.
- Notice that all persons have a right to participate in meetings regardless of disability is accomplished through posting and distributing meeting agendas and the sign outside the BOS chambers, which also includes information about the availability of

modifications provided for persons with disabilities.

- Notice is included in meeting agendas regarding the accessibility of meeting locations and the availability of modifications provided for persons with disabilities. There was a memo to all BOS-appointed advisory boards and commissions regarding accessibility and compliance with the ADA.
- Upon request, persons who wish to file a complaint based on disability are referred to the Clerk of the Board who is responsible for handling such complaints and related issues.

Printed Information

- The County Administrator's office is prepared to provide documents and publications in alternative media or an accessible format as follows: audiotape, computer disk, and DVD formats.
- A staff person is available to assist individuals in reading documents.
- A staff person is available to assist individuals in completing forms.
- The County Administrator's office provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities.
- Individuals with disabilities are portrayed in documents such as the 2006 Report to the Community.

Televised and Audiovisual Public Information

- BOS meetings and community workshops are televised on the local public access station and on the web.
- Audiotapes and audiovisual recordings are provided for Board of Supervisors Meetings.

Training and Staffing

- Staff members are aware that it may be necessary to modify County Administrator's office policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members have received training in disability issues from the ADA County Staff and have experience working with people with disabilities.

Program Eligibility Requirements and Admission

- Staff members determine any specific needs of clients at interviews for individuals who are candidates for commissions.

Public Meetings

- Meetings and other public events sponsored by the County Administrator's office are required to be held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with 72 hours notice.

Use of Consultants

- Outside contractors are notified of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the County's policy regarding accessibility for individuals with disabilities. This is addressed in Section 9, Nondiscrimination Employment, which is part of the standard contract language.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement

- The County Administrator's office has had a request for improving accessibility. A member of the public asked that a sign stating "this is a scent free zone" be posted outside the BOS chambers.

Auxiliary Aids

- The following auxiliary aids and services are available at The County Administrator's office:
 1. Wheelchair-accessible table
 2. Writing instruments and paper
 3. Additional lighting for people with visually impairments.

CHILD SUPPORT SERVICES

Description of Programs and Services

Child Support Services (CSS) establishes and enforce child support orders, treating all parties with respect, and serves the community through outreach and education. This work includes:

- Establishing Paternity (fatherhood)
- Locating parents
- Requesting child support orders from the court
- Requesting medical support orders from the court
- Enforcing child, medical and spousal support orders
- Modifying child support orders
- Collecting and distributing child, medical and spousal support payments.

ADA Self Evaluation Contact:

VaDonna Danesi
Marin County Department of Child Support Services
7655 Redwood Blvd.
Novato, CA 94945-1408
Telephone number: 415.499.6512
Fax number: 415.507.4150

Customer Service

- Participants are required to complete a written form in order to participate. Interviewers conduct face-to-face interviews with those who can not fill out the form. Staff receive special training in providing this service.
- Child Support Services has an informal process for determining whether a policy or practice modification would fundamentally alter the nature of the program. When staff receive requests for accommodation, they inform the Director or Assistant Director who determines how best to make the accommodations.
- Child Support Services has established a process for responding to requests for accommodations. Requests are submitted to the Department of Child Support Services (DCSS) Director or Assistant Director who oversees the necessary modifications to the program are made to allow that individual to participate.
- Child Support Services provides accessible facilities such as parking, including van accessible parking, path-of-travel, entry doors, signage, and transaction counters at customer service locations. We would also allow use of service animals to assist persons in accessing programs, activities and services in our facility.

Notice Requirements

- A notice of non-discrimination based on disability is included in the County Website.
- Notice that all persons have a right to participate in is not provided in documents used to serve clients. These documents are produced by the state DCSS and are not in the control of Marin Child Support Services.
- Notice is included in the application and DCSS California State Handbook regarding the accessibility of meeting locations and the availability of modifications provided for persons with disabilities. Notice is included in the Court floor for obtaining headsets for the hearing impaired.

Printed Information

- Child Support Services is prepared to provide documents and publications in alternative media or by first reading the necessary document, and then following-up with the State to see what formats are available. The majority of documents are controlled by the State or computer system consortium.
- A staff person is available to assist individuals in filling out all documents.
- Child Support Services provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities. The State-provided documents are written at a 6th grade level.

Televised and Audiovisual Public Information

- Public Service Announcements are televised and available as on-line presentations.
- Audiovisual presentations, such as Public Service Announcements, are provided in written format.

Training and Staffing

- Staff members are aware that it may be necessary to modify Child Support Services policies or practices to enable people with disabilities to participate in and benefit from a program or service.
- Staff members have received informal training regarding the County's obligations and policies that enable persons with disabilities to participate in programs and activities. At our annual security and confidential training sessions, management have included a segment to remind staff that those with disabilities will be accommodated and the procedures to request them.

- Staff members have ongoing experience working with people with disabilities.

Program Eligibility Requirements and Admission

- Clients are required to complete a written form in order to participate in Child Support Service's programs. Child Support Services assists people who are unable to complete the form.
- The application forms such as Paternity Questionnaires contains a notice that the Child Support Services does not discriminate against people with disabilities.
- Staff members determine the specific needs of clients with disabilities at interviews, which are required prior to the provision of services. Program modifications and auxiliary aids are provided including: translation services, ASL interpreters, and alternates to in-office interviews, for example, home or hospital visits, telephone interviews, or via mail-in responses.

Public Meetings

- Child Support Services requires meetings and other public events they sponsor to be held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with 21 days notice.
Action Step: Modify this time frame to be consistent with other departments/programs.
- Assistive listening devices are available for Child Support Services court hearings.

Transportation Services

- Child Support Services provides accessible transportation to their annual picnic upon request or based on perceived need.

Use of Consultants

- Outside contractors are notified of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the County's policy regarding accessibility for individuals with disabilities.
- County staff monitors outside consultants to ensure they fulfill their obligations to provide accessible programs or services.

Emergency Evacuation Procedures

- Child Support Services has a means of alerting people with disabilities of an activated alarm. In the event of an emergency evacuation staff would assist persons with

disabilities. Visual and audible fire alarms provide a means of alerting people with hearing and visual disabilities of an activated alarm.

Special Events and Private Events on Public Properties

- Once a year Child Support Services participates in the Annual Fatherhood Picnic along with several non-profit agencies in Marin County. Child Support Services produces the flyers and programs for this event and they do provide transportation for the community to and from this event via school buses in Marin City and San Rafael. Program managers are aware of others in their community programs that might need special arrangements and if they cannot do so another agency will make the arrangements for transportation via personal car, van with lifts etc.

- The organizers of private events are advised of their obligations to facilitate the participation of individuals with disabilities. The contract for such events notes the County's policy regarding accessibility for individuals with disabilities.

Auxiliary Aids

- The following auxiliary aids and services are available at Child Support Services:
 1. Wheelchair-accessible table
 2. Writing instruments and paper
 3. Other auxiliary aids, as needed

COMMUNITY DEVELOPMENT AGENCY

Description of Programs and Services

The Community Development Office joins together Planning, Building, and Environmental Health. CDA works to protect Marin County's natural and built environment, and the public's health and safety with a shared mission of sustainability. CDA is composed of the following divisions: Building and Safety Division, Code enforcement Division, Community Development Block Grant, Environmental Health Services, Planning Commission, Planning Division, and Redevelopment Agency.

Building and Safety Division

The Building and Safety Division enforces State and County building codes and ordinances to ensure buildings are safe for occupancy. They issue building permits, plan review, and inspections.

Code enforcement Division

The code enforcement program ensures compliance with the County's laws and regulations for land use, zoning, building, housing, and environmental health.

Community Development Block Grant

The Community Development Block Grant Program provides funding for housing, community facilities, and human services.

Environmental Health Services

The Environmental Health Services Division of the Community Development Agency protects and promotes the public's health and well being through community education, permit issuance and inspections. Programs include consumer protection programs (retail food facilities, public swimming pools and spas, multiple housing units) and land use activities (on-site sewage disposal and drinking water). The solid waste program deals with open and closed landfills and transfer stations.

Planning Commission

The Commission reviews and makes recommendations to the Board of Supervisors on all countywide and community plan elements and amendments, master plans, and rezonings. The commission has final authority (pending appeal to the Board of Supervisors) on subdivisions, design reviews, use permits, and other planning decisions appealed from planning staff actions. The Commission also hears appeals of the findings of the Deputy Zoning Administrator and actions of the County's planning staff.

Planning Division

The Planning Division administers and enforces zoning and subdivision regulations in accordance with the Marin Countywide Plan and applicable state laws. The Planning Division is responsible for processing applications for development permits and providing public information on general plan, zoning, and subdivision matters.

Redevelopment Agency

The Redevelopment Agency facilitates implementation of the community development goals of the Marin City Community and Redevelopment Plans. The agency contributes technical expertise and financial support for development projects which further these goals.

ADA Self Evaluation Contact:

Brian Crawford
 Assistant Director Community Development
 3501 Civic Center Drive, Room #308
 San Rafael, CA 94903
 Telephone number: 499-6402

Program/Activity	Facility Name and Location
Main office, counter services	Civic Center Room 308
Building and Safety Inspection Office	7655 Redwood
Richardson Bay Regulatory Agency	Sausalito waterfront office
Design Review Board meetings	Various locations

Notice Requirements

- A notice of non-discrimination based on disability is included in the County Website.
- Notice is included in the agendas for public meetings regarding the availability of assistive listening devices and American sign language interpreters.

Printed Information

- CDA is prepared to provide documents and publications in alternative media. Printed information includes: Staff reports, codes and regulations, policy documents such as the General Plan document, literature and fact sheets, application forms and technical documents. Currently these materials are available upon request in audio tape, and computer disk formats.
- A staff person is available to assist individuals in filling out all documents.
- CDA provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities. Care is taken to avoid complex or technical language for documents produced for the public.

Televised and Audiovisual Public Information

- Transcripts of video presentations are available upon request.

Training and Staffing

- Staff members are aware that it may be necessary to modify policies or practices to enable people with disabilities to participate in and benefit from a program or service.
- Staff members have received some training regarding the County's obligations and policies that enable persons with disabilities to participate in programs and activities. Building and safety staff members have received technical training on the access requirements contained in the State of California building code.
- Staff members have ongoing experience working with people with disabilities.

Public Meetings

- CDA endeavors to hold public meetings and other public events in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings with advance notice.
- Assistive listening devices are available for CDA public meetings.

Transportation Services

- CDA does not provide transportation services for the public.

Use of Consultants

- Outside contractors are employed such as plan reviewers, planning consultants, or other contractors who provide services to the public.
- County staff monitors outside consultants to ensure they fulfill their obligations to provide accessible programs or services.

Auxiliary Aids

- The following auxiliary aids and services are available at the CDA office located in the Civic Center:
 1. Wheelchair-accessible table and work station
 2. Writing instruments and paper
 3. Other auxiliary aids, as needed

CORONER

Description of Programs and Services

The Coroner's Office is responsible for investigating the cause and manner of death of all sudden or unexpected deaths within the county, or natural deaths where the person has not been seen under the close care of a physician. The office is also responsible for identifying any unknown decedent and locating the next-of-kin, and preserving all criminal and/or civil evidence, and personal assets and estates.

ADA Self Evaluation Contact:

Gary Tindel
 3501 Civic Center Drive, Room #241
 San Rafael, CA 94903
 Telephone number: 499-6043
 Fax number: 499-6048

Program/Activity	Facility Name and Location
Autopsies and Viewings of bodies	Keaton's Mortuary, San Rafael
	Keaton's Mortuary, Novato
	Mt. Tamalpias Mortuary, San Rafael
	Chapel of the Hills, San Anselmo
	Daphne's Mortuary, Mill Valley

Printed Information

- The Coroner's office provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities.

Program Eligibility Requirements and Admission

- There are circumstances in which the participation of a person with a disability in the Coroner's office programs would be restricted or excluded. There are some ride-along programs that require the ability to enter and exit an automobile.
- Staff members determine any specific needs of persons with disabilities. Program modifications and auxiliary aids are provided including: translation services, publications in Braille and ASL interpreters.

COUNTY COUNSEL

Description of Programs and Services

County Counsel provides legal services to the board of supervisors and county departments.

ADA Self Evaluation Contact:

James G. Flageollet
3501 Civic Center Drive, Room #303
San Rafael, CA 94903
Phone number: 415.499.6117
Fax number: 415.499.3796

Use of Consultants

- Outside contractors are notified of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the County's policy regarding accessibility for individuals with disabilities. Standard contract language requires compliance with accessibility laws.

CULTURAL SERVICES

Description of Programs and Services

This report summarizes the Cultural and Visitor Center, the Marin County Fair, and Visitor Services.

Marin Cultural and Visitor Center (Marin Center)

Marin Center promotes and enhances the cultural, educational, social, economic, recreational and entertainment life of Marin County for all residents by serving as the county's major performing arts, conference and event center.

Marin County Fair

The Marin County Fair serves as the showcase for creativity, imagination, diversity and talents of the community. This community celebration salutes achievements and accomplishments across an extensive spectrum, including agriculture, livestock, technology, intellectual, cultural and artistic endeavors and entertainment interests.

Visitor Services

The Gift Shop and Docent Tours provide education and information regarding Frank Lloyd Wright and the Marin Civic Center. The Café provides meals and snacks to employees, visitors, guests and county residents.

ADA Self Evaluation Contact:

Marin Cultural and Visitor Center (Marin Center)

Christian Gutt, Senior Event Coordinator
Marin County Fair Office, Avenue of the Flags
San Rafael, CA 94903
Telephone number: (415) 499-6760
Fax number: (415) 499-3700

Marin County Fair

Christian Gutt, Senior Event Coordinator
10 Avenue of the Flags
San Rafael, CA 94903
Telephone number: (415) 499-6760
Fax number: (415) 499-3700

Cultural and Visitor Services (Visitor Services)

Marin County Fair Office, Avenue of the Flags
San Rafael, CA 94903
Christian Gutt, Senior Event Coordinator
Sandy Ardaiz, Visitor Services Coordinator
Telephone number: (415) 499-6760
Fax number: (415) 499-3700

Program/Activity	Facility Name and Location
Marin County Fair	Marin Veterans' Memorial Auditorium - Green Room, Toyon Room, Redwood Foyer
	Showcase Theatre
	Marin Center Exhibit Hall
	Marin Center Meeting Rooms
	Marin Center Fairgrounds
	Lagoon Park- Carnival Area
Marin Center	Marin Veterans' Memorial Auditorium - Green Room, Toyon Room, Redwood Foyer
	Showcase Theatre
	Marin Center Exhibit Hall
	Marin Center Meeting Rooms
	Marin Center Fairgrounds
	Lagoon Park
Visitor Services	Marin County Gift Shop (Rm.233)
	Civic Center Cafeteria (Rm.235)
	Docent led tours, throughout the Civic Center.

Customer Service

- The Marin County Fair and the Marin Center have established a process for responding to requests for modification. Requests are submitted to the Marin County Disability Access Coordinator, who oversees that the necessary modifications to the program are made to allow that individual to participate. Follow-up meetings are held to discuss implementation.

Notice Requirements

- Notice that all persons have a right to participate in Visitor and Cultural Center programs regardless of disability is accomplished through posting on the Marin Center website, www.marincenter.org, and the Marin Center Magazine which includes information about seating for wheelchair users. In addition, a brochure titled "Services for Guests with Disabilities" is on display at administrative offices, the Marin Center Box Office, and Fair ticket kiosks. Visitor Services notifies the public of their right to participate in response to direct questions.
- The public is advised that the Marin County Fair and the Marin Center are prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
- The County Fair and Marin Center post notices on their websites, brochures, and in the Marin Center Magazine about accessibility of meeting locations and the

availability of modifications provided for persons with disabilities.

Printed Information

- The Marin Center, the Marin County Fair, and Visitor Services also provide copies of printed information on its website, www.marincenter.org.

Training and Staffing

- Staff members are aware that it may be necessary to modify County Fair, Marin Center, and Visitor Services policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members are advised at staff meetings 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.
- Staff members have received informal training regarding the County's obligations and policies that enable persons with disabilities to participate in programs and activities.
- Staff members are trained regarding the obligation and policies that enable persons with disabilities to participate in programs and activities.

Public Meetings

- The Marin County Fair and the Marin Center requires that public meetings and special events are held in accessible locations. Visitor services does not hold public meetings.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with 14 days notice.
Action Step: Modify this time frame to be consistent with other departments/programs.
- Assistive listening devices are available for Marin County Fair and Marin Center meetings.

Tours and Trips

- Visitor Services requires that destinations for trips that it provides are accessible to people with disabilities.

Special Events and Private Events on Public Properties

- The organizers of private events on the Marin Fair Grounds and Marin Center are advised of their obligations to facilitate the participation of individuals with disabilities.

The contract for such events notes the County's policy regarding accessibility for individuals with disabilities. In addition staff is trained by the Human Resources department to monitor contractors.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement

- The Marin County Fair and Visitor Center recently made improvements to seating areas to better serve guests with disabilities.
- The Marin Center and the Marin County Fair have on-going partnerships with a variety of groups that assist people with disabilities.

DISTRICT ATTORNEY

Description of Programs and Services

The District Attorney office consists of the following divisions: Criminal Division, Consumer Protection, and Victim Witness. The Consumer Protection Unit (CPU) and Victim Witness programs are summarized in this report.

Consumer Protection Unit

The Consumer Protection Unit is responsible for handling a broad spectrum of consumer protection activities. Its focus is to protect honest citizens from fraudulent or dishonest business practices. There are four major areas of concern: enforcement, mediation, referral, and outreach.

Victim Witness

Victim Witness provides services to Victims and Witnesses of crimes. Areas covered include:

- Right to keep address confidential
- Right not to be threatened or intimidated
- Right to attend and speak at sentencing hearing
- Right to attend and speak at parole hearings
- Restitution and return of property

ADA Self Evaluation Contact:

Consumer Protection Unit
3501 Civic Center Drive, Room #130
San Rafael, CA 94903
Phone number: 415.499.6450
Fax number: 415.499.3719

Victim Witness Program
Peggy Toth and Mary Anne McDonough
3501 Civic Center Drive Room #130
San Rafael, CA 94903
Telephone number: 415.499.6450
Fax number: 415.499-6467

Program/Activity	Facility Name and Location
Victim Witness Services	Canal Alliance, San Rafael, CA
Victim Witness Services	Margaret Todd Center, Novato Ca
Victim Witness Services	West Marin Service Center, Point Reyes, CA
Victim Witness Services	Marin City Youth Group Center, Marin City CA
Victim Witness Services	DA Office
Victim Witness Services	Jeanette Prandi Center, San Rafael, CA

Notice Requirements

- Law enforcement is mandated to inform victims and witnesses of their rights to services. A notice of non-discrimination based on disability is included in police forms.
- Notice that all persons have a right to participate regardless of disability is posted on police forms, which also includes information about the availability of modifications provided for persons with disabilities.

Printed Information

- CPU and Victim Witness Division staff are prepared to provide documents and publications in alternative media or an accessible format as follows:

Type of Information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Pictorial Signage
CPU		X				
Victim Witness		X	X		X	

X indicates auxiliary aids or services currently available.

- CPU and Victim Witness staff provide documents and publications in simple, easy-to-understand language for individuals with learning disabilities.
- Individuals with disabilities are portrayed in publications.

Televised and Audiovisual Public Information

- Victim Witness presents PowerPoint presentations to the public. Video tapes of these presentations are made available. Victim Witness advocates present the non-visual portions of the materials as needed.

Public Telephones and Communication Devices

- CPU and Victim Witness has access to and is aware of relay services for communicating by telephone with individuals with hearing disabilities.

Training and Staffing

- Staff members are aware that it may be necessary to modify CPU and Victim Witness policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members are trained regarding the obligation and policies that enable persons with disabilities to participate in programs and activities.
- Staff members have received training in disability issues and have experience working with people with disabilities.

Public Meetings

- CPU and Victim Witness require that public meetings and special events are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are always available at public meetings, interviews, and conferences.

Tours and Trips

- Victim Witness staff requires that destinations for trips that it provides are accessible to people with disabilities. Extra time is allotted for visitors with information retention issues. Special headphone and interpretive services are provided as needed.

Transportation Services

- Victim Witness provides accessible transportation upon request or based on perceived need.
- Individuals with visual disabilities are transported door-to-door and instructions are provided in writing for people with hearing disabilities.

Special Events and Private Events on Public Properties

- The organizers of private events are advised of their obligations to facilitate the participation of individuals with disabilities. The contract for such events notes the County's policy regarding accessibility for individuals with disabilities. Efforts are made to accommodate the needs of all persons attending the events.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement

- The CPU and Victim Witness divisions have on-going partnerships with a variety of groups that assist people with disabilities.

Auxiliary Aids

The following auxiliary aids and services are available in Victim Witness programs.

1. Wheelchair-accessible table
2. Writing instruments and paper

ELECTIONS

Description of Programs and Services

The Elections Department maintains the files of registered voters in the county, conducts all statewide and countywide elections, and conducts municipal and special district elections at the request of the governing bodies of those jurisdictions.

ADA Self Evaluation Contact:

Melvin Briones
3501 Civic Center Drive, Room #121
San Rafael, CA 94903
Phone number: 415.499.6456
Fax number: 415.499.6447

Customer Service

- Elections has established a process for responding to requests for modification. Requests are submitted to the Registrar of Voters, who oversees that the necessary modifications to the program are made to allow that individual to participate.

Notice Requirements

- A notice of non-discrimination based on disability is included in the website, sample ballot, and polling place materials.
- Notice that all persons have a right to participate in voting regardless of disability is accomplished through posting and distributing on the website, sample ballot, polling place, and newspaper, which also includes information about the availability of modifications provided for persons with disabilities.
- The public is advised that Elections is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
- Notice is included on the website regarding the accessibility of meeting locations and the availability of modifications provided for persons with disabilities.
- Notice is included on the website regarding procedures for filing a disability discrimination complaint. A similar notice is not included in polling places. However, the materials posted in polling places are controlled by the State Elections, and not under the control of Marin County poll workers.

Printed Information

- Elections is prepared to provide documents and publications in alternative media or an accessible format as follows:

Type of Information	Access-ible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Pictorial Signage	Readers
Sample Ballot		X					
Ballot		AutoMARK Machine					

X indicates auxiliary aids or services currently available.

- A staff person is available to assist individuals in reading documents.
- A staff person is available to assist individuals in filling out ballots.
- Election provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities.
- Individuals with disabilities are portrayed in voting guides.

Training and Staffing

- Staff members are aware that it may be necessary to modify elections policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members are advised at staff trainings 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.
- Staff members are trained regarding the County's obligation and policies that enable persons with disabilities to participate in programs and activities.
- Staff members have received training in disability issues and have experience working with people with disabilities.
- Staff members have ongoing experience working with people with disabilities.

Public Meetings

- Locations that are designated for program use, such as polling places in private residences, are not always accessible. Not all polling places are accessible. However, an accessible alternative location for voting is always provided.
- Auxiliary aids and services such as autoMARK machine, pen and paper are available at all polling places.
- Assistive listening devices are available at polling places.

Use of Consultants

- Outside consultants are notified of their responsibilities for providing services in a nondiscriminatory manner. The consultants are specifically hired to ensure accessibility of voting places.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement

- Elections has on-going partnerships with a variety of groups that assist people with disabilities. They employ consultants with disabilities to monitor access at polling stations.

Automated Electronic Equipment

- At least one voting machine is wheelchair accessible and accessible to the visually impaired. Staff members provide assistance for upon request.

Auxiliary Aids

- The following auxiliary aids and services are available at polling places:
 1. Wheelchair-accessible table
 2. Writing instruments and paper
 3. autoMARK voting machine
 4. Headphones for audio instructions

FARM ADVISOR / UC COOP EXTENSION

Description of Programs and Services

The UC Cooperative Extension in Marin (also known as the Farm Advisors Department) is part of a statewide system that makes UC research-based information available to local agencies, industries, and the public. Cooperative Extension's mission is to serve California through the creation, development and application of knowledge in agricultural, natural and human resources. Goals include working to sustain the agriculture community and helping communities shape public policy. Programs include: Sustainable Agriculture, Sudden Oak Death Coordination, Watershed Management, Urban Horticulture, Nutrition Education, and 4-H Youth Development.

The programs operate through a unique partnership between the County of Marin, the UC system, support from USDA, and other private funds

ADA Self Evaluation Contact:

Ellie Rilla and Effie Cook
 1682 Novato Boulevard
 Suite 150-B
 Novato, CA 94947
 Phone Numbers: 415.499.4204, 4-H 415.499.4207
 Fax Number: 415.499.4209

Program/Activity	Facility Name and Location
Workshops	Dance Palace, Pt Reyes Station
Training	Marin Art & Garden Center, Ross
Conferences	Walker Creek Ranch-MCOE
Conferences	Showcase Theatre—Marin Center
Conferences	San Rafael Community Center
Classroom training	Various public school classrooms
4-H meetings	Pt Reyes Fire Station

Customer Service

- Changes to policies that may exclude or limit the participation of individuals with disabilities are communicated to staff members in writing and at staff meetings.
- The Farm Advisors department has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program. The 4-H training requirements are set by the Office of the President in Oakland and the State 4-H Office. Counties implement the training requirements.

- Current State 4-H policy requires Expansion & Review Committee membership include representation for 4-H members, non-4-H members, and the disabled. The current committee includes two representatives for the disabled: a Master Gardener volunteer who uses a wheelchair, and the community club leader of the Halleck Creek 4-H Riding Club (for special needs).
- The Farm Advisors department has established a process for responding to requests for modification. Requests are submitted to the Farm Advisor/U.C. Coop Extension Director, who oversees that the necessary modifications to the program are made to allow that individual to participate. The Farm Advisors department has made accommodations for wheelchair accessibility at workshops. They have accommodated had Master Gardener volunteers who needed hearing or wheelchair accommodations at the public desk.
- The department has a formal process to respond to requests, but does not keep a formal log of requests and accommodations.

Notice Requirements

- A notice of non-discrimination based on disability is included in all written materials.
- Notice that all persons have a right to participate in events regardless of disability is accomplished through posting and distributing the fliers, letterhead, and written materials, which also includes information about the availability of modifications provided for persons with disabilities.
- The public is advised that the Farm Advisors department is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
- Notice is included in all fliers regarding the accessibility of meeting locations and the availability of modifications provided for persons with disabilities.
- Notice is included in all written materials procedures for filing a disability discrimination complaint.

Printed Information

- A staff person is available to assist individuals in reading documents and filling out forms.
- The Farm Advisors department provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities.
- Individuals with disabilities are portrayed in 4-H activities that may include teens

leading riders from the Halleck Creek 4-H Riding Club, the Harvest Festival, State 4-H Success Stories, and others.

Training and Staffing

- Staff members are aware that it may be necessary to modify the Farm Advisors Department policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members are advised at staff meetings 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.
- Staff members have received informal training regarding the County's obligations and policies that enable persons with disabilities to participate in programs and activities.
- Staff members are trained regarding the Farm Advisors Department's obligation and policies that enable persons with disabilities to participate in programs and activities.
- Staff members have received training in disability issues and have experience working with people with disabilities. 4-H offers therapeutic horse back riding to youth with disabilities.

Program Eligibility Requirements and Admission

- There are circumstances in which the participation of a person with a type of disability would be restricted or excluded in programs offered by the Farm Advisors Department. These exclusions or restrictions are necessary to the operation of the programs and to public health and safety.
- The Farm Advisors Department's contains a notice that the Farm Advisors Department's does not discriminate against people with disabilities.
- Staff members determine any specific needs of clients at interviews, which are required prior to the provision of services. Program modifications and auxiliary aids are provided including: translation services, publications in Braille, ASL interpreters, and alternates to in-office interviews (for example, home or hospital visits, telephone interviews, or via mail-in responses).

Public Meetings

- The Farm Advisors department are requires that meetings be held in accessible locations.

Special Events and Private Events on Public Properties

- The organizers of private events are advised of their obligations to facilitate the participation of individuals with disabilities. The contract for such events notes the

County's policy regarding accessibility for individuals with disabilities. A letter is sent out a letter annually to private organizations they work with asking them to confirm that they do not discriminate.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement

- The Farm Advisors department has on-going partnerships with a variety of groups that assist people with disabilities.

Auxiliary Aids

- The following auxiliary aids and services are available at the Farm Advisors department.
 1. Wheelchair-accessible table
 2. Writing instruments and paper
 3. The Farm Advisors department has accommodated two Master Gardener volunteers who requested physical aids—a hearing aid, and attendant assistance for a volunteer who uses a wheelchair. The volunteer training is conducted at an accessible site. They provided an attendant for a volunteer who used a wheelchair.

FIRE DEPARTMENT

Description of Programs and Services

The mission of the Marin County Fire department to provide the highest level of life and property protection through aggressive fire control, integrated pre-hospital care, fire prevention, public education and emergency management. The department provides all-risk emergency services to the communities located in unincorporated areas of Marin and throughout the entire county as part of various mutual aid agreements.

This District was started in 1917 and was the first legally constituted forest fire district in the State of California. Personnel and equipment were then transferred by the County's Board of Supervisors to the Marin County Fire Department in 1941. From 1941 to 1947 the Fire Chief was a man with only one arm. He led the department by helping to strengthen its foundation and set its priorities. Today all Fire programs and the services provided are done with genuine kindness and compassion, and the men and women of the Marin County Fire Department go out of their way to make sure the people in the communities served feel safe and welcomed no matter what the situation is.

This report is divided into four Fire department programs:

- Emergency Command Center (ECC)
- Emergency Medical Services (EMS)
- Fire Suppression
- Prevention

Emergency Command Center (ECC)

Provide emergency resources in response to calls for assistance to unincorporated areas of Marin. Calls are generated from direct 911, direct business line calls, transfers from CHP and transfers from the Marin County Sheriff's Communications Center. Also, organizes resources for all local government equipment and personnel requested through OES for state and national emergencies. The Marin County Fire Department contracts with the California Department of Forestry and Fire Protection to provide emergency services to State Responsibility Areas within the County of Marin and as needed throughout the State of California.

Emergency Medical Services (EMS)

Provide pre-hospital medical care to patients in the unincorporated areas of Marin County and provide transportation to the appropriate hospital via ambulance with both Advance Life Support and Basic Life Support capabilities.

Prevention

Provide community education regarding fire safety. Perform inspections for businesses, new and remodel construction plan review, inspect foliage around homes for fire safety compliance, perform vegetation management projects to support countywide wildfire protection plan. Work with local agencies and Fire Safe Marin to support all efforts of fire safety education.

Fire Suppression

Provide all risk emergency response to the unincorporated areas of Marin County.

ADA Self Evaluation Contact:

Phoenicia Thomas
 Telephone number: 415.507.2631
 Fax number: 415.507.2969

Customer Service

- Divisions have an informal process for responding to requests for modification. Upon receipt of a request for modification or assistance, the request follows the standard chain of command and is evaluated to determine the feasibility of providing the modification or accommodation.

Printed Information

- The Emergency Command Center is prepared to provide documents and publications in alternative media or an accessible format as follows:

Type of Information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Pictorial Signage	Readers
ECC			X				
EMS			X				
Prevention			X				
Suppression			X				

X indicates auxiliary aids or services currently available.

- The department provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities.

Televised and Audiovisual Public Information

- Some EMS, Prevention, and Suppression department meetings are televised. These meetings are usually televised during a meeting at the Board of Supervisors office. Otherwise, they are at public meeting facilitated and hosted by other organizations (i.e.: Home Owner Associations or Community Groups). The Emergency Command Center is partnering to make a fire safety video and is working to assure accessibility.

Public Telephones and Communication Devices

- The department has access to and is aware of relay services for communicating by telephone with individuals with hearing disabilities.

Tours and Trips

- The ECC and EMS divisions provide tours for the public. If a tour route or portions of a route are not accessible, the facility tour is be rerouted or the staff providing the tour will determine an alternate accommodation (e.g., photographs, close-captioned videos, etc.) that allows the facility to be experienced.

HEALTH AND HUMAN SERVICES: MENTAL HEALTH DIVISION

Description of Programs and Services

Marin County Community Mental Health Services (CMHS) provides a complete range of mental health services for children, adults, and older adults.

Multilingual, culturally competent staff provides on-site treatment for acute and chronic mental disorders, life crises, and other disabilities that occur concurrently with mental disorders. In some instances, clients are provided with referrals to private practitioners and agencies. Mental Health Services works closely with county educational, medical, criminal justice, and social service systems to make sure every client receives comprehensive care.

This report summarizes the following programs/activities/services:

- Adult and Older Mental Health Services
- Mental health Quality Improvement
- Mental Health Board
- Public Guardian
- Youth and Family Mental Health

Adult and Older Mental Health Services

Mental Health services for adults and older adults with psychiatric crises and/or serious mental illness.

Mental Health Quality Improvements (Mental Health QI)

Respond to Medi-Cal beneficiaries in Marin County that qualify and receive mental health treatment/services.

Mental Health Board

Community Mental Health provides services to older adults with serious mental health issues and children with serious emotional disturbances. Provides for everyone with Medi-Cal and psychiatric emergency services in Marin County.

Public Guardian

Provides mandated probate and mental health conservatorship services, serves as trustee and representative payee.

Youth and Family Mental Health

Provide mental health services to youth and their families as indicated in the student's individualized education plan. Provide assessment and referral services to Medi-Cal recipients.

ADA Self Evaluation Contact:

Adult and Older Mental Health Services
 Diane Slager, Program Manager II
 250 Bon Air Road, Greenbrae, CA
 Telephone number: 415.499.6797
 Fax number: 415.507.4160

Mental Health Quality Improvements
 Hutton Taylor, Mental Health, Program Manager I
 20 N San Pedro, San Rafael
 Telephone number: 415.499.7587
 Fax number: Not provided

Mental Health Board
 Bruce Gurganus
 20 N San Pedro
 San Rafael
 Telephone number: 415.499.6769
 Fax number: 415.499.3791

Public Guardian
 Michele McCabe, Public Guardian
 20 N San Pedro, #2014
 San Rafael, CA 94903
 Telephone number: 415.499.6021
 Fax number: 415.507.4153

Youth and Family Mental Health
 Brian Robinson, Supervisor
 161 Mitchell, San Rafael, CA
 Telephone number: 415.499.6476
 Fax number: 415.499.3080

Program/Activity	Facility Name and Location
Adult Services & Psych Emergency	250 Bon Air, Greenbrae, CA
Youth & Family Services	161 Mitchell Blvd, San Rafael
Administration	20 N San Pedro, San Rafael
Older Adult Services	10 North San Pedro Road, San Rafael

Customer Service

- Mental Health Services policies and practices does not exclude or limit the participation of individuals with disabilities.
- Mental Health QI has established a process for responding to requests for modification. Mental Health QI has a state-mandated quality improvement program.
- 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 program participants.

Notice Requirements

- Mental Health QI, Mental Health Board and Youth and Family Mental Health programs issue notices of non-discrimination based on disability which is included in the brochures, signage in the office and informational materials.
- The public is advised that Mental Health Services are prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
- The Public Guardian and Mental Health Board division include in agendas information regarding the accessibility of meeting locations and the availability of modifications provided for persons with disabilities.
- Adult and Older Mental Health Services, Mental Health QI, Mental Health Board, and Youth and Family Mental Health divisions issue notices in agendas, pamphlets, and in person during client meetings about procedures for filing a disability discrimination complaint.

Printed Information

- The Mental Health Board and Mental Health QI are prepared to provide documents and publications in alternative media or an accessible format as follows:

Type of Information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Pictorial Signage	Readers
Mental Health Board		X			X		
Mental Health QI					X		
Adult and Older Mental Health Services							
Public Guardian							
Youth and Family Mental Health							

X indicates auxiliary aids or services currently available.

- Mental Health QI, Mental Health Board, Adult & Older Adult, and Youth and Family Mental Health divisions provide documents and publications in simple, easy-to-understand language for individuals with learning disabilities

Website

- The Mental Health Board, Adult, Older Adult, Youth & Family and QI divisions uses Trilogy Corporation to produce all documents posted to the website for downloading in an approved accessible format.

Public Telephones and Communication Devices

- The Mental Health Board has access to and is aware of relay services and has access to a TDD for communicating by telephone with individuals with hearing disabilities.

Training and Staffing

- Mental Health Board, Adult, Older Adult, Youth and Family Services and Mental Health QI staff members have received informal training regarding the County’s obligations and policies that enable persons with disabilities to participate in programs and activities.
- Staff members are trained regarding the mental Health Board and Mental Health QI

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

- Mental Health Board, Adult, Older Adult, Youth & Family Services and Mental Health QI staff members have received training in disability issues and have experience working with people with disabilities.
- The Mental Health Board, Mental Health QI, and Adult and Older Mental Health Services division staff members have ongoing experience working with people with disabilities.

Program Eligibility Requirements and Admission

- There are no circumstances in which the participation of a person with a disability in Mental Health programs or services would be restricted or excluded. There are some restrictions based on residency.

Public Meetings

- Meetings and other public events sponsored by the Adult and Older Mental Health Services, Mental Health Board, and Youth and Family Mental Health divisions require that meetings are held in accessible locations. Public Guardian and Mental Health QI do not hold public meetings.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with 72 hours notice for Mental Health Board meetings. Youth and Family Mental Health division asks for as much notice as possible.
- Assistive listening devices are available for Mental Health Board meetings.

Transportation Services

- The Mental Health Board, Adult, Older Adult and Youth & Family Services provide accessible transportation upon request or based on perceived need by trained staff.

Use of Consultants

- The Adult and Older Mental Health Services, Mental Health Board, Youth and Family Mental Health divisions notify outside consultants of their responsibilities for providing services in a nondiscriminatory manner. Standard contract language includes the County's policy regarding accessibility for individuals with disabilities.
- Mental Health Board, Youth and Family Mental Health managers monitor outside consultants to ensure they fulfill their obligations to provide accessible programs or services by site visits and on-line reports. This is also part of our standard contract

language.

Emergency Evacuation Procedures

- Adult and Older Mental Health Services, Mental Health Board, Public Guardian, Youth and Family Mental Health divisions have means of alerting people with disabilities of an activated alarm. In the event of an emergency evacuation staff would assist persons with disabilities. Visual and audible fire alarms provide a means of alerting people with hearing and visual disabilities of an activated alarm.

Special Events and Private Events on Public Properties

- The Mental Health Board holds special events such as public hearings and community meetings. The organizers of private events are advised of their obligations to facilitate the participation of individuals with disabilities. The contract and agendas for such events notes the County's policy regarding accessibility for individuals with disabilities.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement

- Adult and Older Mental Health Services, Mental Health Board, Youth and Family Mental Health divisions have on-going partnerships with a variety of groups that assist people with disabilities.

Auxiliary Aids

- The following auxiliary aids and services are available at the Mental Health Board division:
 1. Wheelchair-accessible table
 2. Writing instruments and paper

HEALTH AND HUMAN SERVICES: PLANNING, ADMINISTRATION, AND OMBUDSMAN PROGRAMS

Description of Programs and Services

The Marin County Department of Health and Human Services Planning and Administration Division is responsible for the overall planning, program development and coordination of services and budgeting for the Department of Health and Human Services.

Health and Human Services Administration

Answers the main HHS phone number. Greets and directs visitors and accepts department deliveries.

Ombudsman Program

Complaint investigation, including abuse reports, in long term care facilities, nursing homes, board and care and assisted living. Monitoring medical care and social conditions in facilities. Monitoring regulatory issues.

ADA Self Evaluation Contact:

Health and Human Services Administration
Kelley Litz, Administrative Secretary
Administration
20 North San Pedro Road
Suite 2028
San Rafael, California 94903
Telephone number: 415.499.6924
Fax number: 415.507.4059

Ombudsman Program
Sheila McGorty, Ombudsman Supervisor
10 North San Pedro Road Suite 1002
San Rafael, CA 94903
Telephone number: 415.499.7446
Fax number: 415.499.6933

Customer Service

- HHS Administration has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- 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 program participants.

Printed Information

- The Ombudsman and Administration provide documents and publications in simple, easy-to-understand language for individuals with learning disabilities.
- Seniors and frail clients are portrayed in ombudsman publications.

Program Eligibility Requirements and Admission

- There are no circumstances in which the participation of a person with a disability in Ombudsman or HHS Administration programs would be restricted or excluded.

Public Meetings

- Meetings and other public events sponsored by the HHS Administration are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) including assistive listening devices are available at public meetings, interviews, and conferences.

Use of Consultants

- Administration staff notify outside consultants of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the County's policy regarding accessibility for individuals with disabilities.

**HEALTH & HUMAN SERVICES:
DIVISION OF AGING**

Description of Programs and Services

As a recipient of Older American and Older Californians Act funds, it is within the overall mission of the Division of Aging to advocates for older adults as well as younger disabled persons. Most of our programs, however, are for those 60 and over. Most of the services and programs funded by these two pieces of legislation are contracted to community based agencies.

Some are provided by the Division of Aging as follows:

- 1) Ombudsman – volunteer and staff program to provide clients of long term care facilities and their families the means to file complaints against the facility.
- 2) Annual one day educational event “Healthy Aging Symposium” of speakers with a lunch served held in a hotel or public place.
- 3) Monthly Commission on Aging meetings held in public places with public invited.
- 4) Annual CarFit event held on county property/parking lot to evaluate the safety features of older drivers and their vehicles.
- 5) Project Independence – a nurse case management program to assist frail older adults transitioning from hospital to home.

ADA Self Evaluation Contact:

Pat Wall
 Telephone number: 415.499.7007
 Fax number: 415.499.5055

Program/Activity	Facility Name and Location
Division of Aging offices, including Ombudsman and Project Independence	10 N. San Pedro Rd suite 1012, San Rafael
Commission on Aging meetings at Senior Centers and housing facilities in the community.	Margaret Todd in Novato, Marin Valley Mobile Home Park in Novato, St. Vincent’s School for Boys in San Rafael, Marin Art and Garden Center in Ross, The Dance Palace in Pt. Reyes Station, Marin City Senior Center, Marin City. Pickleweed Community Center in San Rafael, San Rafael Community Center in San Rafael

Notice Requirements

- A notice of non-discrimination based on disability is included posted on the website and the glass door of the office.
- Notice that all persons have a right to participate in meetings regardless of disability is accomplished through posting and distributing the meeting notices, which also includes information about the availability of modifications provided for persons with disabilities.
- The Project Independence program issues notice about the accessibility of meeting locations and the availability of modifications provided for persons with disabilities.
- The Project Independence program provides notice regarding procedures for filing a disability discrimination complaint.

Printed Information

Type of Information	Access-ible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Pictorial Signage	Readers
Project Independence					X		

X indicates auxiliary aids or services currently available.

- The Project Independence program portrays Individuals with disabilities in its publications.

Website

- The Division of Aging follows the direction of County IT staff for materials it posts to their website, www.co.marin.ca.us/aging.

Training and Staffing

- Staff members have ongoing experience working with people with disabilities: the Ombudsman staff and the Project Independence staff, by the nature of the programs, work with older adults who are frail and have chronic conditions that make them less functional in both ADL's and IADL's .
- Project Independence staff is trained regarding the obligation and policies that enable persons with disabilities to participate in programs and activities.
- Project Independence staff members currently receive training regarding physical modifications for people with disabilities.

Program Eligibility Requirements and Admission

- There are no circumstances in which the participation of a person with a disability in the Division of Aging would be restricted or excluded.

Televised and Audiovisual Public Information

- Project Independence uses the PacBell program for the visually impaired to provide access to its programs for the blind.
- Individuals with disabilities are portrayed in Project Independence presentations.

Public Meetings

- The Division of Aging requires that public meetings and special events are held in accessible locations.
- Auxiliary aids and Services has a hearing device that we take to meetings for those who have hearing loss. The meeting notices list the board of Supervisors' telephone numbers to call to arrange for an assistive device.
- Assistive listening devices are available for Division of Aging meetings.

Use of Consultants

- Project Independence staff monitors outside consultants to ensure they fulfill their obligations to provide accessible programs or services.

Emergency Evacuation Procedures

- The Division of Aging works with nursing and assisted living facilities to ensure that they have appropriate disaster plans. In addition, they provide training in disaster preparedness manuals for our subcontractors. They monitor for this once a year.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement

- The Division of Aging has on-going partnerships with groups that assist people with disabilities.

HEALTH AND HUMAN SERVICES: ALCOHOL, DRUG, AND TOBACCO PROGRAMS

Description of Programs and Services

The Marin County Department of Health and Human Services, Division of Alcohol, Drug, and Tobacco Programs offers a wide range of education, prevention, treatment and counseling services to Marin County residents.

The Alcohol, Drug and Tobacco Program serves as an administrative office that contracts the majority of its federal, state and local funds to community-based, non-profit organizations. Within these agencies, multiple programs are delivered including:

- Residential treatment for men, women and women with children;
- Outpatient treatment for adults;
- Narcotic replacement therapy services;
- Primary and secondary prevention services for adolescents and adults;
- Perinatal case management and outreach services;
- HIV testing and early intervention services;
- Residential and outpatient services for parolees;
- First- and Multiple Offender Drinking Driver programs;
- Drug Diversion program for adults;
- Adolescent day treatment and;
- A Neighborhood Recovery Center located in Marin City.

The Tobacco-related Diseases Control Program provides prevention and cessation services related to tobacco issues for Marin youths and adults.

ADA Self Evaluation Contact:

Division of Alcohol, Drug, and Tobacco Programs
Gary Najarian, Planner Evaluator
10 North San Pedro Road, Suite 1013
San Rafael, 94903
Telephone number: 415.499.4230
Fax number: 415.499.7008

Tobacco-related Diseases Control Program
Robert Curry, Planner/Evaluator
10 North San Pedro Road, Suite 1013
San Rafael, 94903
Telephone number: 415.507.2559
Fax number: 415.499.7008

Customer Service

- 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 program participants.

Notice Requirements

- A notice of non-discrimination based on disability is included in all Division of Alcohol and Drug, and Tobacco Programs bulletin board notices.

Printed Information

- Alcohol, and Drug, and Tobacco, and the Tobacco-Related Diseases Control divisions provide documents and publications in simple, easy-to-understand language for individuals with learning disabilities.

Training and Staffing

- Ombudsman staff members are aware that it may be necessary to modify policies or practices to enable people with disabilities to participate in and benefit from a program.
- Ombudsman staff members have ongoing experience working with people with disabilities.
- Staff members have had limited experience working with people with disabilities.
- Division of Alcohol, Drug, and Tobacco Programs staff members currently receive limited training regarding physical modifications for people with disabilities.

Program Eligibility Requirements and Admission

- There are no circumstances in which the participation of a person with a disability in Alcohol, and Drug, and Tobacco Programs, and the Tobacco-Related Diseases Control division programs would be restricted or excluded.

Public Meetings

- Meetings and other public events sponsored by the Alcohol, and Drug, and Tobacco Programs, and the Tobacco-Related Diseases Control divisions are required to be held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences.

Use of Consultants

- Alcohol, and Drug, and Tobacco Programs, and the Tobacco-Related Diseases Control divisions notify outside consultants of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the County's policy regarding accessibility for individuals with disabilities.
- The Division of Alcohol, and Drug, and Tobacco Programs monitor outside consultants to ensure they fulfill their obligations to provide accessible programs or services through site visits.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement

- Community based organizations, on occasion, work with the Division of Alcohol, Drug, and Tobacco programs. Simultaneous translation and sign-language interpreters are provided.

Auxiliary Aids

- The following auxiliary aids and services are available at Alcohol, Drug, and Tobacco Programs, and the Tobacco-Related Diseases Control division programs:
 1. Wheelchair-accessible table
 2. Writing instruments and paper
 3. Adjustable furniture

HEALTH AND HUMAN SERVICES: PUBLIC HEALTH DIVISION

Description of Programs and Services

This report summarizes the following Public Health Division programs:

- Children's Medical Services (CMS)
- Communicable Disease & Public Health Lab (CD)
- Epidemiology (EPI)
- HIV/AIDS Services (HIV)
- Public Health Nursing (PHN), Childhood Lead Poisoning Prevention Program (CLPPP), and Immunization Clinic (IZ)
- Women's Health Services (WHS)
- Women Infants Children (WIC)

Children's Medical Services (CMS)

The Children's Medical Services (CMS) provides a comprehensive system of health care for children through preventive screening, diagnostic, treatment, rehabilitation, and follow-up services. CMS carries out this mission through programs meeting specific health care needs of targeted population, which include: California Children's Services (CCS), Medical Therapy Unit (MTU), Child Health and Disability Prevention (CHDP) Program and Health Care Program for Children in Foster Care (HCPCFC).

The CCS program provides diagnostic and treatment services, medical case management, and physical and occupational therapy services to children under age 21 with eligible medical conditions. The MTU provides physical therapy, occupational therapy, and medical therapy conference services to children who meet specific medical eligibility criteria. CHDP program is a preventive health program serving California's children and youth. The CHDP program provides complete health assessments for the early detection and prevention of disease and disabilities in children and youth who meet eligibility criteria. HCPCFC is a public health nursing program administered by CHDP to provide public health nursing expertise in meeting the medical, dental, mental and developmental health needs of children and youth in out-of-home placement or foster care.

Communicable Disease & Public Health Lab (CD)

The Communicable Disease and Public Health Lab program is mandated by State law and promotes and protects public health in Marin County through prevention and control of communicable diseases, and by preparing for and responding to public health threats and emergencies. These programs are based at the Public Health Clinic facility and include the office of the Health Officer, sexually transmitted disease (STD) and tuberculosis (TB) prevention and control programs and clinics, and the Public Health Laboratory.

The Health Officer and STD, TB, and Laboratory programs interface with a wide range of public and private providers and facilities, providing community-wide surveillance,

outreach, education, screening, examination, diagnosis, treatment and consultation. These programs serve anyone requiring or requesting services, and include educational outreach on high-risk populations. Health Officer statutory and other responsibilities include communicable disease and rabies control; environmental health interfaces; annual adult and juvenile detention facility inspection (Title 15); local disaster planning and response; and local and statewide policy planning and development. The Health Officer and the Public Health Laboratory play a key role in preparedness and response to bioterrorism, infectious disease outbreaks, and other public health emergencies.

Epidemiology

The Epidemiology program monitors community health and health trends and informs decision-makers and community members. Program responsibilities include collecting, analyzing, reporting and distributing data; conducting disease surveillance; educating and informing colleagues and community members; providing technical assistance; and conducting and translating research and epidemiology projects such as local breast cancer research to better understand the elevated incidence. The program also works with community partners to coordinate breast cancer services.

HIV/AIDS Services

HIV/AIDS Services works to prevent new HIV infections and support and improve the health of Marin County residents living with HIV/AIDS. In carrying out this work, program staff provides the following services: HIV adult primary medical care, Hepatitis C (HCV) adult consultative medical care, medical case management/social work and mental health services for patients in the medical practice, and HIV and HCV outreach, education and testing for the community. The program also coordinates the countywide AIDS Drug Assistance Program (ADAP) for the State Office of AIDS and enrolls eligible participants, facilitates the Marin HIV/AIDS Title I Comprehensive AIDS Resources Emergency (CARE) Council, administers Federal Title I and State Office of AIDS grants, and conducts HIV/AIDS surveillance activities.

Public Health Nursing, Childhood Lead Poisoning Prevention Program (CLPPP), and Immunization Clinic (IZ)

The Public Health Nursing program provides diverse public health services to individuals and families through community assessment and comprehensive population based public health programs that deliver services with special emphasis on primary prevention. Major community-wide program responsibilities are to: provide outreach, education, and counseling regarding communicable disease, childhood lead poisoning, immunizations, and Sudden Infant Death Syndrome; operate an immunization registry to assist in increasing childhood immunization rates and decrease the amount of unnecessary repeat vaccines; investigate and monitor diseases and other emerging public health events in conjunction with the Health Officer; perform case-contact tracing of individuals and families with identified risk factors; provide influenza vaccine to county and community safety net programs and assure access to vaccine by high risk groups; and provide health education and case management to residents.

CLPPP works towards eliminating childhood lead poisoning by raising awareness of lead poisoning among residents and child caregivers, working with healthcare providers

to increase screening and early detection of elevated blood lead levels, and advocating for lead-safe environment for the children of Marin. CLPPP also provides comprehensive case management services for lead-poisoned children.

The Immunization Clinic provides immunizations for childcare and school attendance as required by State Law as well as travel immunizations and flu vaccines.

Women's Health Services

The Women's Health program promotes, maintains, and enhances the gynecological, reproductive and maternal health of low-income females and males in Marin County. Program responsibilities include providing health assessments, screenings, case management, and direct services, providing health education and information, referring and linking clients to appropriate community resources, collaborating with community agencies and partners, assuring a well-trained, culturally and linguistically competent healthcare workforce, and conducting program evaluation and quality assurance activities.

Women Infants Children (WIC)

The Women, Infants and Children (WIC) program enhances the health of the community through health education and access to supplemental food. Program responsibilities include: providing access to supplemental food; assessing nutritional needs and health status of qualifying mothers, pregnant women, and children ages 0-5 years; providing information and referral services; conducting outreach activities; providing health education and information materials; and developing and maintaining collaborative relationships.

ADA Self Evaluation Contact:

Children's Medical Services

Lael Lambert, Assistant Chief of Children's Health Services

899 Northgate Dr, Suite 415

San Rafael, CA 94903

Telephone number: 415.473.6887

Fax number: 415.473.6396

Childhood Lead Poisoning Prevention Program (CLPPP)

Linda Ferguson, Supervising Public Health Nurse

899 Northgate Dr, Suite 100

San Rafael, CA 94903

Telephone number: 415.473.6891

Fax number: 415.473.6881

Communicable Disease & Public Health Lab (CD)

James Villella, Administrative Services Officer

920 Grand Ave

San Rafael, CA 94901

Telephone number: 415.499.6864
Fax number: 415.499.6855

Epidemiology (EPI)
Kathy Koblick, Health and Human Services Project Coordinator
20 N San Pedro
San Rafael, CA 94903
Telephone number: 415.507.2578
Fax number: 415.507.2981

HIV/AIDS Services
Jami Ellermann, Administrative Services Associate
161 Mitchell Blvd., Suite 200
San Rafael, CA 94903
Telephone number: 415.499.6827
Fax number: 507-4114

Immunization Clinic (IZ)
Linda Ferguson, Supervising Public Health Nurse
910 D St.
San Rafael, CA
Telephone number: 415.473.6891
Fax number: 415.473.6881

Public Health Nursing (PHN)
Diane Beetham, Clinic Services Administrator
899 Northgate Dr, Suite 100
San Rafael, CA 94903
Telephone number: 415.473.6899
Fax number: 415.473.6002

Women's Health Services (WHS)
Nancy Wiley, Administrative Services Officer
Montecito Shopping Center
361 Third Street
San Rafael, CA 94901
Telephone number: 415.499.6783
Fax number: 415.507.2634

Women Infants Children (WIC)
Gueidi Beltran, Supervising Nutritionist
Montecito Shopping Center
361 Third Street
San Rafael, CA 94901
Telephone number: 415.499.4029
Fax number: 415.507.4056

Customer Service

- Public Health programs have no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- 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 program participants.

Notice Requirements

- Public Health programs provide notice that all persons have a right to participate in programs regardless of disability through posting and distributing program documents.
- The Women, Infants and Children program issue notice about the accessibility of meeting locations and the availability of modifications provided for persons with disabilities.
- The HIV and Women Infants and Children programs provide notice regarding procedures for filing a disability discrimination complaint.

Printed Information

- Public Health divisions are prepared to provide documents and publications in alternative media or an accessible format as follows:

Type of Information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Pictorial Signage	Readers
CD							Phone Recordings

X indicates auxiliary aids or services currently available.

- Most Public Health programs provide documents and publications in simple, easy-to-understand language for individuals with learning disabilities.

Public Telephones and Communication Devices

- Children’s Medical Services has access to and is aware of a TTY and relay services for communicating by telephone with individuals with hearing disabilities.

Training and Staffing

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

- HIV, Public Health Nursing, and Women's Health Services staff members are advised at staff meetings 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.
- HIV, Public Health Nursing, and Women's Health Services staff members are trained regarding the obligation and policies that enable persons with disabilities to participate in programs and activities.
- Most Public Health Division staff members have ongoing experience working with people with disabilities.
- Children's Medical Services staff members currently receive training regarding physical modifications for people with disabilities.

Program Eligibility Requirements and Admission

- There are no circumstances in which the participation of a person with a disability in the Public Health programs would be restricted or excluded. There are some residency and income requirements, but they would not exclude a person with a disability from being included in a Public Health program.
- Community Lead Poisoning Prevention Program, HIV, Women, Infants and Children, and Women's Health Services staff members determine any special needs of clients at interviews, which are required prior to the provision of services. Program modifications and auxiliary aids are provided including: translation services, publications in Braille, ASL interpreters, and alternates to in-office interviews (for example, home or hospital visits, telephone interviews, or via mail-in responses).

Public Meetings

- Meetings and other public events sponsored by Public Health are required to be held in accessible locations. However locations that are desired for program use are not always accessible for meetings.
- Auxiliary aids and services (such as sign language interpreters) are available at some public meetings, interviews, and conferences with advance notice.

Transportation Services

- Children's Medical Services, Women's Health Services, Public Health Nursing and Women, Infants and Children programs provide accessible transportation upon request or based on perceived need. Transit and taxi vouchers are provided on an as-needed basis.

Use of Consultants

- Programs that utilize consultants to provide program services notify those parties of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the County's policy regarding accessibility for individuals with disabilities.

Emergency Evacuation Procedures

- The Children's Medical Services, Women's Health Services, Public Health Nursing, HIV, Women, and Infants and Children programs have a means of alerting people with disabilities of an activated alarm. In the event of an emergency evacuation staff, they would assist persons with disabilities. Visual and audible fire alarms provide a means of alerting people with hearing and visual disabilities of an activated alarm.

Special Events and Private Events on Public Properties

- The organizers of private events are advised of their obligations to facilitate the participation of individuals with disabilities. The contract for such events notes the County's policy regarding accessibility for individuals with disabilities.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement

- Most programs have on-going partnerships with a variety of groups that assist people with disabilities.

Auxiliary Aids

- The following auxiliary aids and services are available at the most programs:
 1. Wheelchair-accessible table
 2. Writing instruments and paper

HEALTH AND HUMAN SERVICES: SOCIAL SERVICES DIVISION

Description of Programs and Services

The Social Services Division provides Adult Protective Services (APS), Information and Referral, In-Home Support Services (IHSS), Nursing Home Ombudsman Services, Veterans Services, Disaster Services, Child Protective Services (CPS), Adoption Services, Day Care/Foster Home Licensing, Public Assistance General Assistance (GA, CalWORKS financial assistance, Food Stamps, County Medical Services Program (CMSP), and Medi-Cal eligibility programs, Employment and Training, CalWORKS and Workforce Investment Act.

The programs covered in this report are:

- Adult Social Services
- CalWORKS
- Child Abuse Reporting
- Public Assistance Eligibility
- West Marin Service Center (WMSC)

Adult Social Services

The major program responsibilities in Adult Services include:

Providing Adult Protective Services to ensure the safety of elders and dependent adults from abuse or neglect; Providing IHSS assistance to elders and disabled adults in order to avoid nursing home placement; Monitoring safety and well being of those in nursing home care.

CalWORKS

The CalWORKS program provides temporary financial assistance and employment focused services to families with minor children who have income and property below State maximum limits for their family size.

Child Abuse Reporting

The Child Abuse Reporting hot-lines receive calls of concern from the public and mandated reporters regarding child abuse and neglect

Public Assistance Eligibility

Determines eligibility for and ongoing maintenance of cash assistance, food stamps, Medi-Cal, County Medical Services Program, General Assistance benefits for qualified individuals and families.

West Marin Service Center (WMSC)

The West Marin Service Center is an out stationed office with integrated team of social services, mental health, eligibility and public health nursing.

ADA Self Evaluation Contact:

Adult Social Services

Lee Pullen, Program Manager
10 N San Pedro
San Rafael, CA 94903
Telephone number: 415.499.2905
Fax number: 415.499.6465

CalWORKS

Linda Saunders, Racy Ming, Program Managers
120 Redwood Dr., East Wing
San Rafael, CA
Telephone number: 415.473.3346
Fax number: 415.473.3333

Child Abuse Reporting

Martin Graff
10 N San Pedro
San Rafael, CA
Telephone number: 415.499.6733
Fax number: 415.499.7162

Public Assistance Eligibility

John Paul, Program Manager
120 Redwood Dr.
West Wing, San Rafael
Telephone number: 415.473.3599
Fax number: 415.473.3556

West Marin Service Center (WMSC)

Dave Sexton, site manager
Point Reyes Station, CA
Telephone number: 415.473.3801
Fax number: 415.473.3828

Customer Service

- The Adult Social Services, CalWORKS, Child Abuse Reporting, Public Assistance Eligibility, West Marin Service Center divisions have no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities. There are some income, residency, and mental illness diagnosis requirement, but none would exclude a person with a disability.
- 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 program participants.

Notice Requirements

- Notice that all persons have a right to participate in the CalWORKS, Public Assistance Eligibility, and West Marin Service Center programs regardless of disability is accomplished through posting and distributing the posters, publications, and employment materials which also includes information about the availability of modifications provided for persons with disabilities.
- The public is advised that the Adult Social Services, CalWORKS, Child Abuse Reporting, Public Assistance Eligibility, and West Marin Service Center programs are prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
- Notice is included in postcards, brochures, and mailings regarding the accessibility of meeting locations and the availability of modifications provided for persons with disabilities.
- The Adult Social Services, CalWORKS, Child Abuse Reporting, Public Assistance Eligibility, West Marin Service Center programs include a notice in their mailings, and posters regarding procedures for filing a disability discrimination complaint.

Printed Information

- The Adult Social Services, CalWORKS, Child Abuse Reporting, Public Assistance Eligibility, West Marin Service Center programs are prepared to provide documents and publications in alternative media or an accessible format as follows:

Type of Information	Access-ible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Pictorial Signage	Readers
Cal-WORKS		X	X		X		
Public Assist-ance Eligibility				X			

X indicates auxiliary aids or services currently available.

- A staff person is available to assist individuals in reading documents and filling out forms.
- The Adult Social Services, CalWORKS, Child Abuse Reporting, Public Assistance Eligibility, programs provide documents and publications in simple, easy-to-understand language for individuals with learning disabilities.
- Individuals with disabilities are portrayed in Adult Social Services, CalWORKS, Child Abuse Reporting, Public Assistance Eligibility, and West Marin Service Center

division publications.

Public Telephones and Communication Devices

- The Adult Social Services, Child Abuse Reporting, Public Assistance Eligibility, and West Marin Service Center divisions have access to and are aware of relay services and other means for communicating by telephone with individuals with hearing disabilities.
- The Adult Social Services, Child Abuse Reporting, Public Assistance Eligibility, CalWORKS, and West Marin Service Center programs have access to a TDD/TTY and staff members have been trained in the use of this device. The training took place a few years ago. The instructions are located in Career Resource Center next to TTY.

Training and Staffing

- Adult Social Services, Child Abuse Reporting, Public Assistance Eligibility, and West Marin Service Center staff members are aware that it may be necessary to modify their policies or practices to enable people with disabilities to participate in and benefit from a program.
- Adult Social Services, Child Abuse Reporting, Public Assistance Eligibility, and West Marin Service Center staff members are trained regarding their obligation and policies that enable persons with disabilities to participate in programs and activities.
- Adult Social Services, Child Abuse Reporting, Public Assistance Eligibility, and West Marin Service Center staff members have received training in disability issues and have experience working with people with disabilities.
- Adult Social Services, CalWORKS and West Marin Service Center staff members have ongoing experience working with people with disabilities. CalWORKS has a Disability Program Navigator on staff to assist with issues, resources etc.
- Adult Social Services, CalWORKS, Child Abuse Reporting, Public Assistance Eligibility, and West Marin Service Center staff members currently receive training regarding physical modifications for people with disabilities.
- Some staff members receive training in ASL so that they can communicate in emergency situations with people who have hearing impairments.

Program Eligibility Requirements and Admission

- There are no circumstances in which the participation of a person with a disability in Adult Social Services, CalWORKS, Child Abuse Reporting, Public Assistance Eligibility, and West Marin Service Center programs would be restricted or excluded.

There are some restrictions on income, residence (must reside in Marin), and having a disability, but none of these restrictions would limit a person with a disability from participating in a program.

- CalWORKS, Public Assistance Eligibility, and West Marin Service Center forms contain a notice that they do not discriminate against people with disabilities.
- CalWORKS, Public Assistance Eligibility, and West Marin Service Center staff members determine any special needs of clients at interviews, which are required prior to the provision of services.

Public Meetings

- Meetings and other public events sponsored by CalWORKS and West Marin Service Center are required to be held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with at least three one day's notice.
- Assistive listening devices are available for CalWORKS and West Marin Service Center meetings.

Transportation Services

- CalWORKS and Public Assistance Eligibility programs provide accessible transportation upon request or based on perceived need. Transit vouchers and bus tickets are provided to participants as necessary.

Emergency Evacuation Procedures

- Adult Social Services, CalWORKS, Child Abuse Reporting, and Public Assistance Eligibility division staff have means of alerting people with disabilities of an activated alarm. In the event of an emergency evacuation staff would assist persons with disabilities. Visual and audible fire alarms provide a means of alerting people with hearing and visual disabilities of an activated alarm.

Special Events and Private Events on Public Properties

- CalWORKS hosts special events such as job fairs. The organizers of private events are advised of their obligations to facilitate the participation of individuals with disabilities. The contract for such events notes the County's policy regarding accessibility for individuals with disabilities.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement

- Adult Social Services, CalWORKS, Public Assistance Eligibility, and West Marin Service Center division staff have on-going partnerships with a variety of groups that assist people with disabilities.

Automated Electronic Equipment

- CalWORKS has two workstations that are available for public use and are accessible to people with disabilities. Staff members provide assistance, upon request, to ensure that this equipment is accessible to and usable by individuals with disabilities.

Auxiliary Aids

- The following auxiliary aids and services are available at CalWORKS and Public Assistance Eligibility:
 1. Wheelchair-accessible table
 2. Writing instruments and paper
 3. Magnifying glasses
 4. Accessibility software- Zoomtext, Wynn readers, Dragon, JAWS
 5. Tape recorders
 6. Assistive listening devices

HUMAN RESOURCES

Description of Programs and Services

The Human Resources (HR) department is responsible for supporting and providing human resources services for the organization, helping advance the future of the organization through training, workforce planning, and other areas, and providing staff services to a number of commissions and committees.

Key department responsibilities include:

Supporting and providing human resources for the organization through:

- Recruitment, testing, and certification of employees and volunteers
- Organization design and classification and compensation of positions
- Employee benefits, payroll, position control, and records
- Union negotiations and labor contract administration
- Personnel policy and employee relations administration
- Employee and volunteer recognition and communication
- Employee orientation
- Coordinating grievances, discipline, investigations and complaint processes

Helping advance the future of the organization through:

- Development of management skills and systems
- Employee training
- Organization development, management coaching, and performance management
- Policy development and proactive employee relations
- Workforce planning
- Affirmative action and diversity
- Wellness and employee life balance

Providing staff services to the following commissions and committees:

- Personnel Commission
- Human Rights Commission
- Marin Women's Commission
- Affirmative Action Advisory Committee

ADA Self Evaluation Contact:

Liz Paris

Phone number: 415.499.6112

Program/Activity	Facility Name and Location
Training	County Training Room – 2 Jeannette Prandi Way/ San Rafael
Training, Meetings, Interview	HR Conference Room 401 Civic Center
Meetings, Interviews	Room 410 A and B Civic Center
Testing	Room 410 and Cafeteria, Civic Center

Customer Service

- The Human Resources department (HR) has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities, except for restrictions that are necessary to the operation of the programs and to public health and safety for minimum qualifications for essential elements of a limited number of essential County jobs.
- Physical Requirements are a minimum qualification for a limited number of County positions. There are some positions that have, as essential elements, physical requirements or the requirement to pass a physical test that can not be waived due to the nature of the positions. These are mainly safety sensitive positions like Deputy Sheriff, Fire Fighters, some Investigator positions and positions that, as an essential element, may require heavy lifting.
- Educational or certification requirements are mandated by state or federal government for such positions as nurse, physician. Human Resources has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- Changes to policies that may exclude or limit the participation of individuals with disabilities are communicated to staff members in writing and at staff meetings.
- Human Resources has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program.
- Human Resources has established a process for responding to requests for modification. Requests are submitted to the Human Resources representative, who ensures that the necessary modifications to the program are made to allow that individual to participate.

Notice Requirements

- A notice of non-discrimination based on disability is included in the all printed materials and phone messages.
- Notice that all persons have a right to participation regardless of disability is accomplished through posting and distributing the Human Resources Policy on

Accommodation, contact with supervisors in individual cases, and participation in mandatory ADA/FEHA training courses.

- The public is advised that the Human Resources department is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
- Notice about the process for filing complaints and the right to appeal is included in mandatory training class on Rights and Responsibilities (required for all permanent paid staff), Equal Employment Opportunity policy , and as part of mandatory Human Resources orientation program.

Printed Information

- The Human Resources department is prepared to provide documents and publications in alternative media or an accessible format is provided upon request.

Public Telephones and Communication Devices

- The Human Resources department has access to and is aware of relay services and a TTY for communicating by telephone with individuals with hearing disabilities

Training and Staffing

- Staff members are aware that it may be necessary to modify Human Resources policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members are advised at staff meetings 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.
- Staff members have received informal training regarding the Human Resource's obligations and policies that enable persons with disabilities to participate in programs and activities.
- Staff members have received training in disability issues and have experience working with people with disabilities.
- Staff members currently receive training regarding physical modifications for people with disabilities.

Program Eligibility Requirements and Admission

- There are circumstances in which the participation of a person with a type of impairment would be restricted or excluded in programs offered by the Human

Resources department. These exclusions or restrictions are necessary to the operation of the programs and to public health and safety.

Tours and Trips

- Human Resources holds voluntary tours of the Civic Center as part of the new employee orientation. If a tour route or portions of a route are not accessible, the facility tour is to be rerouted or the staff providing the tour will determine an alternate accommodation (e.g., photographs, close-captioned videos, etc.) that allows the facility to be experienced.

Use of Consultants

- Outside contractors are notified of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the County's policy regarding accessibility for individuals with disabilities.
- Human Resources staff monitor outside consultants to ensure they fulfill their obligations to provide accessible programs or services.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement

- Human Resources has on-going partnerships with a variety of groups that assist people with disabilities.

Auxiliary Aids

- The following auxiliary aids and services are available at Human Resources:
 1. Wheelchair-accessible table
 2. Writing instruments and paper
 3. Other aids as needed.

INFORMATION SYSTEMS AND TECHNOLOGY (IST) DEPARTMENT

Description of Programs and Services

The Information Systems and Technology (IST) department delivers information to County staff and to the public, provides applications to automate business processes and installs and maintains the equipment necessary to provide the services. Most of the information and services are delivered at the request of other departments.

ADA Self Evaluation Contact:

Marilyn Filbrun
 371 Bel Marin Keys Blvd Suite #100
 Novato, CA 94949
 Telephone number: 415.499.6299
 Fax number: 415.449.3792

Program/Activity	Facility Name and Location
Computer Training	371 Bel Marin Keys Blv Suite 120 Novato

Notice Requirements

- A notice of non-discrimination based on disability is included on the website. Notice that all persons have a right to participate in IST programs regardless of disability is accomplished through posting on the Human Resources County Website.

Public Telephones and Communication Devices

- IST has access to and is aware of relay services and TTY's for communicating by telephone with individuals with hearing disabilities.

Training and Staffing

- Staff members are aware that it may be necessary to modify IST policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members have received informal training regarding the County's obligations and policies that enable persons with disabilities to participate in programs and activities. The training has included information about software for the visually impaired and telephone services for the hearing impaired.
- Staff members are trained regarding the obligation and policies that enable persons with disabilities to participate in programs and activities.

- Staff members have received training in disability issues and have experience working with people with disabilities.

LIBRARY SERVICES

Description of Programs and Services

The Marin Library consists of three programs:

- Library Operations – provide library service to residents of the County of Marin, including E-services
- Outreach Services – services provided outside of library facilities
- Literacy – small group and individual tutoring in various settings

Marin Library Operations

Library Operations provide library service to residents of the County of Marin, including E-services.

The Marin County Free Library is a special district that operates 11 branches in Marin under the authority of the Marin County Board of Supervisors. It provides public library services to the residents of the special district library and the Town of Corte Madera through contractual agreement. Funding comes from designated property tax and parcel taxes passed by the voters in 3 separate zones in 1993 and 1994. The library offers traditional and usual library services including collection of materials for all ages and Spanish language collections, as well as historic collections in the Anne T. Kent California Room, a local documents collection, and public access computers in all branches.

The main mission of the library is to deliver public library services to constituents. This is accomplished through defined programs of service to children and teens, adults, electronic services, literacy services and outreach to the homebound. It includes provision of a rich and diverse materials collection, professional librarian assistance in reader's advisory and information or research needs, and delivering services outside library facilities through the bookmobile, deposit collections and library functions through the world wide web. The joint literacy program with San Rafael Public Library offers literacy tutoring through trained volunteers.

Literacy

The Marin Literacy Program is jointly funded by the San Rafael Public Library and the Marin County Free Library. The Director is an employee of the City of San Rafael. Most staff members are extra hire staff on the City's payroll. The two employees who manage the West Marin Literacy Program are employees of Marin County. The Marin Literacy Program provides one on one and small group tutoring for people who wish to learn to read English and literacy services to inmates of the Marin County jail and San Quentin prison. The Program also includes a "Families for Literacy" Program and the FLAGship, a mobile literacy van.

Library Outreach Services

Library Outreach Services provides services outside of library facilities to people

who

(a) live in remote areas and are served by the bookmobile

(b) have restricted mobility and are served by the Library Beyond Walls program or deposit collections. Outreach Services also covers the library's website and electronic services.

ADA Self Evaluation Contact:

Gail Haar

Telephone number: 415.499.6053

Fax number: 415.499.3726

Program/Activity	Facility Name and Location
Bolinas Library	Wharf Rd., Bolinas, CA 94924
Civic Center Library	3501 Civic Center Dr., San Rafael, CA 94903
Corte Madera Library	707 Meadowsweet Dr., Corte Madera, CA 94925
Fairfax Library	2097 Sir Francis Drake Blvd., Fairfax, CA 94930
Inverness Library	15 Park Ave., Inverness, CA 94937
Marin City Library	164 Donahue St., Marin City, CA 94965
Novato Library	1720 Novato Blvd., Novato, CA 94947
Point Reyes Station Library	11431 State Route 1, Point Reyes, CA 94956
San Geronimo Valley Library	Sir Francis Drake Blvd. & Meadow Way, San Geronimo, CA 94963
South Novato Library	6 Hamilton Landing, Ste. 140A, Novato, CA 94949
Stinson Beach Library	3521 Shoreline Hwy., Stinson Beach, CA 94970

Library Literacy Program

Pat Harper

Telephone number: 415/499-3777

Fax number: 415/499-3726

Program/Activity	Facility Name and Location
Marin Literacy Program main office	San Rafael Public Library 1100 E Street, San Rafael, CA 94901 Used for administrative offices
Falkirk offices	1408 Mission Avenue, San Rafael, CA Used for administrative office space and for meetings and events
Program/Activity	Facility Name and Location

West Marin Literacy Program	Freitas Center - Route 1 Olema, CA 94950 Used for administrative office space and for tutoring, small group sessions and events. This office will move to an accessible space in Point Reyes as soon as that space has been renovated to meet ADA requirements.
FLAGship	1100 E Street, San Rafael, CA 94901 Mobile literacy services vehicle that goes to various places
Marin County Jail	Marin County Sheriff's Office 3501 Civic Center Drive #145 San Rafael, Ca. 94903 (Mailing address is 1100 E Street) Literacy services to inmates are offered at the jail.
San Quentin Prison	San Quentin, CA 94964 (mailing address is 1100 E Street, San Rafael) Literacy services to inmates are offered at the prison
South Novato Library Office	South Novato Library 6 Hamilton Landing, Suite 140A Novato, CA 94949 The Families for Literacy Program office is in this space

Library Outreach

Pat Harper
 Telephone number: 415.499.3777
 Fax number: 415.499.3726

Program/Activity	Facility Name and Location
Bookmobile	This "facility" is mobile and stops at many locations. It is used for distribution of library materials to people of all ages.
Library Beyond Walls office	Suite 414, 3501 Civic Center Drive, San Rafael, CA 94903 The patrons never visit this office, the coordinator meets them in their homes or other places.

Customer Service

- Members of the public are required to complete a written form in order to obtain a library card.
Action Step: The Library Operations Program will provide alternative methods for obtaining a library card for people with disabilities that prevent them from filling out or signing forms.

Printed Information

- The Literacy Program provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities.

Training and Staffing

- Staff members are aware that it may be necessary to modify Operations, Outreach, and Literacy Programs policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members are trained regarding the obligation and policies that enable persons with disabilities to participate in programs and activities.
- Staff members have received training in disability issues and have experience working with people with disabilities.
- Staff members currently receive training regarding physical modifications for people with disabilities in the Literacy Program.

Program Eligibility Requirements and Admission

- There are circumstances in which the participation of a person with a type of impairment would be restricted or excluded in programs offered by the Library Outreach Volunteers. These exclusions or restrictions are necessary to the operation of the programs and to public health and safety such as carrying heavy books.

Public Meetings

- Meetings and other public events sponsored by Operations and Outreach programs are required to be held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with 3 days notice for the Outreach and Operations Programs.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement

- The Literacy, Outreach, and Operations Programs have on-going partnerships with a variety of groups that assist people with disabilities.

Automated Electronic Equipment

- All branches in the library have an accessible height workstation.
- Personal computers are available for public use, and staff members provide assistance, upon request, to ensure that this equipment is accessible to and usable by individuals with disabilities.

Auxiliary Aids

- The following auxiliary aids and services are available at The Operations Department:
 1. Wheelchair-accessible table
 2. Writing instruments and paper
 3. Magnifying lens
 4. Closed Circuit reader in one library branch

PARKS AND OPEN SPACE

Description of Programs and Services

Parks and Open Space provides for recreational opportunities within Marin County. The Open Space District (a separate legal entity that operates within the Department) manages the County's system of open space preserves, while the Department's Parks Division manages the County's system of parks. The County's parks offer more intensive and varied recreational opportunities – field sports, tennis, fishing piers, picnic areas, skate park, swimming pools, etc. – than do open space preserves. The latter are managed to preserve their wild and natural character. Opportunities, including hiking, horseback riding, mountain bicycling, dog walking and guided nature interpretation hikes, occur primarily on a 160-mile system of unpaved trails and fire protection roads.

ADA Self Evaluation Contact:

Steve Petterle, Ronald Miska, Ron Paolini
 Telephone number: 415.499.6394
 Fax number: 415.499.3795

Program/Activity	Facility Name and Location
Administration	Marin County Civic Center (County of Marin)
Operations	Lucas Valley Field Office (County of Marin)
Ranger-led walks	Various Park and Open Space locations
Naturalist-led walks	Various open space preserves and other public lands in Marin
Various public meetings	Stinson Beach Community Center Bolinas Community Center Audubon Canyon Ranch – Picher Canyon Audubon Canyon Ranch – Volunteer Canyon San Marin High School Sir Francis Drake High School Marin Humane Society Novato Fire Protection District – Administration Building Bay Model Marin County Civic Center Marin Center San Geronimo Valley Community Center Terra Linda Community Center Fairfax Women's Club Dance Palace – Point Reyes Station Margaret Todd Senior Center Homestead Valley Community Center Bacich School

Volunteer events	Various Parks and Open Space preserves Lucas Valley Field Office McNear's Beach Park (volunteer appreciation picnic)
Internship opportunities	Marin County Civic Center Lucas Valley Field Office

Customer Service

- Parks and Open Space has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- Changes to policies that may exclude or limit the participation of individuals with disabilities are communicated to staff members in writing and at staff meetings. All policy modifications must go through a public process which includes consideration by the Parks and Open Space Commission and approval by the Marin County Board of Supervisors/Open Space District Board of Directors.

Notice Requirements

- A notice of non-discrimination based on disability is included on meeting agendas.
- Commission and Board agendas contain statements notifying individuals that aids will be supplied upon request.
- Disability Discrimination Complaints received are forwarded to the Marin County Disability Access Manager.

Printed Information

- Parks and Open Space is prepared to provide documents and publications in alternative media or an accessible format as follows:

Type of Information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Pictorial Signage	Readers
Open Space Guide Book			X				

Training and Staffing

- Staff members are aware that it may be necessary to modify Parks and Open Space policies or practices to enable people with disabilities to participate in and benefit from a program.

Program Eligibility Requirements and Admission

- There are circumstances in which the participation of a person with a type of impairment would be restricted or excluded from programs offered by the Parks and Open Space. These exclusions or restrictions are necessary to the operation of the programs and to prevent a direct threat to the participant or others. Participants in the Open Space's Volunteer Mounted Patrol, a part of the Parks and Open Space Volunteer Program, must meet certain horsemanship requirements. However, there are no written, formal requirements for participation in the Open Space's Volunteer and Environmental Education programs. The activities for public engagement offered by these programs often occur on trails that are not accessible, and off-trail. An example of the latter would be a monthly volunteer work day where participants, working off trail on steep terrain, remove exotic, invasive plants using brush clippers, broom pullers and other hand tools.

Public Meetings

- Locations for program use are not required to be accessible. Staff occasionally coordinates meetings that are in venues other than County facilities. For example, public meetings of the Bolinas Lagoon Technical Advisory Committee are held at Audubon Canyon Ranch – Picher Canyon. Public meetings related to the Bolinas Lagoon Ecosystem Restoration Feasibility Study are held in the Stinson Beach Community Center, the Bolinas School, or the Bolinas Community Center.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with 72 hours notice.
- Assistive listening devices are available for Parks and Open Space meeting when requested in advance.

Tours and Trips

- Parks and Open Space leads tours and trips such as:
 - Ranger-led interpretive walks and special events such as mountain bicycle rides, horse rides, the annual Halloween walk, campfire storytelling and night stargazing. These events occur exclusively on both Park and Open Space District lands.
 - Interpretive walks led by the Open Space District's interpretive naturalist. These events occur on Open Space District lands and other public lands.
 - Field visits requested by the Parks and Open Space Commission to view County Parks and Open Space lands and facilities. These visits, occurring several times a year, are noticed public meetings.
 - Specially arranged, one-time, tours. An example would be a tour requested by representatives of environmental organizations to view fuel break construction on Open Space District lands.
- Trip destinations are not always accessible for people with disabilities. Often, the

tours listed above occur on level to steeply sloping natural terrain via trails and fire protection roads that do not meet accessibility requirements. Some Ranger-Led walks and Naturalist-Led Walks are occasionally advertised as “wheelchair friendly” because they occur on relatively flat terrain, but the trail or road may not meet formal accessibility requirements. The subject matter discussed at some meetings may not be readily understood by an individual with learning disabilities. Upon request, assistive listening devices can be provided.

Transportation Services

- Parks and Open Space provides accessible transportation upon request or based on perceived need. On occasion, transportation is provided as follows: to participants in evening programs sponsored by the Open Space District, such as storytelling campfires, transportation is offered from the trailhead into the open space to the event location; To participants in the Open Space District’s Volunteer Program, transportation is offered from the trailhead into the open space to the work location; To members of the Parks and Open Space Commission, transportation is offered on field visits when commissioners desire to view a particular property or facility.

Special Events and Private Events on Public Properties

- The organizers of private events are advised of their obligations to facilitate the participation of individuals with disabilities, including providing additional accessible parking stalls. The department also sponsors events such as the Volunteer Program’s Annual Volunteer Appreciation Picnic at McNear’s Beach County Park, trail openings, and park facility openings

Maintenance of Accessible Programs and Ongoing Accessibility Improvement

- The Open Space District has, over a 15 year period, removed some barriers to wheelchair access to its lands. Most open space preserves now have at least one stile through which wheelchairs can pass to access District lands. Individuals using wheelchairs have no restrictions on their use of open space. They may travel as far as their own abilities, or the ability of their assistant or equipment, may take them.
- Parks and Open Space has on-going partnerships with a variety of groups that assist people with disabilities. Many barriers in parks have been removed and several pathways have been improved to reduce uneven surfaces.

PROBATION DEPARTMENT

Description of Programs and Services

The mission of the Marin County Probation Department is to further justice and community safety; to hold offenders accountable while promoting their rehabilitation; to reduce the impact of crime and conflict on victims and the community; and to employ best practices in providing balanced, effective services as directed by the Court and in collaboration with other agencies and the community.

Adult Probation Division

The Adult Probation Division consists of the following programs:

- Investigations: Interview adults referred by Courts following criminal conviction and provide written recommendation to Courts for sentencing.
- Supervision: Supervise adult offenders placed on probation by Courts, guiding their compliance with Court ordered rehabilitation-focused conditions.
- County Parole: Intensive field supervision of adult offenders granted Parole in lieu of jail time.
- Adult Offender Work Program: Screen and assign offenders to community service work sites as an alternative to short jail sentences.

Juvenile Division

The Juvenile Probation Division consists of the following programs:

- Intake Unit: Investigations, report/recommendations, supervision of minors; assessing needs of minors and families when minors have been arrested or cited, refer minors to Court.
- Supervision Unit: Supervise minors on formal or informal probation, assist minors and families in locating appropriate services to assist them with court orders, prepare petitions for probation violations when appropriate, report progress to court, prepare court reports/recommendations.
- Intensive Case Management Unit: Intensive case management and supervision for minors at very high risk to recidivate, services include frequent contact with minor, family and school, case management, assist minors in complying with court orders, prepare petitions for probation violation when appropriate, and prepare court reports.
- Placement Unit: Evaluating minors who have court orders removing custody from their parents and placed out of their homes, selecting most appropriate placement to meet needs, creating case plans/independent living plans, visiting minors in placements monthly throughout state, preparing status reports,

reports/recommendations for the court.

- Juvenile Drug Court: Program of intense supervision with mandatory drug treatment, collaborative approach with multi-disciplinary team, frequent contacts with minors, families, school, treatment providers, case management, court appearances, preparation of reports/recommendations to the court.

Mediation Services/Victim Offender Restorative Justice Program

The Mediation Services Division consists of the following programs:

- Mediation: a neutral facilitator assists parties in reaching resolution in civil law.
- Victim Offender: victims and offenders come face to face to discuss crime, impact, consequence to help parties restore and collect restitution.

ADA Self Evaluation Contact:

Adult Probation Division
 Michael Daly, Chief Deputy Probation Officer
 Telephone number: 415.499.6662
 Fax number: 415.499.3040

Juvenile Probation Division
 Charlene Brown, Deputy Probation Officer
 Telephone number: 415.499.6692
 Fax number: 415. 499.6978

Program/Activity	Facility Name and Location
Intake Services	4 Jeannette Prandi Way, San Rafael, CA 94903
Supervision Services	Same as above
Placement Services	Same as above
Drug Court	Same as above
Adult Probation Interviews	Civic Center, rooms 259, 265, 248
<p>**Note: All minors may be Subject to court hearings, which are conducted at the Marin County Civic Center, Hall of Justice, or the Juvenile Court Facility at 16 Jeannette Prandi Way, San Rafael, CA</p>	

Mediation Services/Victim Offender Restorative Justice Program.

Aruti Aneja

Telephone number: 415.499.6026

Fax number: 415. 499.3673

Program/Activity	Facility Name and Location
Mediations	Conference Room - Justice Center
Trainings	Conference Room - Justice Center
Main Office	Conference Room - Justice Center

- The Adult Probation division has an informal process for responding to requests for modification. Upon receipt of a request for modification or assistance, the request is evaluated by the program supervisor to determine the feasibility of providing the modification or accommodation. The Juvenile Probation division mirrors the adult division.

Printed Information

- The Probation Department is prepared to provide documents and publications in alternative media or an accessible format as follows:

Type of Information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Pictorial Signage	Readers
Adult Probation					X		X
Juvenile Probation					X		X
Mediation Services		X		X	X		X

X indicates auxiliary aids or services currently available.

- The Adult Probation division provides a staff person to assist individuals in reading documents.
- The Mediation Services/Victim Offender Restorative Justice programs provide documents and publications in simple, easy-to-understand language for individuals with learning disabilities.
- All Divisions will read a reasonably sized document to a client if needed.

Training and Staffing

- Staff members are aware that it may be necessary to modify Adult Probation division, Juvenile Probation division, and Mediation Services/Victim Offender Restorative

Justice programs policies or practices to enable people with disabilities to participate in and benefit from a program.

- Staff members are advised at trainings and new employee orientation 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.
- Mediation Services/Victim Offender Restorative Justice program staff members have ongoing experience working with people with disabilities.
- Some Adult and Juvenile Probation division staff members have had experience working with people with disabilities.
- Mediation Services/Victim Offender Restorative Justice program staff members currently receive training regarding physical modifications for people with disabilities.

Public Meetings

- The Juvenile Probation division and Mediation Services/Victim Offender Restorative Justice programs require that public meetings and special events are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences. As much notice as possible is required to find an interpreter, but and Mediation Services/Victim Offender Restorative Justice programs will work with as much time as they are given. Juvenile Probation requests at least 24 hours notice.

Special Events and Private Events on Public Properties

- The Mediation Services/Victim Offender Restorative Justice programs host special events such as trainings and speakers for volunteers. The organizers of private events are advised of their obligations to facilitate the participation of individuals with disabilities.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement

- The Mediation Services/Victim Offender Restorative Justice programs have on-going partnerships with a variety of groups that assist people with disabilities.

PUBLIC DEFENDER

Description of Programs and Services

The public defender provides legal representation in the criminal and civil courts of Marin County for income qualifying indigent clients.

ADA Self Evaluation Contact:

Jose H. Varela
Telephone number: 415.499.6333
Fax number: 415.499.6898

Program/Activity	Facility Name and Location
MCLE Lectures	Office Library/County Courtroom
Office Meetings	Office Library

PUBLIC WORKS

Description of Programs and Services

The Marin County Department of Public Works is a diverse organization under direction of the Board of Supervisors whose Mission is to serve the people of Marin by providing a safe environment and enhanced quality of life through improvements to and maintenance of public infrastructure. The Department also provides timely and efficient service and support to other County departments and local agencies to assist them in achieving their goals.

Goals and Objectives

- Improve departmental cost-effectiveness and efficiency.
- The department will seek out and find additional funding sources to accommodate existing and new public services.
- The department will attempt to improve the level of service to the public within existing and/or available funding.

Encourage and develop partnerships with other County departments and agencies.

- Continue to improve inter-departmental communications; and most importantly, to keep the Board of Supervisors and the County Administrator advised of potentially controversial issues.
- Partner with private industry to maximize cost-effective solutions.

Promote employee development, participation, responsiveness and initiative.

- The department will encourage and improve employee training, sensitivity and awareness of departmental goals and public needs.

Public Works Administration

Assisting the public at office reception areas. Assisting the public by telephone. Informing the public of various meetings

Public Works Airport Division

Operate and maintain a 24 hr/day public use airport.

Public Works Building Maintenance Division

The Building Maintenance Division performs the management, maintenance, or repair (including parts and inventory management) of the following systems:

- Boilers
- Carpentry related building, repair of furniture, cabinets and shelving as needed
- Cooling towers, blowers, exhaust fans and related HVAC equipment
- Computer controlled lighting, valves, fans, heat and AC
- Custodial services for offices; halls and restrooms; includes furniture moving
- Doors, closers & operators, locksets and keys

- Lighting and related controls, lamp replacement
- Management of A.O.W.P. assignments
- Piping, fittings and faucets
- Pumps, motors, mounts and bearings
- Sewers and drains

Capital Projects

Capital Projects Buildings is responsible for all capital improvements or major maintenance for 43 County Buildings.

Engineering Services

This Division provides Civil Engineering and Surveying services for the County. Primary functions involve the design and construction of various projects, primarily involving major improvements and repairs for County roads and flood control facilities.

As the County has been declared a Federal Disaster area during three of the past four years this division has been heavily involved in restoring the County's infrastructure as well as securing Federal reimbursement for storm damage repairs and State and Federal funding for various road improvements.

Public Works Flood Control and Water Conservation District

The Marin County Flood Control and Water Conservation District was formed in 1955 by an Act of the State Legislature found in Chapter 68 of the State Water Code. The Board of Supervisors sits as Board of the District and the District is staffed by the Department of Public Works. The boundaries of the District are contiguous with those of the County of Marin and eight "zones" have been established to address specific watershed flooding problems. Each zone has an "Advisory Board" of 5 or 7 residents, which are appointed by the Board of Supervisors. These Boards review Zone budgets and master plans and advise the Board on these matters. The District also administers the Marin County Storm water Pollution Prevention Program.

Public Works Land Use Section

- Engineering review of permit applications received from Planning and Building Inspection to ensure conformance with applicable codes, guidelines and requirements relating to land development and flood control issues.
- Processing of permit applications for grading, dams quarries and work in creeks.
- Processing of permit applications involving County roads and rights-of-way including encroachments, filming, and transportation of extra-legal loads.
- Field inspection of construction associated with the above permits.
- Oversees the floodplain management and FEMA Flood Insurance programs
- Checking of subdivision maps and records of survey for conformance with state and local codes and requirements.

Public Works Real Estate Division

The responsibilities of the Real Estate Division are to provide governmental real estate services to all County departments, the Board of Supervisors, and the County

Administrator. They also provide services to other governmental agencies such as cities, counties, and special districts as needed.

The functions provided are: management oversight and the acquisition of lands and interest in lands for road purposes for federal and state highway projects; negotiate leases of commercial buildings for County use; property management of County and District lands; acquire lands and interest in lands for the departments of Parks, the Open Space District, County Roads, the County Flood Control Districts and the Board of Supervisors; dispose of County surplus property and process vacations of road rights of way no longer needed for County use.

Public Works Road Maintenance Division

The Marin County Road Maintenance Division has primary responsibility for maintaining most roads in the unincorporated areas; exceptions are state roads, city streets, or non-county maintained roads.

Transportation Services

The Marin County Transportation Division is responsible for various transportation related services as follows:

- Funding and Forecasting
- Transportation Planning
- Traffic Operations
- Project Development
- Master Bike/Pedestrian Plan (Unincorporated Area) June 2001
- Muir Woods Shuttle Service
- Nonmotorized Pilot Program

Urban Search and Rescue Team

The County's Urban Search and Rescue Team (USAR) is a specialized team composed of both Fire Department and Public Works Department employees. It is the only urban rescue unit in California with crew members from these two departments, trained to work as a single team. The team was created by action of the Board of Supervisors in September 1995 to act as a resource during natural or man-made disasters, including floods, earthquakes, transportation accidents, and collapse of structures including buildings, bridges, trenches and dams.

Waste Management Division

The Waste Management Division is responsible for solid waste collection and diversion, coordination of household Hazardous Waste disposal, inspects hazardous materials/waste sites within all areas of the County and provides staff to the Marin County Hazardous and Solid Waste Joint Powers Authority.

Waste Management provides staff support to the Marin County Solid and Hazardous Waste Joint Powers Authority (JPA). The JPA is a State approved Regional Agency encompassing all of Marin's cities and unincorporated areas created to reduce disposal and promote reuse and recycling. This Regional Agency develops and implements Marin

County's Regional Integrated Waste Management Plan, monitors Marin County's diversion rates, and coordinates the operation of Marin County's permanent household hazardous waste (HHW) collection facility, for all jurisdictions except Novato. The City of Novato implements its own HHW program in conjunction with Novato Sanitary District.

Additionally, the Waste Management Division of Public Works administers solid waste franchises with several garbage collection haulers in the unincorporated areas of Marin County.

Public Works Garage

The Marin County Garage does maintenance and repair work to vehicles and equipment that are used by various County Department. The garage is a full service repair shop doing everything from routine service work to major overhauls.

Public Works Communications

The Communications Maintenance Division provides complete design, installation and repair of radio and other electronic equipment. Equipment is maintained for County Departments and, by contract, for other local government entities within Marin County.

Public Works Print Shop

The Printing Services Division is a full service printing facility supporting all County Departments.

Purchasing

The Purchasing Division assists County Departments in producing purchase orders for a wide variety of purchases.

Disability Access Program

The Disability Access Program provides leadership, guidance and resources to County Departments to ensure that all County programs, services, activities and facilities are accessible to persons with disabilities. The Disability Access Manager serves as the County's ADA Coordinator and administers the County's disability complaint process. The program also conducts outreach to involve the disability community in policy development, program access and physical accessibility projects.

ADA Self Evaluation Contact:

Public Works Airport Department
Ken Robbins
Telephone number: 415.897.1754
Fax number: 415.897.1264

Public Works Administration
Margaret Bohan
Telephone number: 415.499.6529

Fax number: 415.499.3799

Engineering Services
Ernest Klock - Senior Civil Engineer
Telephone number 415.499.7877
Fax number 415.499.3724
E-mail: eklock@co.marin.ca.us

Public Works Flood Control
Reuel Brady and Tracy Clay
Telephone number: 415.499.6525, 415.499.6036
Fax number: 415.499-3799

Public Works Real Estate Division
Terry Toner
Telephone number: 415.499.7279
Fax number: 415.499.7373

Customer Service

- Flood Control has established a process for responding to requests for modification.

Notice Requirements

- A notice of non-discrimination based on disability is included in newspapers and attached to letterhead by the clerical department. The Traffic division includes a notice on its maps. The Flood Control department has a notice on its maps.
- The public is advised that the Clerical and Flood Control departments are prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
- The Clerical, Flood Control, Airport, and Traffic departments include notices about the accessibility of meeting locations and the availability of modifications provided for persons with disabilities.
- The Clerical, Flood Control, and Traffic departments include information regarding procedures for filing a disability discrimination complaint.

Printed Information

- Public Works is prepared to provide documents and publications in alternative media or an accessible format as follows:

Type of Information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Pictorial Signage	Readers
Flood Control					X		

X indicates auxiliary aids or services currently available.

Training and Staffing

- Staff members are aware that it may be necessary to modify policies or practices to enable people with disabilities to participate in and benefit from a program.
- Some staff members have received training regarding the County's obligations and policies that enable persons with disabilities to participate in programs and activities.

SHERIFF'S OFFICE

Description of Programs and Services

The Marin County Sheriff's Office is divided into three major bureaus; Administrative and Support Services, Detention Services, and Field Services in addition to operating the countywide Major Crime Task Force. The responsibilities of the Sheriff's Office Bureaus include maintaining the county jail, providing security to the Superior Court, operating a countywide communications division, operating a documentary services division consisting of records, warrants, and civil units.

ADA Self Evaluation Contact:

Administration	415-499-7250
Civil Division	415-499-7282
Communications	415-479-2311
Crime Analysis	415-499-7307
Investigations	415-499-7265
Patrol	415-479-2311
Professional Standards	415-499-7261
Records Division	415-499-7284
Warrants Division	415-499-7297
Marin County Jail	415-499-6655
Southern Sub-Station	415-332-5422
Kentfield Sub-Station	415-456-5131
Point Reyes Sub-Station	415-663-1151

Customer Service

- The Sheriff's Office has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Training and Staffing

- Staff members are aware that it may be necessary to modify Administration and Investigations department policies or practices to enable people with disabilities to participate in and benefit from a program. They have been given the County Accessibility Guidance Bulletin.
- Staff members are advised at staff meetings 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.
- Staff members have received training in disability issues and have experience working with people with disabilities.
- Staff members have ongoing experience working with people with disabilities.

Program Eligibility Requirements and Admission

- The Commander is responsible for determining any specific needs of clients at interviews, which are required prior to the provision of services in the Investigations department. Program modifications and auxiliary aids are provided including: translation services, publications in Braille, ASL interpreters, and alternates to in-office interviews (for example, home or hospital visits, telephone interviews, or via mail-in responses).

SHERIFF'S OFFICE OF EMERGENCY SERVICES

Description of Programs and Services

The Office of Emergency Services leads efforts to protect life, property and the environment by developing, coordinating and managing programs that prepare for, respond to, recover from, and mitigate disasters and emergencies

ADA Self Evaluation Contact:

Chris Godley
 Office of Emergency Services
 Telephone number: 415.499.6584
 Fax number: 415.499.7450

Program/Activity	Facility Name and Location
OES administrative offices	Room 266, County Civic Center
Emergency Operations Center (EOC)	Room 266, County Civic Center
Alternate EOC	County Detention Facility

Customer Service

- The OES has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Notice Requirements

- The public is advised through meeting notices that the OES is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
- The OES does not publicize information about the right of people with disabilities to participate in resolving a complaint or violation. However, upon request, persons who wish to file a complaint based on disability are referred to the ADA Coordinator who is responsible for handling such complaints and related issues or a complaint form is provided to any person who wishes to file a complaint based on disability.

TREASURER/TAX COLLECTOR/COUNTY CLERK

Description of Programs and Services

Central Collections

The Central Collections Unit is a collection service that provides billing and collection services for County departments' accounts receivables and handles difficult accounts requiring collection expertise. The Government Code, State Constitution and County Ordinance govern this program's activities. Billing/collection services are approximately \$6.1 million for some 64,000 accounts where recovered revenue is credited back to departments. The unit was originally created for criminal justice accounts and was later expanded into a collection service for all County departments.

Treasurer

The Treasurer serves as the depository for County, School Districts and Special District funds. The Treasurer is responsible for the investment of these agencies' funds in a pooled investment program that comprises an average daily balance in excess of \$500 million. Investments are made in accordance with the Government Code and the Treasurer's Statement of Investment Policy. This division also reconciles over 21,000 checks and warrants each month. In addition, the Treasurer administers the collection and payment to bond holders for 1911 and 1915 Act Improvement Bonds within the County and under contract with certain cities per the Streets and Highways Code. In addition, the Treasurer administers the collection and payment to bond holders for 1911 and 1915 Act Improvement Bonds within the County and under contract with certain cities per the Streets and Highways Code. The Treasurer plays a key role in County financings, serves as a member of the County Employees Retirement System's Board of Directors, chairs the County Employees Deferred Compensation Program and the Marin Housing Authority's Residential Loan Committee, and represents the County on the ABAG Finance Authority for non-profit corporations.

Tax Collector

The work activities of the Tax Collector are established by law in the Revenue and Taxation code. The Tax Collector processes tax billings and collections for jurisdictions within Marin County. Taxes include secured real estate taxes, supplemental taxes, unsecured taxes (personal property taxes not secured by real estate) and prior year secured and unsecured taxes. The annual tax charge is over \$500 million.

The Tax Collector also administers payment plans provided by code and the State's tax postponement and assistance programs for seniors, blind and disabled persons. In addition, the office conducts public auction tax sales and intergovernmental tax sales, bills and collects transient occupancy taxes, and processes parcel map requests.

Public Administrator

The Public Administrator is responsible for investigating, safeguarding and inventorying all assets of the Public Administrator estates as well as the administration of court ordered estates and trusts. The Probate Code governs its activities. In safeguarding

assets, the Public Administrator takes immediate possession of deceased persons' assets when a relative or next of kin cannot be ascertained.

The Public Administrator also administers estates when there are no relatives or written will appointing an administrator, or when the family is not able to take charge of the estate. The office seeks full cost recovery as provided for in the probate code.

County Clerk

The County Clerk's Office processes, files and indexes documents including fictitious business name statements, marriage licenses, domestic partnerships, notary certificates, oaths of office, environmental impact reports, registration of professional photocopiers and process servers, business licenses, various permits, and passport applications pursuant to State law and local ordinance. As Commissioner of Civil Marriages, the County Clerk and deputy clerks also perform marriage ceremonies. State law and local ordinances, with the exception of passport applications, mandate the duties of the County Clerk. Fees offset these services.

The County Clerk's Office is also designated as a passport agent by the U. S. Department of State by processing passport applications. These services provide the County with added revenue to offset the County Clerk's overall operating costs.

ADA Self Evaluation Contact:

Kathy Isaacs
 Telephone number: 415.499.6414
 Fax number: 415.499.7184

Program/Activity	Facility Name and Location
Tax Collector	Civic Center - Room 200 and 202
Treasurer	Civic Center - Room 209
Public Administrator	Civic Center - Room 209
Central Collections	Civic Center - Room 217
County Clerk	Civic Center - Room 247

Notice Requirements

- A notice of non-discrimination based on disability is included in the ADA notice posted in the office.
- The public is advised that the Treasurer, Tax Collector, Central Collections, Public

Administrator, and County Clerk departments are prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

- Notice is included in on meeting agendas regarding the accessibility of meeting locations and the availability of modifications provided for persons with disabilities.

Printed Information

- The Treasurer, Tax Collector, Central Collections, Public Administrator, and County Clerk provide documents and publications in simple, easy-to-understand language for individuals with learning disabilities.

Televised and Audiovisual Public Information

- The Public Administrator department provides outreach via PowerPoint presentations. The Treasurer, Tax Collector, Central Collections, and the County Clerk departments do not make audiovisual presentation to the public.

4.0 TRANSITION PLAN

The Transition Plan combines the findings of the facility surveys, policy assessments, and program evaluations. Specific policy and program recommendations can be found in section 3. The specific architectural modifications required to make programs accessible are listed in the County of Marin Access Survey—Facility Reports. Each facility report contains a complete list of architectural barriers and barrier removal actions. Not all of these barriers must be removed in order to provide program access. The first priority is to remove those barriers limiting access to programs.

In compliance with the requirements of the ADA, the County will maintain in working order equipment and features that are required to provide access to individuals with disabilities.

4.1. County Buildings, Facilities, Parks, and Trailheads

The County maintains a Facilities Access Plan that specifies the priorities for building and facility accessibility construction based on standards set by the United States Access Board. The priority categories used are as follows:

1. Buildings and sites housing County programs that provide health and human services (example: the County Health & Wellness Campus, 120 N. Redwood, and 899 Northgate).
2. Buildings and sites housing general government programs and services (example: the Civic Center Campus, Sheriff Stations and sub-stations, 65 Mitchell).
3. Buildings and sites housing County cultural and recreational facilities (example: the Marin Center, County libraries, and County park facilities and trailheads).

Other criteria that can be used as the basis for prioritizing facilities for removal of architectural barriers include:

- *Level of use by the public:* Facilities that receive a high level of public use;
- *Program uniqueness:* Some programs are unique to a building, facility, or park and cannot occur at another location;
- *Geographic distribution:* By selecting a range of facilities that are distributed throughout the County, the County can ensure maximum access for all residents;

4.2 Prioritizing Barrier Removal within Facilities

The criteria listed below were used to assist in the determination of specific program-based barrier removal actions within a building or facility for this Transition Plan.

- *Priority One:* The highest priority is placed on those barrier removal items that provide accessibility at the main entrance of a facility or improve a path of travel to the portion of the facility where program activities take place (e.g., parking, walks, ramps, stairs, doors, corridors, etc.).
- *Priority Two:* A second level priority is placed on those barrier removal items that improve or enhance access to program use areas (e.g., transaction counters, conference rooms, public offices, restrooms, etc.).
- *Priority Three:* A third level priority is placed on those barrier removal items that improve access to amenities serving program areas (e.g., drinking fountains, telephones, site furnishings, vending machines).
- *Priority Four:* A fourth level of priority identifies areas or features not required to be modified for accessibility (no public programs located in this area, or duplicate features).

4.3 Facilities Transition Plan Requirements

The Facilities Transition Plan for the removal of architectural barriers to program access must contain the following information:

- Identification of the barriers to program access;
- Identification of the specific barrier removal actions;
- Identification of a schedule for barrier removal; and
- Identification of responsibility for ensuring barrier removal.

The facility reports provide the identification of barriers and the specific barrier removal actions. The County will accomplish barrier removals based on two strategies, contracting for major projects and barrier removal by County staff.

The following tables are a compilation of the results of the prioritization work sessions. Specific barriers to program access and their removal actions may be found in the County of Marin Access Survey—Facility Reports (See Appendix).

The responsibility for ensuring barrier removal will reside with the ADA Coordinator.

4.4 Schedule of Improvements for Buildings, Facilities, Parks, and Trailheads

Health and Human Services	
Years 1-2	
Employment and Training, Social Services	120 N. Redwood Blvd., San Rafael
Alcohol and Drug Social Services	10 N. San Pedro Road, San Rafael
West Marin Service Center	205 6th Street, Point Reyes
Dental Clinic Suite A and C	411 4th Street, San Rafael
Baywood Center	1682 Novato Blvd, Novato
Social Services	899 Northgate Drive
Years 3-4	
Health and Human Services	20 N. San Pedro Road, San Rafael
Mental Health and Clinic	161 Mitchell Drive, San Rafael
Mental Health Crisis Unit	250 Bon Air Road
Years 5-6	
Montecito Clinic/WIC	361 Third Street
Clinical & Lab Services	920 Grand Ave,
Government Facilities	
Year 1-2	
Employment & Training/ Social Services	120 N. Redwood Blvd., San Rafael
Hill Top Jail	3501 Civic Center Dr. San Rafael
Juvenile Hall Facilities	16 Jeanette Prandi Way, San Rafael
Juvenile Services Center	4 Jeanette Prandi Way, San Rafael
Marin City Public Safety Building	850 Drake Blvd., Marin City
Marin Civic Center / Administration / Hall of Justice	3501 Civic Center Dr., San Rafael
Real Estate, Waste Management	65 Mitchell Blvd., San Rafael
Veterans Memorial	10 Avenue of the Flags, San Rafael
Year 3-4	
Corporation Yard	2 Peter Behr Dr., San Rafael
Exhibit Hall/Fairgrounds	10 Avenue of the Flags, San Rafael
Law Library, Public Guardian	20 N. San Pedro Rd., San Rafael
Novato Airport	353 Airport Rd., Novato
Parks & Open Space	18 Jeanette Prandi Way, San Rafael
Pt. Reyes Fire Station	101 4th St., Point Reyes Station
Pt. Reyes Police Station	101 4th St., Point Reyes Station
Woodacre Fire Station	33 Castle Rock, Woodacre

Year 5-6	
Garage	6 Peter Behr Dr., San Rafael
Hicks Valley Fire Station	7330 Red Hill Rd., Petaluma
Marin City Sheriff Substation	850 Drake Blvd., Marin City
Radio Shop	4 Peter Behr Dr., San Rafael
Tomales Fire Station	599 Dillon Beach Rd., Dillon Beach
Libraries	
Year 1-2	
Point Reyes Station Library	11435 State Route 1, Point Reyes
Inverness Library	15 Park Avenue, Inverness
Bolinas Library	14 Wharf Road, Bolinas
San Geronimo Valley Library	7282 Sir Francis Drake Blvd., San Geronimo
Year 3-4	
Stinson Beach Library	3521 Shoreline Highway, Stinson Beach
Novato Library	1720 Novato Blvd., Novato
Year 5-6	
Marin Civic Center Library	3501 Civic Center Dr., San Rafael
Fairfax Regional Library	2097 Sir Francis Drake, Fairfax
Corte Madera Regional Library	707 Meadowsweet Dr., Corte Madera
Marin City Library	630 Drake Ave., Marin City
Parks	
Years 1-2	
McInnis Park	
McNear's Beach Park	
Miller Boat Launch	
Black Point Boat Launch	
Castro Park	
Adrian-Rosal Park	
Pueblo Park	
Forest Knolls Park	
Upton Beach	
Years 3-4	
Stafford Lake Park	
Lagoon Park	
Creekside Park	
Deer Park	
Candy's Park	
Village Green	
Chicken Ranch Beach	
Agate Beach Park	
Greenbrae Parks	

Stolte/3Groves	
Lucas Valley Park	
Years 5-6	
Paradise Beach Park	
Homestead Valley Community Center	
Bolinas Park	
Rush Creek Park and Paths	
White House Pool	
Trailheads	
Priority One	
Cascade Canyon	696 Cascade Dr
Indian Valley	1681 Indian Valley Rd
Terra Linda/ Sleepy Hollow	205 Sleepy Hollow Dr
Terra Linda/ Sleepy Hollow	11 Cherry Hill Dr
Terra Linda/ Sleepy Hollow	1510 Lucas Valley Rd (Mt. Muir)
Terra Linda/ Sleepy Hollow	Old Lucas Valley Rd (Mt. Lassen)
Terra Linda/ Sleepy Hollow	4 Canyon Oak (Russom Park)
Terra Linda/ Sleepy Hollow	1010 Del Ganado Rd
Terra Linda/ Sleepy Hollow	End of Fretias Pkwy
Terra Linda/ Sleepy Hollow	229 Ridgewood Dr
Terra Linda/ Sleepy Hollow	End of Fawn Dr
Terra Linda/ Sleepy Hollow	33 Fox
Terra Linda/ Sleepy Hollow	390 Fawn Dr
Terra Linda/ Sleepy Hollow	End Irving Dr
Terra Linda/ Sleepy Hollow	53 Tomahawk Dr
Priority Two	
Baltimore Canyon	421 Crown Rd
Baltimore Canyon	End of Phoenix Rd
Blithedale Summit	End West Blithedale Ave
Blithedale Summit	40 Glen Dr
Loma Alta	60 Glen Dr
Loma Alta	Railroad Grade/ Gunshot Intersection
Loma Alta	Sir Francis Drake Blvd Mile Post 9.6
Loma Verde	870 Via Escondida
Loma Verde	136 Pebble Beach Dr
Mount Burdell	120 San Mateo Way
Mount Burdell	475 San Andreas Dr
Mount Burdell	1309 Simmons Ln
Mount Burdell	11 Andreas Ct
Mount Burdell	445 San Carlos
Mount Burdell	254 Butterfield Dr (north)
Mount Burdell	26 Sereno Way

Ring Mountain	End of Taylor Rd
Priority Three	
Alto Bowl	16 Coach Rd
Alto Bowl	End of Sausalito St
Camino Alto	191 Escalon
Camino Alto	Camino Alto Fire Rd
Camino Alto	594 Corte Madera Ave
Deer Island	305 Deer Island Ln
Ignacio Valley	7 Burning Tree Dr
Ignacio Valley	19 Winged Foot Dr
Indian Tree	149 Wild Horse Valley Rd
Indian Tree	15 Rebello Ln
Old St. Hillary's	Heathcliff
Old St. Hillary's	1496 Vistazo East
Old St. Hillary's	141 Lyford
Old St. Hillary's	1707 Vistazo West
Pacheco Valle	Alameda del Prado (Little Cat)
Pacheco Valle	End of Clay Ct
Rush Creek	Binford Road Gate
Sana Venetia	1501 Vendola East
Bike Paths	
Year 1-5	
Coyote Creek Path	
Mill Valley/Sausalito Multi-Use Path	
Novato Stafford Bike Path	
Corte Madera Creek Path	
Inkwells Bridge	
Mission Pass Trail	

4.5 Sidewalk and Curb Ramps

The County of Marin maintains approximately 420 miles of roadways, many of which contain curbs, gutters, curb ramps and sidewalks. In accordance with the California Streets and Highways Code, sections 5610 through 5614, property owners are responsible for the maintenance of curbs, gutters, and sidewalks adjacent to their property.

The County has a number of programs devoted to making the County's streets and sidewalks more accessible, including annual installation, repair, and maintenance programs, a complaint/request process, and pedestrian-related capital projects.

- Through the Public Works Capital Projects, accessibility is incorporated into the design of projects including curb ramps and sidewalks.

- The Public Works Department receives and evaluates requests and complaints for sidewalk repairs on an ongoing basis. If repairs are ADA related they are referred to the ADA coordinator.
- The Public Works Department and the Community Development Agency coordinate improvements to the pedestrian ROW through development review process and code enforcement mechanisms.
- The Department of Parks and Open Space coordinates pedestrian ROW accessibility improvements in County parks.

4.6 Sidewalk and Curb Ramp Inventory Plan

As part of this ADA Self Evaluation and Transition Plan process, the county identified the location of all curb ramps and sidewalks along County maintained roadways. The purpose of the sidewalk and curb ramp inventory was to collect baseline data regarding the location of existing pedestrian facilities within the County. In turn, this inventory will be used to strategize the improvement of accessibility of pedestrian facilities throughout the County.

In 2007, all roadways and intersections in unincorporated areas of the County were surveyed to determine if pedestrian ramps or sidewalks were present. All unincorporated areas within the County were included in the sidewalk inventory. The locations were then prioritized and form the basis of the County's ROW Transition Plan.

Action Step:

Develop a systematic process and schedule for completing the survey of County maintained curb ramps and sidewalks. The survey schedule must be based on staff workload and remain flexible to respond to new projects and priorities.

4.7 Prioritizing Pedestrian Rights-of-Way

To promote both efficiency and accessibility, the County may choose to construct curb ramps at every point where a sidewalk intersects a curb; however, the County is not necessarily required to do so. Traffic safety considerations may make construction of ramps at some locations undesirable. Alternative routes to buildings that make use of existing curb cuts may be acceptable under the concept of program accessibility in the limited circumstances where individuals with disabilities need only travel a marginally longer route. In addition, the fundamental alteration and undue burden limitations may limit the number of curb ramps that the County may be required to provide.

As a component of the County's ADA Self-Evaluation and Transition Plan Update, criteria were developed for evaluating and prioritizing curb ramp construction and alterations.

Criteria considered when planning curb ramp installation or improvements include:

- Repair of hazardous conditions;
- Distance from a County-operated program or building;
- Distance from a bus stop;
- Proximity to a facility with disabled clients;
- Level of pedestrian traffic;
- Lack of feasible alternate routes;
- Distance from non-County owned public facilities;
- The cost-effectiveness of the ramp.

The County maintains a Pedestrian Right-of-Way and Curb Ramp Plan that specifies the priorities for curb ramp construction and pedestrian barrier removal that is based on guidelines set by the United States Access Board. The priority categories used are as follows:

1. The Public-Right-of-Way (PROW) adjacent to County programs that provide health and human services (example: the Main Health & Wellness Campus and 120 N. Redwood).
2. The PROW adjacent to general government programs and services (example: the Civic Center Campus, Sheriff Stations and sub-stations).
3. The PROW adjacent to County cultural and recreational facilities (example: the Marin Center, County libraries and County park facilities).
4. The PROW adjacent to schools and commercial areas (example: County maintained roads adjacent to the College of Marin, Sir Francis Drake High School and the Bon Air and Strawberry Shopping Centers).
5. The PROW in residential areas in unincorporated County areas (example: Bel Marin Keys and Loma Linda).

It should be noted that wherever County jurisdiction allows, the County will establish a safe and accessible path of travel from the nearest public transportation to the entrance of a County facility. Responsibility for maintenance of sidewalks in the County PROW rests with the adjacent property owner.

4.8 Pedestrian R.O.W. Policies and Practices

Marin Countywide Plan:

The Marin Countywide Plan approved on November 6, 2007 contains policy and planning recommendations that will serve to enhance the accessibility of County maintained roads. A key issue identified in the Built Element Section states that many of Marin's urban and rural areas have been subjected to pressure for suburban development for decades. Much of the building in the last 50 years has produced low-density single-family homes and commercial developments that generate frequent automobile trips. Streets increasingly have been designed to serve fast-moving automobile traffic at the expense of pedestrian use. The goals and vision of the County wide plan would serve to make the County a more pedestrian friendly place and would serve to strengthen the accessibility of the pedestrian infrastructure. Goal TR-2, Increased Bicycle and Pedestrian Access, would expand bicycle and pedestrian facilities and access in and between neighborhoods, employment centers, shopping areas, schools, and recreation sites.

Non Motorized Transportation Pilot Program

Marin County is one of four communities nationally that has been selected by Congress to participate in a Nonmotorized Transportation Pilot Program and receive \$25 million for improvements for walking and bicycling. The purpose of the pilot program is to demonstrate "the extent to which bicycling and walking can carry a significant part of the transportation load, and represent a major portion of the transportation solution, within selected communities. Read the full Enabling Legislation (Section 1807 of SAFETEA-LU)

A key outcome of the pilot program is a 'before' and 'after' study to document travel habits in each community. This will measure the effect of the pilot program investments and the results will be reported to Congress. This report will help decide whether or not this pilot program will be expanded to more communities in the next Federal transportation funding package.

Because the focus of the program is to encourage use of bicycles or walking instead of driving, projects are likely to be targeted in the most urbanized portions of the county and cannot be primarily recreational. Projects must also be constructed by the end of 2009 at the latest so that their effect can be measured in 2010.

Projects of a programmatic nature include developing a Community Walking Map, a Share the Road/Share the Path initiative, and providing training courses developed through the National Highway Institute, for designers of bicycle and pedestrian improvements.

Public Works Multi-Modal Directive 2006-01

Objective:

To initiate and incorporate in all projects from the time of their inception forward, a multimodal approach that ensures inclusion in the scope of all relevant, appropriate, necessary and mandated facilities.

Directive:

Initial/Conceptual phase: At the outset of all projects, other than routine maintenance, an analysis shall be performed to ensure the inclusion of all necessary, appropriate and reasonable multi-modal facilities and improvements. The analysis shall include facilities related to transit, bike and pedestrian access, disabled access and traffic safety.

Construction drawings: The project plans and specifications shall include individual and specific sheets which clearly depict interim conditions during construction which ensure full compliance with all regulations relating to traffic striping, bike and pedestrian circulation and disability access during construction.

Waiver:

It is recognized that there will be situations where it will not be possible or feasible to incorporate all such facilities into a project. In such cases, there shall be full and complete compliance with all federal, state and local codes and laws relating to documentation, justification and reasoning setting forth the inability to comply. Said documentation shall be presented to the Director or Chief Assistant Director of Public Works for approval prior to continuing work on the project. Such approval shall not be granted by the department unless the documentation clearly sets forth a full and compelling case of an inability comply.

4.9 Standard Curb Ramp Construction Details

All curb ramps constructed by the County of Marin are required to be compliant with all State and Federal requirements. California Department of Transportation (CalTrans) guidance entitled, "Revised Standard Plan RSP A88A" provides the basic requirements for curb ramp construction.

4.10 Citizen Requests for ROW Access Improvements

Requests for repair, construction, or maintenance of pedestrian facilities are currently received by county staff and if they are accessibility related they are routed to the ADA Coordinator at the Department of Public Works.

**COUNTY OF MARIN
ADA DISABILITY ACCESS or TITLE 24 ACCESSIBILITY
COMPLAINT FORM**

Please enter the following information:

Date Filed: / /

- Program Access
- Physical Access
- Employment discrimination
- Other: (describe)

Type (Check One)

Complainant Name:

Telephone Number () -

Address (Optional)

E-Mail (Optional)

Location of Alleged Violation

Complaint Description

(Official Use Only)

Received by:

Complaint File Number:

Property or Facility Owner:

Owner's Address:

Date Inspected: / / By:

Notice Provided to Owner: (Yes) (No)

Comments:

Date Referred: / / To:

Date Abated / / By

The Land Use Division of the Public Works Department receives requests and complaints from the public regarding the condition of sidewalks along county maintained roadways. Complaints are reviewed in the field by department staff, and if repairs are needed, the property owners are notified by letter about their responsibility to repair the sidewalk, and the procedure for securing an encroachment permit to complete the work. Construction standards are provided. Current standards specify a ¼" per 1' cross slope (1:48) and the width "as per plan". There is no fee for a safety/access related encroachment permit.

Action Step:

- Modify the Uniform Standard for Curb, Gutter and Sidewalk to specify a 2% (1:50) maximum cross slope and a 48" minimum width consistent with State and Federal access standards.
- Provide guidance regarding how to incorporate an accessible sidewalk (2% maximum cross-slope) across a sloping driveway.

4.11 County Provisions to Maintain Accessible Pedestrian Rights-of-Way during Construction

Every contract for work in the public right of way includes a provision directing the contractor to provide and maintain an accessible path of travel using the following contract language:

"The contractor shall provide a safe, continuous path of travel for pedestrian traffic during all phases of construction and at all project sites. If pedestrians are directed away from the existing pedestrian travel way due to construction, a suitable alternate path shall be provided. A suitable alternate path may include, but is not limited to, temporary ADA compliant ramps, traffic control, and physical barriers to separate pedestrians from traffic and signage. It is clearly understood that it the Contractor's responsibility to provide a safe path of travel at all times."

Action Step:

- Further refine the definition of "suitable alternate path" by establishing guidelines, construction details and specifications and procedures for monitoring and maintenance of accessible paths of travel. Refer to existing, similar documents produced by agencies such as: the City and County of San Francisco Department of Public Work Guidelines For the Placement of Barricades at Construction Sites - Order No. 167, 840, or the U.S. Access Board Public Rights-of-Way Access Advisory Committee Final Report "Building a True Community" Section X03 "Temporary Facilities and Construction in the Pedestrian Access Route".

4.12 On-Street Accessible Parking

The U.S. Access Board Public Rights-of-Way Access Advisory Committee Final Report “Building a True Community” contains recommendations for providing accessible on-street parking where on-street parking is provided. Section X02.6 (Vehicular Ways and Facilities), and X02.6.1 (On-street Parking), address the scoping, location, design, and path of travel for accessible on-street parking.

In a September 29, 2005 letter to a Northern California County, the U S Department of Transportation, Federal Highway Administration stated: “A public entity, in providing any aid, benefit, or service, may not, directly or through contractual, licensing, or other arrangements, on the basis of disability-Provide a qualified individual with a disability with an aid, benefit, or service that is not as effective in affording equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement as that provided to others.” Since on-street parking is available to the general public the same or equivalent service should be available to the disabled.

Action Step:

- Develop and adopt standards for providing accessible on-street parking where on-street parking is provided.

4.13 Accessible Pedestrian Signals

The California State Building code contains standards for accessible pedestrian signals. The code addresses the provision of a level and clear space centered and parallel to the pedestrian signal push button, clear ground space for wheelchairs, the maximum height of the signal push button, the maximum activating force to operate the signal push button, the provision of a textured horizontal yellow band encircling the pole, and a dark border band above and below this yellow band.

Action Step:

- Ensure that all pedestrian signals comply with these minimum requirements. As new technologies develop, evaluate these technologies, in concert with the local community of persons with disabilities.

4.14 Park Trails

Marin County is responsible for the maintenance and management of trails and pedestrian routes throughout the County. Park trails provide a wide variety of experiences to the visitor, from outstanding vistas, including opportunities for wildlife viewing, to access to significant natural and cultural features in an unparalleled range of environmental settings. These routes are an integral component of the many programs and facilities that the Department is charged to interpret, maintain, and protect.

Action Steps:

1. Identify actions that the Department will take to ensure continued programmatic access and to ensure that all trail users can identify trails that match their level of ability.

2. Evaluate trails for accessibility and provide information regarding trail characteristics so that individuals with and without disabilities can match a trail with their needs.
3. Adopt the UTAP process or a similar method of evaluating trails.
4. Development an Accessible Trails Plan
5. Make reasonable efforts to remove minor barriers as they are identified on all trails where such efforts will improve access.

4.15 Play Areas

Marin County Parks include play areas containing manufactured play equipment and other amenities designed to provide recreation opportunities for park users. Guidelines for play areas have been established by the Architectural and Transportation Barriers Compliance Board. These guidelines address a number of important considerations in the design of play areas including: new construction, alterations, equivalent facilitation, phasing, age appropriateness, ground level and elevated play components, and path of travel.

Parks and Open Space currently use these guidelines in the design and purchasing of new and renovated play areas.

Action Steps: Continue to use the Guidelines for Play Areas as the standard for design for providing accessible play areas in County Parks.

5.0 ADA POLICY AND COMPLAINT PROCEDURE

If a public entity has 50 or more employees, it is required to designate at least one responsible employee to coordinate Americans with Disabilities Act (ADA) compliance. The County of Marin has designated the Disability Access Manager as its “ADA Coordinator” and has assigned Disability Access Coordinator responsibilities at the department-level to designated departmental management staff members. The ADA Coordinator is responsible for coordinating the efforts of the County to comply with Title II and for investigating any complaints that the County has violated Title II of the ADA. The Coordinator also is responsible for coordinating the efforts of the County to comply with Title 24 and all other applicable State and Federal physical and program accessibility requirements.

All complaints or grievances submitted to the County of Marin must be in writing on a form designated and contain specific information about the alleged violation or discrimination including: name; address; telephone number of the complainant; and the location, date, and a complete description of the problem. Anonymous complaints or grievances will not be accepted. Complaints or grievances will be kept confidential to the greatest extent possible, unless ordered released by a court of competent jurisdiction (see Evidence Code 1040). Alternative means of filing complaints or grievances may be accepted at the discretion of the ADA Coordinator. These may be submitted by telephone, e-mail (confidentiality cannot be assured), letter, personal interview, or tape recording, upon request. However, all complaints or grievances must provide all the information required consistent with the format of the official complaint form.

All complaints must be submitted by the complainant or his/her designee to the ADA Coordinator at the below location or, upon approval of a request to submit in an alternative method, by telephone at (415) 499-6065 (Voice) or 499-7002 TDD/TTY; by fax at (415) 499-3799; or via e-mail at wcampagna@co.marin.ca.us. Complaints should be submitted as soon as possible, but no later than 60 calendar days, after the date of the alleged violation or discriminatory act.

County of Marin
ADA Coordinator
c/o Department of Public Works
3501 Civic Center Drive, Room 304
San Rafael, CA 94903

If a complaint is regarding building or facility inaccessibility, the ADA Coordinator will forward the complaint within 7 calendar days to the County of Marin’s Building and Safety Division for investigation and will formally acknowledge receipt of the complaint to the complainant (see the Enforcement Procedure for County of Marin, California Disabled Access Regulations).

For all other complaints or grievances, the ADA Coordinator will contact the complainant to discuss the complaint or grievance within 30 calendar days after receipt of the complaint or grievance. Within 30 calendar days of this contact, the ADA Coordinator will respond in writing and, where appropriate, in an alternative format accessible to the complainant. The response will explain the position of the County of Marin and offer options for substantive and reasonable resolution of the complaint or grievance.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the decision may be appealed to the County Administrator or his/her designee within 30 calendar days following receipt of the response.

Within 30 calendar days after receipt of an appeal, the County Administrator or his/her designee will contact the complainant to discuss the complaint or grievance and possible resolutions. Within 30 calendar days of this contact, the County Administrator will respond in writing and, where appropriate, in a reasonable format accessible to the complainant, with a final resolution of the complaint or grievance.

Every reasonable attempt will be made by the County of Marin to remedy the disability complaints or grievances in a timely manner subject to staff and budget constraints.

If any Title 24 Building Code or ADA complaint or grievance resides under the jurisdiction of another public entity, the complainant will be notified the County of Marin lacks jurisdiction.

6.0 PROGRAM ACCESSIBILITY GUIDELINES, STANDARDS & RESOURCES

Introduction

In order to facilitate access to all County Programs and Departments, the County will maintain these program accessibility guidelines, standards and resources. This information is available to all employees and volunteers. The County will add to these guidelines when necessary to address its needs and include information and technological devices that help staff and volunteers members communicate with individuals with a variety of disabilities. The County will periodically review the components of this section, as new technologies are developed in order to ensure that the best types of modifications are included. This section also contains the accessibility standards of care that govern new construction and alterations to facilities.

If you need any additional assistance, please contact William Campagna, M.S.
Disability Access Manager, email: wcampagna@co.marin.ca.us
3501 Civic Center Drive, Room 404, San Rafael, CA 94903
(415) 499-6570
(415) 499-7002 Voice/TTY
(415) 499-3799 FAX.

Federal and State Accessibility Standards and Regulations

U.S. Department of Justice

The U.S. Department of Justice provides many free ADA materials including the Americans with Disability Act (ADA) text. Printed materials may be ordered by calling the ADA Information Line [1.800.514.0301 (Voice) or 1.800.514.0383 (TDD)]. Publications are available in standard print as well as large print, audiotape, Braille, and computer disk for people with disabilities. Documents, including the following publications, can also be downloaded from the Department of Justice website (<http://www.ada.gov/>).

- *ADA Regulation for Title II*: This publication describes Title II of the Americans with Disabilities Act, Pub. L. 101-336, which prohibits discrimination on the basis of disability by public entities. Title II of the ADA protects qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all state and local governments. This rule adopts the general prohibitions of discrimination established under section 504, as well as the requirements for making programs accessible to individuals with disabilities and for providing equally effective communications. It also sets forth standards for what constitutes discrimination on the basis of mental or physical disability, provides a definition of disability and qualified individual with a disability, and establishes a complaint mechanism for resolving allegations of discrimination.
- *Title II Technical Assistance Manual (1993) and Yearly Supplements*. This 56-page manual explains in lay terms what state and local governments must do to ensure

that their services, programs, and activities are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance.

- *Accessibility of State and Local Government Websites to People with Disabilities*. A 5-page publication providing guidance on making state and local government websites accessible.

U.S. Access Board

The full texts of federal laws and regulations that provide the guidelines for the design of accessible facilities and programs are available from the U.S. Access Board. Single copies of publications are available free and can be downloaded or ordered by completing a form available on the Access Board's website (<http://www.access-board.gov/>). In addition to regular print, publications are available in: large print, disk, audiocassette, and Braille. Multiple copies of publications can be ordered by sending a request to pubs@access-board.gov. In addition to the guidelines, guidance material is also available to assist staff in understanding and implementing federal accessibility guidelines.

The following publications are currently available from the U.S. Access Board.

Guidelines and Standards for Facilities

- *ADA Accessibility Guidelines (ADAAG)*: This document contains scoping and technical requirements for accessibility to buildings and facilities by individuals with disabilities under the Americans with Disabilities Act (ADA) of 1990. These scoping and technical requirements are to be applied during the design, construction, and alteration of buildings and facilities covered by Titles II and III of the ADA to the extent required by regulations issued by federal agencies, including the Department of Justice and the Department of Transportation, under the ADA. This document must be used in conjunction with Title 24 of the California Building Code (see *State of California Accessibility Standards and Regulations*).
- *State and Local Government Facilities: ADAAG Amendments*: The Access Board is issuing final guidelines to provide additional guidance to the Department of Justice and the Department of Transportation in establishing accessibility standards for new construction and alterations of State and local government facilities covered by Title II of the Americans with Disabilities Act (ADA) of 1990. The guidelines will ensure that newly constructed and altered State and local government facilities are readily accessible to and usable by individuals with disabilities in terms of architecture, design, and communication.
- *Building Elements for Children: ADAAG Amendments*: The Access Board is issuing final guidelines to provide additional guidance to the Department of Justice and the Department of Transportation in establishing alternate specifications for building elements designed for use by children. These specifications are based on children's dimensions and anthropometrics and apply to building elements designed specifically for use by children ages 12 and younger.

- *Play Areas: ADAAG Amendments:* The Access Board is issuing final accessibility guidelines to serve as the basis for standards to be adopted by the Department of Justice for new construction and alterations of play areas covered by the Americans with Disabilities Act (ADA). The guidelines include scoping and technical provisions for ground level and elevated play components, accessible routes, ramps and transfer systems, ground surfaces, and soft contained play structures.
- *Recreation Facilities: ADAAG Amendments:* The Access Board is issuing final accessibility guidelines to serve as the basis for standards to be adopted by the Department of Justice for new construction and alterations of recreation facilities covered by the Americans with Disabilities Act (ADA). The guidelines include scoping and technical provisions for amusement rides, boating facilities, fishing piers and platforms, golf courses, miniature golf, sports facilities, and swimming pools and spas.

Guidance Material and Advisory Reports for Facilities

The following publications provide additional information on specific aspects of the above guidelines and standards for facilities. Employees are encouraged to refer to these publications to obtain more detailed and up-to-date information when evaluating and implementing accessibility improvements to facilities.

- *Using ADAAG Technical Bulletin:* This bulletin was developed to serve the specific needs of architects and other design professionals who must apply the ADA Accessibility Guidelines (ADAAG) to new construction and alterations projects covered by Titles II and III of the ADA. It is also intended to clarify accessibility regulations generally, including those that apply to existing facilities covered by the ADA.
- *Visual Alarms Technical Bulletin:* In passing the Americans with Disabilities Act in 1990, Congress specifically directed the Access Board to provide greater guidance regarding communications accessibility. Thus the ADA Accessibility Guidelines (ADAAG) require that where emergency warning systems are provided in new or altered construction, they must include both audible and visible alarms that meet certain technical specifications. This bulletin was developed to provide more technical information about the types of visual fire alarms available and how and where their use is required.
- *Text Telephones Technical Bulletin:* Text telephones are machinery or equipment that employs interactive graphic (i.e., typed) communications through the transmission of coded signals across the standard telephone network. Text telephones can include, for example, devices known as TDDs (telecommunications display devices or telecommunications devices for deaf persons) or computers. This bulletin was developed to provide more technical information about the types of text telephones available and how and where their use is required.
- *Ground and Floor Surfaces Technical Bulletin:* Over twenty-seven million Americans

report some difficulty in walking. Of these, eight million have a severe limitation and one-fifth of this population is elderly. Ambulatory persons with mobility impairments—especially those who use walking aids—are particularly at risk of slipping and falling even on level surfaces. The information in this bulletin is intended to provide designers with an understanding of the variables that affect the measurement and performance of materials specified for use on walking surfaces and to better describe the requirements of an accessible route.

- *Parking Technical Bulletin:* Accessible parking requires that sufficient space be provided alongside the vehicle so that persons using mobility aids, including wheelchairs, can transfer and maneuver to and from the vehicle. Accessible parking also involves the appropriate designation and location of spaces and their connection to an accessible route. This bulletin was developed to provide more detailed information about the requirements for accessible parking including the configuration, location, and quantities of accessible parking spaces.
- *Detectable Warnings Update (March 2003):* Currently, the Access Board is in the process of developing guidelines on public rights-of-ways that, once finalized, will supplement the new ADAAG. While ADAAG covers various features common to public streets and sidewalks, such as curb ramps and crosswalks, further guidance is necessary to address conditions unique to public rights-of-way. Constraints posed by space limitations at sidewalks, roadway design practices, slope, and terrain raise valid questions on how and to what extent access can be achieved. Guidance on providing access for blind pedestrians at street crossings is also considered essential. This bulletin outlines the requirements of detectable warnings, a distinctive surface pattern of domes detectable by cane or underfoot, which are used to alert people with vision impairments of their approach to streets and hazardous drop-offs. The ADA Accessibility Guidelines (ADAAG) require these warnings on the surface of curb ramps, which remove a tactile cue otherwise provided by curb faces, and at other areas where pedestrian ways blend with vehicular ways. They are also required along the edges of boarding platforms in transit facilities and the perimeter of reflecting pools.
- *Assistive Listening Systems Technical Bulletins:* Assistive listening systems (ALS) are devices designed to help people with hearing loss improve their auditory access in difficult and large-area listening situations. Typically, these devices are used in such venues as movie houses, theaters, auditoriums, convention centers, and stadiums, where they are piggybacked on a public address system. They may also be used in smaller listening locations like courtrooms, museums, classrooms, and community centers. This bulletin provides information about the types of systems that are currently available and tips on choosing the appropriate systems for different types of applications.
- *Guide to the ADA Accessibility Guidelines for Play Areas:* The Access Board has developed accessibility guidelines for newly constructed and altered play areas. This bulletin is designed to assist in using the play area accessibility guidelines and

provides information regarding where the play area guidelines apply, what a play component is considered to be, how many play components must be an accessible route, and the requirements for accessible routes within play areas.

- *Summaries of Accessibility Guidelines for Recreation Facilities:* The Access Board issued accessibility guidelines for newly constructed and altered recreation facilities in 2002. The recreation facility guidelines are a supplement to ADAAG. They cover the following facilities and elements: amusement rides, boating facilities, fishing piers and platforms, miniature golf courses, golf courses, exercise equipment, bowling lanes, shooting facilities, swimming pools, wading pools, and spas.
- *Accessibility Guidelines for Outdoor Developed Areas:* The Regulatory Negotiation Committee on Accessibility Guidelines for Outdoor Developed Areas was established in June 1997. The accessibility guidelines proposed by the Committee include consideration of the latest information, design, and construction practices in existence. Proposed section 16 of ADAAG requires all areas of newly designed or newly constructed and altered portions of existing trails connecting to designated trailheads or accessible trails to comply with this section. This proposed section also provides design guidelines for all newly constructed and altered camping facilities, picnic areas, and beach access routes. It is recognized that compliance with this section will not always result in facilities that will be accessible to all persons with disabilities. These guidelines recognize that often the natural environment will prevent full compliance with certain technical provisions, which are outlined in this publication.

Guidelines for Transportation

- *ADA Accessibility Guidelines for Transportation Vehicles:* This publication provides minimum guidelines and requirements for accessibility standards for transportation vehicles required to be accessible by the Americans with Disabilities Act (ADA) of 1990, including over-the road bus and tram systems.
- *ADA Accessibility Guidelines for Transportation Vehicles; Over-the-Road Buses:* This publication outlines the amendments to the accessibility guidelines for over-the-road buses (OTRB) made by the Architectural and Transportation Barriers Compliance Board and the Department of Transportation to include scoping and technical provisions for lifts, ramps, wheelchair securement devices, and moveable aisle armrests. Revisions to the specifications for doors and lighting are also adopted. The specifications describe the design features that an OTRB must have to be readily accessible to and usable by persons who use wheelchairs or other mobility aids.

Guidance Material for Transportation

- *Manuals on ADA Accessibility Guidelines for Transportation Vehicles:* This technical assistance document is one of a series provided to help in understanding the background and underlying rationale of the Americans with Disabilities Act Accessibility Guidelines for Transportation Vehicles (Vehicle Guidelines) and how

the guidelines may apply in a particular case. The documents in this series include:

- Buses, vans, and systems
 - Over-the-road buses and systems
 - Automated guideway transit vehicles and systems
 - Trams, similar vehicles, and systems
- *Securement of Wheelchairs and Other Mobility Aids:* As a public or private transit authority, the responsibility of safe, efficient service from public agencies who offer transportation services has been enlarged to affording ridership to people using a wide variety of mobility aids. In considering not only the many types of mobility aid devices, but also the variety and sizes of lifts, and the numerous makes of buses and vans, it can be easily seen that there is no single, definitive solution to accessibility on mass transit vehicles. This publication reports on the experience of two transit accessibility leaders who have taken the initiative to involve the ridership in needs assessment and have established policies, educated operators, and informed the public to achieve greater accessibility in their bus transit systems.

Guidelines and Standards for Communication

- *Standards for Electronic and Information Technology:* The Access Board is issuing final accessibility standards for electronic and information technology covered by section 508 of the Rehabilitation Act Amendments of 1998. Section 508 requires the Access Board to publish standards setting forth a definition of electronic and information technology and the technical and functional performance criteria necessary for such technology to comply with section 508. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Guidance Material for Communication

- *Bulletin on the Telecommunications Act Accessibility Guidelines:* As technology continues to improve our means of telecommunication, it can pose challenges to accessibility on one hand, while on the other hold the key to innovative access solutions. Section 255 of the Telecommunications Act requires telecommunications products and services to be accessible to people with disabilities. This is required to the extent access is "readily achievable," meaning easily accomplishable, without much difficulty or expense. Telecommunications products covered include: wired and wireless telecommunication devices, such as telephones (including pay phones and cellular phones), pagers, and fax machines; other products that have a telecommunication service capability, such as computers with modems, and equipment that carriers use to provide services, such as a phone company's switching equipment.
- *Summary of Standards for Electronic and Information Technology: An Overview:* This bulletin presents an overview of the new standards for electronic and information technology and section 508.

Federal guidelines and standards are subject to periodic revision based on research findings and guidance from advisory committees. The County should have a regular practice of reviewing research materials posted to the U.S. Access Board's website and updating local guidelines and practices as new standards are adopted or existing standards are revised.

Technical Resources

State of California Accessibility Standards and Regulations

Title 24, California Building Code

The State of California has also adopted a set of design guidelines for accessible facilities, which can be found in the California Code of Regulations, Title 24, Part II, California Building Code (CBC). CBC contains general building design and construction requirements relating to fire and life safety, structural safety, and access compliance. CBC provisions provide minimum standards to safeguard life or limb, health, property and public welfare by regulating and controlling the design, construction, quality of materials, use and occupancy, location and maintenance of all buildings and structures and certain equipment. Although California has adopted most of the ADAAG requirements, there are some differences. In general, the more restrictive requirement (whether federal or state) should be applied when designing accessible facilities. The complete Title 24 or any of its parts is available for purchase from the International Code Council (ICC), 5360 South Workman Mill Road, Whittier, CA 90601, 1.800.423.6587, (website: www.iccsafe.org) or at various bookstores that carry technical books.

Since the CBC is updated every three years, the County should have an ongoing program of regularly reviewing these changes and updating policies and procedures related to accessibility to keep them current.

Division of State Architect

The Division of State Architect (DSA) also provides information and resources for accessible or *universal* design. Publications available for downloading at DSA's website (www.dsa.ca.gov) include:

- *DSA's 2003 California Access Compliance Reference Manual*: The purpose of this book of regulations and statutes together is to clarify the obligations for architectural accessibility in California.

For further technical assistance contact DSA's Access Compliance Program at 1130 K Street, Suite 101, Sacramento, California 95814 (916.322.4700).

Resources for Providing Accessible Programs and Facilities

- *ADA Document Portal*: This website (<http://www.adaportal.org/>) provides links to an ADA Collection consisting of more than 7,400 documents on a wide range of topics. The ADA Document Portal is supported by the ten ADA & IT Technical Assistance Centers

- *DisabilityInfo.Gov*: A one-stop interagency portal for information on Federal programs, services, and resources for people with disabilities, their families, employers, service providers, and other community members.
- *American Association of Museums*: Accessible exhibit design publications are available for purchase from AAM's website (<http://www.aam-us.org>), including *Everyone's Welcome* (available in a variety of formats), which addresses museum programs and the ADA, *The Accessible Museum*, which offers model programs of accessibility for older people and people with disabilities, and *What Museum Guides Need to Know* to provide access to blind and visually impaired visitors.
- *Beneficial Design*: Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal consultation, standards development, and serves as a rehabilitation information resource. Contact Beneficial Designs, Inc. at 2240 Meridian Blvd, Suite C, Minden, NV 89423-8628, (775.783.8822), by email at mail@beneficialdesigns.com or website (<http://www.beneficialdesigns.com/>).
- *Smithsonian Institution*: The Accessibility Program has developed the *Smithsonian Guidelines for Accessible Exhibition Design* (1996), which are available for downloading from their website: <http://www.si.edu/opa/accessibility/exdesign/start.htm>).

Further information is available from the Smithsonian Accessibility Program at the Arts and Industries Building, Room 1239 MRC 426, Washington, D.C. 20560 (202.786.2942).

- *National Center on Accessibility*: The Center (<http://www.ncaonline.org/>) is a cooperative project between the National Park Service and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the research activities of the NCA is the National Trails Surface Study. This study is primarily the result of questions that NCA has, for many years and continues to receive from organizations, agencies and individuals who desire to make their trails accessible; are interested in an unobtrusive surface that blends and is friendly to the environment; and provides a quality trail experience for people with and without disabilities. NCA also publishes *What is an Accessible Trail?*, which summarizes the federal guidelines for outdoor developed areas and is available for downloading from its website. The NCA website also has information on campground accessibility, accessible picnic tables, access to beaches, and inclusion of people with disabilities in aquatic venues.
- *National Center on Physical Activity and Disability*: <http://www.ncpad.org/> The Center provides information and resources on physical activity to help people with disabilities find ways to become more active and healthier. The Center also provides

information on how to provide access to fitness centers, schools, recreation facilities, camps, and health and leisure services.

Resources for Assistive Technologies (General)

The County should utilize the many disability-related resources available through the Internet.

ABLEDATA

- The National Institute on Disability and Rehabilitation Research of the U.S. Department of Education maintains a national web-based service (<http://www.abledata.com/>), which provides up-to-date links to assistive technologies and disability-related resources.

California Assistive Technology System (CATS)

CATS is a statewide project of the California Department of Rehabilitation that promotes access to assistive technologies, related services, and information to enable people with disabilities to be successful, independent, and productive. CATS maintains several directories on their website (<http://www.atnet.org>) including

- On-site and remote real-time captioning services
- American Sign Language (ASL) Interpreters
- Ergonomic office equipment vendors
- Augmentative and assistive communications manufacturers and vendors
- Organizations that provide low-cost and donated computers for organizations that provide services to people with disabilities
- Assistive technology vendors and service providers for:
 - Hard of Hearing/Deaf
 - Learning Disabled
 - Mobility/Physical/Orthopedic
 - Speech/Language
 - Visually impaired/Blind

International Commission on Technology and Accessibility

ICTA initiates, facilitates and provides information regarding technology and accessibility through the World Wide Web. This information is available to people with disabilities, advocates and professionals in the field of disability, researchers, legislative bodies, and the general community. Information and resources are available at the ICTA website (<http://www.ictaglobal.org/>).

Alternative Format Communications

Resources to produce standardized publications such as applications and registration forms in Braille, audiotape, large-print text, and accessible electronic media will be assembled. Information regarding Braille Services and other accommodations for people with visual disabilities is available by contacting:

- Lighthouse for the Blind and Visually Impaired (415) 258-8496

- *American Council of the Blind*: ACB (<http://www.acb.org/>) is a national organization advocating on behalf of persons who are blind or have low vision. ACB also publishes *A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired*, which is available online, in regular print, large print, Braille, or on cassette tape. ACB is located at 1155 15th St. NW, Suite 1004, Washington, DC 20005 (800.424.8666) or by email at info@acb.org.
- *National Center on Accessibility*: NCA publishes *What are Alternative Formats? How Do They Apply to Programs and Services?*, which is available for downloading from their website (<http://www.ncaonline.org/>).
- *National Center for Accessible Media*: NCAM is a research and development facility dedicated to the issues of media and information technology for people with disabilities in their homes, schools, workplaces, and communities. Developers of Web- and CD-ROM-based multimedia need an authoring tool for making their materials accessible to persons with disabilities. NCAM has developed two such tools, version 1.0 and 2.01 of the Media Access Generator (MAGpie), for creating captions and audio descriptions for rich media. Media Access Generator (MAGpie) is available for downloading from NCAM's website (<http://ncam.wgbh.org/>).

American Sign Language Interpreters

A pool of on-call American Sign Language interpreters should be developed. This list should be routinely updated to ensure their availability. Some programs may need to have a pool of interpreters who are available on a twenty-four-hour basis to handle emergency procedures.

The required qualifications of these interpreters should be established. Many non-certified interpreters provided by local services may have excellent skills and be qualified to handle most circumstances. However, certain circumstances, such as the provision of emergency medical services, may require interpreters who are approved by the courts and can ensure a level of confidentiality.

- See the on-line directory of ASL interpreters available at the *California Assistive Technology System* website (<http://www.atnet.org/>).

Certified American Sign Language Interpreters are available by contacting any of the following agencies:

- Bay Area Communication Access (415) 356-0405
- Communiqué Services (707) 546-6869
- DCARA (<http://www.dcara.org/>) is located in San Leandro and provides interpreter referral services, as well as job placement, information, job training, and advocacy and legal services.
- Hands on Services (800) 900-9478
- Hired Hands (510) 659-1882
- Interpreting and Consulting Services (707) 747-8200
- Partners in Communication (800) 513-4403

You may want to contact each agency in advance of a need for services to determine their rates so that you are prepared to cover the communication expenses, should the need arise.

You should always request RID certified interpreters. Only in the event that certified interpreters are unavailable should you rely on non-certified interpreters.

Individuals who are hard of hearing generally do not use ASL interpreters. Always ask the individual requesting an accommodation what type of accommodation works best for them. Determining what accommodation(s) will be provided is an interactive process. Depending on the situation, accommodating an individual who is hard of hearing may include note writing, use of assistive listening devices, and/or provision of Computer Assisted Real-Time (CART) captioning.

Assistive Listening Systems and Devices

Systems and devices to amplify sound for persons with hearing disabilities should be available for public meetings and events. Various technologies exist for these devices. Different types of devices are more suitable for different types of hearing disabilities. Devices should be chosen to accommodate the greatest number of individuals.

See the on-line directory of augmentative and assistive communications manufacturers and vendors available at the California Assistive Technology System website (<http://www.atnet.org>).

See also the *Assistive Listening Systems Technical Bulletins* available on the U.S. Access Board's website (<http://www.access-board.gov/>).

Computer Assisted Real-Time (CART) captioning is available by contacting any of the following individual providers:

- Brewer and Darrenouge Laura Brewer or Teri Darrenouge (650) 949-1900 or (925) 938-3821 laura@quicktext.com or teri@quicktext.com
- Jane James (510) 530-3989 captioning@earthlink.com
- Diana Kuypers (925) 376-0724 dkuypers@aol.com
- Katherine McCormick Baca (415) 279-7195 KatherineBaca@aol.com
- Jennifer Rodrigues (510) 888-9825 jenniferrod@compuserve.com

Closed Caption Machine

To the extent practical, County Departments should have access to a device for encoding closed captioning on films and videotapes used for training and other programs.

- See the on-line directory of On-site and remote real-time captioning services available at the *California Assistive Technology System* website (<http://www.atnet.org>).

- *TDI:* TDI's (formerly known as Telecommunications for the Deaf, Inc.) mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI's on-line resources (<http://www.tdi-online.org/>) include information about media access such as captioning, Internet, video, and more.

Optical Readers

Equipment that can translate printed information into an audio format should be available to the County programs.

Text Telephone (TDD)

County Programs should have access to a text telephone or have access to a telephone transfer service as required by the law and offered by public telephone companies.

- *TDI:* TDI's (formerly known as Telecommunications for the Deaf, Inc.) mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI's on-line resources (<http://www.tdi-online.org/>) include information about telecommunications access such a TTY, pagers, telephony, VoIP, and more.
- See the *Text Telephones Technical Bulletin* available on the U.S. Access Board's website (<http://www.access-board.gov/>).

Transportation

Programs that provide transportation for their programs should provide accessible transportation as needed/requested by program participants. The County should continue to maintain its accessible transportation fleet. The County should purchase or contract lift-equipped vans or buses to transport individuals who use wheelchairs and use county-provided transportation.

- *American Association of State Highway and Transportation Officials:* AASHTO is the organization that maintains the "Green Book" for design of roads and highways and has begun to address accessibility of pedestrian networks. Several AASHTO publications, which can be ordered from the AASHTO website (<http://www.transportation.org/>), address accessible circulation systems, including: *AASHTO Guide for the Planning, Design, and Operation of Pedestrian Facilities, 1st Edition* and *Guide for the Development of Bicycle Facilities, 3rd Edition*.
- *Federal Transit Administration:* FTA regulates and enforces requirements of the ADA covering transportation facilities and systems. FTA maintains a technical assistance line on ADA questions at (888.446.4511) and on their website (<http://www.fta.dot.gov/>).

Enlarging Printed Materials

A copy machine capable of enlarging printed materials should be available for staff.

Guide to Disabilities and Disability Etiquette

A guide to disabilities and disability etiquette should be assembled and distributed to staff and volunteers. The guide will ensure that staff and volunteers are familiar with a variety of types of disabilities and that they are sensitive to the abilities and needs of people with disabilities in order not to offend or demean them. The guide should be periodically updated to ensure that it includes current acceptable language for talking about disabilities.

- *Disability Etiquette: Interacting with People with Disabilities* is available on-line at the City of Long Beach's website (<http://www.crinet.org/interact.php>).

Lending Library of Assistive Technology Equipment

The County should establish a "Resources Toolkit" of adaptive aids and resources that will be available for use by staff and volunteers without the means to assemble their own. It is recommended that the County explore local sources of assistive technology.

- *DisabilityInfo.gov's* online resources for High School: Guidelines for Accessing Alternative Format, inclusion materials, educational technology, A comprehensive list including college preparatory materials, transition issues for children with special needs and more.
<http://www.disabilityinfo.gov/digov-public/public/DisplayPage.do?parentFolderId=79>
- *Accessibility Connections Community Map: A Directory of Bay Area Assistive Technology Services* is an on-line service available at <http://www.cforat.org/home/bard/>.
- *American Association of People with Disabilities*: The American Association of People with Disabilities (<http://www.aapd-dc.org/>) is the largest nonprofit, nonpartisan, cross-disability organization in the United States.
- *American Foundation for the Blind*: The American Foundation for the Blind is committed to improving accessibility in all aspects of life—from cell phones to ATMs, on web sites and in workplaces. Services include assistance in making products and services accessible to people with visual impairments. AFB offers expert consulting services and accessible media production. AFB provides objective product evaluations of adaptive technologies through its assistive technology product database (<http://www.afb.org/>) Local assistance is available through the American Foundation for the Blind-West, 44 Montgomery Street, Suite 1305, San Francisco, CA 94040 (415.392.4845) or by email at sanfran@afb.net.
- *Adaptive Environments*: This educational non-profit organization is committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages and abilities. Adaptive Environments provides education and consultation to public and private entities about strategies, precedents and best practices that go beyond legal requirements to design places, things, communication

- and policy that integrate solutions to the reality of human diversity (<http://www.adaptenv.org/>).
- *The Arc*: The Arc (formerly Association for Retarded Citizens of the United States) is the country's largest voluntary organization committed to the welfare of all children and adults with mental retardation and their families (<http://www.thearc.org>). Local information is available from Arc California, 1225 Eighth Street, Suite 590, Sacramento, CA 95814 (916.552.6619) or by email at arcca@quicknet.com.
 - *Bay Area Outreach and Recreation Program*: BORP was founded in 1976 by people with disabilities to create access to the outdoors, to fitness, to sports, and to recreation for a population who'd been left out. BORP offers a number of competitive sports programs, as well as outdoor adventures, family outings, and integrated cycling. BORP staff have extensive experience in providing recreation services to people with disabilities, including involving disabled immigrants and minorities in recreation programs. BORP (<http://www.borp.org/>) is located at 830 Bancroft Way, Suite 205, Berkeley, CA 94710 (510.849.4663) or by email at info@borp.org.
 - *Center for Independent Living*: The Center for Independent Living (CIL) is a national leader in helping people with disabilities live independently and become productive, fully participating members of society. The staff and board, most of whom have disabilities, are strongly committed to supporting others in their efforts towards self sufficiency. For assistance with programs and for information, contact CIL at 710 4th Street, San Rafael, CA 94901, phone 415-459-6245 TTY/TDD: 7-1-1 on at their website (<http://www.marincil.org/>).
 - *Disability Resources, Inc.*: Disability Resources, Inc. is a national nonprofit organization that provides information about resources for independent living. DRI maintains an on-line directory of assistive technology resources (<http://www.disabilityresources.org/>).
 - *Environmental Health Network*: EHN's focus is on issues of access and developments relating to the health and welfare of the environmentally sensitive and to promote public awareness of environmental sensitivities and causative factors. EHN provides information environmental and chemical sensitivities at EHN, P.O. Box 1155, Larkspur, California, 94977-1155 (415.541.5075) and on its website (<http://users.lmi.net/wilworks/>).
 - *National Association of the Deaf*: NAD is a national consumer organization representing people who are deaf and hard of hearing. NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website (<http://www.nad.org/>).
 - *National Federation of the Blind*: NFB is a national organization advocating on behalf of persons who are blind or have low vision. NFB provided on-line resources (<http://www.nfb.org/>) for technology for the blind, including a technology resource list, a computer resource list, screen access technology, sources of large print software

for computers, and sources of closed circuit TV (CCTV's).

- *National Organization on Disability:* The National Organization on Disability promotes the full and equal participation and contribution of America's 54 million men, women and children with disabilities in all aspects of life. NOD maintains an on-line directory of information and links including transportation-related resources (<http://www.nod.org/>).
- *Paralyzed Veterans of America:* PVA is a national advocacy organization representing veterans. PVA's Sports and Recreation Program promotes a range of activities for people with disabilities, with special emphasis on activities that enhance lifetime health and fitness.

PVA's website (http://www.pva.org/site/PageServer?pagename=sports_main) provides information on useful sports publications and a list of contacts.

- *State Council on Developmental Disabilities,* 1507 21st Street, Ste. 210, Sacramento, CA 95814-5299 (916.322.8481), email: scdd@dss.ca.gov or website (<http://www.scdd.ca.gov/>).
- *State Office for Deaf Access,* Department of Social Services, 744 P Street, MS 6-91, Sacramento, CA 95814 (916.653.8320), email: deaf.access@dss.ca.gov or website (http://www.dss.cahwnet.gov/cdssweb/OfficeofDe_189.htm)
- *State Office of Services to the Blind,* California Department of Social Services, 744 P Street, MS 6-94, Sacramento, CA 95814 (916.657.3327),

email: BlindAccess@dss.ca.gov

website: www.dss.cahwnet.gov/cdssweb/blindservi_187.htm).

- *United Cerebral Palsy Association:* UCP's mission is to advance the independence, productivity and full citizenship of people with cerebral palsy and other disabilities, through our commitment to the principles of independence, inclusion and self-determination. UCP's Sports and Leisure Channel is designed for people with disabilities who are interested in sports and other leisure activities and proposes creative ideas for inclusive community recreation programs, including outdoor adventure activities for people with disabilities. Information about the Sports and Leisure Channel is available on UCP's website (http://www.ucp.org/ucp_channel.cfm/1/15).
- *United Spinal Association:* United Spinal Association is a membership organization serving individuals with spinal cord injuries or disease. Formerly known as the Eastern Paralyzed Veterans Association, the organization expanded its mission to serve people with spinal cord injuries or disease regardless of their age, gender, or veteran status. Information on accessibility training and consulting services and recreational opportunities for people with spinal cord injuries or disease is available on their website (<http://www.unitedspinal.org>).

- *World Institute on Disability:* WID is an international public policy center dedicated to carrying out research on disability issues and overcoming obstacles to independent living. WID maintains an on-line information and resource directory on technology, research, universal design, and the ADA (<http://www.wid.org/resources/>).

Resources for Persons with Disabilities in Marin

Disability Rights, Enforcement, Education, Services (DREES)

164 North San Pedro Road - C103

San Rafael, CA 94903

Phone: 415.479.3504

Fax: 415.499.1512

A non-profit organization that focuses on public education, consulting, & building a sophisticated disability community through workshops, conferences, drees@marin.org an email discussion list, & a fabulous web magazine published with www.dizbiz.com

ABLE (A Broader Living Experience)

25 De Anza Way

San Rafael, CA 94903

Phone: 415-492-8087

A residential facility for 10 adults with developmental disabilities.

California Department of Development Services (DDS) - Marin Office

5725 Paradise Drive - Building A, Suite 100

Corte Madera, CA 94925

Phone: 415.945.1600

Fax: 415.945.1630

Email: N/A

Web site: www.dds.cahwnet.gov/rc/rc361.cfm

DDS is the agency through which the State of California provides services and supports to children and adults with developmental disabilities.

California Department of Rehabilitation - San Rafael Branch

120 North Redwood Drive East

San Rafael, CA 94903

Phone: 415.507.1483

Email: N/A

Web site: www.rehab.cahwnet.gov/default.htm

Assists Californians with disabilities in obtaining and retaining employment and maximizing their ability to live independently in their communities.

Casa Allegra Community Services

4340 Redwood Highway, Suite 121

San Rafael, CA 94903
Phone: (415) 499-1116
Fax: 415-499-0575
Email: casallegra@aol.com
Web site: www.casaallegra.org

The purpose of the organization is to develop community living options, educational and recreational opportunities and employment for all persons regardless of their disabilities.

The Cedars of Marin

P O Box 947
Ross, CA 94957
Phone: (415) 454-5310
Web site: www.thecedarsofmarin.org

Assists adults with Developmental Special Needs in developing and/or maintaining the ability to participate with a maximum of independence in the community.

College of Marin's Disabled Students Programs & Services

835 College Avenue
Kentfield, CA 94904
Phone:(415) 485-9406
Email: N/A
Web site: www.marin.cc.ca.us/disabled

Offers many services and classes to students with physical, learning, psychological or communication disabilities, to ensure a successful and productive educational experience.

Dedication to Special Education

c/o MCOE, 1111 Las Gallinas Ave
San Rafael, CA 94901
Phone: 415-491-6636
Email: info@specialed.org
Web site: www.specialed.org

An all-volunteer parent organization committed to helping children with special needs in Marin County reach their potential in living and learning.

Designing Accessible Communities

PO Box 2579
Mill Valley, CA 94942
Phone & Fax : 415-388-7206
Web site: www.designingaccessiblecommunities.org

A nonprofit organization providing information and education about accessibility to people with disabilities and to professionals in the fields of design, construction, code development and enforcement.

Discovery Dogs

P.O. Box 6050

San Rafael, CA 94903

Phone: 415-479-9557

Fax: 415-472-4431

Web site: www.discoverydogs.org

Discovery Dogs promotes self-determination and greater independence by providing individualized assistance dog training programs for people with disabilities.

EAH Housing

2169 E. Francisco Blvd., Suite B

San Rafael, CA 94901

Phone: (415) 258-1800

Fax: (415) 453-4927

Email: info@eahhousing.org

Web site: www.eahhousing.org

EAH develops, manages and promotes rental housing in the Bay Area for very low, low and moderate-income families, individuals with disabilities, and for seniors.

Easter Seals Northern California

20 Pimentel Court, Suite A1

Novato, CA 94949

Phone: (415) 382-7450

Web site: noca.easterseals.com

Easter Seals was established in Marin County in 1939 to provide community-based programs and services that help children and adults with disabilities maximize their independence.

Elpida House

70 Mitchell Blvd. Suite #101

San Rafael, CA 94903

Phone: (415) 499-8613

Fax: (415) 499-8620

Web site: www.elpidahouse.org

Provides affordable, stable housing and professional support services to adults who have a psychiatric disability.

Goodwill Industries of San Francisco, San Mateo & Marin, Inc.

1500 Mission Street

San Francisco, CA, 94103

Phone: 415-456-5273 (San Rafael Store)

Web site: www.sfgoodwill.org

Our Mission is to train, support and challenge individuals to overcome their employment barriers and thereby achieve self-sufficiency through work.

Guide Dogs for the Blind

P.O. Box 151200

San Rafael, CA 94915-1200
Phone:(800) 295-4050
Email: information@guidedogs.com
Web site: www.guidedogs.com

Guide Dogs for the Blind offers blind people enhanced mobility through the unique skills of dogs that are developed, cared for and nurtured by dedicated youth and adult volunteers.

Halleck Creek 4H Riding Club

1740 Old Rancheria Road
Nicasio, CA 94946
Phone: (415) 662-2488
Email: jcassel@halleckcreekranch.org
Web site: www.halleckcreekranch.org

Halleck Creek provides therapeutic horseback riding in a wilderness setting, free of charge, to children and adults with disabilities.

HomeCARES

Visiting Angels
77 Mark Drive
San Rafael, CA, 94903
Phone: 415-388-8198
Web site: www.HomeCARES.org

HomeCARES is the locally run, nonprofit program that collects durable medical equipment and gives it to individuals in need.

In Spirit

P O Box 383
Woodacre, CA 94973
Phone: (415) 488-0477

Provides assistance for attendant care and other support services to quadriplegics and advocates for improvements in home care services through In-Home Supportive Services.

Indoor Sports Club

16 Liberty Street
Larkspur, CA 94939
Phone: (415) 925-3549
An Organization of People with Physical Disabilities.

Integrated Community Services

3020 Kerner Blvd, Suite A
San Rafael, CA 94901
Phone: (415) 455-8481
Web site: www.connectics.org

Provides for individuals with disabilities a wide range of community-based services in

the areas of employment, housing, recreation, information, and referral.

Jewish Family & Children's Services

600 Fifth Avenue

San Rafael, CA 94901

Phone: 415/491-7960

Fax: 415/491-7958

Email: marin@jfcs.org

Web site: www.jfcs.org

JFCS provides comprehensive services to the entire community including counseling for individuals, couples & families, financial assistance, information & referral, support for people with disabilities, and volunteer opportunities. For comprehensive assistance to seniors, see Seniors-At-Home.

Lifeshouse (formerly MARC)

18 Professional Center Parkway

San Rafael, CA 94903

Phone: (415) 472-2373

Email: mail@lifeshouseagency.org

Web site: www.lifeshouseagency.org

Dedicated to improving the quality of life for people with developmental disabilities and their families in Marin and Sonoma Counties.

Marin Brain Injury Network

1132 Magnolia Avenue

Larkspur, CA 94939

Phone: (415) 461-6771

Fax: (415) 461-8406

Email: mbin@mbin.org

Web site: www.mbin.org

Offers programs, classes and other activities for brain-injured adult designed to sharpen skills that promote independence and community integration.

Marin Center for Independent Living

710 4th Street

San Rafael, CA 94901

Phone: 415-459-6245

Web site: www.marincil.org

Assists persons with all types of disabling conditions to achieve their maximum level of sustainable independence as contributing, responsible and equal participants in society.

Marin Ventures

350 Merrydale Road

San Rafael, CA 94903

Phone: (415) 472-4961

Web site: www.marinventures.org

Provides employment, vocational skills training, community integration, occupational therapy, Art, and independent living skills training services to adults with developmental disabilities.

Matrix Parent Network & Resource Center

94 Galli Drive, Suite C

Novato, CA 94949

Phone: 415-884-3535

Fax: 415-884-3555

Email: info@matrixparents.org

Web site: www.matrixparents.org

A private non-profit organization founded in 1983 to fill the need for parent support for families of children with special needs in the North Bay.

NOMAD Dance Company

3020 Bridgeway

Sausalito, CA 94965

Phone: 415/332-6929

Email: Ishyngon@pacbell.net

Web site: www.nomad-dance.org

A dance company that provides classes and dance performance opportunities as a healing art with amateur and at-risk populations in our community. NOMAD's Mission "to Evoke the Artist in Everyone".

Novato Human Needs Center

1907 Novato Blvd.

Novato, CA 94947

Phone: (415) 897-4147

Web site: www.nhnc.org/English.htm

Novato Human Needs Center provides comprehensive support services for low-income individuals and families, including emergency food, housing/financial assistance, counseling, education, and more.

Opportunity for Independence

20 H Street

San Rafael, CA 94901

Phone: 415.721.7772

Fax: 415.721.7782

Email: PVermylya@ofiinc.org

Web site: www.ofiinc.org

OFI is dedicated to enhancing the quality of life for individuals with developmental and cognitive disabilities by developing and providing essential and individualized day and residential programs throughout Marin County.

Pacific Diversified Services

911 Irwin Street

San Rafael, CA 94901

Phone: (415) 459-6510

Email: pdsmarin@earthlink.net

Web site: www.pdsmarin.org

A non-profit agency in Marin County, California dedicated to assisting people with developmental disabilities to become more accepted, contributing members of their community.

Partners in Rehabilitation

55 Mitchell Boulevard

San Rafael, CA 94901

Phone: 415-446-4142

Social, recreational, educational, employment & therapeutic services for people with a broad range of disabilities.

Special Olympics Northern California -Marin County

30 Pamaron Way Suite D

Novato, CA 94949

Phone: 415-883-8455

Fax: 415-883-8694

Web site: www.sonc.org

Mission is to provide year-round sports training and athletic competition in a variety of Olympic-type sports for all children and adults with mental retardation.

Very Special Arts

1115 Third Street

San Rafael, CA 94901

Phone: 415/ 457-4878

Web site: www.youthinarts.org/pages/schools_very.htm

The only arts education program available to students with developmental, learning, and physical disabilities in Marin County.

**APPENDIX A:
ADA Self Evaluation Questionnaire**

PROGRAM ACCESSIBILITY QUESTIONNAIRE
For
Marin County Programs, Activities and Services

The purpose of this questionnaire is to gather data on how your department's programs¹ are, or are not, accessible to people with disabilities. Questions are in the areas of:

- A. Customer service,
- B. Outreach and information,
- C. Training and staffing,
- D. Programs and facilities, and
- E. Accessible/adaptive equipment.

Your participation in completing this questionnaire will assist your department in improving its ability to serve the needs of people with disabilities and their families. Please answer the following self-evaluation questionnaire. Please see page 21 for explanations of terms and acronyms.

General description of the department's programs

Department:

Name of person completing this questionnaire:

Telephone number:

Fax number:

Department's program name:

Date program questionnaire filled out:

Please give a brief description of each program:

¹ Throughout this questionnaire, the term "program" means "program, service, or activity" provided to the public unless otherwise indicated.

A CUSTOMER SERVICE

Policies and practices that may limit the participation of individuals with disabilities in your programs

A1 If any of the department's programs (activities or services) have eligibility requirements for participation, do they contain (check all that apply):

- physical or mental fitness or performance requirements?
- safety standards?
- testing requirements?
- educational 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 policies used for each checked category.

A2 If you have any such eligibility requirements, 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 could be altered or eliminated to allow participation by individuals with disabilities?

When you alter or eliminate discriminatory policies, how do you communicate these policy changes to department staff and the public?

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

A3 Does your department have a process for determining whether a specific modification to include a person with disabilities would fundamentally alter the nature of the program you offer?

No

Yes

If yes, please briefly describe this process:

A4 Does your department have a formal process for responding to requests for modifications that would allow people with disabilities to participate in your programs? For example, is there a particular individual assigned to review and approve requests? Do you keep a record of the modifications that have been previously offered?

No

Yes

If yes, please briefly describe the process you have established:

A5 Does your department charge an additional fee to people with disabilities for modifying programs?

No

Yes

B OUTREACH AND INFORMATION

Notice Requirements

- B1** 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 regardless of their disability?
- B2** How do you notify all persons about any special procedures used for individuals with disabilities?
- B3** How do you notify all persons that your meetings, hearings, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?
- B4** 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 volunteer services practices.)

Printed Information

- B5** List the names of the documents that you publish.
- B6** Are all the program documents controlled centrally?
- No
- Yes

B7 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:

B8 Do you make the content of documents and publications available in simple, easy-to-understand language for individuals with learning disabilities?

- No
- Yes

B9 Do you portray individuals with disabilities in your documents and in publications?

- No
- Yes

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

Televised and Audiovisual Public Information

B10 Does your department prepare audiovisual or televised presentations or website demonstrations/webinars for the public or make audiovisual presentations to the public?

- No
- Yes

If no, go on to question B14.

B11 How do you make audiovisual or televised or on-line presentations prepared or presented by your department to the public accessible to individuals with disabilities?

B12 List the audiovisual presentation (film, videotape, or television).

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:

B13 Do you portray individuals with disabilities in audiovisual presentations?

No

Yes

If yes, provide a copy of the presentation.

Website

B14 Does your department's website include any information about the programs you offer?
Please list your department's website address: _____ .

- No
- Yes

If yes, please describe briefly what information is provided:

B15 Does your department's website include information about the accessibility of facilities where programs or services are offered?

- No
- Yes

If yes, please describe briefly what information is provided:

B16 How does your department ensure that its website is usable by individuals with disabilities?

B17 Does your department provide documents on its website for downloading by the public?

- No
- Yes

If yes, do the documents meet federal accessibility standards for electronic and information technology?

Public Telephones and Communication Devices

B18 How do you communicate by telephone with individuals with hearing disabilities?

If you use Text Telephones (TTYs) or Telecommunication Devices for the Deaf (TDDs), list location, telephone number, and organization or TTY/TDD directories in which the TTY/TDD number is listed.

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

If you use a relay service, have you performed outreach to people with hearing disabilities?

No

Yes

If yes, how?

B19 How do you train your staff in operating TTY/TDDs and in other means of communicating over the telephone with a person with a hearing or speech disability?

C TRAINING AND STAFFING

C1 What staff members have contact with the public and need to be aware of your department's obligations and policies that enable persons with disabilities to participate in department programs or activities?

C2 How have you informed/trained these staff members?

C3 Does anyone on your staff have experience working with people with disabilities?

No

Yes

If yes, describe:

C4 Does your department offer training regarding the provision of appropriate modifications for people with disabilities?

No

Yes

If yes, describe:

C5 Are there staff members in your department who provide emergency services to the public?

No

Yes

If yes, have they had training in American Sign Language (ASL) or other means of communicating in emergency situations with people who have hearing or speech impairments?

Are there other staff members who would be able to offer better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing impairments?

D PROGRAMS AND FACILITIES

Program Eligibility Requirements and Admission

D1 Are there any limitations or ratios for the number of persons with disabilities who may participate in or be admitted to any department program?

- No
- Yes
- Don't know

If yes, explain:

D2 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:

D3 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:

D4 Do the forms listed in D3 above contain a notice that your organization does not discriminate against people with disabilities?

- No
- Yes
- Don't know

D5 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 non-discrimination in interviewing?

Public Meetings

D6 Do you require that public meetings, hearings, and conferences be held in accessible locations?

- No
- Yes

D7 Are interpreters, readers, and/or adaptive equipment provided when requested, for meetings, interviews, conferences, and for public appearances by and with department officials and public hearings?

- No
- Yes

If yes, how much advance notice do you request?

D8 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

Tours and Trips

D9 Does your department provide tours of your facilities or organize trips for members of the public?

No

Yes

If no, go to question D12.

If yes, list and describe them:

D10 How do you provide accessible facility tours to people with:

Visual disabilities?

Hearing disabilities?

Mobility disabilities?

Learning disabilities?

D11 Do you require that trip destinations be accessible to people with disabilities?

No

Yes

Transportation Services

D12 Do you provide transportation to volunteers, program participants, visitors, and others who participate in your programs?

No

Yes

If no, go to question D14.

D13 What procedures does your department follow to make transportation accessible to persons who have:

Visual disabilities?

Hearing disabilities?

Mobility disabilities?

Learning disabilities?

Use of Consultants

D14 Do you use consultants to conduct programs on behalf of your department?

No

Yes

If no, go to question D17.

D15 How do you ensure that consultants are aware of their obligations to facilitate participation of individuals with disabilities in programs or activities operated on behalf of your department?

D16 How do you monitor your consultants to ensure they fulfill this obligation?

Emergency Evacuation Procedures

D17 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:

Mobility disabilities:

Learning disabilities:

Special Events and Private Events on Public Properties

D19 Does your department organize special events or do you help facilitate private events on public property?

- No
- Yes

If no, go to question D21.

If yes, please describe briefly the type of event and what types of outside organizations are involved:

D20 How do you ensure that both private entities and your staff are aware of their obligations to facilitate participation of individuals with disabilities in these special events or private events held on public properties?

Maintenance of Accessible Programs and On-Going Accessibility Improvement

D21 Have you had requests for improving accessibility to your department's programs or facilities?

- No
- Yes
- Don't know

If yes, describe:

D22 Would the implementation of any measure to improve accessibility for people with disabilities to your programs pose an undue financial or administrative burden?

No

Yes

If yes, list an alternative means that would not pose a financial or administrative burden:

D23 Does your department consult or work with any outside organizations that assist people with disabilities?

No

Yes

If yes, please provide a list of organizations:

E ACCESSIBLE/ADAPTIVE EQUIPMENT

Automated Electronic Equipment

E1 Do you allow the public to use electronic equipment—including copying machines, personal computers, microfilm readers, etc.—in your programs?

No

Yes

If no, go to question E3.

E2 How do you ensure that electronic equipment is accessible to and usable by individuals with disabilities?

Auxiliary Aids

E3 Are auxiliary aids (such as tools, access to using equipment, moveable light sources, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

No

Yes

If yes, describe:

Thank you for completing this questionnaire. If you have any questions about this questionnaire or program accessibility in general, please contact the ADA Coordinator.

EXPLANATION OF TERMS

Term	Explanation
Adaptive aids	Tools or services required for people with disabilities to have access to programs and information: qualified interpreters or other effective methods of making aurally 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.
ASL	American Sign Language. Manual (hand) language with its own syntax and grammar used primarily by people who are deaf.
Auxiliary aids	See adaptive aids.
Hearing impairment	Partial or total deafness.
Learning disabilities	Any form of physical or mental disability that delays development or acquisition of knowledge.
Mobility disabilities/mobility impairment	A condition limiting physical ability; generally considered to include lack of a limb or loss of limb use due to disease, amputation, paralysis, injury, or developmental condition; or limitation of movement due to cardiovascular or other disease.
TDD	A Telecommunication Device for the Deaf allows a person to transmit typed messages over the phone lines to another person with a TDD. Most TDD's include a keyboard for typing messages to send and a display and/or printer to receive messages.
TTY	See TDD. TTY stands for Text Telephone and is a registered trademark for a specific kind of TDD.
Visual disabilities	Loss or partial loss of vision.
Webinar	Web seminar. Live or recorded meeting on the web.

**APPENDIX B:
Disability Access Advisory Group
Meeting Minutes**

The County of Marin Disability Access Advisory group (DAAG) Meeting Minutes

Friends of Marin Meeting Center

Tuesday July 11
10:00 to Noon

Attendees

DAAG members: Kathy Abrahamson, Rebecca DeGeorge, Joie Charm, Stacey Henderson
Anthony Luu, Pam Scoggins

Marin County Staff: Rocky Burks, William Campagna

MIG Consultants: Tim Gilbert, Cecilie Rose

The meeting was opened at 10:00 AM by William Campagna. Tim Gilbert from MIG facilitated the meeting. The committee members and staff introduced themselves.

Anthony Luu works with Marin Center for Independent Living (MCIL) as an attendant referral Specialist. He has taken public transportation throughout Marin and San Francisco for many years.

Pam Scoggins is a peer support counselor with the MCIL. She is a student at the College of Marin.

Kathy Abrahamson is with the Marin Lighthouse for the Blind and Visually Impaired. She is the Director of Rehabilitation Services.

Joie Charm is with Canine Companions for Independence.

Rebecca DeGeorge is a peer counselor with San Rafael Guide Dogs for the Blind and the Lighthouse for the Blind.

Stacey Henderson is a registered nurse. She currently works in graphic design, and volunteers on several local committees in Bolinas.

MIG Staff described the Marin Self-Evaluation and Transition Plan (SETP) update process and the roles and responsibilities of the DAAG. There will be two parts to the SETP: program access and facility (building) access.

The program access evaluation will consist of questionnaires submitted by all of the County's departments. The questionnaire addresses and helps evaluate program eligibility requirements, participation requirements, facilities used, staffing, transportation, communications, and emergency procedures. MIG will review and analyze the program information collected from County staff to evaluate the current level of program accessibility.

The County will also be evaluated for the accessibility of their facilities using a checklist format that incorporates both federal and state codes. The information gathered from these checklists will be keyed with facility diagrams to indicate the location of architectural barriers. All this information will be entered into a database, which will generate facility reports and create a table of barriers. These annotated diagrams along with the database will assist the County in prioritizing barriers for removal.

MIG handed out a 'process graphic' describing the phases of the project and where the DAAG meetings would fit into this process. The DAAG will be a standing committee and will work throughout the length of the SETP plan project. There will be six meetings in all: three in phase I, three in phase II.

The second DAAG meeting will focus on planning the first public meeting.

There are three phases to the project:

- Phase I - interview with program staff on program access and review of policies. Develop the facilities inventory and database. Staff training.
- Phase II - surveying County facilities (buildings) and roads and sidewalks for compliance with the American with Disabilities Act and title 24.

The DAAG will serve as an umbrella organization to give feedback to the SETP work as it is being completed, connect with the disabled community, and help with the advocacy process.

The County of Marin has a database and mapping software which lists all roads and sidewalks maintained by the County.

MIG opened the floor for questions and comments.

Question: What if issues come up between meetings?

Answer: Contact Rocky Burks or Bill Campagna if issues come up between meetings. Electronic communications (email/fax) are preferred, but it is OK to call. Rocky is the day-to-day coordinator of the self-evaluation and transition plan development process for the County of Marin, but Bill should be copied on all communications.

Question: The College of Marin is doing a lot of construction. Does the County know about it and will the work be accessible to people with disabilities?

Answer: Yes, the County is aware of the constructions and the college is responsible for assuring it complies with all applicable accessibility laws.

Question: How come there are no public transit routes to all public services?

Answer: The Transportation Authority of Marin (TAM) is responsible for transportation planning and needs to hear where routes are needed.

Question: Will the survey be looking at employment issues? Private businesses?

Answer: William Campagna provides consultation to the Department of Human Resources on employment issues and this subject is covered in the self-evaluation. William Campagna and Rocky Burks work closely with planning staff and building officials in the Community Development Agency (CDA) on assuring accessibility to private businesses.

Question: The intersection at Grant and 2nd in San Rafael needs a pedestrian signal. Who do I contact?

Answer: Contact Ken Nordhof, the Assistant City Administrator for San Rafael. Eric Schneider is the engineer and is handling sidewalks in San Rafael.

Question: Who is in charge of making sure the Transition Plan is completed, and that all new facilities are accessible?

Answer: The Department of Justice (DOJ) has the ultimate responsibility for enforcing the plan. Members of the community can help by reporting issues to the County and following up on the issues over time. It is important to bring up ADA issues at all forums - not only at disability related venues.

Question: Will there be events for October, disability awareness month? For example, having County staff use a wheelchair or wear a blindfold. This would give them a chance to experience life as a person with a disability.

Answer: This is something that the committee can work on.

At the end of the meeting, DAAG members stated their ideas of what the committee would be doing:

- Bring concerns and viewpoints of others to the table.
- Raise concerns about all disabilities, including mental illness.
- Continue working on the issues once the final transition plan is completed.
- Network with community. Assist others in advocating for accessibility accommodations.
- Two people were unsure of the role of the DAAG and the time-frame of events, but were open to ideas and looking forward to the committee work.
- Work so that programs and facilities do not discriminate against any group.

The meeting closed at noon.

County of Marin
Disability Access Advisory Group (DAAG)
Meeting Minutes

Civic Center Administration Building
Room 410-B

Tuesday, October 2, 2007
10:00 to Noon

Attendees

DAAG members: Russ Bohlke, Vicki Bohlke, Kathy Abrahamson, Stacey Henderson.

Marin County Staff: William Campagna

MIG Consultants: Tim Gilbert, Yuri Kilburg, Cecilie Rose

Introduction

The meeting opened at 10:20am by William Campagna. Tim Gilbert from MIG facilitated the meeting.

The meeting began with an overview of the status of the Self-Evaluation and Transition Plan. A draft of the Self-Evaluation and Transition Plan was distributed to the DAAG. All County programs completed a questionnaire regarding the accessibility of their individual programs, services, and activities. MIG documented the results from the department surveys, as well as provided recommendations for improvement. Also, MIG has completed surveying County facilities for Title 24 compliance. This survey includes all Marin County buildings, parks, and trailheads. MIG also surveyed all County roads to identify locations of existing curb ramps and sidewalks.

MIG presented large scale maps of areas surveyed documenting the locations of curb ramps and sidewalks in relation to transit stops, parks and schools.

Comment: It would be helpful to have Marin County building names on the maps.

Action Item: MIG will add Marin County building names to these maps in time for the public meeting on October 15th.

Update on Prioritization Process

Now that the surveying of County facilities is complete, the County needs to prioritize how to fix the physical barriers that were identified. This prioritization needs to be done in conjunction with the capital improvement budget planning. The draft Self-Evaluation and Transition Plan suggests prioritization as follows:

1. Health and Human Services (County building that house health clinics, WIC)
2. General Government Services (County Sheriff, Civic Center, etc.)
3. Recreation (County park facilities and trailheads, Marin Center, libraries)

Additionally, the following criteria can be used to prioritize the removal of barriers identified in the surveying:

- Level of use by the public
- Program uniqueness
- Geographic distribution

Other factors that would influence order of fixing barriers:

1. Path-of-travel from transit stops, sidewalks to the door
2. Once inside the building, path-of-travel to the destination in the building
3. Amenities in the building such as phones, water fountains, and vending machines
4. The last priority is items for which access is not required. For example, areas where there is no public access or a duplicate feature. For example, if there are two doors to a conference room, only one door needs to be fixed.

Tim Gilbert noted that with new construction, all elements need to be accessible. This is not so when fixing barriers noted in the Self-Evaluation and Transition Plan, however.

William Campagna noted that there will be some cross cutting of repairs, for example all doorknobs in a building or all ramps in one area. This may mean that the order of repairs may not follow the criteria above exactly. There was agreement in the DAAG that this was a reasonable way to prioritize the removal of barriers.

The process for fixing each barrier:

1. Identify each barrier
2. Identify the action needed to fix the barrier
3. Schedule the removal of the barrier
4. Identify the specific person responsible for fixing the barrier

Update on Public Right-of-Way Prioritization Process

The Public Right-of-Way process considers the location of curb ramps and pedestrian barriers adjacent to County facilities. The guidelines used to prioritize improvements are as follows:

1. The Public-Right-of-Way next to County programs that provide health and human services (example: the Main Health & Wellness Campus and 120 N. Redwood).
2. The public Right-of-Way for general government programs and services (example: the Civic Center Campus, Sheriff Stations and sub-stations).
3. The public Right-of-Way for to County cultural and recreational facilities (example: the Marin Center, County libraries and County park facilities).
4. The Public Right-of-Way for schools and commercial areas (example: County maintained roads adjacent to the College of Marin, Sir Francis Drake High School and the Bon Air and Strawberry Shopping Centers).
5. The public Right-of-Way for residential areas in unincorporated County areas (example: Bel Marin Keys and Loma Linda).

Question: Who is responsible for maintaining bus stops?

Answer: The Transit Agency is responsible for maintaining bus stops.

Update on Programs, Services, and Activities Survey

All departments were surveyed on the accessibility of their programs, services, and activities. The survey covered the accessibility of: Customer Service, Outreach and Information, Training and Staffing, Programs and Activities, and Accessible/Adaptive Equipment. About 70 departments completed the survey. The process of completing the survey was eye-opening to staff and raised important discussions.

Question: Can election offer part-time shifts for poll workers? Marin County Poll workers currently must work a 14 hours shift. Part-time shifts are only allowed if a poll worker finds someone to split the shift. Allowing part-time shift option would enable many more people – especially those with disabilities – to become poll workers. This is important since many poll workers are seniors and there is a shortage of poll workers.

Answer: The Elections department should be able to answer that question.

Notes and Other Comments by the DAAG:

- William Campagna has several new documents ready to post on the ADA section of the Marin County Website.
- William Campagna is working on a document which addresses safe emergency evacuation of people with disabilities.

- William Campagna is surveying all Marin County locations used for public meetings to determine if the rooms are accessible.
- William Campagna is working on a memo to describe alternate formats for making displays and tours accessible to all people with disabilities, such as photographic displays, tapes documentaries.
- William Campagna is working on an Op Ed piece and a proclamation raising awareness that October is Disability Awareness Month.
- Stacey Henderson is working with the Marin County Water District to have their public meetings held in an accessible room.
- Weights and Measures handles complaints for gas stations not attending to disabled people who need help pumping gas.

Question: Can parking attendant check if disabled placards match the license plates of the cardholder?

Answer: This kind of cross checking is not generally done, since drivers can be transporting people with disabilities without having a disability themselves.

Next Meeting and Next Steps

This may be the last DAAG meeting. The next meeting date has not been determined. It depends on the status of the plan, and the timing and steps necessary to acquire approval from the Board of Supervisors. A recommendation of the Self-Evaluation and Transition Plan is to appoint a permanent County-wide disability advisory group to work in conjunction with City disability advisory groups.

Comment: DAAG members are invited to attend the Public Meeting on October 15th to provide additional comments on the draft plan.

Question: How will people who are not able to attend the October 15th Public meeting be able to comment on the draft plan?

Answer: The draft plan will be posted to the County Website prior to October 15th and comments are welcome at anytime.

Action Item: DAAG members will be contacted when the date for the meeting with the Board of Supervisors is established.

County of Marin Disability Access Advisory group (DAAG) Meeting Minutes

Civic Center Administration Building
Room 410-B

Tuesday, February 27, 2007
10:00 to Noon

Attendees (please see Table 1 at the end of the minutes for the seating chart):
DAAG members Kathy Abrahamson, Stacey Henderson, Pam Scoggins

Marin County Staff: William Campagna

MIG Consultants: Tim Gilbert, Cecilie Rose, Yuri Kilburg

The meeting opened at 10:00 AM by William Campagna. Tim Gilbert from MIG facilitated the meeting. The committee members and staff introduced themselves.

Pam Scoggins is a peer support counselor with the MCIL. She is a student at the College of Marin.

Kathy Abrahamson is with the Marin Lighthouse for the Blind and Visually Impaired. She is the Director of Rehabilitation Services.

Stacey Henderson is a registered nurse. She currently works in graphic design, and volunteers on several local committees in Bolinas.

MIG Staff reviewed the status of the project via a PowerPoint presentation. Currently, the project is near the end of Phase One - the evaluation of the County's programs and services. Phase Two, the physical survey of County facilities, public right-of way, and parks has begun and will continue for several weeks.

Question: What is the difference between the County and a City? How do I know which buildings and parks are County-owned?

Answer: Marin is a unique place because so many small cities exist within the County. County-owned areas are the unincorporated located in the areas outside town and city limits.

Action item: MIG will distribute a list of the facilities being surveyed for Phase Two of the project to the DAAG for future reference.

There was a concern that because the DAAG was a County government committee only, cross jurisdictional projects could get “lost in the cracks”. For example, Sir Francis Drake Boulevard runs through 10 different towns or cities, but is within the jurisdiction of the County. The DAAG recommended that an umbrella organization for all the government disability access efforts in Marin be formed to coordinate the work of each government entity with one another. This would also facilitate individual City and County disability committees to officially work together.

Action item: MIG will add the suggestion of a county-wide disability coordinating council or commission to the executive summary of the Self-Evaluation and Transition Plan (SETP).

Tim Gilbert used a PowerPoint presentation to provide a comprehensive update on SETP progress to date. He also explained that MIG was identifying where there were county sidewalks and where there are curb ramps for use in determining and prioritizing right-of-way components of the Transition Plan.

In August, MIG provided a brief staff training on Title II of the ADA and sent a survey to each Marin County Department Disability Access Compliance Liaison asking about ADA compliance in their programs, services, and activities. The questionnaire covered customer service, outreach and information, printed information, televised and audio information, websites, public telephones and communication devices, staffing, training, eligibility requirements for programs, public meetings, tours and trips, transportation services, the use of consultants, emergency evacuation procedures, special events, and provision of auxiliary aids.

Sixty-seven (67) programs returned a survey. These surveys have been summarized and will be sent back to staff to check for accuracy. Tim Gilbert discussed some of the county-wide issues that were identified, such as the need for more departments to make large print and Braille formats available upon request. The results will be part of the Marin SETP.

Question: Where does the website fit IT (Information Technology)?

Answer: Tim Gilbert answered that while the County IT Department provided overall management of the website, each department posts to its individual page(s). Generally, most departments need to know more about accessible web posting.

MIG also reviewed the Marin County Codes to determine if any inadvertently created discriminatory practices related to persons with disabilities. For example, without clarification current codes barring animals could be interpreted as forbidding service animals or bans on motorized vehicles on trails could be interpreted as barring the use of motorized wheelchairs.

MIG is surveying all County facilities that house public programs and documenting any accessibility issues that are in violation of the ADA.

William Campagna shared that he is considering establishing a "mystery shopper-type process" to provide for an ongoing assessment of access to programs, services and activities. This will be done in a spirit of cooperation. The goal of these tests will be to assist department staff and managers in identifying and addressing program access deficiencies or problem areas.

MIG will plan, organize and facilitate at least two public meetings about the SETP. MIG solicited feedback from the DAAG on the format of these meetings. DAAG members suggested the following regarding public meetings:

- The meeting must be conducted in accessible locations, on a public transit line.
- Meetings should be scheduled at different times and locations to accommodate working people and to coincide with public transit schedules (for example, one meeting could be in West Marin and one in Central Marin, such as San Rafael, and meeting times could be one morning, and one early evening).
- MIG and/or the County should provide equipment so an option to participate by telephone is available.
- All printed information regarding the SETP should be made available to the public in alternate formats and in advance of the meetings.

If there will be more than two meetings, the meetings will need to be shorter to stay within the budget allocated for the meetings.

Action item: MIG will determine the deadlines for inclusion of announcements for the public meetings in disability organization newsletters (example: Lighthouse f/t Blind and MCIL).

Table 1 – DAAG Meeting Seat Chart

	Pam Scoggins	Kathy Abrahamson	Bill Campagna
Stacy Henderson	Cecilie Rose	Yuri Kilburg	Tim Gilbert

**APPENDIX C:
Public Meeting Minutes**

**Marin County ADA Self-Evaluation and Transition Plan
Update
Public Meeting #1
Town Center Community Room
770 Tamalpais Drive, Suite 201
Corte Madera, May 21, 2007
4 – 6 pm**

Attendees

Marin County: William Campagna – Marin County Disability Access Manager

Members of the Public: Vicki Bohlke, Russel Bohlke, Stacey Henderson

MIG Consultants: Tim Gilbert, Yuri Kilburg

Overview

Tim Gilbert of Moore, Iacofano, Goltsman, Inc., and his team reported on the progress of the update of the County’s ADA Self-Evaluation and Transition Plan Report with a power point presentation. He informed the public that MIG is still in the process of surveying County facilities, buildings, parks, and trailheads. The next step will be to survey bike paths as well as locate sidewalks and curb ramps in the County.

William Campagna, the Disability Access Manager for the County reported that the Attorney General is suing the County. This litigation stance is driving the County Staff to participate in all types of training as well as setting up protocols. Mr. Campagna is also developing implementation plans aside from working on the County’s Self-Evaluation and Transition Plan. Mr. Campagna has created a task force, consisting of County staff liaisons. He would like to tailor training that is effective, appointing each department an expert in ADA issues. Mr. Campagna has also created County Policy Guidelines that address ADA issues titled “Guidance Bulletins.”

Mr. Campagna has set a criterion of what needs to be accessible in the following order:

- Health and Human Services
- General Government, including Public Safety
- Parks, Advocational Locations, Libraries
- Commercial, Residential
- Public Rights-of-Way

Question and Answer Session

Public Question: I had issues with the previous ADA coordinator. He would never get back to me or say that he never received my letters when I followed up.

(WC) Answer: As the current ADA Coordinator, I have a complaint process in place and I track everything.

Public Question: Does the County have a program for placard enforcement? People park in designated spaces all the time without placards.

Public Answer: No, but I leave the application to obtain a placard on the windshield of the car as a way to let the driver know that someone out there knows they are violating the law.

**Marin County ADA Self-Evaluation and Transition Plan
Update
Public Meeting #2
Margaret Todd Center
1560 Hill Road, Room 3
May 31, 2007
4 – 6 pm**

Attendees

Marin County: William Campagna – Marin County Disability Access Manager

Members of the Public: Pat Merrill, Kathy Abrahamson, Stacey Henderson

MIG Consultants: Tim Gilbert, Christine Tran

Overview

Tim Gilbert of Moore, Iacofano, Goltsman, Inc., and his team reported on the progress of the update of the County’s ADA Self-Evaluation and Transition Plan Report with a power point presentation. He informed the public that MIG is still in the process of surveying County facilities, buildings, parks, and trailheads. The next step will be to survey bike paths as well as locate sidewalks and curb ramps in the County.

William Campagna, the Disability Access Manager for the County reported that the Attorney General is suing the County. This litigation stance is driving the County Staff to participate in all types of training as well as setting up protocols. Mr. Campagna is also developing implementation plans aside from working on the County’s Self-Evaluation and Transition Plan. Mr. Campagna has created a task force, consisting of County staff liaisons. He would like to tailor training that is effective, appointing each department an expert in ADA issues. Mr. Campagna has also created County Policy Guidelines that address ADA issues titled “Guidance Bulletins.”

Mr. Campagna has set a criterion of what needs to be accessible in the following order:

- Health and Human Services
- General Government, including Public Safety
- Parks, Advocational Locations, Libraries
- Commercial, Residential
- Public Rights-of-Way

Question and Answer Session

Public Question: What is the timing of the Self-Evaluation and Transition Plan?

(WC) Answer: I would like the Self-Evaluation and Transition Plan completed by August and begin the implementation training thereafter.

(TG) Question: Unfortunately, there's a low turn-out rate to this public meeting. My staff and I have tried to send the word out and publicize this public meeting as much as possible. What are other resources we could approach to reach out to the County?

Public Answer: I put out a mailing list, specifically to the Marin Senior Centers, announcing this public meeting. I would like to do something in their publications to receive more feedback.

(WC) Comment: I would rather receive feedback and take action immediately than receive a complaint and proceed down that road. Another possibility to track the status of County accessibility is to send out a questionnaire. Instead of the public coming to the County with a complaint, the County should take the first step and reach out to the public.

Public Comments: I am trying to make programs more accessible for the disabled seniors because the surrounding Counties seldom communicate with one another.

Public Comments

Public Comments: I just found out that the Marin website has been redesigned and restructured.

Public Comments: I talked to people at the Bolinas Post Office and they said that they will provide an accessible parking space as well as a ramp. There is a senior lady who has to go through a convoluted route in order to get to the post office because she cannot walk up the steep ramp.

I created a yellow Warning Notice for people who park in disabled parking spots. The Warning Notice is a yellow flyer, warning them of their violation and how much it costs if they were fined. Hopefully, this warning prevents them from parking in the disabled spots in the future.

Public Comments: In the next announcement/ mailing, please also include the community centers.

Marin County ADA Self-Evaluation and Transition Plan
Update
Public Meeting #3
Corte Madera Community Meeting Room
770 Tamalpais Drive, Room 201
October 15, 2007

Attendees

Marin County: William Campagna – Marin County Disability Access Manager,
Lou Antonelli – Program Access Consultant, Marin County

Members of the Public: Russ Bohlke, Vicki Bohlke, Ellen Lieber, Christian Schreiber,
Gilda Puente-Peters, Richard Skaff, Guy Wallace, Craig Thomas Yates

Moore, Iacofano, Goltsman, Inc (**MIG**) Consultants: Tim Gilbert, Yuri Kilburg

Overview

William Campagna (**WC**) and Tim Gilbert reported on the progress of the update of the County's Americans with Disabilities Act (**ADA**) Self-Evaluation and Transition Plan (**SETP**) document. Mr. Gilbert and his team have completed the draft SETP and have made it available to the public for comment. Reports identifying physical barriers found in County buildings, facilities, parks, bike paths and trailheads were made available and pedestrian rights-of-way maps were on display during the meeting for public review and comment.

Mr. Campagna noted that the County is making progress in numerous areas regarding both program access and physical accessibility. The County has identified Department Disability Access Coordinators to facilitate resolution of program access issues at the department level. Additionally, the County has added disability accessibility checkoff requirements to the formal building permit approval process. The Building and Safety Division of the Community Development Agency; the Department of Parks and Open Space; and each of the Divisions of the Department of Public Works now have protocols that require an accessibility review at the inception of projects, during the course of construction, and prior to completion of projects.

Question and Answer Session

Public Question: Has a date been set when the County will be in minimal compliance?

(WC) Answer: The County is in minimal compliance now. One aspect of this project is that all the data regarding physical barriers were recorded in a database. This database allows us to view and manage the information both horizontally and vertically. For example, the database identifies repairs that need to be made building-by-building, and it will also allow analysis and consolidation of repairs by type. Fixing five parking lots in five buildings for example is more efficient than repairing barriers one building at a time.

Public Question: When will the County implement the Final Transition Plan?

(WC) Answer: We want the SETP to be a living document and are moving forward on developing several implementation plans based on the SETP findings. We anticipate completing the transition plan removal projects within five to six years.

Public Question: How many public meetings were held to discuss the PROW policies and the prioritization process? This is the first time I am seeing this information.

(WC) Answer: For prioritization, we used the guidelines that have been set by the ADA regarding the PROW adjacent to County facilities.

(TG) Answer: We held two public meetings in May of this year and we also have a Disability Access Advisory Group that has met three times to review the document as it has evolved.

Public Question: Is there a list of people involved with the Advisory Group in the document?

(TG) Answer: Yes, the list of members of the Disability Access Advisory Group is located on page 6 and 7 of the document.

Public Question: Does the Transition Plan have dates to identify when the barriers will be removed?

(WC) Answer: Yes, but these are guidelines. A detailed schedule cannot be established until all barrier removal priorities are determined, and the extent of design of construction work is identified and funding is approved by the Board of Supervisors.

Public Question: Has funding been included in the Transition Plan yet?

(WC) Answer: The SETP is not yet complete. Upon completion, MIG will present the plan to the Board of Supervisors. Then, the Board of Supervisors and the Office of the County administrator will determine funding.

Public Question: Were curb ramps assessed for accessibility?

(TG) Answer: The contract required for the location of the curb ramps to be identified, but they were not surveyed for accessibility.

Public Comment: Then this curb ramp inventory isn't complete if it does not identify how dangerous or compliant the curb ramps are – an accurate list would show that information to allow the County to assess the budget needed for improvements.

Public Comment: The dangerous ramps should be looked at first.

(WC) Comment: The law requires that the ramps in high use areas are the priority for repair. I'm recommending that the County set aside \$200,000 a year to address the issue of curb ramps. If you are aware of specific ramps that present a hazard, please contact the Disability Access Program right away.

Public Question: Was on-street parking surveyed? Where there is formalized public parking along the PROW on the street, accessible public parking should be allocated. Also, what about passenger loading zones and signalization? Were those elements surveyed?

(TG) Answer: On-street parking and signalization were not addressed in this contract.

Public Comment: Corte Madera spent a lot of money to have every street surveyed – you should use their survey as a reference.

Public Question: Is there anything being done about Whistlestop depending on the time schedules of Golden Gate Transit. I can't go to the City anymore for events that go past 9:30pm.

(WC) Answer: Whistlestop is not a County program.

Public Question: But doesn't the County approve funding for Whistlestop?

Public Comment: I worked with the Board of Supervisors in conjunction with Marin Transit Authority and County funds are given to Whistlestop.

Public Question: Will Measure A be able to help fund the ADA work that this plan identifies?

(WC) Answer: No, this is a separate process.

Public Comment: It seems to have the SETP and Measure A work together would make more sense.

(WC) Comment: I agree, although I understand that every Measure A project must meet accessibility requirements.

Public Question: Have you considered a Joint Policy Agreement (JPA) to represent each of the Cities?

(WC) Comment: This is a good idea. More collaboration is needed between jurisdictions and this is the key to successful implementation. Self-Evaluation and Transition Plans are done by individual jurisdictions.

Public Comment: You should also consider the Council of Mayors, a committee representing the mayors from the Cities and Townships that meets once a month to address County-wide issues. There could be a sub-committee that works with this specific group to focus on issues of accessibility where collaboration between County and City need to occur. Things need to move faster. The update to the Transition Plan was supposed to have been done in 1996 and it is now 2007.

Public Comment: We need a Public Commission on disabilities with teeth that can maintain an authoritative position.

Public Question: Is there a date when the Plan will be presented to the Board?

(WC) Answer: We hope to be calendared for a November Board meeting, but to date, we have not been placed on the agenda.

Public Question: When will the individual reports and developed timelines be available?

(WC) Answer: The development of implementation plans are in process. We are moving the Transition Plan forward. The Self-Evaluation revealed that more outreach and training are needed and we are working on a timeline for those items in the implementation plans.

Public Question: What is the timeline for the implementation plans to be made available to us?

(WC) Answer: It is my hope to have the implementation plans completed within the first 3 to 6 months of next year (2008).

(TG) Comment: The County is focusing on the implementation plan to assess the data.

(WC) Comment: An example of this would be the EEO officer is now working with us on integrating disability rights into diversity training programs.

Public Question: Disability Rights Enforcement, Education, Services (DREES) noted the void in the EEO in writing several years ago. Why did it take so long to have this addressed?

(WC) Answer: I recommend that the County's formal complaint process be used to register requests or complaints. This will ensure that the complaint is logged and put through the County's formal process which includes providing timelines.

Public Comment: Schedules and dates need to be included in the SETP so the County can plan for projects. I am concerned that they are still in process.

Public Question: What is the list in section 4.12 referring to? It is not clear.

(TG) Answer: Curb ramps that are scheduled for completion in 2007/2008.

Action: MIG will add the appropriate heading to the SETP section 4.12.

Public Question: Where does this information come from and how was it decided that these curb ramps get installed for the 2007-08 work year?

(WC) Answer: The County embarked on several street overlay project in the current fiscal year. Providing curb ramps is a requirement of street overlay projects. We are also working with the City of San Rafael to provide accessible PROW within one mile of the new Health and Wellness Center on Kerner Avenue and Bellam Boulevard in the Canal District. New construction also triggered the installation of curb ramps and sidewalks in this area.

Public Comment: The community needs to review this schedule of curb ramp installation. There needs to be more public input on this topic.

Public Comment: The County should work with Whistlestop to ensure that more people come to the public meetings and provide their input.

Public Comment: Yes, the County needs to extend beyond the organizations and reach out to the public directly.

Public Comment: The County could set up a contract with Whistlestop and provide free public transportation to the meeting.

Public Comment: Kaiser Hospital would also be a good place to advertise since many people in the community frequent that facility.

Public Comment: Marin General Hospital as well. The County could place posters at the front entrance.

Public Comment: Tamalpais Senior Center and retirement homes in general would also be a good place to advertise for public meetings.

Public Comment: Many of us here today are already part of a senior's organization; outreach in this area is a good idea. You need to have input from those who have hearing and vision impairments as well.

Public Question: I have an issue with Section 4.11 – the document states that the County must supply “a suitable alternative path of travel” for areas in construction. This needs to be accompanied with a specific policy. Does one exist?

(TG) Answer: The County does have construction details that accompany this section, provided in standard specifications.

Action: *MIG will add the standards details regarding maintaining and accessible PROW during construction to section 4.11.*

Public Comment: PG&E has an excellent PROW policy for construction and those documents are probably available on-line.

Public Question: I notice that Ghilotti follows good practices for PROW during construction in San Francisco, but this doesn't always happen in Marin. What is being done to ensure that this gets done?

(WC) Answer: We have guidelines in place, but adherence to them by contractors could be approved.

Public Question: What about PROW during Special Events? Are there any guidelines similar to providing PROW in construction areas that the County follows?

(TG) Answer: Yes, the County has guidance bulletins on the subject and a checklist is included. Per page 29, it notes that these guidance bulletins are available on the County website.

Public Comment: They should be included with the SETP.

Public Comment: Also, the list of implementation plans should be included as well.

Action: *The SETP will include accessibility guidance bulletins and list of implementation plans in process.*

Public Question: The County Fair is not safe at all. It is poorly lit with potholes everywhere. Is anything being done about that?

(WC) Answer: Yes, there are many problems with the accessibility of the County Fair. We worked with them this year to improve aspects of the site, such as guide wires and tables for concessions, but there is room for more improvement. Also, there are plans to redo the overall layout of the Fair in the future and accessibility will be an integral part of this process.

Public Question: What is the list in section 4.12 referring to? It is not clear.

(TG) Answer: Curb ramps that are scheduled for completion in 2007/2008.

Action: MIG will add the appropriate heading to the SETP for section 4.12.

Public Question: On page 112, it says that the Open Space District (OSD) has removed barriers over a 15 year period and provides only one accessible stile per preserve. This is inadequate. What action is being taken to provide accessible trails? Is there a map that can show me where the accessible stiles are and the accessibility and difficulty of the trail beyond it?

(TG) Answer: Only the stiles were surveyed for this contract.

(WC) Answer: OSD is working with the Disability Access Program on assessing trails and train heads, and creating better entrance signage for trails that include level of difficulty.

Public Comment: The California Alpine Club has done a lot of great work with trail assessment. They may already have information on this topic that the County may find useful.

Public Question: The County recently purchased land to provide more connection to some existing trails. Is accessibility considered for all new purchases? What policies and standards will be followed to make this new trail accessible?

Public Comment: The County needs to create a policy about the “big picture” regarding trail planning.

Public Comment: Also, some trails are dangerous even though they provide different routes for bikers and hikers. Not everyone follows the rules and a person with a disability using the trail is even more so at risk of being hurt.

(WC) Answer: The fundamental philosophy that I am promoting to the OSD is that every trail should be considered accessible, and that every effort should be made to maximize accessibility to each trail in County jurisdiction. An accessible trail does not mean simply accessible for people who use wheelchairs, but includes accessibility for people with a wide variety of disabilities and capabilities. We want every trail head to be accessible and sufficient information about the level of accessibility of each trail to be accessible at the trailhead so that individuals can decide for themselves which trails they wish to use.

Public Comment: I recommend that throughout the plan the term “person with a disability” should be used.

Action: MIG will amend the SETP for consistent use of this term.

**Marin County ADA
Self-Evaluation and Transition Plan Update
Public Meeting #4
Town Center Community Room
770 Tamalpais Drive, Suite 201
Corte Madera, Feb 26, 2008
4 – 6 pm**

Attendees

Marin County: William Campagna – Marin County ADA Coordinator,
Laney Morgado, David Speer

Members of the Public: Andrew Rusting, Eli Gelardin, Nobel (Rocky) Birdsey, Stacey
Henderson, Richard Skaff, Anthony Luu, Scott Pope

MIG Consultants: Tim Gilbert, Yuri Kilburg, Cecilie Rose, Christine Tran

Overview

William Campagna, the ADA Coordinator for the County began the public meeting with introductions and a review of the agenda. Mr. Campagna reported that the County is in the process of developing implementation plans that will go hand in hand once the County's Self-Evaluation and Transition Plan has been submitted to the Board for approval.

Tim Gilbert of Moore, Iacofano, Goltsman, Inc. (MIG), and the MIG team reported on the progress of the update of the County's ADA Self-Evaluation and Transition Plan using a power point presentation. He noted that the County has completed the major tasks of the plan update including the self evaluation of policies, programs and services, a facility and public rights-of-way assessment as well as the development of prioritization criteria to guide the implementation of barrier removal projects. The County is currently creating project implementation plans. The next step will be to submit the Self-Evaluation and Transition Plan Update to the Board of Supervisors in March.

Question and Answer Session

Public Question: I see that you have costs for each facility but did you also assign costs to sidewalks?

(TG) Answer: Yes, every barrier, including sidewalks has been assigned a cost.

Public Question: In terms of easy fixes, what's the priority to fix those features that are inexpensive to make the facilities more accessible?

(WC) Answer: We can use the database of identified barriers to assign 'projects,' that allows us to itemize and prioritize features. For example, we can create a 'door project' which will help us replace non-compliant door hardware in multiple buildings, saving time and money.

Public Question: In regards to the Veterans Memorial, is there a huge cost to bring that building into compliance?

(WC) Answer: The Veterans Memorial is its own project. However, the County has done a lot to make quick fixes in order to make that facility more accessible. For instance, before the Marin County Fair, we did a walk through, assessing all barriers. From the information gathered at this assessment, we addressed everything that was a potential hazard or barrier, such as covering up guy wires that people could run into, and electrical wires on the floors that people could trip on, etc.

Public Question: In the Self-Evaluation & Transition Plan, under Chapter 4.14 'Schedule of Improvements for Pedestrian Rights-of-Way,' it states "to be completed." This should have closure. In addition, instead of the ½ mile or ¼ mile of public rights-of-way, we should have 1 mile of accessibility. What about public rights-of-way barriers that is not under the County's jurisdiction?

(WC) Answer: When we identify problems, such as barriers for public rights-of-way that are not under the County's jurisdiction, we send formal letters to these public agencies so that they are aware of the barrier and to elevate the problem to be fixed.

Public Comment: When home inspections are done, the building and private property is evaluated but not sidewalks even though that is also part of the sale. We need to create a solution to fix this sidewalk issue and perhaps tying the sale of the property to improvements to the pedestrian right of way is mechanism for accomplishing this.

(WC) Answer: There is an issue of the building official being in one department and the planning official being in another department. However, that idea should be explored. There are approximately 100 miles of sidewalks. I want all 100 miles of sidewalks to be part of the plan. The County has 4 different approaches to finding solutions.

Public Comment and Question: Thank you for getting the preliminary document on the website, however I am still not satisfied that I had to ask for this task to be done. Also, are all the programs the County provides included in the Self-Evaluation and Transition Plan? For example, the Sheltering Program is an issue, another is OES and how it relates to the disability community as well as the other 11 cities in the County.

(TG) Answer: Every single public program can be found in the Self-Evaluation and Transition Plan. At the same time, new programs are being created all the time. Findings

and recommendations can be found in both the department-specific section and also in the county-wide section. All county programs, whether they are referenced in the document or not, must comply with the requirements listed in the document.

Public Question: Prioritization of barriers - Have we gone through this process with public involvement? In all of this, I understand prioritization and the process; however, you have made a decision to put the public sidewalks and curb ramps in residential areas as the last priority. I disagree with this decision. I live in the Tamalpais Valley area and this area is very unique. I've talked to the special district management to put curb ramps in certain areas but nothing has happened. I also do not agree that bicycle paths should be given priority over pedestrian sidewalks because bicycle access is not a civil rights issue. Another issue is the funding that goes to safe routes to school. How is the Safe Routes to School Program included in the Self Evaluation and Transition Plan?

(TG) Answer: The ADA specifically places residential areas at the end of the prioritization list for curb ramp public rights of way improvements.

Public Question: Cost effectiveness is listed as criteria for curb ramp improvement. How does one decide cost effectiveness of ramps?

(TG) Answer: This involves the County staff evaluating the feasibility, number of users, alternative paths of travel, and other planning factors that are part of the prioritization process.

Public Comment: You need to define "cost-effectiveness."

Public Comment: I also do not agree that ½" or ¼" surface change is considered a minimal barrier. It is a liability issue. For example, people with walkers or any pedestrian could be seriously injured. ¼" is okay but you must define the parameters. This is not a minimal barrier.

Public Question: What is the cost of curb ramps? Have we determined when they are all going to be fixed?

(WC) Answer: From the Self Evaluation and Transition Plan, we are going to create implementation plans and a time-frame of when to fix everything. Our approach is to get things done as reasonably soon as possible. Plus, there have been a lot of progress that has already been made over the last two years while this plan has been underway.

Public Comment: In regards to on-street accessible parking, what has been done about this because as you all know, on-street parking is managed and operated by 11 cities and the County. Therefore, it is a County program, making it a requirement for it all to be accessible. The DSA is actually creating on-street parking codes and it has already been defined. Therefore, if there is a loading zone next to a sidewalk, it has to be accessible. We need an analysis of on-street parking or else legal actions will be made.

Public Question: When do we anticipate a timeline on high priority projects?

(WC) Answer: We are in the process of dealing with CIP. What we are doing is looking at each facility as a new building and seeing what it will take to make programs in this building accessible. We are looking at places like the Health and Human Services first because of its high occupancy level from the public.

Public Question: Will the timeline document be something that the public has access to on the web?

(WC) Answer: First each project is assigned a rough estimate cost. Then the engineers, the architects, the planners, and others are involved to develop a complete picture of what the project will entail. The process is fluid because we do not know precisely what it takes until we delve deeper into each project. This takes time. However, you are more than welcome to contact me, drop by my office anytime if you have a question or would like further information. Moreover, we have protocols for everything, especially when it comes to public rights-of-way. For example, the parking lot at the Boat Launch in Tamalpais, we have made them regrade the surface 4 times in order to make the slope less than 2%. We are very serious about getting this right.

Public Question: In regards to budgeting for projects, where does the money come from?

(WC) Answer: When the Self Evaluation and Transition Plan is submitted, the Board of Supervisors will accept the plan and all the programs with high priority. Funding will be handled by the County Administrators Office, for them to approve. Right now it is estimated around \$2 million. There is a lot of funding, not a lot of facility funding but they're working on putting a system together. We will get different departments together to brain storm, looking at the FAM (Facility Asset Manager).

Public Question: I would like some clarification at the Redwood Health and Human Services path of travel. For instance, the bus stop that connects to the path of travel to this facility. Are we working with them to create accessible bus stops?

(WC) Answer: Yes, we are working with them. We have already done some accessible bus stops. Where there is a County facility, we are doing our best to create an accessible path of travel including bus stops.

Public Comment: A court case says that there may be an opportunity to work with bus transit to get more funding in order to help remove barriers. So there might be capital improvement money that will help with this issue.

(WC) Answer: I will look into that. This is an update that began as a lawsuit by the Attorney Generals Office. The focus was on facilities, therefore the County responded with only facility changes. However, there has been a major culture change within the County. We are now focusing on program accessibility such as customer service, training and other aspects of program delivery. Staff involvement is very critical in this. County

staff is being trained on how to assist the public to fully participate in all County facility programs. This is a huge change and it is very important.

Public Comment: Many good points have been made at this meeting. One thing I wish is for the documents to be put online so that others who could not attend this meeting have a chance to review it.

(WC) Answer: We will advocate to make these changes.

Public Comment: Also, I would love to see the energy that has been put into this meeting to continue on after the Self Evaluation and Transition Plan has been finalized. We need to have an on-going committee in order to keep things on track.

(WC) Answer: At the beginning of the project an executive level advisory group was created. This has generated participation and engagement at the top level of County government. This group meets monthly. So far more than 100 employees have been trained to address accessibility issues on a department level, recognizing that providing accessible services can not be accomplished by a single person. So change is happening and people are gradually becoming more informed.

Public Comment: In regards to home sales and sidewalks, in San Rafael, they've had good luck with remodels such as Best Buy, in which they required and received public right of way improvements. I think that new and renovated properties in the County jurisdiction should be required to provide right of way improvements too.

(WC) Answer: That is an excellent idea.

Public Question: Where in the Self Evaluation and Transition Plan do you look at programs that deal with screen reading programs?

(TG) Answer: That is contained in the section that deals with County-wide findings and action steps.

Public Comment: This should be included in two places, under the County-wide and the department specific, like the library programs. It should say something like "software is available to persons with disabilities, etc."

(WC) Answer: MIG was instructed to document the findings and recommendations the way it is. The reason why we did not want to list recommendations in more than one place in the document is for readability. It would add clutter and confusion to the document to reiterate every action for every department when so many requirements are shared. Therefore, if a finding and recommendation applies to several or all County departments, we listed them under the County-wide findings and recommendations section.

Public Question: In regards to the Transition Plan timeframe, why do we have Real Estate and Waste Management facilities under year 1-2? How does that relate to parks that are prioritized for later years? How did you categorize each facility with an implementation plan?

(TG) Answer: We looked at each facility from a programmatic perspective, ranked the order of each facility and established years by cross-cutting the categories.

Public Comment: I want public rights-of-way to be high priority compared to facilities like the Radio Shop, Real Estate offices, and Waste Management offices. Emergency telephones on highways should also be included in the document. This needs to be implemented. Another issue is trails and trailheads. The County keeps on purchasing new trails (e.g. Ridge Trail). I would like to know what trails, trailheads are accessible and which ones are not so that I could decide which ones I could use and which ones I cannot.

(WC) Answer: I am working on this with the Parks Department to determine which trails are highly used as well as to identify which trails are accessible.

Public Comment: Also for play areas, this is a major County program. There needs to be an inventory, so that I know which parks are accessible so that I can know where to take my kids.

(WC) Answer: We are working on this. One park that we just finished that is completely accessible is Park Knolls.

Public Comment: It would be helpful to the public if County complaint forms are available on-line and could be filled out on-line...

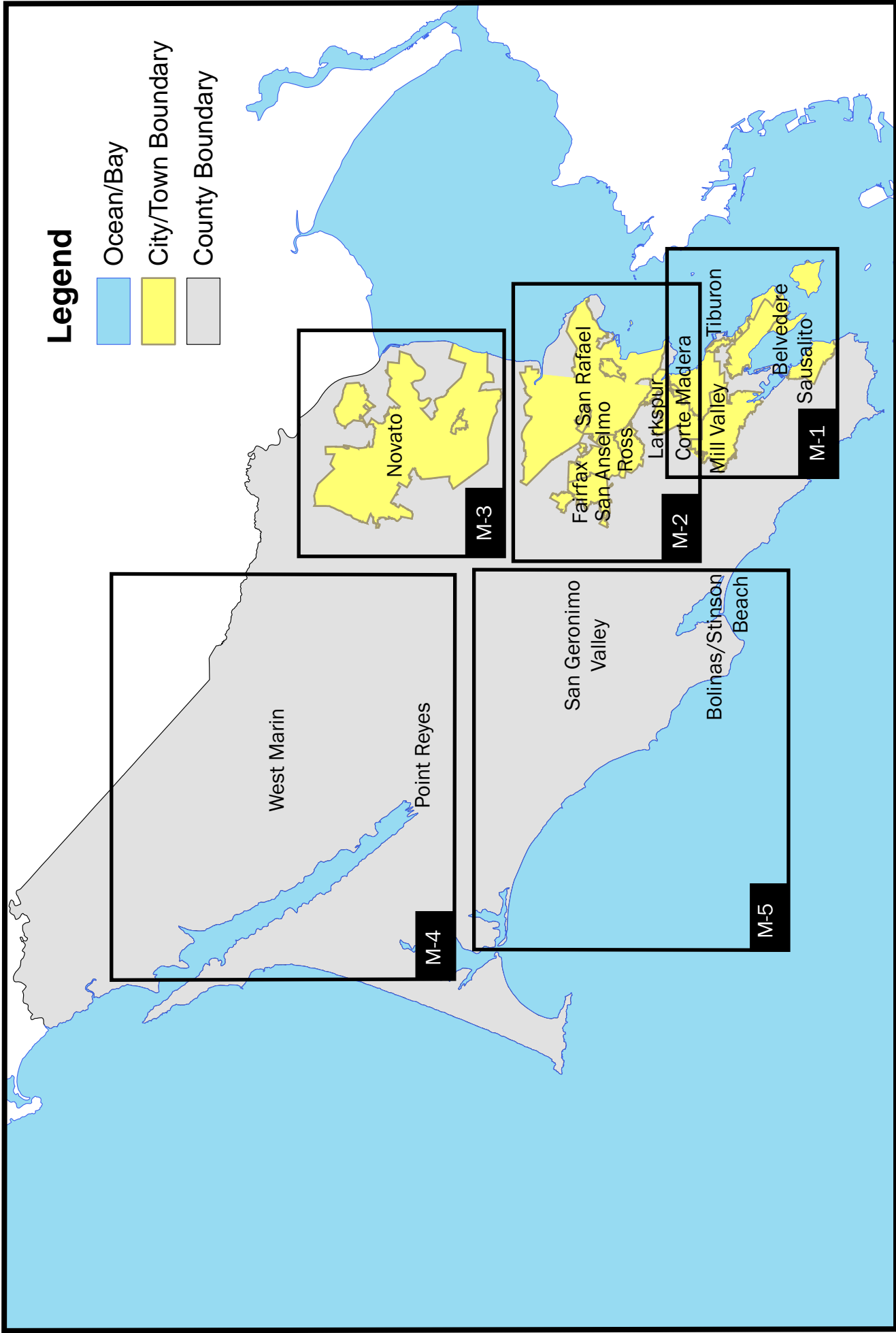
(TG) Answer: That sounds like a great idea. Your comment will be forwarded to County staff to see if they can accommodate this request.

Public Comment: PG & E has a public rights-of-way policy to maintain public rights-of-way while construction is going on. The County should look into their protocol and standards.

(TG) Comment: That is good to know and we will definitely look into it.

Thank you ladies and gentleman for attending this public meeting. We greatly appreciate your time and energy. The next step is to go to the Board in March.

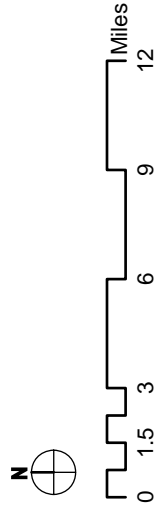
**APPENDIX D:
Public Rights-of-Way Maps**

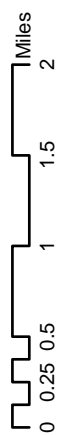
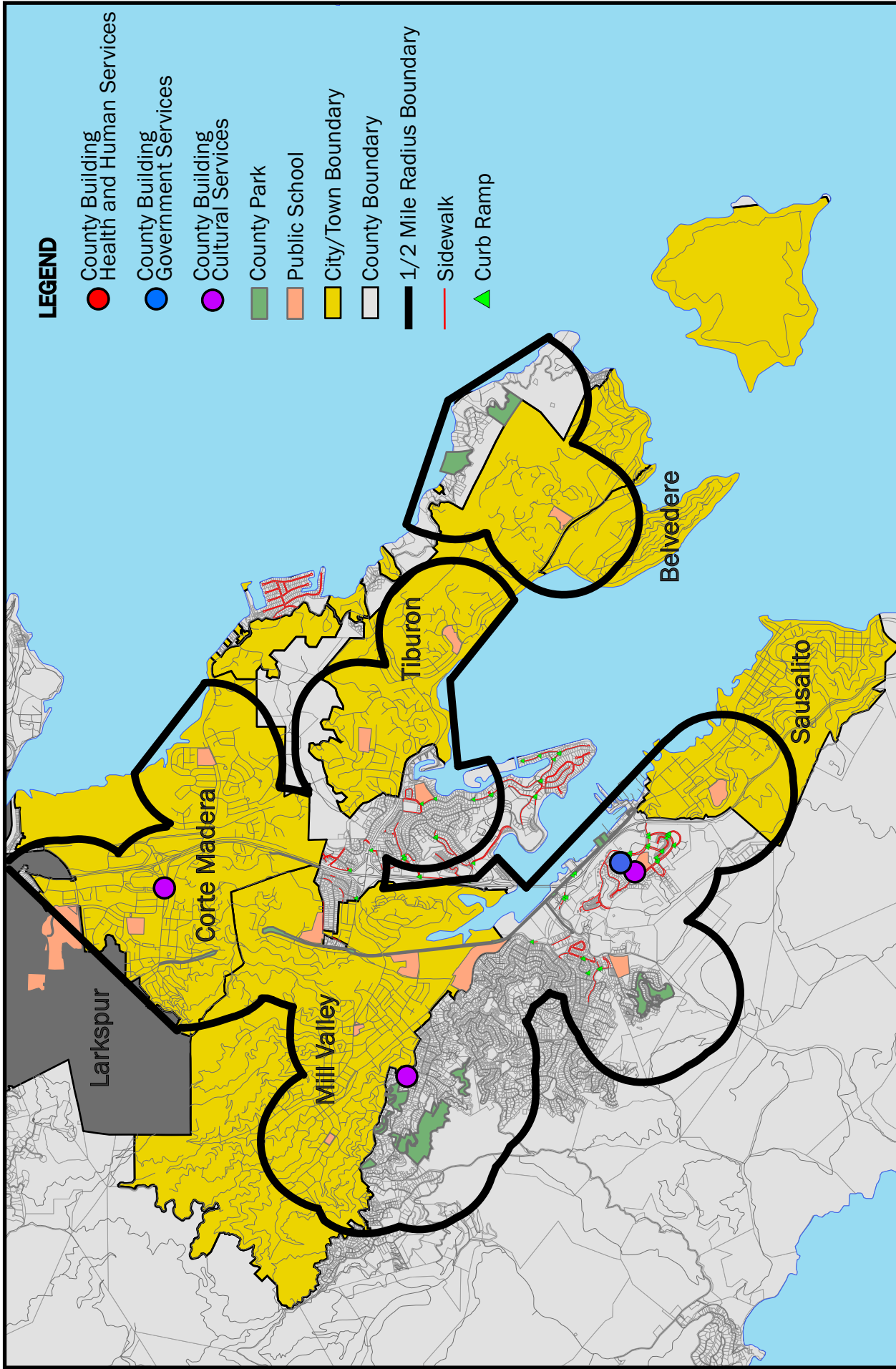


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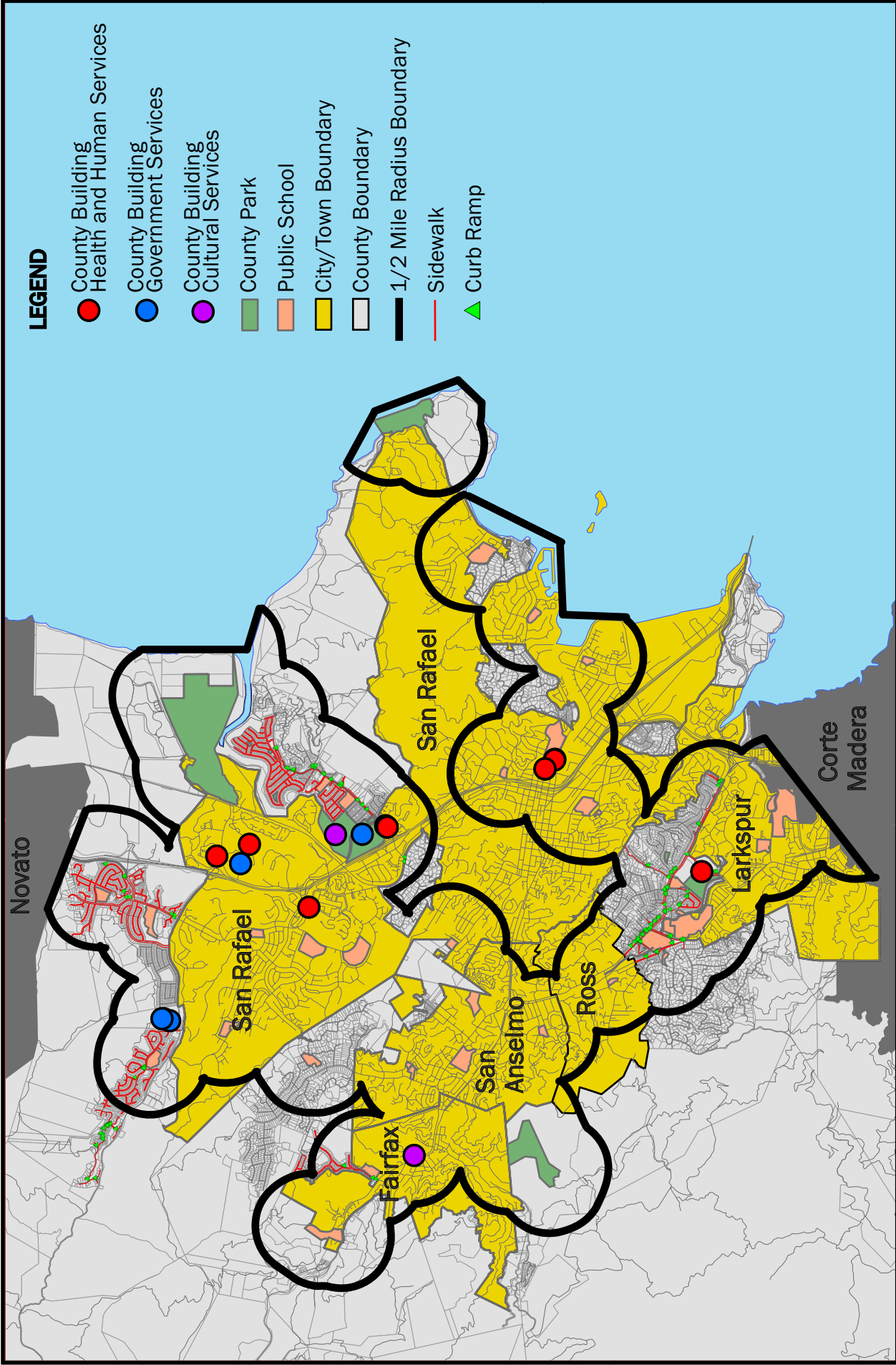
- Ocean/Bay
- City/Town Boundary
- County Boundary

Marin County Public Rights-of-Way
Proximity to County Facilities
Key Map

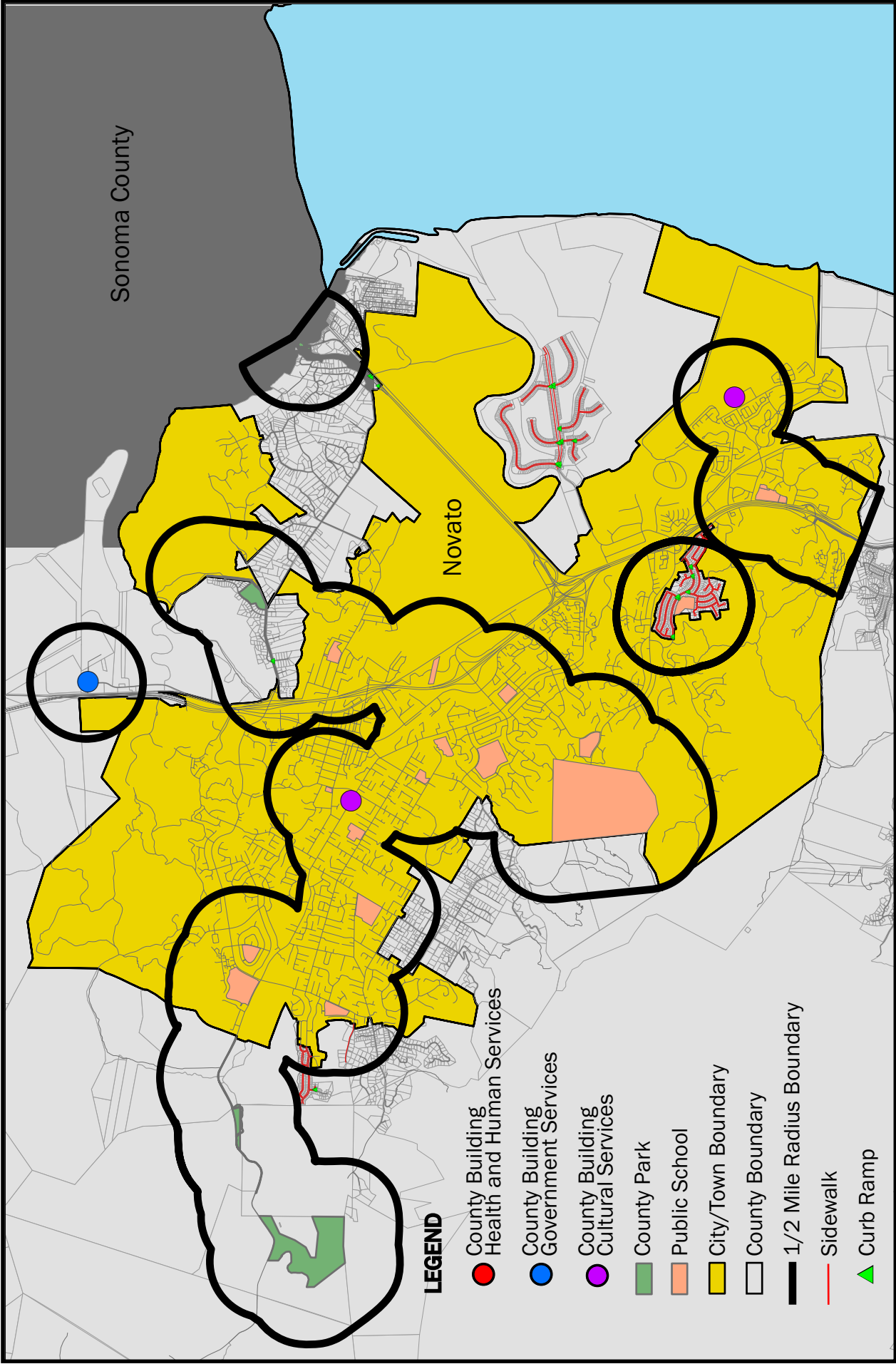




Marin County Public Rights-of-Way
 Proximity to County Facilities
 Sausalito, Mill Valley, Corte Madera, Tiburon, Belvedere

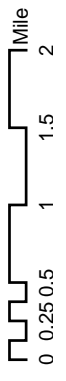


Marin County Public Rights-of-Way
 Proximity to County Facilities
 Larkspur, San Rafael, Ross, San Anselmo, Fairfax

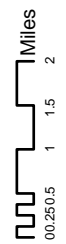
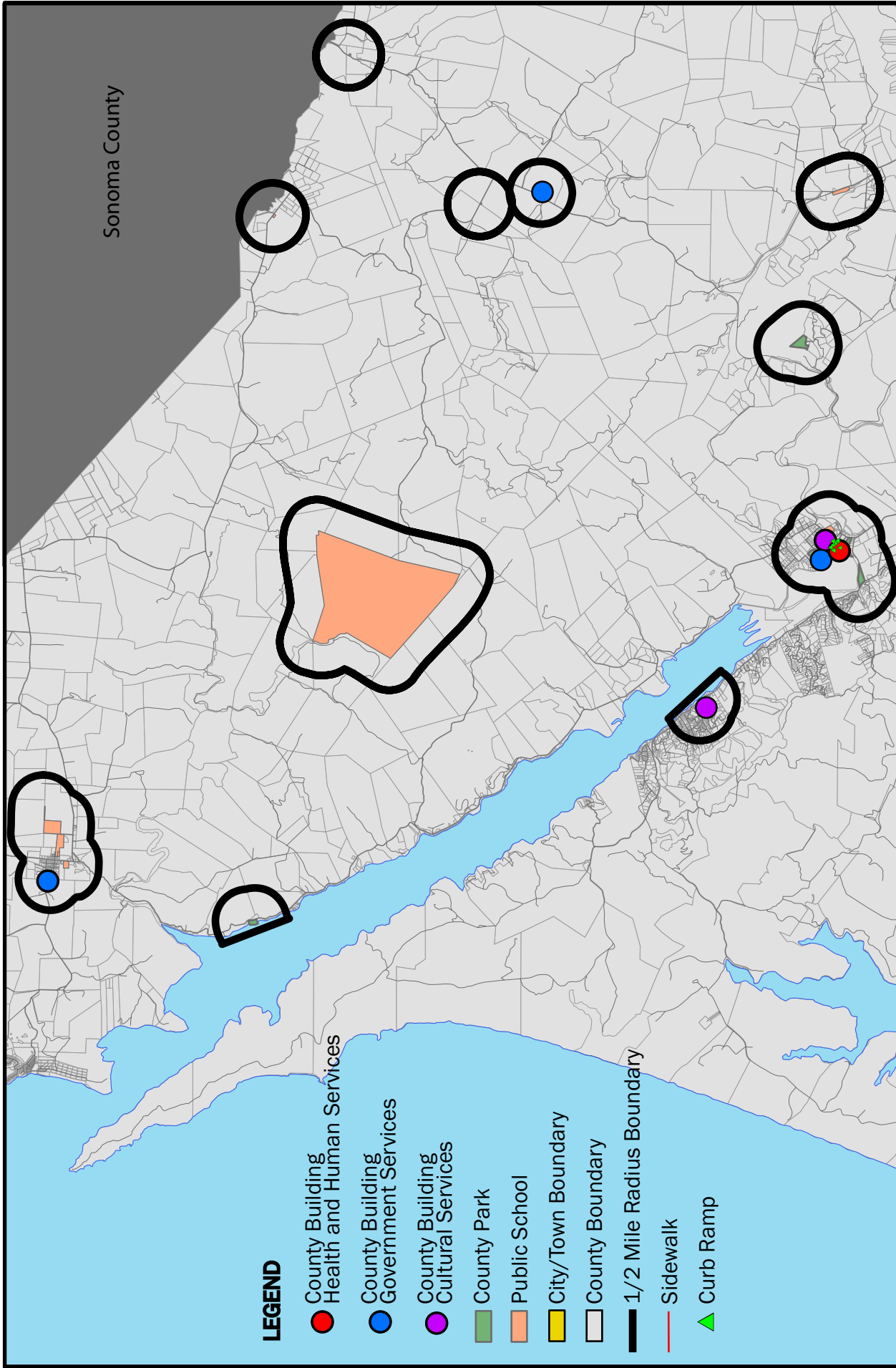


Sonoma County

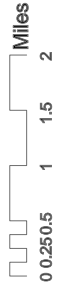
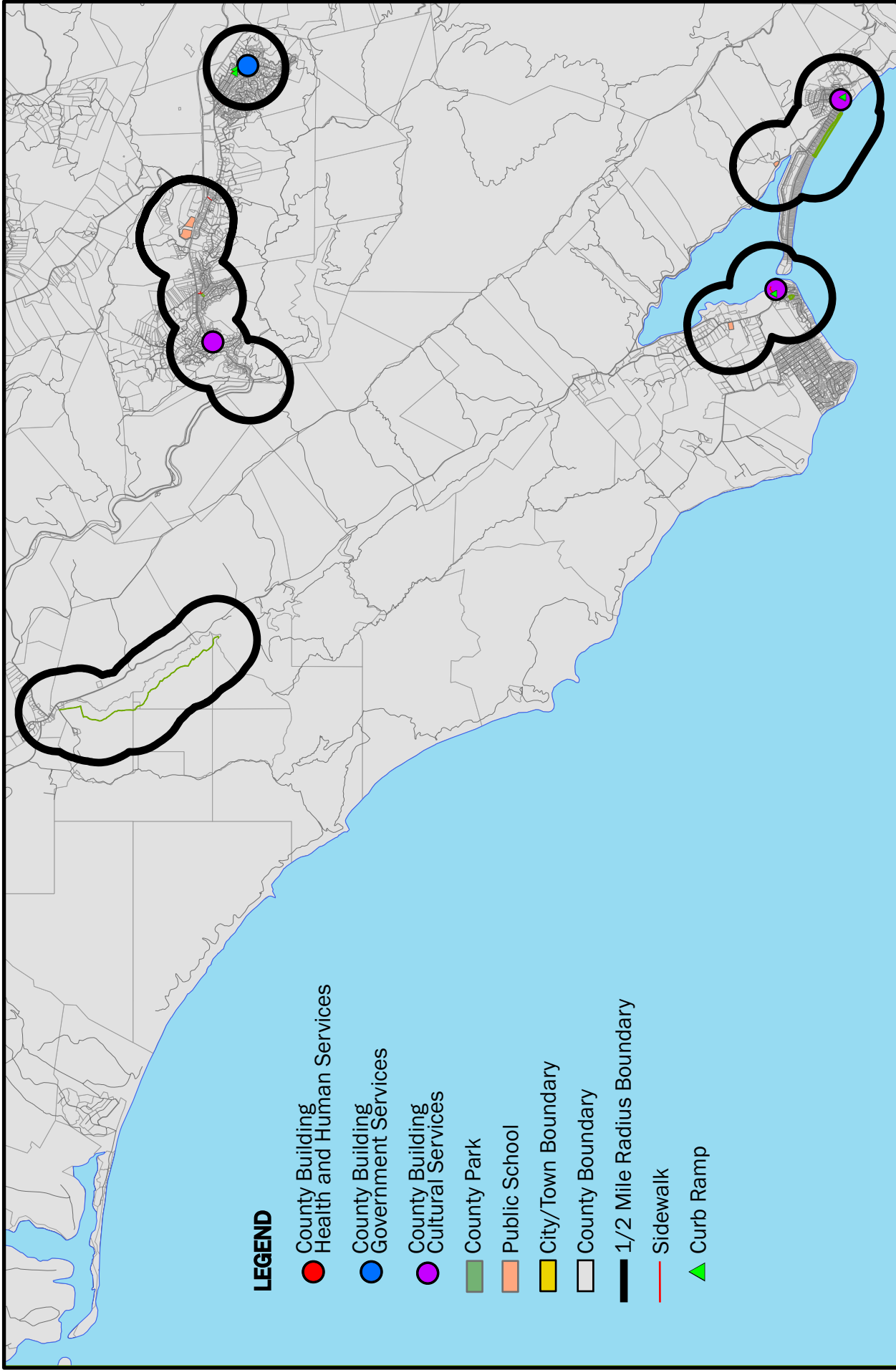
Novato



Marin County Public Rights-of-Way
Proximity to County Facilities
Novato



Marin County Public Rights-of-Way
Proximity to County Facilities
Point Reyes, West Marin



Marin County Public Rights-of-Way
 Proximity to County Facilities
 San Geronimo Valley, Bolinas, Stinson Beach

**APPENDIX E:
Guidance Bulletins**

COUNTY OF MARIN
Disability Access Program

ACCESSIBILITY GUIDANCE BULLETIN

ADA TITLE II – ACCESS TO GOVERNMENT PROGRAMS AND SERVICES

WHAT IS “THE ADA”?

The Americans with Disabilities Act of 1990 (ADA) is a Federal law that provides civil rights protections to individuals with disabilities similar to those provided to individuals on the basis of race, color, sex, national origin, age, and religion. The ADA guarantees equal opportunity for individuals with disabilities in public accommodations (such as stores, restaurants, and hotels), employment, state and local government services, and transportation.

WHAT IS TITLE II?

The ADA has five sections, or “titles”, that each address different areas of the law. Title II of the ADA addresses state and local governments, such as the County of Marin. Title II protects qualified individuals with disabilities from discrimination on the basis of disability in accessing services, programs, or activities.

WHO ARE INDIVIDUALS WITH DISABILITIES?

The ADA protects three categories of individuals from discrimination based on their disability:

- Individuals who *have* a physical or mental impairment that substantially limits one or more major life activities – including such conditions as blindness, deafness, cerebral palsy, cancer, heart disease; mental retardation, brain injury, emotional or mental illness, and specific learning disabilities. [Note: The State of California has adopted a definition of disability that omits "substantial" as a requirement. That is, for disability civil rights protections under California law, a person need only have a physical or mental impairment that *limits* one or more major life activities.]
- Individuals who have a *record of* a physical or mental impairment that substantially limited one or more of the individual’s major life activities, including people who have recovered from mental or emotional illness, drug addiction, heart disease, or cancer.
- Individuals who are *regarded as having* such a disability, regardless of whether they have the disability. Common examples are someone who is obese or someone who is scarred due to injury, where there is no functional impairment, but people may regard the person as having a disability.
- It should be noted that the ADA also protects people from discrimination based on their *association* with someone with a disability.

WHO ARE “QUALIFIED” INDIVIDUALS WITH DISABILITIES?

To be qualified, the individual must meet the essential eligibility requirements for receipt of services or participation in County programs, services or activities, with or without:

- Reasonable modifications to a public entity’s rules, policies, or practices;
- Removal of architectural, communication, or transportation barriers; or
- Provision of auxiliary aids and services.

Health and safety factors can be taken into account in determining who is qualified. An individual who poses a “direct threat” to the health or safety of one’s self or others is not qualified. A direct threat is a significant risk of substantial harm to the health or safety of one’s self or others that cannot be eliminated or reduced to an acceptable level by accommodations or modifications to the program. This threat must be real and may not be based on generalizations or stereotypes about the effects of a particular disability. Before excluding an individual with a disability based on a direct threat, consultation with the Disability Access Manager and/or County Counsel, as well as the Department Head is strongly recommended. It should be noted that this exception is often more narrowly defined than one might expect.

WHAT ARE THE REQUIREMENTS OF TITLE II?

Equality in Participation and Benefits

Persons with disabilities must have an equally effective opportunity to participate in or benefit from County programs, services, and activities. (See the “Equally Effective Communication” section below) Examples:

- A deaf or hard of hearing individual does not experience equal opportunity to benefit from attending a public meeting unless s/he has access to what is said through an interpreter or by being provided with an assistive listening device or real-time captioning.
- A wheelchair user will not have an equal opportunity to participate in a program if applications must be filed on the second floor office of a building without an elevator.
- Use of printed information alone is not equally effective for those with low vision who cannot read regular written material.

Reasonable Modifications

The County must reasonably modify its policies, practices, or procedures to ensure access and equal opportunity to individuals with disabilities.

Examples:

- A County zoning ordinance requires a set-back of 12 feet from the curb in the central business district. In order to install a ramp to the front entrance of a pharmacy, the owner must encroach on the set-back by three feet. Granting a variance in the zoning requirement may be a reasonable modification of county policy.
- A county general relief program provides emergency food, shelter, and cash grants to individuals who can demonstrate their eligibility. The application process, however, is extremely lengthy and complex. When many individuals with mental disabilities apply for benefits, they are unable to complete the application process successfully. As a result, they are effectively denied benefits to which they are otherwise entitled. In this case, the county has an obligation to make reasonable modifications to its application process to ensure that otherwise eligible individuals are not denied needed benefits. Modifications to the relief program might include simplifying the application process or providing applicants who have mental disabilities with individualized assistance to complete the process.
- A person is scheduled for a morning appointment at the social services office. However, because of the person's disability, or the medication that she is on to manage her disability, she is unable to make a morning appointment. The Department of Health and Human Services would have an obligation to provide her with an appointment that she would be able to attend.
- Other examples include allowing a person with a mobility impairment to sit down while "waiting in line," or simply being more patient with a person who takes longer to express himself or be understood, because of a disability.

Equally Effective Communication

The County of Marin must ensure that its communications with people with disabilities are as effective as its communications with others. The County is required to provide appropriate *auxiliary aids and services* where necessary to ensure effective communication. Primary consideration must be given to the choice of auxiliary aid requested by the disabled person. Whatever accommodation is requested, the County must seek to provide it unless it is determined it has been proven to result in either a fundamental alteration in the program, or result in an undue financial or administrative burden. Examples of auxiliary aids and services include:

- Deaf or hard of hearing: qualified interpreters, note takers, real-time captioning, written materials, assistive listening systems, open or closed captioning, TTYs, and exchange of written notes (if the communication is not complex).

- Blind or low vision: qualified readers; audiotape, Braille, or large print materials, audio-descriptions of PowerPoint or video presentations; and assistance in locating items.
- Speech disability: TTYs, computer terminals (take turns typing back and forth if the communication is not complex).

Integrated Setting

Individuals with disabilities cannot be excluded from regular programs or required to accept accommodations. The County may offer separate or special programs when necessary to provide people with disabilities an equal opportunity to benefit from the programs. Examples:

- A recreation department sponsors a separate basketball team for wheelchair users.
- An art exhibit offers a tour where individuals who are blind are allowed to touch and handle specific objects on a limited basis (but cannot exclude a person who is blind from the standard tour).

Eligibility Criteria and Medical Inquiries

The County's eligibility criteria for participation in its programs, services or activities must not screen out or tend to screen out people with disabilities, except in rare instances when such requirements are necessary. A program cannot request medical information unless it can demonstrate that each piece of information requested is needed to ensure safe participation in the program.

Safety

The County may impose legitimate safety requirements necessary for the safe operation of its services, programs, and activities. Safety requirements must be based on real risks, not on speculation, stereotypes, or generalizations about people with disabilities.

Surcharges

Although providing accommodations may result in some additional cost, the County may not place a surcharge only on particular individuals with disabilities to cover expenses. For example, there can be no extra program charge to a deaf person for interpreter services, or to groups of people with disabilities, but fees may be increased for all participants to cover the cost of those accommodations.

Personal Services and Devices

The County is not required to provide people with disabilities with personal or individually prescribed devices (wheelchairs, hearing aids or communication devices) or to provide services of a personal nature (such as assistance in eating, toileting or dressing) unless providing such services are part of the

services offered by the program. This does not preclude the County from providing appropriate auxiliary aids and services to ensure accessibility.

Maintenance of Accessible Features

The County must ensure that equipment and accessibility features of facilities are in good working order and accessible to individuals with disabilities. Isolated or temporary interruptions in access due to maintenance and repair of accessible features are acceptable.

WHAT ARE THE REQUIREMENTS FOR FACILITY ACCESS?

The County of Marin must ensure that all of its programs, services and activities are accessible to individuals with disabilities. One key aspect of that is facilities access.

New Construction

Any facility or part of a facility that is constructed by a state or local government entity must be constructed in strict compliance with applicable federal and state building accessibility codes and regulations, so that it is readily accessible to and usable by people with disabilities.

Alteration and Renovation of Existing Construction

In accordance with all applicable accessibility codes, when alterations affect the usability of a facility, the altered portion (as well as the path of travel, toilets, drinking fountains, and public phones) must be made accessible to people with disabilities.

Overall Program Access

The County is not necessarily required to make every pre-ADA facility fully compliant with current accessibility codes. However, all County programs, services or activities must be accessible to, and usable by, people with disabilities when viewed in their entirety. This is called “overall program access.” For example, not all pre-ADA swimming facilities must be accessible, but there must be an alternate and proximate swimming facility that is accessible.

Overall program accessibility can be achieved a number of ways. Structural options include altering existing facilities or constructing new ones. Nonstructural options include:

- Acquisition or redesign of equipment
- Assignment of aides to assist individuals with disabilities
- Provision of services at alternate accessible sites

The County must give priority to the option that results in the most integrated setting appropriate to encourage interaction among all users, including those with disabilities.

WHAT ARE THE ADMINISTRATIVE REQUIREMENTS?

County ADA Coordinator

Under Title II of the ADA, all public entities must designate a person or persons whose job it is to mediate complaints and to ensure compliance with the ADA and other disability rights laws. The County of Marin has designated the Manager of its Disability Access Program as the ADA Coordinator for County programs that serve the public. The Disability Access Manager facilitates and supports a team of Department Disability Access Coordinators in the various County departments; advises the public about the ADA and the County's compliance obligations; and coordinates the investigation of grievances filed by the public alleging discrimination in County programs, services, or activities.

For additional information, please contact:

William Campagna, M.S.
Disability Access Manager
Marin County Department of Public Works
3501 Civic Center Drive, Room 304
San Rafael, CA 94903
(415) 499-6065 (Voice/TTY)
(415) 499-3799 (fax)
wcampagna@co.marin.ca.us
www.co.marin.ca.us/depts/pw/main/ADA/ada.cfm

For Employment Information, please contact:

Liz Paris
Deputy Director
Marin County Department of Human Resources
3501 Civic Center Drive, Room 403
San Rafael, CA 94903
415-499-6112
lparis@co.marin.ca.us

Great thanks to the City and County of San Francisco, Mayor's Office on Disability for providing text for this Guidance Bulletin.

COUNTY OF MARIN
Disability Access Program

ACCESSIBILITY GUIDANCE BULLETIN

PROGRAM ACCESS POLICY, PRINCIPLES AND PROCEDURES

The County of Marin is committed to making all County services, programs and activities available to persons with disabilities as required by Title II of the Americans with Disabilities Act (ADA). Because the County of Marin receives federal funds, the County also complies with the civil rights provisions of the Rehabilitation Act of 1973. The ADA supersedes both state and local laws that provide less protection for individuals with disabilities, but does not invalidate or limit the remedies, rights and procedures of other federal, state or local laws that guarantee greater protection for individuals with disabilities.

Title II of the ADA and the Department of Justice regulations (28 C.F.R. §35.130(a)) provide that:

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs or activities of a public entity, or be subjected to discrimination by any such entity.

Everything the County does, from providing social services to sponsoring cultural events is required by Title II of the ADA to be accessible to individuals with disabilities. The County updated its Self-Evaluation and Transition Plan in 2007 to identify both programmatic and physical barriers to achieving program access. The County is committed to taking affirmative steps to eliminate barriers in the pedestrian right-of-way; in owned and leased buildings and facilities; in parks and open spaces, in public communications; and in all its programs and service delivery processes.

GENERAL PRINCIPLES OF NONDISCRIMINATION

There are several principles of nondiscrimination under the ADA that the County of Marin endorses. These are:

- ***Equal opportunity, not merely equal treatment*** – Public entities must provide an equal opportunity for qualified individuals with disabilities to participate in programs, services and activities. Aids, services or benefits provided to people with disabilities must be equally effective in achieving the intended results of the program or activity. Different or separate treatment is permitted only when it is necessary to ensure equal opportunity and the provision of truly effective benefits and services.

- **Accessible site selection** – A public entity may not, in determining the site for new construction or choosing an existing facility to be used by the public entity, make selections that have the effect of discriminating against individuals with disabilities.
- **No discriminatory effect** – Public entities may not, directly or through contractual arrangements, use criteria or methods of administration that have the effect of discriminating on the basis of disability or that perpetuate the discriminatory actions of another public agency, if both are subject to common administrative control or are agencies in the same state.
- **Accessible licensing requirements** – Public entities are prohibited from discriminating against qualified individuals with disabilities in granting licenses or certifications. A person is qualified if he or she can meet the essential eligibility requirements for receiving the license or certificate. The public entity also cannot set requirements for programs or activities of licensees or certified entities that would subject people with disabilities to discrimination.
- **Reasonable modifications** – Public entities must make reasonable modifications in policies, procedures and practices necessary to avoid discrimination based on disability. They are not, however, required to make modifications that would fundamentally alter the nature of the service, program or activity.
- **Neutral eligibility criteria** – A public entity may not impose or apply eligibility criteria that screen out or tend to screen out individuals with disabilities or a class of individuals with disabilities, unless it can show that the criteria are necessary to provide the service, program or activity in question. A public entity also may not award procurement contracts based on criteria that subject individuals with disabilities to discrimination.
- **Most integrated setting appropriate** – Title II requires public entities to provide services, programs and activities in the most integrated setting appropriate to the needs of the individual with disabilities. Even though a public entity may offer separate programs that comply with Title II, it cannot preclude individuals with disabilities from participating in integrated programs and activities solely because the separate programs are available.

Other provisions prohibit public entities from:

- Requiring a person with a disability to accept an accommodation or auxiliary aid or service;

- charging individuals with disabilities for the costs of providing auxiliary aids and services; and
- Discriminating against qualified individuals solely because they are related to or associated with a person with a disability.

WHAT COUNTY PROCEDURES ENSURE PROGRAM ACCESS?

The County of Marin is committed to continuously improving the accessibility of the pedestrian right-of-way and to all county-owned and leased buildings and facilities. The County assures program access by having specific procedures to create access in all public communications and when announcing and conducting public meetings. The County also has specific plans regarding meeting the needs of individuals with disabilities in its emergency preparedness and disaster planning processes.

NOTICE REQUIREMENTS FOR COUNTY OFFICES, PUBLICATIONS AND WEBSITES

The Americans with Disabilities Act of 1990 (ADA), Title II rules (28 CFR §35.106) require public entities to inform applicants, participants, beneficiaries and other interested parties of the rights and protections afforded by the ADA. The County of Marin achieves this in several ways, such as:

- Displaying legally required ADA Posters in reception areas, service centers and other public places
- Describing the availability of accommodations and program modifications on its websites
- Including contact information to request accommodations on all public meeting and public event announcements and advertisements
- Including information about program accessibility on all handbooks, pamphlets and manuals for the public that describe County programs, services and activities, including activities sponsored by the County

Posters for reception areas and other public service areas are available from the Disability Access Program office. The following standard statement is recommended to be included in the front section of all county produced brochures and reports:

If you are a person with a disability and require information or materials in alternative formats (such as, Braille, large print, audiotape or CD-ROM), or if you require accommodation to participate in a county program, service or activity, please contact department staff at: (add number and 711).

Public Works Project Requirements and Protocols

The County Department of Public Works requires that, at the outset of all projects, other than routine road maintenance, an analysis shall be performed to insure inclusion of all necessary, appropriate and reasonable multi-modal facilities and improvements. This requirement includes a comprehensive analysis of accessibility issues in all project plans, construction drawings, and construction activities throughout the life of the project. Project specifications must include individual and specific sheets which clearly depict interim conditions during construction which ensure full compliance with regulations relating to pedestrian circulation and disability access during construction.

This Department of Public Works policy (Directive 2006-01) applies to all Department divisions, including the Capital Improvement, Engineering Services, Land Development, Real Estate Services, Traffic Operations, Building and Road Maintenance, and Flood and Watershed Divisions; and to the Non-motorized Transportation and Bicycle/Pedestrian Programs.

Ensuring Pedestrian Right-of-Way Accessibility

In every instance where the County constructs a new sidewalk, accessible curb ramps are installed and barriers to entry from a street level pedestrian walkway and/or the pedestrian path of travel to County services are removed. Whenever the County reconstructs an existing pedestrian path-of-travel accessible curb ramps are installed and a safe and accessible path of travel is created.

The County maintains a Pedestrian Right-of-Way and Curb Ramp Plan that specifies the priorities for curb ramp construction and pedestrian barrier removal based on its Transition Plan and the standards set by the United States Access Board.

The priority categories used are as follows:

1. The Public-Right-of-Way (PROW) adjacent to County programs that provide health and human services (example: the Marin Health & Wellness Campus and 120 N. Redwood).
2. The PROW adjacent to general government programs and services (example: the Civic Center Campus, Sheriff Stations and sub-stations).
3. The PROW adjacent to County cultural and recreational facilities (example: the Marin Center, County libraries and County park facilities).
4. The PROW adjacent to schools and commercial areas (example: County maintained roads adjacent to the College of Marin, Sir Francis Drake High School and the Bon Air and Strawberry Shopping Centers).

5. The PROW in residential areas in unincorporated County areas (example: Bel Marin Keys and Loma Linda).

Please Note: Wherever County jurisdiction allows, the County will establish a safe and accessible path of travel from the nearest public transportation to the entrance of a County facility. Responsibility for maintenance of sidewalks in the County PROW rests with the adjacent property owner

Ensuring County Owned and Leased Building and Facility Accessibility

In every instance where the County builds a new facility; remodels an existing building; negotiates a new lease; or extends or expands a lease, the County conducts a multi-modal review as described above, including an accessibility survey. The County also includes specific accessibility details in plans and construction drawings and monitors construction sites to ensure that accessibility requirements are adhered to throughout the construction. Approval of accessibility compliance by the Marin County Director of Public Works is required prior to permitting building occupancy.

The County maintains a County Facilities Accessibility Plan that specifies the priorities for building and facility accessibility construction based on standards set by the United States Access Board. The priority categories used are as follows:

1. Buildings housing County programs that provide health and human services (example: the County Health & Wellness Campus, 120 N. Redwood, and 899 Northgate).
2. Buildings housing general government programs and services (example: the Civic Center Campus, Sheriff Stations and sub-stations, 65 Mitchell).
3. Buildings housing County cultural and recreational facilities (example: the Marin Center, County libraries, and County park facilities and trailheads).

The County has completed accessibility surveys of all County owned and leased buildings and facilities; County parks and trailheads; and the pedestrian right-of-way throughout the unincorporated areas of the County.

Ensuring Accessibility in Public Accommodations

Title III of the Americans with Disabilities Act (ADA) guarantees people with disabilities the “full and equal enjoyment of goods, services, facilities, privileges, advantages and accommodations of any place of public accommodation.” Public accommodations are private entities open to the public, including facilities as varied as entertainment and education, service establishments such as restaurants, hotels, professional offices, hospitals and sporting venues. The law and the Department of Justice regulations specify the scope and meaning of these terms and clarify that this section has a wide impact.

California laws and regulations require that all newly constructed buildings and facilities and most buildings and facilities undergoing repair and renovation are accessible to individuals with disabilities. The County's Community Development Agency - Building and Safety Division enforces State and County building codes and ordinances to ensure buildings are accessible and safe for occupancy. The County does not check plans for, or enforce federal ADA accessibility requirements. It is the owner's responsibility to insure compliance with these regulations.

Code enforcement is accomplished through issuance of building permits, plan reviews, and inspections. In the planning, permit and inspection phases of this process building officials review plans and inspect construction sites to ensure compliance with the requirements of Title 24 of the California Building Code of Regulations relating to accessibility for the disabled.

If the applicant wishes to apply for an unreasonable hardship, plans must be prepared in accordance with the instructions contained in the County of Marin's "*GUIDELINES FOR REQUESTING EXCEPTIONS TO TITLE 24 ACCESS REGULATIONS*" available from the Building and Safety Division.

The Division has a responsibility to investigate and resolve disability access complaints within 90 days of confirmation that a complaint is valid under Government Code Section 4452. The County disability access complaint policy and procedure are available from the County ADA Coordinator in the Disability Access Program or from the County's Chief Building Official in the Community Development Agency – Building and Safety Division.

Ensuring Accessibility in County Communications

The County of Marin expects all its communications with residents and visitors to the County to be accessible to people with disabilities. The requirements of the Department of Justice ADA Title II regulations cover communications with program participants and members of the public.

How the County ensures accessibility depends on the nature of the communication itself. For an individual who is hearing-impaired, a clerk in a County office may be able to do a simple business transaction with pen and paper. A more complex matter may require a sign language interpreter. The County will adapt auxiliary aids and services to the situation.

Telephone companies are required by Title IV of the ADA to provide telephone relay services (Dial 7-1-1). This service alleviates some communication barriers to public services for people with speech and hearing impairments, but in some circumstances, the County may provide assistive devices such as teletypewriters (TTYs) to meet their communication obligations. Emergency 911 telephone services always are equipped with TTYs.

While the County needs to ensure accessible communications for individuals with disabilities, they are not required to do anything that would fundamentally alter their programs or services, or that would create an undue financial or administrative burden.

The County provides “appropriate auxiliary aids and services” to afford individuals with disabilities an equal opportunity to participate in and to enjoy the benefits of any service, program or activity they provide. The County does not charge for providing auxiliary aids or services. A partial list of auxiliary aids and services that can be provided to accommodate speech, hearing and vision impairments includes: videotext displays, qualified sign language interpreters, telephone handset amplifiers, closed caption decoders, qualified readers, taped texts, large print materials and Braille text. The aid must fit the person and his or her needs. When assessing the accessibility of its communications, the County includes the individual making the request for accommodation in an interactive discussion of options and alternatives.

Ensuring Information Technology and Website Accessibility

Electronic devices and information technology should be readily usable by people with disabilities. The County of Marin may provide accessible technology as reasonable accommodations, to make programs accessible, or to ensure effective communications. This technology includes, but is not limited to, TTYs, accessible computers and accessible Web sites and, when needed as auxiliary aids or in other circumstances, captioning.

Ensuring Public Event and Public Meeting Accessibility

The opportunity to participate in government, including participation in public meetings and events, is a fundamental right of citizens of the United States. Both state and federal laws guarantee this right. The ADA requires that an individual with a disability not be denied the opportunity to participate in any government program, service or activity because a government entity’s facilities are inaccessible. The Brown Act, as amended by AB 3035, specifically requires that a public entity ensure that individuals with disabilities are not denied physical or communication access to public meetings. Furthermore, a public entity must ensure that communication with members of the public with disabilities is as effective as its communications with others.

When planning public meetings, County agencies ensure that the meetings are accessible to members of the public who have a disability. Accessible public meetings require not only physical access to the meeting facility, but also access to the information communicated through the meeting. County employees are provided with guidance to identify the primary areas of concern related to public

meetings, the responsibilities of the meeting planner, and alternatives for providing solutions.

All public meetings take place in locations that are accessible to persons with disabilities. All parts of the building do not need to be accessible, but parking (if provided), the path of travel into and through the facility, the meeting area, and the restrooms must be accessible. If overnight stays are involved, conveniently located accessible accommodations are also considered.

To facilitate accessibility, a simple, uncluttered page design is used for written meeting announcements. Staff are prepared to design forms that can be made accessible or post (or have available) a Word version of the agenda, if needed for an accommodation. The name and telephone number of the contact person and timelines for requesting accommodations needed are included on all County meeting announcements.

Written materials that are distributed to members of the public, such as an agenda or hand-outs, are subject to the requirement that communication be equally effective to persons with disabilities. Therefore, upon receipt of a specific request, the County will make that information available to individuals in a form that is usable by them. Alternative formats may include computer diskette, audiotape, large print or Braille. The type of format necessary to ensure effective communication will vary with the individual's needs and the length and complexity of the communication involved.

The County provides an opportunity for individuals with disabilities to request the alternative format of their choice. An interactive discussion with the individual is encouraged when clarification regarding the type of alternative format to be provided is needed.

According to the U.S. Department of Justice, the expressed choice of the individual must be given primary consideration unless the County can demonstrate that another effective means of communication exists.

Although providing documents in alternative formats may result in some additional cost, the County does not place a surcharge on individuals with disabilities to cover these expenses. If a document is available to the public free of charge, it is also made available in an alternative format free of charge. If a fee is charged for documents provided to the general public, this fee is the same for documents provided in alternative formats.

Upon receipt of a specific request, it may be necessary to provide auxiliary aids and services to individuals with disabilities to allow full participation in a public meeting. These may include, but are not limited to: qualified sign language interpreters, providing materials in recorded format (cassette tapes or stored on CD-ROM), real-time transcription, assistive listening devices, or open or closed captioning.

The County seeks to conduct all public meetings in close proximity to accessible public transportation and to ensure a safe and accessible path of travel leading from the transportation stop to the facility entrance. If parking is provided, the parking area must have the correct number of appropriately marked accessible parking spaces. At least one set of restrooms within the facility must be accessible. Meeting rooms and break-out rooms must be arranged with consideration for the full participation of persons with disabilities. All public meeting space is wheelchair accessible, with integrated wheelchair seating, turning room, and adequate aisle space. There must also be an emergency evacuation plan for individuals with disabilities

Ensuring Accessibility in Emergency Planning and Emergency Services

The County Sheriff's Office of Emergency Services (OES) mitigates, plans, and prepares for, responds to, and aids in recovery from the effects of emergencies that threaten lives, property and the environment. OES has a role in both preparedness and response. Its role in emergency preparedness is to ensure efficient, effective, integrated response to potential and/or actual emergencies and disasters by implementation of the Standard Emergency Management System and the development of response capabilities. The role of OES in response is to provide timely, effective, efficient and coordinated government response in coordination with all local city and county government entities.

In order to effectively meet the needs of persons with disabilities during a disaster, the County Sheriff's Office, County Fire Department, Department of Health and Human Services and the County Department of Public Works have established policies and procedures and offer staff training opportunities to ensure that first responders and other emergency response workers are able to effectively serve persons with various types of disabilities.

The Department of Human Resources is responsible for overseeing ADA Title I Compliance (and the California Fair Employment and Housing Act employment provisions) for all County employment and employee issues.

Ensuring Equal Opportunities in County Employment

Title I of the ADA prohibits the County from discriminating against qualified individuals with disabilities in their employment practices. The Justice Department's regulations implementing Title I make it clear that this prohibition applies to all state and local governments, regardless of size or whether they receive federal financial assistance.

The ADA covers all employment activities, including:

- job applications and recruitment;
- hiring and discharge;

- compensation and benefits;
- job assignment;
- advancement;
- performance management;
- leave policies;
- job training; social and recreational activities; and
- other terms, conditions and privileges of employment.

The County of Marin does not discriminate on the basis of disability in its employment practices. For assistance in employment related matters contact:

Liz Paris
Deputy Director
Marin County Department of Human Resources
3501 Civic Center Drive, Room 403
San Rafael, CA 94903
415-499-6112
lparis@co.marin.ca.us

ADA Coordinator and Grievance Procedures

The Title II regulations require the County to designate at least one ADA Coordinator to be responsible for organizing all efforts to comply with Title II, investigate any complaints of violations and serve as the contact person for both the public and other members of the County's staff on all ADA matters.

The ADA Coordinator for the County of Marin is:

William Campagna, M.S.
Disability Access Manager
3501 Civic Center Drive, Room 304
San Rafael, Ca 94903
(415) 499-6065 (voice/TTY)
wcampagna@co.marin.ca.us

The Disability Access Program website is located at:

<http://www.co.marin.ca.us/depts/pw/main/ADA/ada.cfm>

Grievance Procedures

The instructions for filing grievances and the Grievance Form are located at the Disability Access Program website and in the program office listed above. In addition, the Community Development Agency – Building and Safety Division has

a formal grievance procedure specifically for addressing issues concerning public accommodations and building permit issues.

Department Disability Access Coordinators

Most County departments also have Disability Access Coordinators to assist in resolving issues within their respective department's programs. Contact information for these individuals is available from the Disability Access Program or from the departments themselves. All formal complaints must be submitted to the ADA Coordinator.

COUNTY OF MARIN
Disability Access Program

ACCESSIBILITY GUIDANCE BULLETIN

ROLES AND RESPONSIBILITIES OF THE COUNTY ADA COORDINATOR

The County ADA Coordinator is responsible for assuring the effective implementation of the Americans with Disabilities Act (ADA) and related state and federal laws that provide for equal access to government programs, services, activities and facilities; and ensure nondiscrimination against persons with disabilities. The ADA requires that every public entity that employs 50 or more persons must designate at least one employee to coordinate its efforts to comply with and carry out its responsibilities under the ADA (CFR §35.107).

The County's Disability Access Manager has been designated the County ADA Coordinator responsible for coordinating compliance with the non-discrimination requirements contained in this policy and in the U.S. Department of Justice regulations implementing Subtitle A of Title II of the Americans with Disabilities Act (42 U.S.C. 12131), which prohibits discrimination on the basis of disability by public agencies. The ADA Coordinator's name, office address, and telephone number are posted in all County offices and are made readily available to all interested individuals.

The ADA Coordinator helps to ensure that persons dealing with the County and its departments are easily able to find a responsible person who is familiar with the requirements of the Act and who can communicate those requirements to others in County government. The ADA Coordinator is responsible, within the County government, for carrying out investigations of complaints alleging noncompliance or alleging any action that would be prohibited under the ADA. The ADA Coordinator has direct access to key government officials so that noncompliance issues can be promptly and effectively corrected when identified.

The ADA Coordinator duties include, but are not limited to, coordination and development of ongoing efforts for full ADA compliance, including consultative services to management. Other tasks include arranging for and/or conducting staff training on the ADA; providing educational materials to County management and staff; coordinating and monitoring architectural barrier surveys; developing processes for prompt fulfillment of requests for alternative formats, interpreting services and other communication access needs; development of the required Transition Plan to remove access barriers; and providing consultation to the Department of Human Resources regarding staff development and reasonable accommodations.

Grievance Procedures

The instructions for filing grievances and the Grievance Form are located at the Disability Access Program website and in the program office listed above. The Community Development Agency, Building & Safety Division, also has a formal enforcement procedure regarding Disabled Access Regulations. Complaints regarding the permitting process of buildings and facilities must be filed first with the Disability Access Coordinator (see above). Where applicable, the complaint is then forwarded to the County's Chief Building Official. Copies of this complaint process are available, upon request from the Disability Access Program.

Complaints of discrimination based on disability may be filed with the Disability Access Program at:

William Campagna, M.S.
Disability Access Manager
3501 Civic Center Drive, Room 304
San Rafael, Ca 94903
(415) 499-6065 (voice/TTY)
wcampagna@co.marin.ca.us

The Disability Access Program website is located at:

<http://www.co.marin.ca.us/depts/pw/main/ADA/ada.cfm>

ADA Title I Employment Issues

The County of Marin does not discriminate on the basis of disability in its employment practices. For assistance in employment related matters contact:

Liz Paris
Deputy Director
Marin County Department of Human Resources
3501 Civic Center Drive, Room 403
San Rafael, CA 94903
415-499-6112
lparis@co.marin.ca.us

NOTICE

The Title II rules require public entities to inform applicants, participants, beneficiaries and other interested parties of the rights and protections afforded by the ADA. The County of Marin achieves this by:

- Publishing handbooks, pamphlets and manuals for the public that describe their programs and activities;
- describing the availability of reasonable accommodations on County websites; and
- displaying posters in service centers and other public places.

Department Disability Access Coordinators

Staff have been identified and trained to coordinate disability-related requests for program modifications and requests for auxiliary aids and services at the department-level. These Department Disability Access Coordinators are also available to resolve informal complaints regarding access to their department's programs, services and activities.

Like the ADA Coordinator, the Department Disability Access Coordinators are responsible for ensuring that persons with disabilities, when dealing with the County and its departments, have equal access to government programs, services, activities and facilities. The Department Disability Access Coordinators, however, are not technical experts on the legal requirements for ensuring program access or physical accessibility.

COUNTY OF MARIN

ACCESSIBILITY GUIDANCE BULLETIN

ROLES AND RESPONSIBILITIES OF DEPARTMENT DISABILITY ACCESS COORDINATORS

The County of Marin has designated the Disability Access Manager in the Department of Public Works (DPW) as the County ADA Coordinator. Additionally, each County Department has designated at least one Department Disability Access Coordinator to facilitate addressing department-level program, service and activity accessibility, and to serve as a liaison with the Disability Access Program for their respective department.

As required by law, the name, office address, and telephone number of the County ADA Coordinator is posted in all County offices and made readily available to all interested individuals.

DEPARTMENT DISABILITY ACCESS COORDINATORS

Department Disability Access Coordinators help to ensure that persons dealing with the County and its departments are easily able to find a responsible person who is familiar with the requirements of the ADA and who can try to resolve complaints informally.

Department Disability Access Coordinator duties include facilitating processes for prompt fulfillment of requests for alternative formats, interpreting services and other communication access needs; coordinating staff training on the ADA and related laws and regulations; and coordinating department-level implementation of the County Self-Evaluation and Transition Plan.

If a formal complaint is requested, the complaining party must be referred to the County ADA Coordinator.

DEPARTMENT DISABILITY ACCESS COORDINATOR ROSTER

County Administrator's Office - Alex McIntyre, 499-6358
Agriculture, Weights/Measures - Laurel Thomassin, 499-4234
Agriculture Commission - Fred Crowder, 499-6700
Assessor/Recorder - Richard Langhals, 499-7296
Auditor - Ernest Culver, 499-2673
Child Support - Kathy Sokolik, 499-4067
Community Development Agency (CDA) - Brian Crawford, 499-6402
CDA Building & Safety Division – Bill Kelley, 499-6556
Coroner - Ken Holmes and Gary Tindel, 499-6043

County Clerk - Roy Given, 499-6140
County Counsel - Ed Kiernan, 499-7525
Cultural & Visitor Services - Jim Farley, 499-6398
Cultural & Visitor Services - Christian Gutt, 499-6760
District Attorney - Peggy Toth, 499-6515
Elections - Jane Crownover, 499-6489
Farm Advisor - Ellie Rilla, 499-6588
Fire - Rich Lopez, 499-4099
Health & Human Services - Administrative Services - Margaret Kisliuk, 499-4296
H&HS - Aging Services – Pat Wall, 4997007
H&HS - Alcohol, Drug & Tobacco Services – D.J. Pierce, 499-6652
H&HS - Public Health Services- Karen Wuopio, 499-6725
H&HS – Mental Health Services – Kathy Kipp, 499-7370
H&HS – Social Services – Eric Petersen, 473-3340
Human Resources - Diane Ooms, 499-3045
Information Services & Technology - Marlene Ireland, 499-6309
Marin County Free Library – Gail Haar, 499-6053
Parks & Open Space – Steve Petterle, 499-6394
Probation - Michael Daly, 499-6662
Public Defender - Jose Varela, 499-6333
Public Works – William Campagna, 499-6065
Sheriff - Michael Crain, 499-7836
Sheriff's Office of Emergency Services (OES) - Ursula Hanks, 499-5039
Treasurer/Tax Collector - Kathy Isaacs, 499-6414

FORMAL COMPLAINTS

All formal complaints and/or investigations are coordinated with the appropriate Deputy Directors in the department involved and the appropriate management staff in either the Department of Human Resources or the Department of Public Works. All Department Disability Access Coordinators have direct access to key government officials so that noncompliance issues can be promptly and effectively corrected when identified.

William Campagna, M.S.
Disability Access Manager
Marin County Department of Public Works
3501 Civic Center Drive, Room 304
San Rafael, CA 94903
(415) 499-6065 (Voice/TTY)
(415) 499-3799 (fax)
wcampagna@co.marin.ca.us
www.co.marin.ca.us/depts/pw/main/ADA/ada.cfm

COUNTY OF MARIN
Disability Access Program

ACCESSIBILITY GUIDANCE BULLETIN

DISABILITY ETIQUETTE

The basic issue to understand is that people with disabilities are not conditions or diseases; they are individual human beings who happen to have disabilities. First, they are people. For example, a person is not an epileptic but rather is “a person with epilepsy”. The simple practice of speaking and thinking of people with disabilities as people first can change our perception to one where the disability no longer defines the person but is simply a descriptor (like the color of a person’s eyes or hair).

Reception Etiquette

The first contact an individual has with a county program or service is usually at a reception desk. Therefore, the first impression an individual has about that entire program is often based on how they are first received. Good customer service requires establishing a welcoming environment for all our customers, however, for people with disabilities there are sometimes additional things to consider.

For example, receptionists should know where the closest accessible restrooms, drinking fountains and telephones are located.

Sometimes people raise their voices unnecessarily when addressing people with disabilities. Use your normal tone when welcoming a person with a disability, unless requested to do otherwise.

When introduced to a person with a disability it is appropriate to offer to shake hands, as you would with anyone else. People with limited hand use or who use a prosthetic limb can usually shake hands.

People with developmental disabilities are not perpetual children. Treat adults in a manner befitting adults. Call a person by their first name only when you are extending that familiarity to all others present.

When speaking to a person who uses a wheelchair, don’t lean on the wheelchair. The wheelchair is a part of the individual’s personal space. When speaking to a person with a disability, speak to that person, not through a companion. When a person is using a sign language interpreter, speak to the person, not the interpreter.

Do not provide assistance where it is not solicited. Offer to assist respectfully and be prepared that your offer may be politely declined. If the offer is accepted, listen carefully and accept direction on how you can be of assistance.

Allow a person with a visual impairment to take your arm (at the elbow). This way you can easily guide the individual rather than direct them.

Conversational Etiquette

When speaking with a person with a disability, first... relax and be yourself. Look and speak directly to the person the same way you would to anyone else. Do not speak through a companion, speak to the person you are conversing with.

Don't be afraid to use terms like "See you later" to a blind person or "I've got to be running" to a person with a mobility impairment. These common expressions are acceptable and appropriate.

When speaking to a person with a hearing impairment, it is acceptable to tap them on the shoulder to get their attention if they are facing away from you. Make eye contact and speak directly to the person in a clear, natural voice. You may want to speak slightly slower than usual at first to determine if the person reads lips. Not all people with hearing impairments read lips. Be considerate by not eating or smoking when communicating with someone who reads lips. Keep your hands away from your mouth when speaking and try to remain in well lighted environments. Shouting will not help. Writing notes may.

When speaking with a person who uses a wheelchair, pull up a chair for yourself. A common eye level will facilitate better communications.

When greeting a person with a significant visual impairment, remember to identify yourself, and others who are with you, at the beginning of your conversation. When speaking in a group, state the name of the person you are speaking to. This will provide cues making it easier to follow group interactions. Make it known when you are finished and when you are leaving.

When conversing with a person who has a speech impairment, listen attentively. Be encouraging, not correcting and do not try to complete sentences for the person. Don't pretend to understand what you do not understand. Be willing to repeat what you understand and ask directly about what you may have difficulty understanding.

Great thanks to the City and County of San Francisco, Mayor's Office on Disability for providing text for this Guidance Bulletin.

COUNTY OF MARIN
Disability Access Program

ACCESSIBILITY GUIDANCE BULLETIN

WRITING FOR AND ABOUT PEOPLE WITH DISABILITIES

When writing about people with disabilities, you are in a unique position to shape the public image of people with disabilities. The words and images you use can create either a straightforward, positive view of people with disabilities or an insensitive portrayal that reinforces common myths and is a form of discrimination. The following set of guidelines can help you make better choices in terms of language and portrayal. These guidelines explain preferred terminology and suggest appropriate ways to describe people with disabilities. Please use these guidelines when writing about people with disabilities.

Do Not Focus on Disability

Focus on the person, not the disability. Avoid tear-jerking human-interest stories about incurable diseases, congenital impairments, or severe injury. Focus instead on issues that affect the quality of life for those same individuals, such as accessible transportation, housing, affordable health care, employment opportunities, and discrimination.

Do Not Use Generic Labels

Avoid generic labels for disability groups, such as "the retarded" or "the deaf." Emphasize people not labels. Say, people with mental retardation or people who are deaf.

Do Not Portray People with Disabilities as Superhuman

Avoid portraying people with disabilities as superhuman. Even though the public may admire super-achievers, portraying people with disabilities as superstars raises false expectations that all people with disabilities should achieve this level.

Do Not Sensationalize a Disability

Do not sensationalize the disability by saying afflicted with, crippled with, suffers from, victim of, and so on. Instead, say person who has multiple sclerosis or man who had polio.

Put People First

Put people first, not their disability. Say, a man who is blind, children who are deaf, people with disabilities. This puts the focus on the individual, not the particular functional limitation.

Emphasize Abilities

Emphasize a person's abilities, not their limitations. For example: she uses a wheelchair, he walks with crutches. Never say confined to a wheelchair, wheelchair-bound, or crippled. Similarly, do not use emotional descriptors such as unfortunate, pitiful, and so forth. Most disability groups strongly object to using euphemisms to describe disabilities. Terms such as handicapable, mentally different, physically inconvenienced, and physically challenged are considered condescending. They reinforce the idea that disabilities cannot be dealt with up front.

Show People with Disabilities as Active

Show people with disabilities as active members of society. Portraying persons with disabilities interacting with non-disabled people in social and work environments helps break down barriers and open lines of communication.

For more information on writing for and about people with disabilities, the following web sites may be helpful:

Guidelines for Reporting and Writing about People with Disabilities: University of Kansas.

<http://www.lsi.ku.edu/lsi/internal/guidelines.html>

Examples of People First language: Sikeston Regional Center.

<http://www.dmh.missouri.gov/sikeston/people.htm>

COUNTY OF MARIN
Disability Access Program

ACCESSIBILITY GUIDANCE BULLETIN

PLANNING ACCESSIBLE PUBLIC MEETINGS

The opportunity to participate in government, including participation in public meetings, is a fundamental right of citizens of the United States. Both state and federal laws guarantee this right. The Americans with Disabilities Act (ADA) requires that an individual with a disability not be denied the opportunity to participate in any government program, service or activity because a government entity's facilities are inaccessible. The Brown Act, as amended by AB 3035, specifically requires that a public entity ensure that individuals with disabilities are not denied physical or communication access to public meetings. Furthermore, a public entity must ensure that communication with members of the public with disabilities is as effective as its communications with others.

When planning public meetings, County agencies must assure that the meetings are accessible to members of the public who have a disability. Accessible public meetings require not only physical access to the meeting facility, but also access to the information communicated through the meeting.

This Guidance Bulletin is designed to identify the primary areas of concern related to public meetings, the responsibilities of the meeting planner, and alternatives for providing solutions.

SELECTING AN ACCESSIBLE MEETING LOCATION

All public meetings must take place in locations that are accessible to persons with disabilities. All parts of the building do not need to be accessible, but parking (if provided), the path of travel into and through the facility, the meeting area, and the restrooms must be accessible. If overnight stays are involved, conveniently located accessible accommodations should also be considered. For a list of accessible meeting sites, contact the Disability Access Program.

PUBLIC MEETING NOTICES

To facilitate accessibility, use a simple, uncluttered page design for written meeting announcements. It is recommended that the font be clear and simple, such as 12 to 14 point Ariel or Courier, and that text be in a contrasting color to the paper to increase legibility for readers with low vision. Be aware that some software programs may not allow people using assistive devices, such as screen readers, to read a document. Be prepared to design forms that can be made

accessible, or post or have available a Word version of the agenda, if needed for an accommodation.

To ensure that individuals with disabilities can participate in public meetings, a notice with information regarding who to contact to request auxiliary aids and services (American Sign Language interpreters, assistive listening devices, readers, note takers, real-time captioning) or meeting materials in alternative formats (Braille, large print, audiotape or computer disk/CD) must be included on all meeting notices.

The following notice format is recommended:

Standard Footer



All public meetings and events sponsored or conducted by the County of Marin are held in accessible sites. Requests for accommodations may be requested by calling (415) _____ (voice) or 711 for the California Relay Service at least **four work days** in advance of the event. Copies of documents are available in alternative formats, upon written request.

Always include the name and telephone number of the contact person and timelines for requesting accommodations needed, as well as, the 7-1-1 California Relay Service number or a TTY number that can be used by individuals with hearing impairments.

Be sure to designate an individual to be responsible for ensuring the meeting notice and other written materials contain the proper information for requesting accommodations and for processing requests received.

ALTERNATIVE FORMATS

Written materials that are distributed to members of the public, such as an agenda or hand-outs, are subject to the requirement that communication be equally effective to persons with disabilities. Therefore, upon receipt of a specific request, a public entity that provides information in written form must make that information available to individuals in a form that is usable by them. Alternative formats may include computer diskette, audiotape, large print or Braille. The type of format necessary to ensure effective communication will vary with the individual's needs and the length and complexity of the communication involved. (U.S. Department of Justice, ADA, Title II Technical Assistance Manual [TAM] section 7.1000)

The public entity should provide an opportunity for individuals with disabilities to request the alternative format of their choice. An interactive discussion with the

individual is encouraged when clarification regarding the type of alternative format to be provided is needed. This discussion may result in identifying practical options for the public entity that are also suited to meet the requestor's needs. According to the U.S. Department of Justice, the expressed choice of the individual must be given primary consideration unless the public entity can demonstrate that another effective means of communication exists. (Title II TAM section 7.1100)

Although providing documents in alternative formats may result in some additional cost, a public entity may not place a surcharge on individuals with disabilities to cover these expenses. If a document is available to the public free of charge, it must also be available in an alternative format free of charge. If a fee is charged for documents provided to the general public, this fee must be the same for documents provided in alternative formats. (TAM section 3.500, CA Govt. Code section 11125.1[e])

AUXILIARY AIDS AND SERVICES

Upon receipt of a specific request, it may be necessary to provide auxiliary aids and services to individuals with disabilities to allow full participation in a public meeting. These may include, but are not limited to:

Sign Language Interpreters

A qualified interpreter is an individual who is able to interpret effectively, accurately and impartially, both receptively and expressively, using any specialized vocabulary that may be necessary.

Audio Tape

Providing materials in recorded format is a method of making information accessible to persons who have visual, learning or physical disabilities. Audio material is commonly recorded on cassette tapes, but it may also be stored on CD-ROM.

Real-Time Transcription

A method of making information accessible to individuals who are hearing-impaired, real-time transcription permits verbal input to be transcribed to a computer which displays a running transcript of the proceedings, much like closed-captioning on a television.

Assistive Listening Devices

An assistive listening device (ALD) is a communication system that enables individuals who are hard-of-hearing to better comprehend speech or music. The four main types of ALDs are: Acoustic, Frequency Modulated, Induction (loop) and Infrared.

Open and Closed Video Captioning

Open captions are captions that have been decoded, so they are a part of the video or television picture, similar to sub-titles in a film. Open captions cannot be turned off. Closed captions are captions hidden in the video signal that remain invisible without a special decoder to decipher them.

RESOURCES:

Braille and other Accommodations for People with Visual Disabilities

Lighthouse of Marin

1137 – 4th Street

San Rafael, CA 94901

(415) 258-8496

(415) 258-8499 (TTY)

(415) 258-8501 (fax)

fkramarz@lighthouse-sf.org/marin

www.lighthouse-sf.org/marin

Braille, Transcription and Audiotape Services

Lions Center for the Blind

3834 Opal Street

Oakland, CA 94609-2625

(510) 450-1580

(510) 654-3603 (fax)

info@lbcenter.org

Training in Use of Assistive Equipment

MSMT

651 Yolanda Avenue

Santa Rosa, CA 95404

(707) 579-1115

(707) 523-0552 (fax)

msmt@gire.org

Braille, Large Print, Braille Graphics, Modem Transfer, Scan & Store

With Braille vendors:

- You may send the document to be Brailled by e-mail or on disk
- The file should be in Word, WordPerfect, or a text file
- If the file is in PageMaker or other “publisher” software, you will need to convert it to a different type of file
- If you only have a print copy, it can be scanned or re-typed for an additional fee
- Costs vary, so confirm estimated cost with the vendor you select
- Brailled materials will be sent to you with an invoice

- ◆ You may request that the Brailled materials be sent directly to the individual free of charge via the U.S. Postal Service “Free Matter for the Blind”

Spreadsheets and Graphs

Spreadsheets and graphs can be Brailled, but in a different format according to the Braille Code. Usually they will list the column headings separated by semicolons, and then Braille the columnar material in paragraphs, without repeating the heading every time. For the reader, they insert an explanation as to how to read it. If brailing complicated tables, charts and graphs, it is helpful to summarize in narrative form, the information being presented. It is helpful to provide a print copy of the chart as well as the document on disk. Codes for tables and boxes have to be removed, as the Braille program does not recognize them.) It also helps if the chart on disk is set up for 8 ½” x 11” paper, portrait orientation. But they will work with whatever is sent.

Free Postage When Mailing Braille, Large Print, and Audio Tapes

Most alternative format materials can be mailed free through the U.S. Postal Service to people who are blind, low vision, or who cannot use or read conventionally printed materials due to a physical, cognitive or other sensory disability. This includes brochures, information sheets, booklets, and other reading matter, in Braille, large print (14-point or larger), or on tape. To use this service, omit stamps and print the words Free Matter for the Blind & Handicapped in the upper right hand corner of the envelope or package. These materials are subject to inspection by the Postal Service and may not contain any advertising. Handwritten or typewritten letters are subject to regular postage.

Certified American Sign Language Interpreters

- Bay Area Communication Access
(415) 356-0405
- Communiqué Services
(707) 546-6869
- Hands on Services
(800) 900-9478
- Hired Hands
(510) 659-1882

- Interpreting and Consulting Services
(707) 747-8200
- Partners in Communication
(800) 513-4403

You may want to contact each agency in advance of a need for services to determine their rates so that you are prepared to cover the communication expenses, should the need arise.

RID is a national membership organization representing the professionals who make communication possible between people who are deaf or hard of hearing and people who can hear. **When scheduling interpreter services, always request RID certified interpreters.** Only in the event that certified interpreters are unavailable should you rely on non-certified interpreters.

Individuals who are hard of hearing generally do not use ASL interpreters. Always ask the individual requesting an accommodation what type of accommodation works best for them. Determining what accommodation(s) will be provided is an interactive process. Depending on the situation, accommodating an individual who is hard of hearing may include note writing, use of assistive listening devices, and/or provision of Computer Assisted Real-Time (CART) captioning.

Computer Assisted Real-Time (CART) captioning

- Jane James
(510) 530-3989
captioning@earthlink.com

- Diana Kuypers
(925) 376-0724
dkuypers@aol.com

- Jennifer Rodrigues
(510) 888-9825
jenniferrod@compuserve.com

- Katherine Baca
875 Burnett, #8
San Francisco, Ca
(415) 279-7195 (Voice)
bacakitty@aol.com

- Richard A. Walker
Albany, Ca
(510) 525-3327
rawalker@pacbell.net

- Laura Brewer & Associates
49 Lyell Street
Los Altos, Ca 94022
(650) 949-1900 (Voice)
laura@quicktext.com
www.quicktext.com

The Marin Center for Independent Living (MCIL) may provide referrals to additional service providers. They can be contacted at: (415) 459-6345.

PUBLIC TRANSPORTATION

It is always a good practice to conduct public meetings in close proximity to accessible public transportation. There must be a safe and accessible path of travel leading from the transportation stop to the facility entrance. (Title 24, CCR section 1114B.1.2)

PARKING

If parking is provided, the parking area must have the correct number of appropriately marked accessible parking spaces. In most circumstances both van and passenger vehicle access aisles must be provided. In addition, there must be a safe path of travel provided between the parking area and the entrance to the facility. (Title 24, CCR section 1129B.1)

RESTROOMS

At least one set of restrooms within the facility must be accessible. If there is more than one set of restrooms, but not all are accessible, there must be directional signage that indicates where the accessible restrooms are located. (Title 24, CCR section 1117B.5)

TELEPHONES AND DRINKING FOUNTAINS

Whenever possible, public meeting locations should have at least one accessible telephone and one accessible drinking fountain. At least one telephone per floor should have amplification capabilities and be accessible to persons using wheelchairs. Where drinking fountains are provided, at least one per floor must be accessible to persons using wheelchairs and must be enclosed in an alcove or not encroach into an accessible route. (Title 24, CCR section 1117B1.2 and 1117B.2)

MEETING ROOMS AND BREAK-OUT ROOMS

Meeting rooms and break-out rooms must be arranged with consideration for the full participation of persons with disabilities. All public meeting space should be wheelchair accessible. This should include integrated wheelchair seating, turning room, and adequate aisle space. (Title 24, CCR section 1118B)

SPEAKER PLATFORM

If there is a raised platform, an accessible ramp must be provided, as well as an accessible path of travel leading to the platform. Microphones should be adjustable in order to adapt to the height of the speaker. (Title 24, CCR section 1133B.5)

EMERGENCY EVACUATION

There must be an emergency evacuation plan for individuals with disabilities. One should not assume that all individuals with disabilities need special assistance in an evacuation, but should always ask before providing assistance.

ADDITIONAL MEETING ACCESSIBILITY RESOURCES:

Accessible Portable Toilets

Ajax Portable Toilets – (800) 282-8988
JW Enterprises Portable Toilets – (800) 350-3331
Portosan Portable Toilets – (800) 545-5516
Waste Management – (800) 862-4659

Accessible Portable Sinks and Toilets

United Site Services – (800) 322-2263

Portable Wheelchair Lifts

somArts – (415) 863-1414 (extension 105)

Accessible Van Transportation

MV Transportation – (707) 863-8980

Accessible Bus Services

<http://transit.511.org/disabled/index.asp>

Note: Provision of lists of resources does not constitute endorsement by the County of Marin, nor does omission imply non-endorsement. Our goal is to provide you with information on some key resources available. Please let us know if you're aware of a useful resource missing from this list.

Additional information may be obtained from:

The Federal Access Board
1331 F Street NW, Suite 1000
Washington, DC 20004-1111
(800) 872-2253
(800) 993-2822 TTY
(202) 272-0081 FAX
www.access-board.gov

U.S. Department of Justice
Disability Rights Section
950 Pennsylvania Ave. NW
Washington, DC 20530
(800) 514-0301
(800) 514-0383 TTY
(202) 307-1198 FAX
www.usdoj.gov/crt/ada

Division of the State Architect
Universal Design Program
1102 Q Street, Suite 5100
Sacramento, CA 95814
(916) 445-8100 (Voice/TTY)
www.dsa.dgs.ca.gov/UniversalDesign

California Disability Access Information
2000 Evergreen Street
Sacramento, CA 95815
(916) 263-8670 (Voice/TTY)
www.disabilityaccessinfo.ca.gov

County of Marin
Disability Access Program
Department of Public Works
Marin Civic Center, Room 304
San Rafael, CA 94913
(415) 499-6065 (Voice/TTY)
(415) 499-3799 FAX
wcampagna@co.marin.ca.us
www.co.marin.ca.us/depts/pw/main/ADA/ada.cfm

COUNTY OF MARIN
Disability Access Program

ACCESSIBILITY GUIDANCE BULLETIN

ACCESSIBLE PUBLIC MEETING AND EVENT CHECKLIST

It is the policy of the County of Marin to ensure that all County sponsored public meetings and events be physically and programmatically accessible to people with disabilities. This checklist has been developed in order to assist County departments in assessing potential sites and to ensure that all County meetings and events comply with federal and state laws by being accessible to persons with disabilities.

Meeting or Event Name/Description:

Meeting or Event Location/Address:

Meeting or Event On-Site Contact:

Telephone #: _____ **e-mail:** _____

Date & Time of meeting or Event:

Responsible Department:

Department Disability Access Coordinator or Contact Person:

Telephone #: _____ **e-mail:** _____

Department Disability Access Coordinators or designated department staff members are responsible for ensuring that this form is completed and that accessibility is verified at least 10 working days prior to any county-sponsored public meeting or event. It is not necessary to fill out this form more than once for regularly scheduled County meetings, so long as the Disability Access Coordinator of the Department continues to ensure that the provisions herein are being complied with at each meeting. If upon filling out or reviewing this form, it is apparent that additional information is required, or it appears that the meeting or event cannot be made physically or programmatically accessible, please contact the County Disability Access Manager at (415) 499-6065 (Voice/TTY) to discuss possible alternative solutions or sites.

Section One of this checklist is designed to assess compliance with program access and physical accessibility standards, to ensure that meetings and events will be accessible not only to persons with physical disabilities, but to people with sensory, cognitive, and other disabilities, as well.

Section Two of this checklist is designed to ensure that potential meeting sites and event locations comply with physical accessibility standards.

NOTE:

ITEMS LISTED FIRST AND IN **BOLD** ARE MINIMUM REQUIREMENTS. PLEASE DO NOT CONSIDER HOLDING A PUBLIC EVENT WITHOUT THESE IN PLACE. ITEMS LISTED LAST, IN *ITALICS* ARE STRONGLY RECOMMENDED.

PROGRAMMATIC ACCESSIBILITY CHECKLIST

<u>Notice</u>	YES	NO
1. All notices and announcements for the event or meeting include accessibility information (See samples in Guidance Bulletin #3b)	<input type="checkbox"/>	<input type="checkbox"/>
2. All notices and announcements for the meeting or event include information on whom to contact to request accessibility accommodations.	<input type="checkbox"/>	<input type="checkbox"/>

Communication Access

1. If a microphone is provided for public participation, the microphone cable is long enough to serve accessible seating areas or a wireless unit is provided.	<input type="checkbox"/>	<input type="checkbox"/>
2. Film or video materials used at this event are captioned.	<input type="checkbox"/>	<input type="checkbox"/>
3. Printed materials are available upon request, in alternative formats. This generally requires an electronic version of any materials. Large print copies (14 to 18 point) are recommended.	<input type="checkbox"/>	<input type="checkbox"/>
<i>4. For meetings of 50 or more people, Assistive Listening Devices (ALDs) are available.</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>5. Signage of where to obtain ALDs is posted with ALD symbol at the site.</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>6. For meetings of 100 or more people, Real-Time Captioning has been scheduled.</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>7. For meetings of 500 or more people, two American Sign Language Interpreters have been scheduled.</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>8. An aural description is available, either through the presenter or through pre-recorded audiotape.</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>9. The meeting is accessible by speakerphone or Bridge Line.</i>	<input type="checkbox"/>	<input type="checkbox"/>

PHYSICAL ACCESSIBILITY CHECKLIST

<u>Getting to the Meeting or Event:</u>	YES	NO
1. An accessible route exists from the street to the meeting or event and all meeting and event activities.	<input type="checkbox"/>	<input type="checkbox"/>
2. All public meetings and events should have signage to direct the public to the location. In the unusual situation in which the main route to the meeting is not accessible, the accessible route with directional signage is provided.	<input type="checkbox"/>	<input type="checkbox"/>

Transportation:

YES NO

- 1. **If the meeting or event itself includes transportation, wheelchair accessible vehicles are also available and advertised as available to the public.**
- 2. *The meeting or event is located close to accessible public transportation.*
- 3. *An accessible route is provided from the public transportation stop to the building or facility entrance.*
- 4. *Accessible parking is available (review # of car and van accessible spaces).*
- 5. *There is accessible passenger loading and unloading space.*

Amenities:

- 1. **Accessible restrooms are available within 200 feet of the event’s location**
- 2. **Accessible drinking fountains are available** (if drinking fountains provided).
- 3. **Accessible telephones are available** (if telephones are provided).
- 4. **Art displays or exhibits are positioned to provide an accessible route and to not be a hazard to people who are blind or have visual disabilities.**
- 5. **If food or beverages are provided, the service is located on an accessible route. Self-service items are reachable from a seated position with accessible operating mechanisms.** [Countertops are 28 – 34 inches high.]

Seating:

- 1. **If seating is provided, wheelchair and companion seating is dispersed in multiple location(s) and seating ratio.**
- 2. **Seating is available for deaf and hard of hearing people near the front of the space so that attendees may see the interpreter/captioner, or lip read.**
- 3. *Signs are provided indicating the accessible seating areas for both wheelchair users and persons who are deaf or hard of hearing.*

Event Set-up

- 1. **If a stage or platform is provided, it is accessible by means of a ramp, wheelchair lift, or portable wheelchair lift.**
- 2. **If a dais or podium is provided for the public, an accessible dais or podium is also provided.**
- 3. **Fencing or other crowd control barriers are placed so as to provide an accessible route, and barricading complies with County DPW barricade standards.**

ACCESSIBLE PUBLIC MEETING AND EVENT DEFINITIONS

Accessibility Information – All meeting or event notices shall include information on how to request accommodations, including alternative formats or auxiliary aids and services, notice of wheelchair accessibility, and information on whom to contact to make accommodation requests. Please see sample public meeting notices in Guidance Bulletin #3b.

Accessible Podium (Dais) – A fixed or mobile speaker or presenter’s table or podium that is no higher than 34” on which a microphone and presentation materials can be placed.

Accessible Drinking Fountains – Drinking fountain with the bubbler no higher than 36” with knee clearance underneath that is 27” high x 18” minimum deep and a level clear floor area in front of it.

Accessible Entrance – An entry door or gate is a minimum 32 inches clear when opened 90 degrees; threshold is no higher than ½ inch (¾ inch may be permitted in existing conditions if beveled), and door is easily opened, or has automatic door opener.

Accessible Exhibit Materials – Alternative formats or services that provide equivalent exhibit information for people with sensory disabilities in a manner appropriate to the program material. Examples include but are not limited to:

1. Titles of work and narrative using large 14 point sans serif fonts on a high contrast background
2. Taped audio descriptions of photographs/artwork
3. Tactile replicas of art objects
4. Captioning of video or film presentations
5. Trained staff available to provide descriptions or tours

Accessible Surface – Firm, stable and slip resistant surfaces, such as concrete, asphalt, wood, carpet, portable flooring etc. Grass, dirt, wood chips and sand are not accessible surfaces.

Accessible Parking – A ratio of parking provided for the exclusive use of people with disabilities, located near the accessible entrance to the facility. Note: temporary accessible spaces can be created using signs and cones or chalk powder lines, provided that the minimum parking space and side access aisle dimensional requirements are met.

The minimum parking ratios required are:

1 to 25 spaces	One van accessible space
28 to 50	One auto and one van accessible spaces
51 to 75	Two auto and one van accessible spaces
76 to 100	Two auto and one van accessible spaces
101 to 150	Four auto and one van accessible spaces
151 to 200	Five auto and one van accessible spaces
201 to 300	Six auto and one van accessible spaces
301 to 400	Seven auto and one van accessible spaces
401 to 500	Seven auto and two van accessible spaces
501 to 1000	2% autos with a minimum of one out of eight or fraction thereof van accessible

Accessible Parking Space – An auto parking space with identification signage that is 9 feet min width and 19 feet min length with an adjacent 5 feet clear access aisle. The parking space and access aisle shall be level.

Accessible Van Parking Space – A van accessible parking space with identification signage that is 9 feet min. wide, 19 feet min long with an adjacent 8 feet clear access aisle. The parking and side access aisle space shall be level and have an 84 in. minimum clear height.

Accessible Passenger Drop Off Area – a 25-foot long vehicular passenger drop off area with a 5 feet min with adjacent aisle space that is level and 25 feet.

Accessible Portable Toilets and Sinks – Toilets and sinks that meet state and federal requirements for wheelchair accessibility. Acceptable toilet manufacturers include, but are not limited to, Satellite and L&L Manufacturing. If one unit is to be provided, it must be accessible. When multiple units are provided, a minimum of 10%, but not less than one unit, and not less than one unit per cluster of units. Accessible toilets and sinks shall be located on a level area, along an accessible route, with an accessible surface. Ramps to accessible units shall not exceed 1:12 slope, have handrails on both sides, and a 60 inch square level landing at the unit door **Please note: This information is provided for situations in which the general public will be using portable toilets. A portable, accessible toilet is NEVER equivalent access if the general public is using indoor toilets.**

Accessible Restrooms – Toilet rooms that are located on an accessible route and contain accessible features including 32” minimum entry, an interior 60” turning space, lavatory with 27” min. knee space, wide toilet compartments with grab bars, and all accessories mounted no higher than 44 inches to the upper most control, etc.

Accessible Route – A continuous unobstructed path connecting all accessible elements and spaces of a building or facility. 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.

Accessible Tables – A table providing knee space that is a minimum of 27” high, 30” wide and 19” deep unobstructed knee space with the tabletop no higher than 34”.

Accessible Telephones – Telephones that are located on an accessible route, mounted at 48” from the floor to the coin slot and have volume controls.

Assistive Listening Device – A device that takes a signal from a microphone or public address system and sends it to a personal amplification system. Assistive Listening Devices (ALDs) can be procured through companies that provide public address systems (see Resource list below).

Captioned – Video or film program with subtitles reflecting the content of the spoken or descriptive material.

Directional Signage – Signage that indicate the direction of the accessible route when the accessible route is not the same as that of the general public **The signage may be directional arrows that include the International Symbol of Accessibility (ISA).** Directional signage should be placed at any directional change that is not the same as that of the path of the general public.

Hazard to People Who are Blind or Have Visual Disabilities – Pedestrian and participant areas shall be clear of objects (including plant branches and public art) which overhang less than 80” from the floor surface, or wall, and post mounted or freestanding objects that protrude 4” or more between 27” and 80” above the floor or ground into circulation areas.

Portable Wheelchair Lift – A lift that is not built into the structure but can be available for a specific event. Portable wheelchair lifts can be rented by calling (415) 863-1414 ext.105.

Accessible Seating Location – Accessible seating must be situated so those individuals who cannot stand can view the meeting or event over seated or standing participants. Seating for persons who are deaf must be provided in a location near the stage/ presentation area with direct view to the stage/presentation location of sign language interpreters.

Seating Ratio – The number of accessible seats in relation to the number of seats provided as follows:

1 to 25	One seat
26 to 50	Two seats
51 to 300	Four seats
301 to 500	Six seats
over 500	Six, plus one additional space for each increase of 100

Wheelchair and Companion Seating – Seating for wheelchair users and adjacent, shoulder aligned seating for individuals accompanying wheelchair users that is located on the same level as that of the wheelchair user.

To receive a copy of this document in an alternate format or for additional information, please contact:

County of Marin
Disability Access Program
Department of Public Works
Marin Civic Center, Room 304
San Rafael, CA 94913
(415) 499-6065 (Voice/TTY)
(415) 499-3799 FAX
wcampagna@co.marin.ca.us
www.co.marin.ca.us/depts/pw/main/ADA/ada.cfm

Checklist provided courtesy of the City and County of San Francisco, Mayor's Office on Disability. Great thanks for approving its use by the County of Marin.

COUNTY OF MARIN
Disability Access Program

ACCESSIBILITY GUIDANCE BULLETIN

**PROVIDING AUXILIARY AIDS AND SERVICES
AND DOCUMENTS IN ALTERNATIVE FORMATS**

One means of ensuring that County programs and services are accessible to everyone is to take the necessary steps to effectively communicate with all the County's residents and visitors. For some persons with disabilities this means providing auxiliary aids and services, such as American Sign Language (ASL) interpreters, Certified Real-Time Captioning (CART) or Assisted Listening Devices (ALD) and for some, it means providing information in alternative formats, such as Braille, Large Print, Computer Disk or Audiotape.

REQUIREMENT TO PROVIDE AUXILIARY AIDS AND SERVICES AND DOCUMENTS IN ALTERNATIVE FORMATS

Under Title II of the Americans with Disabilities Act of 1990, all public entities are required to ensure "equally effective communication" and to provide "auxiliary aids and services" to individuals with cognitive or sensory disabilities.

Auxiliary aids and services, in addition to those listed above, may also include making "PDF" files and other electronic documents, including e-mail and websites, accessible to blind persons and others who rely on audible computer screen readers.

Alternative formats of print materials are to be provided just as the County of Marin would provide any other modification of policies, practices or procedures, upon request by a qualified person with a disability. It is therefore advisable to have a variety of such materials on hand and readily available in situations where persons with a disability may have a particular interest or at meetings where persons with disabilities would be likely to attend.

REQUIREMENT TO PROVIDE THE FORMAT REQUESTED

The County of Marin, like all public entities, must give "primary consideration" to the specific aid or service requested. For example, if information in Braille is requested, the County should try to provide the information in Braille. The only circumstances under which the County may choose not to provide the aid or service requested is if the agency can demonstrate that another "equally effective means of providing access" is available, or that use of the means requested would result in undue financial or administrative burden.

PROVIDING ALTERNATIVE FORMATS IS GOOD CUSTOMER SERVICE

If someone requests a particular alternative format, you may offer other alternatives. For example, if someone requests information in Braille, you may mention that you can also provide it on computer disk which may be read by an audible screen reader. The individual may opt for the computer disk, not knowing that was an option, or may confirm the request for Braille. The person may not have a computer, or may simply prefer to have a “hard copy” of the information.

NOTIFICATION OF AVAILABILITY OF ALTERNATIVE FORMATS

Print materials (such as meeting notices, agendas, reports, departmental brochures) should contain a statement that advises people that alternative formats are available upon request for people with disabilities.

To facilitate accessibility, use a simple, uncluttered page design for written meeting announcements. It is recommended that the font be clear and simple, such as 12 to 14 point Ariel or Courier, and that text be in a contrasting color to the paper to increase legibility for readers with low vision. Be aware that some software programs may not allow people using assistive devices, such as screen readers, to read a document. Be prepared to design forms that can be made accessible, or post or have available a Word version of the agenda, if needed for an accommodation.

To ensure that individuals with disabilities can participate in public meetings, a notice with information regarding who to contact to request auxiliary aids and services (American Sign Language interpreters, assistive listening devices, readers, note takers, real-time captioning) or meeting materials in alternative formats (Braille, large print, audiotope or computer disk/CD) must be included on all meeting notices.

The following notice format is recommended:

Standard Footer



All public meetings and events sponsored or conducted by the County of Marin are held in accessible sites. Requests for accommodations may be requested by calling (415) _____ (voice) or 711 for the California Relay Service at least **four work days** in advance of the event. Copies of documents are available in alternative formats, upon written request.

Always include the name and telephone number of the contact person and timelines for requesting accommodations needed, as well as, the 7-1-1 California Relay Service number or a TTY number that can be used by individuals with hearing impairments.

PUBLIC HEARINGS WITH PRINT INFORMATION

If you will be providing print materials at a public hearing, be sure to include the statement above regarding availability of alternative formats **on the public hearing notice**. If it is an event that is likely to be of particular interest to the disability community, meeting planners should plan to have large print and computer disk versions of meeting materials available at the meeting.

Symbols can be used to indicate availability of alternative formats

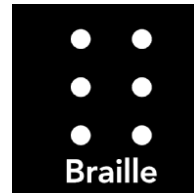
You are encouraged to place these symbols next to the relevant information in your publications such as program brochures, application forms, event flyers, public meeting or hearing notices, etc. Symbols should be at least 18 point.

Here are symbols that denote alternative format access:

Large print version available



Brailled version available



Positive and negative tiff files of this and other disability access symbols are available for copying or downloading at the following website:

<http://www.gag.org/resources/das.php>

HOW TO PROVIDE ALTERNATIVE FORMATS

The requested alternative format should be provided in a timely fashion. Depending on the format requested, it may take a few minutes, a day, a week, or more to provide the alternative format. Making a large print version or putting the document on a computer diskette may be easily and quickly accomplished. Providing a Braille version of information may take up to a week or longer, depending upon the length and complexity of the document. When providing alternative formats, descriptive information about graphics should be included in a "text only" version of the document.

Braille

Since Marin County does not have Brailing services internally, you must use an outside vendor. Because of this, it will take more time to provide Braille versions of documents. If the document is fairly short and straightforward, you can get a document Brailled within a few days. If the document is longer and/or complex, you will need to confirm delivery date with the vendor. If the information is already a Word, WordPerfect, or text file document, you can simply e-mail the document to the Braille vendor. If it is in PageMaker or other “publisher” software, you will need to convert it to an acceptable type of file prior to sending it to the vendor. If it is some other type of document, contact the vendor to see what you will need to provide for them to do the Brailing.

Large Print

This is one of the easier alternative formats to provide if the document was produced by one of the common word processing programs (e.g., Word or WordPerfect). When someone requests a document in large print, remember to ask if there is a preferred font style and/or font size because individual needs vary. One person may request the document in Univers 14-point font, while another may request Arial 18-point bold font. As a default, use Arial font. After changing the font, you may need to do some reformatting; sometimes making a large print version “throws off” a document, just as changing margins can.

If the document is produced in PDF format or by publishing software such as PageMaker, it may take more time, as conversion to a more easily manipulated document may be required.

Computer Disk or E-mail

This is a relatively easily accomplished alternative format, particularly if the document was produced by one of the common word processing programs (e.g., Word or WordPerfect). If the individual does not request the document to be a certain type of file, remember to ask. You want to be sure the type of document you have is compatible with the individual’s software. Keep in mind that headers and footers as well as materials in PDF format are often not readable by audible screen readers. Sometimes, simply saving a copy of the original document onto a disk will fulfill the individual’s request. For additional information about converting word processing or PDF documents to screen-readable text documents, please contact Christine Camilleri, Senior Systems Support Analyst at Marin County IST – (415) 499-7152.

Please be reminded that when providing Auxiliary Aids or Services, Alternative Formats, or any other accommodations to make a County program, service, or activity accessible to and usable by persons with disabilities, **the County may not charge the individual requiring the accommodation(s).**

For lists of resources see Disability Access Bulletin #4 – Planning Accessible Public Meetings.

For additional information, please contact:

County of Marin
Disability Access Program
Department of Public Works
Marin Civic Center, Room 304
San Rafael, CA 94913
(415) 499-6065 (Voice/TTY)
(415) 499-3799 FAX
wcampagna@co.marin.ca.us
www.co.marin.ca.us/depts/pw/main/ADA/ada.cfm

Great thanks to the City and County of San Francisco, Mayor's Office on Disability for providing text for this Guidance Bulletin.

COUNTY OF MARIN

Service Recipient Accommodation Request Form

REQUESTER:

Name: _____

Address: _____

City/State/Zip Code: _____

Telephone/TDD or E-Mail Address: _____

**THIS IS A REQUEST FOR ACCOMMODATION WHICH IS NEEDED
BECAUSE OF MY DISABILITY**

1. I am applying for services or wish to participate in a program, service or activity provided by the **County of Marin**, Department of _____.
2. The accommodation I am requesting will allow me to participate in the following program, service or activity: _____.
3. My specific functional limitation affecting my ability to fully participate in this program, service or activity is: _____.
4. I believe the following accommodation will allow me to participate in this program, service or activity: _____.

Additional Information:

REQUESTORS SIGNATURE: _____ **DATE:** _____

The County of Marin seeks to provide full participation and equal access for all persons with disabilities in all its programs, services and activities and is committed to working with individuals via an interactive process to identify the appropriate accommodation(s) needed to achieve this end. Thank you for your assistance and cooperation in this process.

ACCOMMODATION PROVIDED: (Submit copy to Disability Access Program)

COUNTY OF MARIN
Disability Access Program

ACCESSIBILITY GUIDANCE BULLETIN

TELECOMMUNICATION RELAY SERVICES – DIAL 7-1-1

WHAT ARE TELECOMMUNICATION RELAY SERVICES?

Telecommunications relay services are the answer to the following questions:

- How can deaf or speech-impaired individuals communicate with one another or with others who have no TTY?
- How can someone communicate on a telephone with someone who can only communicate with a TTY?
- How can someone speak on the phone with someone who has a speech disability?

The 7-1-1 California Relay Service is used to facilitate communication between standard telephone and TTY users, and the Speech-to-Speech service is used to facilitate telephone conversations with those who have speech disabilities.

THE 7-1-1 CALIFORNIA RELAY SERVICE

The California Relay Service (CRS) is a service designated for people who live or work in California and either use a TTY or want to communicate with someone who does. CRS provides easy and convenient access to telephone service through professionally trained Communication Assistants (CAs). CAs assist callers by first completing their calls, then staying on the line to relay messages electronically by typing on a TTY or by voicing information to hearing parties. CAs provide exact translations of what they hear and voice exactly what is typed, unless the caller directs them otherwise.

The Relay Service is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed. There is no additional cost for the service; calls are billed at regular rates.

The State of California began using a relay service before the signing of the Americans with Disabilities Act (ADA) into law on July 26, 1990. Title IV of the ADA requires all telecommunications common carriers (telephone companies) to provide, or contract to provide, interstate Telecommunications Relay Services.

HOW DOES THE CALIFORNIA RELAY SERVICE WORK?

CRS enables hearing people using a standard telephone to communicate with people who are deaf, deaf-blind, hard-of-hearing, or speech disabled, and use a TTY or a specially equipped personal computer, and vice versa.

A person who is deaf-blind may use either a TTY (often with a larger visual display) or a TeleBraille device (with refreshable Braille display). A person who is speech-disabled types his/her conversation for the Communication Assistant to read to the standard telephone user, but can listen to the person being called with Hearing Carry Over service (also known HCO). A person who is deaf, but has speech abilities can speak to the telephone headset and the Communication Assistant will type what the hearing party says to the deaf caller on a TTY screen. This is called Voice Carry Over (VCO).

These conversations take place in real time. By law, all calls are handled in strict confidence. No records of any calls are kept and CAs may not divulge the contents of any conversation.

California Relay Service Telephone Numbers

7-1-1 (Voice/TTY), 800-735-2929 (TTY only), or 800-735-2922 (Voice)

How to make a 7-1-1 California Relay Service call to someone with a TTY

- Call the California Relay Service by dialing 7-1-1. Tell the CA the number you wish to call and the person to whom you wish to speak.
- Wait briefly while the CA dials the TTY user. After making the connection, the CA will tell the TTY user that this is a relay call.
- As with any telephone call, you and the TTY user take turns. The CA will voice the TTY user's words to you, and will type your words on the TTY for the TTY user.
- It is impolite to interrupt the other person while talking via TTY. It is respectful to be brief and to the point, taking breaks to give the other person a chance to respond.
- During the conversation, each time you finish with your turn and wish to hear from the other person, say "go ahead" or "GA" (like saying "over" in radio talk).
- For many deaf people, English is their second language. Some may use what seem to be awkward phrases, misspelled words, or may communicate thoughts and ideas without using Standard English grammar, syntax, or sentence structure. Take care to be respectful and try to avoid jargon, and use language that the caller will be able to understand, depending on his or her facility with English.

- The CA will relay what you say to the TTY user verbatim. Be sure to talk directly to your caller, not to the CA. For example, say, "How are you today?" rather than, "Ask him how he is today."
- At the end of the conversation, you or the TTY user say "GA to SK" (TTY shorthand for "Stop Keying"). If also finished, the other person will say "SK" and you both can hang up.
- A Relay Service call will likely take a bit longer than a standard telephone call. Be sure to set aside sufficient time for your call.
- Calls with TeleBraille users may take longer than the average Relay Service call. The TeleBraille unit works like a TTY, but uses a Braille display that takes longer to read than a visual output TTY screen. Be patient if the person you are calling takes a little while to respond.

HOW DOES SPEECH-TO-SPEECH WORK?

Anyone may access this service, either the individual with a speech disability or someone who would like to telephone a person with a speech disability. Either party can dial toll-free 24 hours a day to reach a trained operator who is familiar with many speech patterns and has acute listening skills. This STS Communication Assistant (CA) then completes the connection by calling the other individual. The CA is there to listen to messages from the person with a speech disability, and re-voice that message to the other party to the conversation. In this way, telephone communication will be clear and accessible to both individuals.

Speech-to-Speech Service Telephone Numbers

7-1-1 or 800-854-7784

Some individuals with speech-related disabilities may have difficulty being understood in standard telephone conversations, particularly if the callers are not well known to each other. Speech-to-Speech users may have Parkinson's disease, cerebral palsy, multiple sclerosis, ALS, muscular dystrophy, or are people who stutter or have had a laryngectomy. Speech-to-Speech may also be useful for those who use speech synthesizers. This Speech-to-Speech service provides an intermediary "communication assistant" to facilitate effective telephone conversations.

WHAT IS VOICE CARRY OVER (VCO)?

People who can speak clearly but may not be able to hear telephone conversations can also place or receive calls through the relay service. This type of relay call is Voice Carry Over because the hard of hearing person's voice is "carried over" to the other party. In this category, no typing is required, except by a Communication Assistant (CA). The CA types everything that the other person says and the words appear as text on the VCO user's TTY or on a VCO phone.

WHAT IS HEARING CARRY OVER (HCO)?

People who can hear but may not be able to speak clearly on the phone can also place or receive calls using the relay service. This type of relay call is Hearing Carry Over because the person with a speech disability is able to hear the other party's voice. HCO users can type what they want to say using a TTY. As is the case with other relay service calls, the Communications Assistant then reads their words to the person they called.

These services are available in either English or Spanish.

For additional information, please contact:

County of Marin
Disability Access Program
Department of Public Works
Marin Civic Center, Room 304
San Rafael, CA 94913
(415) 499-6065 (Voice/TTY)
(415) 499-3799 FAX
wcampagna@co.marin.ca.us
www.co.marin.ca.us/depts/pw/main/ADA/ada.cfm

Great thanks to the City and County of San Francisco, Mayor's Office on Disability for providing text for this Guidance Bulletin.

COUNTY OF MARIN
Disability Access Program

ACCESSIBILITY GUIDANCE BULLETIN

TTY USE & “Helpful Hints”

BACKGROUND

TTYs are communication devices that do not rely on voice or hearing, but have keyboards (just like a computer keyboard) and visual displays for text-based conversations. While TTYs are used primarily by deaf, hard of hearing, late deafened or deaf-blind individuals, some individuals with disabilities that affect their ability to speak clearly also use TTYs.

ENGLISH SKILLS OF TTY USERS

TTY users who are deaf may have a broad range of English skills. For many deaf individuals, English is their second language. As for anyone for whom English is a second language, he or she may use what seem to be awkward phrases, misspell words (though anyone is capable of a "typo"), or communicate thoughts and ideas without using Standard English grammar, syntax, or sentence structure. Take care to be respectful and try to use language that the caller will be able to understand, depending on his or her familiarity with English. Just as translating from French to Spanish presents unique challenges, American Sign Language ("ASL," visual) and English (print, spoken) are not the same languages.

TTY ETIQUETTE

Here are some basic rules of "etiquette" for TTY communication stated briefly. Following is a more complete explanation of each.

- Greet a TTY caller the same as you would a voice caller, being sure to include your name
- Take turns and do not interrupt the other person (unless there is an emergency).
- If you are interrupted by a customer or co-worker during your TTY conversation, type "pls hd" which means "please hold."

When providing a lot of information, take breaks, allowing the caller to ask questions or comment.

- Use abbreviations that can be clearly understood in the context of the conversation and use common TTY abbreviations (see last page).

- Don't worry about spelling errors if your meaning is clear within the context.
- Don't worry about grammatical punctuation (such as upper/lower case, periods comma- simply put a few spaces in between sentences
- Spell out numbers.
- Inflections. Insert words such as "smile" or "grin" or "sigh" to indicate attitude.
- When you've reached an ending point for the entire conversation, you may type "GA to SK" ["Go Ahead, (I am ready) to Stop Keying"] to indicate to the other person you are finished and ready to end the conversation.
- Use abbreviations that can be clearly understood in the context of the conversation and commonly used TTY abbreviations. (See TTY Abbreviations section on the last page of this information bulletin.
- It is considered polite to end a TTY conversation with "goodbye" or "so long" or "thanks again" before signing off with "SK".
- Add information about indicating emotion ... smile ... grin ... sigh ... etc.
- When ending your conversation, type "SKSK."

ADDITIONAL GUIDELINES ON TTY ETIQUETTE

Greet a TTY caller the same as you would a voice caller; be sure and include your name. Answer the call with the same information you would a voice call-For example, "Marin County Library, this is (your name), how may I help you?"...or whatever your office typically uses. Sometimes when people are uncomfortable with using TTYs and/or their typing may take longer, they will modify and/or abbreviate their usual greeting.

Take turns and do not interrupt the other person (unless there is an emergency). Always let the other person complete what he or she would like to say, after which "GA" (which means "Go Ahead") will appear on the TTY display. To start typing or to interrupt before the person has typed "GA" is considered rude or disrespectful. When you see "GA," it is your turn to type. Remember to type "GA" when you're finished, so the other person knows to respond. This is similar to "over" when communicating by radio; it's a cue that it's the other person's turn.

If you are interrupted by a customer or co-worker during your TTY conversation, type "pls hd" which means, "please hold."

While on a standard voice telephone call, the caller may hear the interruption taking place and your response to that interruption, or you might quickly say "just a minute."

In hearing culture, this is acceptable etiquette. Via TTY, there is no way for the TTY user to know what's going on without you giving a cue. Don't just stop typing when interrupted, leaving the TTY caller wondering where you are. Type "Pls Hd" or "Please Hold" to let the other person know you need to take a break from the conversation. If you like, you may even type, "Pls Hd ... Someone in our office needs help." When you've completed the other business, simply resume typing since it is still your turn in the conversation. You may prefer to tell the person who wants to interrupt that you are on a TTY call, and ask him/her to please wait until the call is finished. If you are interrupted while the caller is typing, hopefully you have a printer on the TTY and you may "catch up" on what was typed during the interruption.

When providing a lot of information, take breaks; allow the caller to ask questions or comment. Turn-taking is an important part of TTY calls. It can be frustrating in any conversation if one person goes on and on. In hearing culture, it is acceptable to jump in and express your question or ask for clarification. Since one of the rules of TTY etiquette is to avoid interrupting, it is good practice to be brief and clear; breaking up information you are providing and allow for questions or comments by the caller along the way.

Don't worry about spelling errors if your meaning is clear within the context of the conversation. If your meaning is clear, e.g., typing "new yirk" rather than "new york," don't worry about making any correction. If you are relaying important detailed information (name, address, telephone number, etc.), then simply type "xx" then restart the word or phrase. Particularly for individuals who have visual disabilities in addition to being Deaf or speech-impaired, it can be difficult to "track" with the visual display. It is much simpler for you and easier for the other person to track if you continue typing, indicating an error with "xx" then restarting the word or phrase, etc.

Don't worry about punctuation. It is acceptable in TTY conversations to omit upper/lower case letters and to skip many types of punctuation. In part this is due to simple economy, ESL issues, and developed/accepted practices. If your TTY has a printout, you will notice that there is no upper/lower case within each person's part of the conversation. One person's text is in all lower case, and the other person's text is in all upper case. This makes it easier to follow the conversation on the resultant "tape."

Spell out numbers. Depending upon the TTY you are using, it may have a keyboard that has separate keys for numbers, or you may need to use the "Shift" key to type numbers. Regardless, numbers can be difficult to read so many individuals prefer that you spell out numbers to ensure no misunderstandings. If you do choose to use numbers, follow up by spelling them out, for confirmation.

Inflections. With text-based communication, it can be difficult to indicate inflection or emotion, just as in e-mail messages. (How many of us have felt uncertain about an e-mailer's intent -- terse, rude, serious or teasing us?) Via voice telephone conversations, you can "hear" a smile or laugh. Common in TTY conversations are typing expressions such as "smile" "ha" "grin" or "sigh." Using these expressions, separated in the text by several spaces, allow you to personalize your conversation, provide cues about intent behind words, and help the other person feel more comfortable.

When you've reached an ending point for the conversation, you may type "GA to SK" which indicates "you may Go Ahead, I'm ready to Stop Keying (have nothing more to ask/say). At this point, the individual may say "Thanks for your help. Have a good day. SKSK" You may type, "Thank you. You too have a good day. SKSK" If the person has another question, the conversation will continue. You'll need to "play it by ear," just as you would a voice caller.

Depending on the caller, you may go back and forth a few times before you both finally type SKSK. This is an aspect of Deaf culture that needs to be recognized. Deaf callers are usually quite aware and respectful of hearing culture and they know offices can be busy places; in other words, often, they will modify their own TTY conversational practices to try to fit in with hearing culture/business world communication.

Lastly, relax and don't worry about making mistakes or not doing everything exactly perfect. Every individual who uses a TTY has different skills and has a lot of experience communicating with hearing folks who are unaccustomed to using TTYs. As you would with anyone who contacts your office, do your best, to be respectful and patient, and your TTY conversations will be effective.

ABOUT TeleBraille USERS

As noted above, deaf and fully blind users of TTYs use a Braille display version of a TTY called "TeleBraille." A TeleBraille unit works just like a TTY, has a keyboard for input, but uses a Braille display for output (incoming information.) These conversations necessarily take more time because the person cannot simply read a visual display, but must "read" a Braille display on the device. For many TeleBraille users, reading Braille takes notably more time than for others to read a visual display.

- Type slower so the person can more easily keep up. If you're already a slow typist, this may not be an issue. (Smile)
- You will need to wait for a TeleBraille user's response ... be patient. Because the caller is using a Braille display, it will take him/her longer to read your part of the conversation -- some individuals longer than others, dependent upon their Braille skills. You will notice "delays" in the caller responding to you. Simply wait; do not interrupt (which will be confusing) or type "are you there qq" or anything.

- Keep in mind the same TTY rules of etiquette for TeleBraille calls.
- Because the call will take more time and using Braille takes more energy (and there's no print out which can later be referred to), using abbreviations, taking turns, and providing information with breaks to allow for questions and comments are even more important.

HOW TO ALERT CUSTOMERS ABOUT YOUR TTY AVAILABILITY

If your department has a TTY, you should display a TTY number next to any voice telephone numbers in printed materials such as program brochures, event flyers, department reports, etc. The availability of TTY numbers can be identified by using "TTY" after the telephone number, and/or with this symbol:



Note: Positive and negative tiff files of this and other disability access symbols are available for copying or downloading via a link to:

<http://www.gag.org/resources/das.php>

You should also familiarize members of your staff with the operation of the TTY. Read the instruction booklet and try a few "test" calls to another County office to ensure that you know how it works.

If you telephone a person who uses a TTY, let the phone ring longer than usual. You can call the person directly by TTY or use the Telecommunications Relay Service (7-1-1).

WHY IS TTY THE ACRONYM FOR TEXT TELEPHONE

When telecommunications for deaf people started in the mid-1960s, obsolete teletype-writers were used to communicate through couplers and telephones. These first TeleTYpewriters were 200 to 300 pounds each, noisy and large. They were some- times called clunkers, monsters, or mailboxes, but they were *all* called Teletype-writers--much the same way we use Xerox for copying machines or Kleenex for tissue. There-fore, the acronym was TTY, and this terminology became popular among TTY users.

In the 1970s, smaller models weighing less than five pounds came out. To distinguish between the clunkers and the lightweight models, a new terminology was created: Telecommunications Device for the Deaf (TDD).

As time went by, this second acronym became more of a problem than a solution. One does not have to be deaf to use a "TDD." These devices make it possible for deaf, hard of hearing or speech disabled and hearing people to communicate with each other by telephone. To add to the confusion, teletypewriters were considered telecommunications devices for the deaf, too. In Europe, text telephone is the common name for *all* of these devices. It does not indicate the user, simply that printed words are transmitted through telecommunications --telephone lines, or airwaves. In an attempt to achieve international consistency and remove the "labeling," the Federal Communications Commission decided to use the term "text telephone" and the acronym "TT."

Telecommunications for the Deaf, Inc., a not-for-profit organization of consumers active since 1968, conducted a poll on consumer preference for an acronym for text telephones. TTY was selected overwhelmingly.

The reasons most often cited were:

- Signed, TTY is rhythmic to the eye, and it's easy for hearing people to say.
- "TTY" reminds users of the history of adaptive telecommunications, and recognizes historic contributions by the teletypewriter coupler's deaf inventors to deaf history and culture.
- Finally, in sign language, "TT" is embarrassingly similar to the common sign for "toilet;" spoken, "TT" has similar connotations.

COMMONLY USED ABBREVIATIONS USED IN TTY CONVERSATIONS

Use abbreviations that can be clearly understood in the context of the conversation and commonly used TTY abbreviations.

ABT	About
ASL	American Sign Language
BTW	by the way
CD	could
CUZ	Because
GA	go ahead (signals turn-taking)
HMM...	(signals pause ... while thinking)

HOH	Hard-of-Hearing
LTR	later
LV	leave
MSG	message
MTG	meeting
NBR	number
PLS HD	please hold
PLS	please
QQ	?
R	are
SKSK	stop keying, goodbye
THRU	through
TMW	tomorrow
U	you
UR	you are, your, you're
WD or WLD	would
XXX	erasing a typing error

For additional information, please contact:

County of Marin
Disability Access Program
Department of Public Works
Marin Civic Center, Room 304
San Rafael, CA 94913
(415) 499-6065 (Voice/TTY)
(415) 499-3799 FAX
wcampagna@co.marin.ca.us
www.co.marin.ca.us/depts/pw/main/ADA/ada.cfm

Great thanks to the City and County of San Francisco, Mayor's Office on Disability for providing text for this Guidance Bulletin.

COUNTY OF MARIN
Disability Access Program

ACCESSIBILITY GUIDANCE BULLETIN

WEBSITE ACCESSIBILITY UNDER TITLE II OF THE ADA

ACCESS TO INFORMATION TECHNOLOGY

In the last several years, the Internet has dramatically changed the way County government conducts its business. Today, the County of Marin's departments routinely make much more information about their programs, activities, and services available to the public by posting it on their websites. As a result, many people can easily access this information seven days a week, 24 hours a day.

Many County services and activities are also provided on websites because the public is able to participate in them at any time of day and without the assistance of County personnel. County websites offer a low cost, quick, and convenient way of paying bills, renewing licenses, signing up for programs, applying for permits or funding, submitting job applications, and performing a wide variety of other activities.

The Americans with Disabilities Act (ADA) and the Rehabilitation Act of 1973 require that the County provide qualified individuals with disabilities equal access to its programs, services, or activities unless doing so would fundamentally alter the nature of their programs, services, or activities or would impose an undue burden. One way to help meet these requirements is to ensure that County websites have accessible features for people with disabilities, using the simple steps described in this document. A County department with an inaccessible website may also meet its legal obligations by providing an alternative accessible way for residents and County visitors to use the programs or services, such as a staffed telephone information line. These alternatives, however, are less effective since they are unlikely to provide an equal degree of access in terms of hours of operation and the range of options and programs available.

In 2003, the Department of Justice issued a technical assistance document addressing website accessibility entitled, "[Accessibility of State and Local Government Websites to People with Disabilities](#)." This technical assistance document can be accessed on the ADA Home Page at www.ada.gov

WEBSITE ACCESSIBILITY REQUIRES FOLLOWING A FEW SIMPLE STEPS

To understand the basics of website accessibility, you first need to know a few terms:

Webpage - an Internet-based document, usually in HTML format, that can contain a wide variety of information and multimedia content.

Website - a collection of webpages that is hierarchically organized around a homepage.

Web Browser - a computer program that downloads webpages. It is the program installed on your computer that you use to access webpages on the Internet

HTML - short for “hypertext mark-up language,” a common mark-up language used to present webpages. It tells the web browser how information should be structured and accessed.

Screen Reader - a computer program that speaks written text. It allows a person to listen to the written text on a webpage or in a computer program. Screen readers read only text; they cannot describe pictures or other images, even if the images are pictures of text.

HTML Tags - specific instructions understood by a web browser or screen reader. One type of HTML tag, called an “alt” tag (short for “alternative text”), is used to provide brief text descriptions of images that screen readers can understand and speak. Another type of HTML tag, called a “longdesc” tag (short for “long description”), is used to provide long text descriptions that can be spoken by screen readers.

Refreshable Braille Display - an electronic device that translates standard text into Braille characters and uses devices such as rounded pins on a refreshable display to create Braille text that can be read by touch.

ONLINE BARRIERS FACED BY PEOPLE WITH DISABILITIES

Many people with disabilities use assistive technology that enables them to use computers. Some assistive technology involves separate computer programs or devices, such as screen readers, text enlargement software, and computer programs that enable people to control the computer with their voice. Other assistive technology is built into computer operating systems. For example, basic accessibility features in computer operating systems enable some people with low vision to see computer displays by simply adjusting color schemes, contrast settings, and font sizes. Operating systems enable people with limited manual dexterity to move the mouse pointer using key strokes instead of a standard mouse. Many other types of assistive technology are available, and more are still being developed.

Poorly designed websites can create unnecessary barriers for people with disabilities, just as poorly designed buildings prevent some people with disabilities from entering. Access problems often occur because website designers mistakenly assume that everyone sees and accesses a webpage in the same way. This mistaken assumption can frustrate assistive technologies and their users. Accessible website design recognizes these differences and

does not require people to see, hear, or use a standard mouse in order to access the information and services provided.

COMMON PROBLEMS AND SOLUTIONS IN WEBSITE ACCESSIBILITY

Problem: Images without Text Equivalent

Blind people, those with low vision, and people with other disabilities that affect their ability to read a computer display often use different technologies so they can access the information displayed on a webpage. Two commonly used technologies are screen readers and refreshable Braille displays. As discussed above, a screen reader is a computer program that speaks the text that appears on the computer display, beginning in the top-left corner. A refreshable Braille display is an electronic device that translates text into Braille characters that can be read by touch. These assistive technologies read text. They cannot translate images into speech or Braille, even if words appear in the images. For example, these technologies cannot interpret a photograph of a stop sign, even if the word “stop” appears in the image.

Because they only read text, screen readers and refreshable Braille displays cannot interpret photographs, charts, color-coded information, or other graphic elements on a webpage. For this reason, a photograph of a supervisor on a county’s website is inaccessible to people who use these assistive technologies, and a blind person visiting the website would be unable to tell if the image is a photo, a logo, a map, a chart, artwork, a link to another page, or even a blank page.

Solution: Add a Text Equivalent to Every Image

Adding a line of simple HTML code to provide text for each image and graphic will enable a user with a vision disability to understand what it is. Add a type of HTML tag, such as an “alt” tag for brief amounts of text or a “longdesc” tag for large amounts, to each image and graphic on your agency’s website.

The words in the tag should be more than a description. They should provide a text equivalent of the image. In other words, the tag should include the same meaningful information that other users obtain by looking at the image. In the example of the supervisor’s picture, adding an “alt” tag with the words “Photograph of Supervisor Jane Smith” provides a meaningful description.

In some circumstances, longer and more detailed text will be necessary to convey the same meaningful information that other visitors to the website can see. For example, a map showing the locations of neighborhood branches of a county library needs a tag with much more information in text format. In that instance, where the map conveys the locations of several facilities, add a “longdesc” tag that includes a text equivalent description of each location shown

on the map – e.g., “County Library, 433 N. Main Street, located on North Main Street between 4th Avenue and 5th Avenue.”

Problem: Documents Are Not Posted In an Accessible Format

State and local governments will often post documents on their websites using Portable Document Format (PDF). But PDF documents, or those in other image based formats, are often not accessible to blind people who use screen readers and people with low vision who use text enlargement programs or different color and font settings to read computer displays.

Solution: Post Documents in a Text-Based Format

Always provide documents in an alternative text-based format, such as HTML or RTF (Rich Text Format), in addition to PDF. Text-based formats are the most compatible with assistive technologies.

Problem: Specifying Colors and Font Sizes

Webpage designers often have aesthetic preferences and may want everyone to see their webpages in exactly the same color, size and layout. But because of their disability, many people with low vision do not see webpages the same as other people. Some see only small portions of a computer display at one time. Others cannot see text or images that are too small. Still others can only see website content if it appears in specific colors. For these reasons, many people with low vision use specific color and font settings when they access the Internet – settings that are often very different from those most people use. For example, many people with low vision need to use high contrast settings, such as bold white or yellow letters on a black background. Others need just the opposite – bold black text on a white or yellow background. And, many must use softer, more subtle color combinations.

Users need to be able to manipulate color and font settings in their web browsers and operating systems in order to make pages readable. Some webpages, however, are designed so that changing the color and font settings is impossible.

Solution: Avoid Dictating Colors and Font Settings

Websites should be designed so they can be viewed with the color and font sizes set in users’ web browsers and operating systems. Users with low vision must be able to specify the text and background colors as well as the font sizes needed to see webpage content.

Problem: Videos and Other Multimedia Lack Accessible Features

Due to increasing bandwidth and connection speeds, videos and other multimedia are becoming more common on the websites of state and local

governments. Today, some government entities use their websites to post training videos for their employees, feature automated slide shows of recent public events, and offer video tours of local attractions.

These and other types of multimedia can present two distinct problems for people with different disabilities. People who are deaf or hard of hearing can generally see the information presented on webpages. But a deaf person or someone who is hard of hearing may not be able to hear the audio track of a video. On the other hand, persons who are blind or have low vision are frequently unable to see the video images but can hear the audio track.

Solution: Include Audio Descriptions and Captions

Videos need to incorporate features that make them accessible to everyone. Provide audio descriptions of images (including changes in setting, gestures, and other details) to make videos accessible to people who are blind or have low vision. Provide text captions synchronized with the video images to make videos and audio tracks accessible to people who are deaf or hard of hearing.

OTHER CONSIDERATIONS WHEN DEVELOPING WEBSITES

- include a “skip navigation” link at the top of webpages that allows people who use screen readers to ignore navigation links and skip directly to webpage content;
- minimize blinking, flashing, or other distracting features;
- if they must be included, ensure that moving, blinking, or auto-updating objects or pages may be paused or stopped;
- design online forms to include descriptive HTML tags that provide persons with disabilities the information they need to complete and submit the forms;
- include visual notification and transcripts if sounds automatically play;
- provide a second, static copy of pages that are auto-refreshing or that require a timed-response;
- use titles, context, and other heading structures to help users navigate complex pages or elements (such as webpages that use frames).

IDENTIFYING OTHER BARRIERS TO ACCESS

Technology is changing, and many website designers are using creative and innovative ways to present web-based materials. These changes may involve new and different access problems and solutions for people with disabilities.

ASSISTANCE AVAILABLE FOR PROVIDING ACCESSIBLE WEBSITES

The County Information Services and Technology Department can fix web content that is currently inaccessible and is continually implementing procedures to ensure that all new and modified web content is accessible.

RESOURCES

Following are a few of the many resources available to assist state and local governments in making their websites accessible:

- [“Accessibility of State and Local Government Websites to People with Disabilities,”](#) a technical assistance document released by the Department of Justice in 2003
- www.access-board.gov, the website of the Architectural and Transportation Barriers Compliance Board (known as “the Access Board”), which establishes the standards used by the federal government to ensure that its electronic and information technology is accessible to people with disabilities;
- www.section508.gov, the website of the Federal Information Technology Accessibility Initiative;
- www.ittatc.org, the website of the Information Technology and Technical Assistance Training Center;
- www.cast.org, the website for the Center for Applied Special Technology, a nonprofit, educational organization working to expand educational opportunities for all, including individuals with disabilities, through technology;
- 1-800-949-4232 (voice and TTY), the ADA and IT Technical Assistance Centers (www.dbtac.vcu.edu).

COUNTY OF MARIN
Disability Access Program

ACCESSIBILITY GUIDANCE BULLETIN

CREATING ACCESSIBLE PDF DOCUMENTS

WHY ACCESSIBILITY IS IMPORTANT FOR PDF DOCUMENTS

The Americans with Disabilities Act (ADA) and Section 508 of the Rehabilitation Act of 1973, as amended, require that electronic and information technology developed, procured or used by government entities be accessible to persons with disabilities. By creating accessible PDF documents, you can broaden your readership to include not only people with disabilities, but anyone who reads PDF documents on handheld devices.

As the internet has grown and developed in recent years, PDF (portable document format) has emerged as one of the most popular formats for placing documents on the World Wide Web, and it is commonly used to distribute electronic documents over corporate networks, by e-mail, and on digital media. In large part this popularity rests upon the versatility of PDF documents. In addition, many authors and publishers prefer converting materials to PDF for security reasons offered by this format. For this reason, creating accessible PDF files is a key component to the goal of creating an accessible digital world.

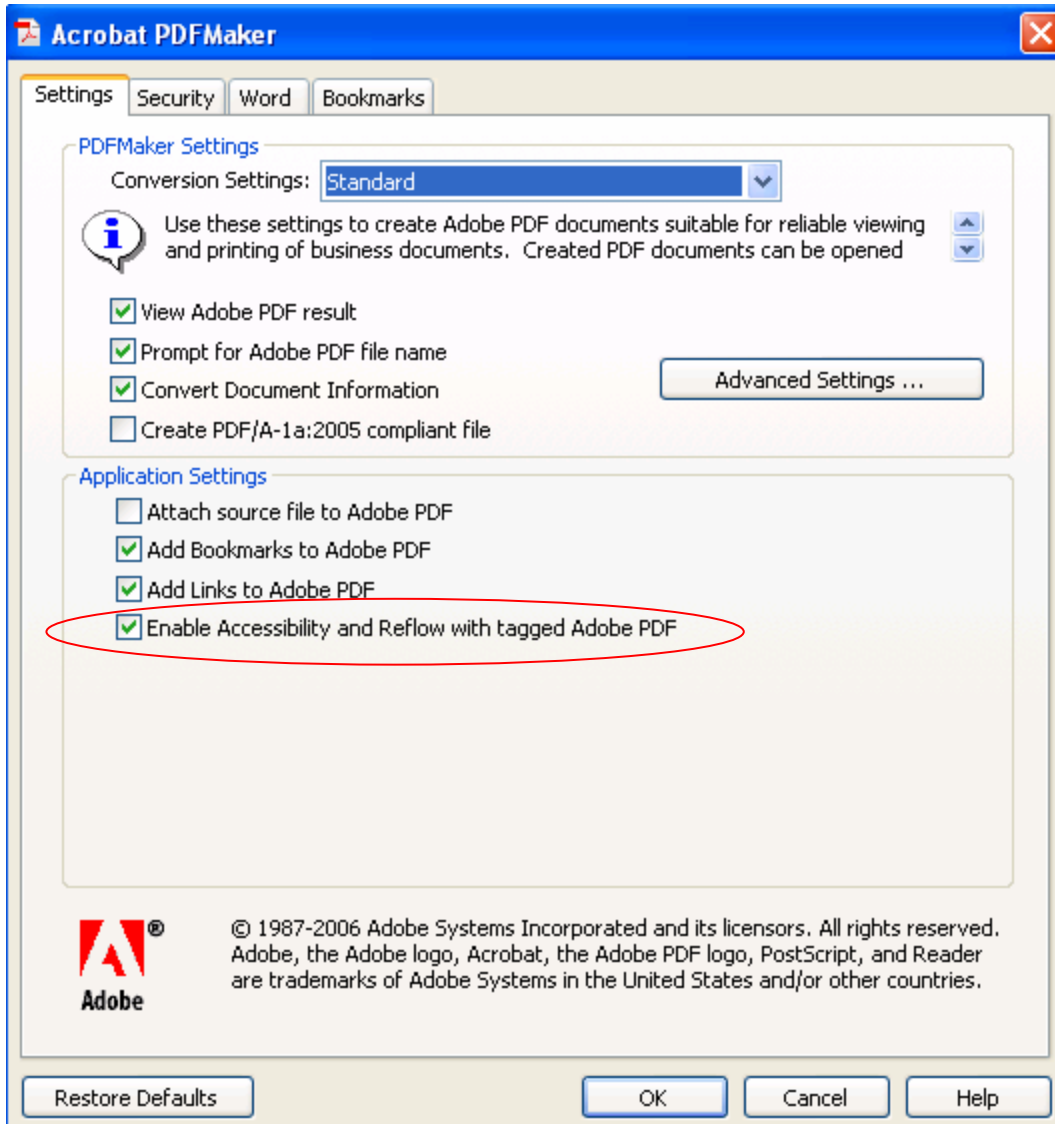
Virtually any electronic document or scanned image can be converted to a PDF document by using appropriate software (including, but not limited to the most commonly used Adobe Acrobat products. These documents can then be read using Adobe Acrobat, the free Adobe Reader or other software.

NOTE: The following guidance is applicable to Adobe products only. If other PDF software conversion tools are used, follow the guidelines in the website accessibility document specifically the section about Images without Text equivalents and documents not posted in an accessible format.

CREATING ACCESSIBLE PDF DOCUMENTS

Selecting PDF Maker settings before conversion (Windows only) Acrobat PDF Maker provides a dialog box in which you can select the settings that PDF Maker uses to create an Adobe PDF document from a Microsoft Office application file. The information given here lists only the options that affect the accessibility of a PDF document. You select these options from the Settings tab, the Security tab, the Word tab, and the Bookmark tab of the Acrobat PDF Maker dialog box.

- To open the Acrobat PDF Maker dialog box, start the Office application and choose AdobePDF> Change Conversion Settings. For more information about all the PDF conversion settings that are available for Acrobat PDF Maker with Microsoft Office files, see "About PDF conversion settings (Microsoft Office files)" in Acrobat 7.0 Help.



This Guidance Bulletin was developed with assistance from Christine Camilleri, Senior Systems Support Analyst, Information Services – Systems Integration and Support Services. Many thanks.

COUNTY OF MARIN
Disability Access Program

ACCESSIBILITY GUIDANCE BULLETIN

9-1-1 and EMERGENCY COMMUNICATION SERVICES

The ADA requires that 9-1-1 and other emergency communications services operated by or for local governments be usable by persons with disabilities. The following questions are relevant to this requirement:

- What types of emergency communications services are covered?
- How does a TTY work?
- What are voice carryover and hearing carryover?
- How must a call taker handle silent, open line calls?
- What training should call takers receive?
- How are technological changes affecting the way deaf people communicate, and what impact does this have on emergency communication services?
- How can direct emergency communications services be provided to individuals with hearing disabilities who do not have TTYs?

THE ADA REQUIREMENTS for EMERGENCY COMMUNICATIONS SYSTEMS

The ADA requires that all Public Safety Answering Points (PSAPs) provide direct and equal access to their services for people with disabilities who use teletypewriters (TTYs).

WHAT DOES DIRECT and EQUAL ACCESS MEAN?

“Direct access” means that PSAPs must directly receive TTY calls without relying on an outside relay service or third-party services.

“Equal access” means that the telephone emergency services provided for TTY users are as effective as those provided for people who make voice calls. Access must be equal in terms of:

- response time;

- response quality;
- hours of operation; and
- all other features offered (e.g., automatic number identification, automatic location identification, automatic call distribution).

TYPES of TELEPHONE EMERGENCY SERVICE COVERED

All basic emergency services provided by public safety agencies are covered, including police, fire, and ambulance services. Direct, equal access must be provided to all services included in the system. An example of another emergency service covered is an emergency poison control information service.

Some emergency communications services use a two-tiered system to dispatch services. In these situations, a primary PSAP is the initial 9-1-1 answering point. It transfers calls to secondary PSAPs, such as fire or emergency medical services. In those transfer situations, PSAPs must understand how to correctly transfer TTY calls. Secondary PSAPs have the same responsibilities under the ADA as do primary PSAPs. They must be able to receive transferred TTY calls as efficiently and effectively as voice calls.

HOW DOES A TTY WORK?

Before further discussion of the requirements for emergency communications services under Title II of the ADA, here is a quick review of how TTYs work. This information is important in order to understand a discussion of equipment.

A TTY is a device that is used with a telephone to communicate with persons with hearing disabilities or speech disabilities. To communicate by TTY, a person types his or her conversation, which is then read on a TTY display or a computer display by the person who receives the call. Both parties must have a TTY or a computer with a TTY modem and related software to communicate. The computer equipment must be compatible with the code used by TTYs and capable of translating between the TTY code and the computer code.

Most TTY devices transmit the information typed through the telephone line in an electronic code called Baudot. When it reaches the receiving TTY, the code is translated back to characters. Computers with TTY modems generally operate in American Standard Code for Information Interexchange (ASCII), an electronic "language." Thus, computers must have an ASCII/Baudot modem and related software in order to translate Baudot sent from TTYs.

9-1-1 or ANOTHER NUMBER?

9-1-1 is a universal emergency number, but it may not be the number used in your area. If your locality has emergency communications services but uses

different emergency numbers, such as a seven-digit number, you are still required to comply with Title II's requirements for emergency communications. The only real difference is the options for TTY users. **Localities that use 9-1-1 are prohibited from requiring TTY users to call a different number.** However, entities that do not use 9-1-1 may have a separate line for TTY users. If a separate line is used, access must be as direct as and equal to access for voice callers. Wherever the emergency numbers are listed, the TTY number must be listed as prominently as the voice number.

When a standard TTY is used, communications can only occur in one direction at a time. In other words, the two people involved in the conversation must take turns sending and receiving. A person sending a communication by TTY indicates that he or she has finished transmitting by typing the letters "GA," which stand for "go ahead."

Baudot Format

I heard that there is more than one type of TTY code. Does Title II require that telephone emergency service systems be compatible with all codes used for TTY communications?

No. Currently, telephone emergency services must only be compatible with Baudot format.

HOW DO YOU KNOW WHEN IT'S A TTY CALL?

- Some TTYs emit a recorded spoken announcement to the call taker that a TTY call is being received. For example, the announcement may state: "HEARING IMPAIRED CALLER. USE TTY."
- TTY callers may press TTY keys to emit audible tones and more quickly notify the call taker that a TTY call is being placed.
- You may not know you have a TTY call unless you query the line with a TTY. Often, the TTY call will be perceived by the call taker as a silent, open line call. This is because the caller's equipment does not recognize that the call has been answered until the call taker sends a TTY response.

A HISTORY of HANG-UPS

Historically, many people who used TTYs have not had confidence in the accessibility of emergency communications services. Silent, open lines have commonly been treated as hangups even though silence may indicate there is a TTY caller on the line. The number of TTY calls each PSAP receives may

increase over time because the ADA is making 9-1-1 and other emergency services more accessible to people who use TTYs.

EQUIPMENT and FEATURES to PROVIDE DIRECT and EQUAL ACCESS

PSAPs must provide direct and equal access to emergency communications services for people who use TTYs.

Number of TTYs

In order to provide equal access to TTY users, every call-taking position within the PSAP must have its own TTY or TTY-compatible equipment. PSAPs must have systems that enable call takers to handle TTY calls as properly, promptly, and reliably as voice calls.

To give TTY users equal access to emergency call services, experience has shown that:

- With TTY or TTY-compatible equipment at each call-taking position, call takers can handle TTY calls as effectively as voice calls.
- Call takers at PSAPs that have only one TTY have significant difficulties handling TTY calls as quickly as voice calls.
- Sharing a TTY among several call takers may result in undue delay in obtaining the TTY and connecting it to the answering position.
- Transferring a TTY call from a non-TTY capable answering position to a TTY-dedicated position may result in the call being disconnected or undue delay in answering the call. In some cases, transfers may result in the loss of enhanced features, such as automatic number identification and automatic location identification information.
- Each call taker needs to query every silent, open line as a potential TTY call. Because most PSAPs receive many silent, open line calls, often more than one at a time, each call taker must have his or her own TTY equipment to be able to query all of those calls with a TTY.

AUTOMATIC IDENTIFICATION FEATURES

Many PSAPs have equipment with advanced features that facilitate quicker responses to callers. For example, many have automatic number identification (ANI) and automatic location identification (ALI). These features automatically tell the call taker the phone number and address from which a call originates.

If your area's emergency service provider has these features, you must ensure that TTY calls have the same access as voice calls to such enhanced features

whenever feasible. Such features are currently available for TTY calls placed using traditional TTY hook-ups to standard telephone lines. Emergency service providers need to stay current with changing technology to ensure that equal access and services are provided to TTY callers relying on newer technologies when they become available.

TTY calls may not simply be transferred to a third line to get this information because transfers often result in the loss of the automatic phone number and address information.

AUTOMATIC CALL DISTRIBUTION (ACD)

Another feature employed by PSAPs is automatic call distribution (ACD). ACD places incoming calls into a queue, sends out a programmed message to callers to let them know that their calls have been received, and distributes calls to the next available call taker. This feature, if offered, must also be accessible for TTY calls. For TTY callers transferred to a queue using ACD, there must be a programmed TTY message providing the same information that other callers receive.

SWITCHING BETWEEN VOICE MODE and TTY MODE

All call takers must have the capability to switch back and forth easily from TTY mode to voice mode during the same call. This is especially necessary for silent calls because it allows the call taker to first query the line by voice and then quickly switch to query the line by TTY.

VOICE CARRYOVER and HEARING CARRYOVER

Voice carryover (VCO) is a communication hybrid of TTY and voice. With VCO, a person with hearing loss can speak directly to the call taker and read the response that is typed back.

Hearing carryover (HCO) allows a TTY user to type words on the TTY and hear call takers' spoken responses through the handset.

Having equipment that can switch back and forth between voice mode and TTY mode is also necessary for VCO and HCO. These types of communication can shorten the length of calls that would otherwise be conducted exclusively by typing.

Both of these types of communication can be accomplished using standalone TTY equipment and alternating between speaking into the handset and placing the handset in the TTY when the caller (HCO) or call taker (VCO) types a response.

Who uses VCO and HCO?

VCO (voice carryover) is often used by persons who become deaf or hard of hearing later in life and prefer to speak instead of type.

HCO (hearing carryover) is often used by persons who are not deaf or hard of hearing but have speech disabilities.

MAINTENANCE and BACK-UP of TTY EQUIPMENT

The ADA regulation contains a specific provision requiring that covered entities maintain their accessible features and equipment in operable working condition. To comply with this regulation, PSAPs must implement procedures for maintenance and back-up capability for TTY equipment that are equally effective as the procedures for maintenance and back-up capability provided for voice telephone equipment. For example, TTY equipment must be maintained and tested as often as voice equipment to ensure that it is working properly.

If a PSAP has a plan for back-up equipment in case some of its equipment malfunctions, the telephone lines malfunction, or there is a power failure, the plan must provide for TTY calls and equipment. For instance, PSAPs should keep extra TTY equipment on hand, in case primary equipment fails, if they have back-up voice telephone equipment for such a situation.

TRAINING CALL TAKERS to RESPOND EFFECTIVELY to TTY CALLS

PSAPs should train their call takers to effectively recognize and process TTY calls. Providing appropriate equipment is only as effective as your staff training.

The ADA does not specify how call takers should be trained. But the Department of Justice believes that the following are essential for proper training:

- Training should be mandatory for all personnel who may have contact with individuals from the public who have hearing or speech disabilities.
- PSAPs should require or offer a refresher training at least as often as they require or offer training for voice calls, but at a minimum, every six months.

The checklist included with this Accessibility Guidance Bulletin has additional information about what should be included in a comprehensive training program. You should use this checklist to assess your current training program for emergency call services, policies and procedures, and testing program.

TESTING to ENSURE DIRECT, EQUAL ACCESS

Frequent testing is essential to ensure direct, equal access to emergency communications services. The best way to test is to implement an internal testing

program. The goal of these tests is to determine whether TTY equipment functions properly and whether personnel have been adequately trained to handle TTY calls correctly.

Include these steps in your testing:

- Conduct two types of test calls: silent, open line calls in which no tones are emitted, and calls in which the caller introduces the call by transmitting TTY tones. These tests should be unannounced, and should cover each call taker and each position.
- Keep records of the results of all test calls. Include, at a minimum, the date and time of each test call; the identification of the call taker and the calltaking position; whether each call was silent or transmitted tones; whether the caller received a TTY response and the content of the TTY response; the time elapsed and the number of rings from the initiation of the TTY call until the call taker responded by TTY; and whether the call was processed according to the PSAP's standard operating procedures.

BEYOND TTYs: PROVIDING 9-1-1 and EMERGENCY SERVICES VIA NEW COMMUNICATION TECHNOLOGIES

Some people who have hearing disabilities do not have access to TTYs. This is becoming more and more the case as people who are deaf, just like people in general, communicate using the internet and other relatively new technologies. Because of these advances in communication technology, some deaf people and people with speech disabilities no longer have TTYs in their homes and rely instead on instant messaging, text messaging, email, or the video communication features of computers.

State and local governments are responsible under Title II of the ADA for providing effective communication and equal access to 9-1-1 and other emergency services. To achieve effective communication, access to 9-1-1 services should be made available, when feasible, to people with hearing and speech disabilities who use communication technologies other than standard telephones or TTYs, such as personal digital assistants (PDAs) or other wireless technologies.

Stay informed about emerging communication technologies as well as the technical abilities of telecommunications equipment and service providers. Meet with members of your community who are deaf, hard-of-hearing, or who have speech disabilities to learn what technologies are available in their homes and elsewhere when emergency assistance is needed. Find out about strategies that other emergency communications services are using to provide effective communications to people with hearing and speech disabilities who do not have TTYs. Train PSAP personnel frequently (at least every six months) and update the training as necessary. Finally, use the checklist included in this chapter to

determine if your emergency communications service is providing effective communication as required by Title II of the ADA.

Source material for this Guidance Bulletin was developed by the U.S. Department of Justice:

<http://www.usdoj.gov/crt/ada/pcatoolkit/chap4toolkit.htm>

COUNTY OF MARIN
Disability Access Program

ACCESSIBILITY GUIDANCE BULLETIN

MAKING RECEPTION AREAS ACCESSIBLE

The following information is to assist you in assuring that a welcoming environment is provided in your department's public reception areas so that these public spaces are accessible to and usable by your customers with disabilities.

Here are some simple questions that can be asked to help ensure accessibility which is required by state and federal laws.

- Is the entrance door accessible? (This includes the width of the door, the pounds of pressure needed to open it, and the height of the threshold).
- Can an individual with a disability move about in the reception area without interference by furniture, planters or similar movable objects? Remember to consider persons with mobility and visual disability issues.
- Is there sufficient clear space for a wheelchair to turn around, clear floor space in front of objects that is at least 30" x 48", and space for wheelchair seating which is out of the circulation area of the room?
- If there is a reception counter, does it include an area that is at least 36" wide with a counter height between 28" and 34" above the floor? This space must remain clear and cannot be used for storing equipment or office machines.
- Is informational and directional signage posted? Is signage tactile (raised letters) and/or Braille? Does the color of signage contrast with the surface it is placed on?
- Are brochures, publications, applications and/or other forms readily available in alternative formats such as Braille, large print, audio-tape and computer disk?
- Have procedures been developed for obtaining sign language interpreter services and/or assistive listening devices?
- Are the public restrooms nearest the reception areas accessible to persons with disabilities?
- Does the floor plan or layout of the office allow people with disabilities to obtain materials and services without having to request assistance?
- Does the reception area staff know how to appropriately interact with individuals with disabilities?

COUNTY OF MARIN
Disability Access Program

ACCESSIBILITY GUIDANCE BULLETIN

ACCOMODATING SERVICE ANIMALS

WHAT IS A “SERVICE ANIMAL”?

The term “service animal” has greatly evolved since it was used almost exclusively to refer to seeing eye dogs. It has come to include everything from cats that warn owners of seizures to ducks that provide emotional support, and they are all protected by the Americans with Disabilities (ADA). While dogs continue to make up the majority of service animals, alternative animals such as goats, monkeys and even pigs are slowly becoming more popular.

EMOTIONAL SUPPORT ANIMALS

Along with the widening array of true service animals, businesses are also seeing a rise in customers using animals for emotional disabilities. Animals are used to help individuals deal with panic attacks, agoraphobia or post-traumatic stress disorder.

A cat can be trained to sense a panic attack and to help the individual focus, lower his or her blood pressure and avoid the attack. Some animals used for emotional support simply provide companionship. If an individual was the victim of a physical attack, he or she may be unable to ever be alone. With a dog in tow, even one without formal training, the individual may be able to return to a normal life. There is a debate about whether these companion animals are covered by the ADA.

Some businesses have reported difficulty accommodating even universally recognized service animals, especially in the food service and preparation industry. While local and state codes may prohibit animals in areas where food is being prepared, the ADA takes precedence. Even if a co-worker or other customer has a fear of animals or an allergy, businesses are not allowed to deny a true service animal access to the premises.

REQUIREMENTS

While most service animals have received formal training in a specific purpose, the ADA does not require official certification, leaving a lot of room for interpretation. The ADA defines a service animal as “any animal individually trained to provide assistance to an individual with a disability.” Because it does not define “training,” an animal can be considered trained by its owner. The law also requires no federal, state or local certification.

If a person has a diagnosable disability that significantly limits one or more of their major life activities, a health care professional can deem the animal necessary and, therefore, a service animal under the ADA. For those with disabilities who wish to use an emotional support animal, the law only requires a written statement from a health care professional, not that they present it to businesses.

Under the ADA, service animals must be permitted anywhere that is open to the public. Businesses can only ask that service animals be removed from the premises if they are out of control or posing a direct threat to the safety of others. "Out of control" usually refers to an animal that is interfering with the direct goal of the business, such as a dog that continuously barks during a movie.

Some disability agencies are careful to differentiate between the terms "service animal" and "emotional support animal," but the law does not. Any animal used to help an individual with an ADA-qualifying disability can be considered a service animal and must be treated as such.

POINTS TO REMEMBER ABOUT SERVICE ANIMALS

- Businesses may ask if an animal is a service animal
- Businesses may not ask about a person's disability
- Businesses may not require documentation for the animal
- Businesses may not ask the owner to remove the animal from the premises unless the animal is out of control or poses a direct threat to the safety of others
- Businesses that sell or prepare food must allow service animals in public areas even if local or state health codes prohibit animals on the premises
- A business is not required to provide care or food for a service animal or a special location for it to relieve itself
- Allergies or a fear of animals are generally not considered valid reasons for denying access or refusing service to people with service animals






For additional information, contact:







U.S. Department of Justice ADA Information Line: 800-514-0301



**COUNTY OF MARIN
Disability Access Program**

ACCESSIBILITY GUIDANCE BULLETIN

ACCESS SYMBOLS

	<p>International Symbol of Accessibility This symbol should only be used to indicate access for individuals with limited mobility, including wheelchair users. For example, the symbol is used to indicate an accessible entrance, bathroom or a lowered phone or counter, or for wheelchair users.</p>
	<p>Information This symbol may be used on signage or on a floor plan to indicate the location of the information or security desk, where one can find information or materials concerning access accommodations and services.</p>
	<p>Sign Language Interpreted The symbol indicates that sign language interpretation is provided for a public meeting, lecture, tour, performance, conference or other program.</p>
	<p>Closed Captioned This symbol indicates that a television program or videotape is closed captioned for deaf or hard of hearing people (and others). TV sets or other equipment that have a built-in or a separate decoder are equipped to display dialogue for programs that are captioned. Videos that are part of exhibitions may also be closed-captioned. The alternative is open captioning, which automatically displays dialogue and other sounds in text.</p>
	<p>Open Captioned This symbol indicates that captions, which translate dialogue and other sounds, are always automatically displayed in print on the screen. Open Captioning is preferred by many, including deaf and hard-of-hearing individuals, persons with some cognitive impairments, as well as people whose second language is English. It is helpful in teaching children how to read and in keeping sound levels to a minimum in museums, restaurants, and bars.</p>

	<p>Large Print This symbol for large print is printed in 18 point or larger text. It is used to indicate that large print versions of books, pamphlets, forms, museum guides and theater programs are available. Sans serif or modified serif print with good contrast is highly recommended, and special attention should be paid to letter and word spacing. Whenever possible, ask the individual what size font is preferred. (The smallest type written text that is considered to be "large print" is 14-point type.)</p>
	<p>Audio Description for TV, Video and Film This service makes television, video, and film more accessible for people who are blind or have low vision. Description of visual elements is provided by a trained Audio Descriptor through the Secondary Audio Program (SAP) of televisions and monitors equipped with stereo sound.</p>
	<p>TeleTYpewriter (TTY) This symbol indicates that direct TTY access is available. A TTY is a telephonic device with a text display used for communication between deaf, hard of hearing, speech-disabled and/or hearing persons. [In the past TTY has also been called text telephone (TT), or telecommunications device for the deaf (TDD). TTY is preferred.]</p>
	<p>Live Audio Description A service for people who are blind or have low vision that makes the performing and visual arts more accessible. A trained Audio Descriptor offers live commentary or narration (via headphones and a small transmitter) consisting of concise, objective descriptions of visual elements (for example, a theater performance or a visual arts exhibition at a museum).</p>
	<p>Access for Individuals Who are Blind or Have Low Vision This symbol may be used to indicate access for people who are blind or have low vision, other than print or Braille. For example, this symbol could indicate a guided tour; a path to a nature trail or a scent garden in a park; or a tactile tour or a museum exhibit that may be touched.</p>
	<p>Volume Control Telephone This symbol indicates the location of telephones that have handsets with amplified sound and/or adjustable volume controls.</p>

	<p>Assistive Listening Systems or Devices These systems transmit sound via hearing aids or headsets. They include infrared, loop and FM systems. Also available are portable systems that service conferences and meetings.</p>
	<p>Braille Symbol This symbol indicates that printed matter is available in Braille, including exhibition labeling, publications and signage.</p>

Positive and negative tiff files of these symbols are available for copying or downloading directly FROM THE Graphic Artists Guild via: <http://www.gag.org/resources/das.php>

For additional information, please contact:

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