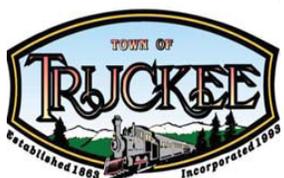




TOWN of TRUCKEE

ADA SELF-EVALUATION & TRANSITION PLAN



FINAL PLAN
SEPTEMBER 2012

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1.0 Introduction

1.1 Summary

The American with Disabilities Act (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 to partially fulfill the requirements set forth in Title II of the Americans with Disabilities Act. 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 Town of Truckee, and related public entities to identify policy, program, and physical barriers to accessibility and to develop barrier removal solutions that will facilitate the opportunity of access to all individuals.

This section provides an overview of the requirements for developing the Self-Evaluation and Transition Plan and outlines the plan development process. 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 requires 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 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 Town 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 Town 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 program's activities, and services. This report and certain documents incorporated by reference, establishes the Town's ADA Self-Evaluation and Transition Plan.

1.3 ADA Self-Evaluation and Transition Plan Requirements and Process

The Self-Evaluation is the Town's assessment of its current policies, practices, and procedures. The updated 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 Town:

- Identified the Town's programs, activities, and services; and
- Reviewed the policies, practices, and procedures that govern the administration of the Town'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 Town'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;
- Planning level cost estimates for their removal;
- 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.

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 Town 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 Town 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 Town 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 Town must provide equality of opportunity.

1.5 Undue Burden

The Town is not required to take any action that it 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 Town. For example, if a barrier removal action is judged unduly burdensome, the Town 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 2011, the Town conducted a physical audit of Town 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:

- Town Hall
- Police Department
- Depot
- Corporation Yard

1.7 Self-Evaluation

In 2011, the Town of Truckee evaluated 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.

Questionnaires were distributed and received from the following departments:

- Animal Services
- Building and Safety
- Code Compliance
- Emergency Services
- Engineering Department
- Facilities
- Fire Department
- Parking
- Planning
- Police Department
- Public Works
- Solid Waster Recycling
- Town Clerk

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

Customer Service – Policies and practices that ensure individuals with disabilities can participate in the programs, activities and services provided by the Town including: procedures for program modifications, and not charging additional fees for reasonable accommodation to the person with a disability for modification required to make a program accessible.

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

Training and Staffing – The current level of training and experience of Town 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 Town services, emergency evacuation procedures, special events and private events on Town 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 Town programs.

An online questionnaire was distributed and findings from each program provider's responses can be found in section 3.3. A copy of the survey questionnaire can be found in Appendix A.

1.8 Public Outreach

A public meeting was held on June 16, 2011 to encourage the public to share their concerns regarding accessibility in the Town. Public participation included a variety of local organizations that outreach and serve persons with disabilities. Meeting minutes can be found in Appendix B.

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 (<http://www.ada.gov/>).

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 Town.

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

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

Modification applies to:

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

Modification is not required if:

- It changes the 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 Town.

2.10 Undue Burden

The Town of Truckee shall not provide an accommodation that imposes an undue burden on the operation of the Town'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 Town.

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 Town of Truckee, the Town shall attempt to identify another modification that would not pose such a burden. If cost causes the undue burden, the Town must consider whether funding for the modification is available from an outside source. If no such funding is available, the Town 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 Town available to make the modification, the impact the expense of the accommodation will have on the

affected Town operation, and the permanence of the alterations affecting the site.

2.11 Auxiliary Aids and Services

The term *auxiliary aids* and services include:

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

3.0 Policies & Programmatic Accessibility Findings & Actions

Introduction

Programs, activities and services offered by the Town of Truckee 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 Town-wide policies, services, programs, and activities based on meetings with Town staff and responses to the program accessibility questionnaire from the following departments and divisions:

- Animal Services
- Building and Safety
- Code Compliance
- Emergency Services
- Engineering Department
- Facilities
- Fire Department
- Parking
- Planning
- Police Department
- Public Works
- Solid Waster Recycling
- Town Clerk

The findings and recommendations contained in this section will serve as a basis for the implementation of specific improvements for providing access to Town programs. All departments, divisions and programs will utilize these recommendations to facilitate the participation of persons with disabilities in programs, activities, and services. There were a total of 26 programmatic questionnaires submitted by the Town of Truckee Staff. Detailed department reports can be found in section 3.3.

Programmatic Modifications

The ADA Coordinator, or designee, will follow-up with each department to ensure that the recommendations from this Self-Evaluation Report are

reviewed and implemented as appropriate. 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.

3.1 Findings and Recommended Actions – Town-Wide Programs, Activities, and Services

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

- Accessible/ Adaptive Equipment
- Customer Service
- Notice Requirements
- Printed Information
- Televised and Audiovisual Public Information
- Website
- Public Telephones and Communication Devices
- Staff Training
- Program Eligibility and Admission
- Public Meetings
- Transportation Services
- Tours and Trips
- Use of Consultants for Delivering Program Services
- Emergency Evacuation Procedures
- Facilities
- Special Events on Public Properties

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 Town.

Self-Evaluation Findings:

Majority of the Town divisions do not provide public access to electronic equipment. For the few divisions that do allow the public to use or access electronic equipment, such as computers and microfiches, an accessible workstation is provided or adaptive aids such as a clipboard is offered.

Recommended Actions:

1. Collaborate with local community organizations serving the disabled community to develop and maintain a current resource list of assistive technology equipment and sources for acquiring them.
2. Establish a "Disability Resources Toolkit" (see Section 6.0) of adaptive aids and human resources that should be available for use by individuals participating in Town programs. Include information about the availability of specific equipment and/or individuals who are available to provide special services (e.g., Braille transcription) in public information materials such as brochures and the Town'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 will assist in this task. (see Section 6.0)

Customer Service

In-person interaction with the public is one of the primary functions of many Town divisions. Most Town divisions do not have eligibility requirements.

Self-Evaluation Findings:

Most staff reported that they are not aware of procedures for determining reasonable modifications to achieve program accessibility. No division reported charging an additional fee for modifying a program for a person with a disability. Some indicated that they consult or have partnerships with outside organizations that provide services to people with disabilities. Several divisions reported that they make changes to standard operating procedures to accommodate a person with disabilities. Many divisions reported having a staff member who can communicate with ASL.

Recommended Actions:

1. 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 711 - California relay service technology.
2. Allow the use of service animals to assist persons in accessing programs, activities and services in Town 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.

3. 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 division 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 division offering the program or service should consult with the relevant program or service staff to determine the reasonable modification. The division offering the program or service may also consult with the Town's ADA Coordinator or other resources providing services or information regarding persons with disabilities as appropriate.
 - The division 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 Town ADA Coordinator.
 - If individuals with a disability are not satisfied with the results of this process, they should be directed to the Town's ADA Grievance procedure.

Notice Requirements

Title II regulations require the Town to inform the public of the rights and protections provided by the ADA for access to public programs, services, and activities.

Self-Evaluation Findings:

All divisions have a nondiscrimination statement that includes people with disabilities. Many divisions notify all persons that meetings, hearings, and conferences will be held in accessible locations and that adaptive aids such as assistive listening devices will be provided upon request to participants with disabilities.

Most divisions did not know how to notify all persons about how and with whom to file a disability complaint. Some divisions reported having a formal procedure for making changes to programs to include a person with a disability.

Recommended Actions:

1. Increase outreach to people with disabilities and the organizations that serve them. The Town 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 Town's commitment to providing accessible services in all Town publications that provide information about Town services, programs, or activities. The notice should also be placed in all Town 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 Town of Truckee 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 Town to make reasonable arrangements to ensure accessibility.

Alex Terrazas, Assistant Town Manager/ADA Coordinator
10183 Truckee Airport Road, CA 96161
Phone (530) 582-2914
TTY (530) 550-2320
Email: aterrazas@townoftruckee.com

3. 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 Town's non-discrimination policy in all Town publications that provide general information about Town services, programs, or activities.

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

The Town of Truckee 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.

Alex Terrazas, Assistant Town Manager
10183 Truckee Airport Road, CA 96161
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TTY (530) 550-2320
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4. List those Town agencies, departments, and specialized services that offer TTY in printed Town directories and include the following statement:

The Town of Truckee offers Text Telephone (TTY) services for persons with hearing or speech impairments: TTY (530) 550-2320

5. Develop a statement regarding accessible locations and the availability of auxiliary aids upon request that is included on all public announcements, postings for Town 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 (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, Town divisions must be able to provide information, when requested, in alternative formats with easy-to-understand language, in Braille, large-print format, audiotape, or electronic formats with screen reading capacity

Self-Evaluation Findings:

Many Town divisions produce printed information that is available to the public. Most registration forms, permits, and waivers are available in written form and electronic format such as .pdf. While most Town divisions

distribute information about obtaining printed information in alternative formats, other departments do not. No division reported including pictures of people with disabilities in their printed materials.

Recommended Actions:

1. Provide information to each division 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 Town'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 Town that are made available to the public:

This publication can be made available in alternative formats, such as, Braille, large print, audiotape, or electronic format. Requests can be made by calling (530) 582-2914 (Voice) or TTY (530) 550-2320. 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.

Televised and Audiovisual Public Information

Televised and audiovisual information is a means for disseminating public information through presentations produced by Town divisions. All televised and audiovisual information must be accessible to people with disabilities. As more and more communication is being done remotely via the internet, it will be increasingly important that all communication tools maintain accessibility as technology changes. Another means for disseminating public

information is through audiovisual presentations produced by Town divisions.

Self-Evaluation Findings:

Several Town divisions reported providing audiovisual and televised presentations. Of the divisions that provide audiovisual information, meeting transcription and captioning are provided. Some divisions did not know how to provide alternative formats upon requests.

Recommended Action:

1. Use closed captioning or other alternatives to audio presentations for audiovisual presentations produced by the Town (including videos, films, and Town Council meetings) in order to ensure that persons with hearing impairments can benefit from these presentations.

Website

As people turn to the Internet as their primary source of information regarding services, programs, activities, and facilities, the Town's website: <http://www.TownofTruckee.com> takes on increased importance as a communications tool.

Providing public access to Town 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:

The Town is subject to and must comply with both Title II of the ADA and Section 508 of the Rehabilitation Act. The Town website is coordinated through the Town Clerk's office. To the extent that there are inconsistencies between Title II and Section 508 regarding website compliance, the Town is advised to comply with the more stringent standards between the two. The Town is responsible for ensuring that all information posted to its website complies with accessibility standards, or that it makes provisions to supply the material in an alternate format. If a division contracts to develop, maintain, or host websites, it will ensure that the contractor meets accessibility standards and that accessibility standards are addressed within the contract.

Most Town web pages include information relating to how their services or facilities are accessible to persons with disabilities.

Recommended Actions:

1. Increase outreach to persons with disabilities by having the website include more information about the Town's commitment to providing accessible services.
2. Provide information regarding programs, facilities, permits, and reservations on the Town's website in an accessible format. This information should be easily found by new web users.
3. Include the Town's statement regarding accessible locations and the availability of auxiliary aids upon request on the website.
4. 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 and graphics files as described in ADAAG standards for electronic and information technology.
5. To support consistent and accessible web pages, develop a Website Accessibility Policy that expresses the Town's commitment to accessibility and each department's responsibility for accessibility compliance. This includes providing oversight for outside vendors who create web pages.
6. Develop a program to monitor web pages for continued compliance with accessible web standards.
7. Provide training to Town staff members in creating accessible PDF and other electronic files for posting on Town or departmental websites.
8. Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities. Some disability-related Internet resources include:
 - <http://webxact.watchfire.com/>
 - <http://www.access-board.gov/links/communication.htm>
 - <http://www.w3.org>
 - <http://www.section508.gov>
 - <http://www.ittatc.org>
 - <http://www.disabilityinfo.gov>

Public Telephones and Communication Devices

Self-Evaluation Findings:

One division reported using the California Relay Service, or 711, to communicate with the hearing and speech impaired. Few divisions stated they have trainings on how to communicate with the hearing and speech impaired. All divisions reported not knowing if the Town provides a TTY service.

Recommended Action:

1. Widely disseminate information regarding the availability and location of Town Telephone Communication Devices for the Deaf (TTY), and train staff members in the use of 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.
2. Consider Remote Video Interpreting Services (VRI) for communicating with the deaf. There are many situations where a live interpreter is required, such as in medical situations, but VRI is a convenient, flexible, lower-cost alternative to live interpreters. Please see Section 6.0 for more resources for communicating with the deaf and hearing impaired.

Staff Training

Self-Evaluation Findings:

In general, Town 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.

One of the most frequently identified needs by Town divisions 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. One division reported providing in-house staff training for accessibility and another reported receiving training from an outside source such as the Public Agency Risk Sharing Authority of California (PARSAC). However, sufficient numbers of current staff members have not yet been trained in areas such as:

- American Sign Language assistance;
- Communication and etiquette with persons with disabilities;

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

Recommended Actions:

1. Provide all Town 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).
2. Provide training to Town 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 Town staff about their responsibilities under the ADA. The Town'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 Town's policies on inclusion and non-discrimination, and staff members should receive training on using the guidelines effectively.
5. Train maintenance staff with respect to accessibility compliance and building codes to achieve and maintain accessibility.
6. 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.

Programs Eligibility and Admission

The public should be able to access all programs, services, and activities, regardless of ability. Admission criteria, ability to complete forms, and participation in interviews should be available to all members of the public by providing reasonable accommodations.

Self-Evaluation Findings:

No departments reported having limitations or ratio requirements that would exclude people with disabilities. Some departments note that they have eligibility requirements. These requirements were physical or mental performance standards for staff based on income, performance, and safety standards.

Recommended Actions:

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 Town division should determine an appropriate modification for the individual.

Public Meetings

Many Town divisions 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. Most divisions reported that they provide auxiliary aids upon request. However, some Town divisions indicated that they did not know how to respond to requests for other modifications.

Recommended Actions:

1. Schedule public meetings at accessible locations, such as the Town Hall Council Chamber. 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 Town 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 all 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 public meetings:

All Town public meetings are conducted in accessible locations. If you require accommodations to participate in this meeting, these may be requested by calling: (530) 582-2914 or (530) 550-2320 (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 Town 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.

Transportation

Self-Evaluation Findings:

One division has public transportation as part of their programs, activities and services. This division reported that they provide accessible transportation services.

Recommended Actions:

1. Continue to maintain the availability of accessible vehicles related to the public transportation program, services and activities for the Town

Tours and Trips

Self-Evaluation Findings:

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

Recommended Actions:

1. Ensure that tours are provided in a way that allow 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 division providing the tour will determine an alternative 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.

Use of Consultants for Delivering Program Services

Self-Evaluation Findings:

One division uses consultants to provide services to the public. This department reported consultants are aware of their obligations to facilitate participation of persons with disabilities in programs provided in the written contracts.

Recommended Actions:

1. Continue to maintain that consultants who provide services to the public must ensure that their work is consistent with Town accessibility policies and standards, including contract language and a monitoring procedure.

Emergency Evacuation Procedures

Departments must adopt emergency evacuation plans that establish procedures for evacuating persons with disabilities who may need special assistance in an emergency.

Self-Evaluation Findings:

Most Town divisions have not established emergency evacuation procedures to safely evacuate persons with disabilities.

Recommended Actions:

1. Develop guidelines for the evacuation of persons with disabilities 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;
 - Provide direction on what to do if assistance is not available; and
 - Establish floor captains.
2. 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.
 3. Train Town staff regarding emergency evacuation procedures with periodic drills, both announced and unannounced.
 4. 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.

Facilities

Self-Evaluation Findings:

Few departments reported that they have had accessibility complaints related to facilities.

Recommended Actions:

1. Provide information about facility accessibility on department publications including the department's website.
2. All requests relating to facility access should be tracked. The ADA requests should be analyzed periodically to look for global issues that can be addressed and problems that can be solved proactively.
3. If individuals with a disability are not satisfied with the results of this complaint process, they should be directed to the Town's ADA Grievance Procedure (see Section 5.0).

Special Events on Public Properties

Self-Evaluation Findings:

Some divisions reported that they offer special events. Some of these divisions reported that they ensure that special events are accessible to people with disabilities.

Recommended Actions:

1. In situations where private organizations sponsor events in Town facilities, the Town will inform private organizations about applicable ADA requirements.
2. The Town 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 Town's website.

3.2 Policy Review: Town Municipal Code

The Town's Municipal Code can be found online at:

(<http://www.townoftruckee.com/index.aspx?page=74>)

The following general provisions should apply to all Town policies:

- All written materials including forms, applications, and Town policies will be provided in alternative formats such as Braille, electronic files, large print, etc. upon request by persons with disabilities.
- When forms are required for applications, provide alternative accessible formats for a person with disabilities, when requested, for a fee not to exceed listed fees. When signatures are needed, give an alternative for a person with a disability to providing a written signature such as a signature stamp.
- All meeting locations shall be held in accessible locations including signage and accessible bathrooms, parking and transportation when available.
- When participating in Town business, such as speaking at a meeting, reasonable accommodations such as an ASL interpreter shall be provided upon request.
- Building codes, zoning rules, and housing regulations shall stay be consistent with existing State and Federal laws.

Below are suggested changes to acknowledge accessibility in the municipal code language by Title.

Title 1: General Provisions

No recommendations

Title 2: Administration & Personnel

Section 2.04.130 Appeal Hearings: Add language that people with speech impairment may be given longer than 5 minutes to speak to accommodate slower speech.

Section 2.50.110 Emergency Operating Centers: Add language that both of the designated emergency operating centers can accommodate persons with disabilities.

Title 3: Revenue & Finance

No recommendations

Title 4: Cable TV Franchises & Licenses

Section: 4.05.040 Cable System or System: Add language that cable television must provide captioning.

Title 5: Business Licenses

No recommendations

Title 6: Health & Sanitation

No recommendations

Title 7: Air Quality

No recommendations

Title 8: Animal Control

No recommendations

Title 9: Safety & Conduct

No recommendations

Title 10: Vehicles & Traffic

No recommendations

Title 11: Stormwater Quality

No recommendations

Title 12: Parks & Recreation

No recommendations

Title 13: Streets & Sidewalks

Section 13.01.190 Traffic Safety and 13.01.200 Aids to Visibility: Include language that permits acquired by a contractor must provide the temporary path of travel during construction must comply with the Americans with Disabilities Act.

Title 14: Building & Construction

No recommendations

Title 15: Truckee Development Code

No recommendations

3.3 Department Reports

Administrative Services

Description of Programs and Services

The Administrative Services Department's mission is to protect and enhance the community's assets by assuring compliance with all regulations and providing accurate, complete information. The Administrative Services Department is responsible for managing and safeguarding the Town of Truckee's financial resources which include the Town of Truckee Redevelopment Agency. Administrative Services also is responsible for the areas of human resources, information technology, risk management and answers the main phone number for the town.

ADA Self-Evaluation Contact:

Sarah Popov, Office Assistant
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2907
Email: spopov@townoftruckee.com

Programmatic Survey Findings:

- The Administrative Services Department does not have eligibility requirements.
- The Administrative Services Department has a non-discrimination statement that includes persons with disabilities.
- The Administrative Services Department distributes and manages printed material to the public. The Department will provide alternative printed material upon request.
- The Administrative Services Department has a website: (<http://www.townoftruckee.com/index.aspx?page=75>). The website includes information and announcements related to human resources, information technology and risk management.
- The Administrative Services Department has a complaint procedure.

Affordable Housing

Description of Programs and Services

Affordable Housing Division provides down payment assistance loans to individuals, and affordable housing information to the general public and developers.

ADA Self-Evaluation Contact:

David Griffith, Redevelopment and Housing Coordinator
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2910
Email: dgriffith@townoftruckee.com

Programmatic Survey Findings:

- The Affordable Housing Division has a non-discrimination statement that includes persons with disabilities.
- The Affordable Housing Division distributes and manages printed material to the public. The Division works with the Town Clerk's office to provide alternative printed material upon request.
- The Affordable Housing Division has a website: (<http://www.townoftruckee.com/index.aspx?page=756>). The website includes information and announcements related to the Affordable Housing Division.
- The Affordable Housing Division occasionally hosts special events and program related workshops in an accessible location such as Town Hall.

Animal Services

Description of Programs and Services

Animal Services is responsible for enforcing both State and Town ordinances relating to the keeping and treatment of domestic animals. In addition to servicing Truckee, the Division also provides contract services to the eastern portion of Nevada County. The Division provides kennel services, dog licenses, quarantine, an animal adoption program, lost and found, complaint investigation and a volunteer program. Animal Services also handles the Town's Vehicle Abatement Program, which provides for the removal of abandoned, wrecked, or inoperable vehicles within Town limits.

ADA Self-Evaluation Contact:

Dan Olsen, Manager
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2920
Email: dolsen@townoftruckee.com

Programmatic Survey Findings:

- The Animal Services Division works with a local school group of disabled adults and teenagers that volunteer at the kennel through the Humane Society program.
- The Animal Services Division has a non-discrimination statement that includes persons with disabilities.
- The Animal Services Division distributes and manages printed material to the public. The Division will provide alternative printed material upon request.
- The Animal Services Division has a website: (<http://www.townoftruckee.com/index.aspx?page=56>). The website includes basic Division information as well as contact information.

Building and Safety

Description of Programs and Services

The Building and Safety Division is committed to assuring safety in the built environment while meeting the needs of the development community in an efficient, equitable and cost effective manner. The Division provides plan review, inspection, permit issuance and public information regarding building codes. The Division reviews plans, issues permits and conducts inspections for building projects

ADA Self-Evaluation Contact:

Michael Lavallee, Chief Building Official
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2905
Email: mlavallee@townoftruckee.com

Programmatic Survey Findings:

- The Building and Safety Division provides an accessible computer at the service counter for the public to access building permit records storage.
- The Building and Safety Division consults with the Center for Independent Living to assist persons with disabilities.
- The Building and Safety Division has a non-discrimination statement that includes persons with disabilities.
- The Building and Safety Division conducts public meetings in an accessible location.
- The Building and Safety Division understands the procedure to file a disability discrimination complaint.
- The Building and Safety Division has a website (<http://www.townoftruckee.com/index.aspx?page=57>). The website includes handout materials and public information regarding building codes.
- The Building and Safety Division informs staff regarding accessibility requirements at staff meetings and additionally provides staff training on accessibility.

Code Compliance

Description of Programs and Services

The Code Compliance division is responsible for the enforcement of State and Town Codes governing building and land use in the Town.

ADA Self-Evaluation Contact:

Dan Olsen, Manager
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2920
Email: dolsen@townoftruckee.com

Programmatic Survey Findings:

- The Code Compliance Division provides a microfiche reader for the public in an accessible location.
- The Code Compliance Division has a non-discrimination statement that includes persons with disabilities.
- The Code Compliance Division provides printed material to the public that is managed by the Division and central management.
- The Code Compliance Division has staff that can provide American Sign Language assistance to the public.
- The Code Compliance can provide assistance to individuals with speech and hearing difficulties by using the California Relay System (711).
- The Code Compliance Division has a website (<http://www.townoftruckee.com/index.aspx?page=59>). The website includes a general description of the division and contact information.

Economic Development

Description of Programs and Services

The Economic Development Department hosts a variety of programs such as a Small Business Loan Program, a Small Business Start-up Program, and various service-based projects and activities implemented on a continuous basis. The Department's mission includes the following:

1. Help the Council, Planning Commission and the general public to better understand the local economic development environment;
2. Assist the Town in prioritizing and implementing local economic development programs and actions; and
3. Qualify the Town for Community Development Block Grant funds; as the Town must update its strategy every five years to remain qualified for this funding source to be used for grants and loans.

ADA Self-Evaluation Contact:

David Griffith, Redevelopment and Housing Coordinator
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2910
Email: dgriffith@townoftruckee.com

Programmatic Survey Findings:

- Economic Development distributes and manages printed material to the public. The Division works with the Town Clerk's office to provide alternative printed material upon request.
- Economic Development provides audiovisual presentations to the public. The Division works with the Town Clerk's office to provide alternate formats such as captioning and transcription.
- Economic Development has a website (<http://www.townoftruckee.com/index.aspx?page=876>). The website includes a general description of the division and contact information.

Emergency Services

Description of Programs and Services

The Emergency Services Division provides disaster response and preparedness services. The Division has prepared an organizational emergency operations plan as well as a family disaster planning guide.

ADA Self-Evaluation Contact:

Alex Terrazas, Assistant Town Manager
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2914
Email: aterrazas@townoftruckee.com

Programmatic Survey Findings:

- The Emergency Services Division consults with the Sierra Senior Services, an organization that works with persons with disabilities.
- The Emergency Services Division has a non-discrimination statement that includes persons with disabilities.
- The Emergency Services Division provides printed material to the public.
- The Emergency Services Division provides audio-visual presentations such as webinars and PowerPoint presentations to the public.
- The Emergency Services Division has a website (<http://www.townoftruckee.com/index.aspx?page=86>). The website provides the Town's emergency operation procedure and disaster information.
- The Emergency Services Division has staff that can provide American Sign Language assistance to the public.
- The Emergency Services Division conducts public meetings.
- The Emergency Services Divisions uses outside consultants to provide services on behalf of the Division.

Engineering Division

Description of Programs and Services

The Engineering Division provides the engineering services necessary to solve existing Town infrastructure issues and minimize future impacts. The Division is responsible for development review, encroachment issues, and management and turnkey execution of capital projects within the Town. The Division also provides inspection services with regards to encroachments on all commercial and residential projects.

Capitol Improvement Projects

The Capitol Improvement Section provides bid documents and requests for proposals (RFPs) for engineering and construction related services.

ADA Self-Evaluation Contact:

Todd Landry, Senior Engineer
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2904
Email: tlandry@townoftruckee.com

Programmatic Survey Findings:

- The Capital Improvement Section makes changes to standard operating procedures to include a person with disabilities.
- The Capital Improvement Section provides printed material to the public and will accommodate those with visual impairments upon request.
- The Capital Improvement Section provides audio-visual presentations such as taped programs from televised meetings. Written minutes are also provided.
- The Capital Improvement Section has a website (<http://www.townoftruckee.com/index.aspx?page=551>). The website provides project information and employee contact information.
- The Capital Improvement Section has staff that interacts with the public.
- The Capital Improvement Section conducts public meetings in an accessible location.

- The Capital Improvement Section uses outside consultants to provide services on behalf of the Division.

Private Development Projects

The Private Development Section provides development application review, building permit application review, encroachment permit application review and construction inspection.

ADA Self-Evaluation Contact:

Michael Vaughan, Senior Engineer
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2904
Email: mvaughan@townoftruckee.com

Programmatic Survey Findings:

- The Private Development Section provides printed material to the public that is managed by the Division and Central management.
- The Private Development Section provides audio-visual presentations when presenting staff reports to Council or the planning commission. The presentations have captioning and are transcribed.
- The Private Development Section has a website (<http://www.townoftruckee.com/index.aspx?page=553>). The website provides information related to the requirements for residential and business private development.
- The Private Development Section has staff that interacts with the public.
- The Private Development Section conducts public meetings in an accessible location and ensures that participants with a disability can be accommodated.

Facilities

Description of Programs and Services

The Facilities Division coordinates the use of the Town of Truckee Council Chambers, upstairs front Conference Room and the Community Room by governmental and public benefits non-profit organizations. Other organizations are eligible to use Town facilities if the event is cosponsored by the Town of Truckee.

ADA Self-Evaluation Contact:

Janet Ravey
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530)582-2911
Email: jravey@townoftruckee.com

Programmatic Survey Findings:

- The Facilities Division has staff that interacts with the public.
- The Facilities Division has staff that can provide American Sign Language assistance to the public.
- The Facilities Division has a website (<http://www.townoftruckee.com/index.aspx?page=61>). The website provides information and requirements regarding Town facility rental, including an application form.
-

Parking

Description of Programs and Services

The Parking Division oversees the Downtown Parking District. Parking Enforcement Officers issue parking tickets to vehicles in the Downtown core, and interact with Downtown merchants and the general public providing information and assistance. Parking tickets can be appealed or paid by mail, over the phone, online, or in person.

ADA Self-Evaluation Contact:

Kelly Beede, Parking Services Manager
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2489
Email: kbeede@townoftruckee.com

Programmatic Survey Findings:

- The Parking Division has a computer that customers can use to view, pay or appeal their ticket online. The Parking Division also offers customers the use of a desk to complete paperwork. There is a moveable light source in the Parking office, along with desks, paper, pen, clipboards, etc.
- The Parking Division staff will assist customers with completing paperwork, or if using the online feature will read instructions and type in the information provided by the customer. The Parking Division provides special events.
- The Parking Division will make changes to standard operation procedures to accommodate persons with a disability. Some Parking District operating procedures can be modified at the Town staff level, while other modifications require public hearings and approval by the Truckee Town Council.
- The Parking Division tracks accessibility requests. Parking staff will receive a request to have the snow cleared from the sidewalks in the Downtown core. This request will then be forwarded to the Town's Public Works Director.
- The Parking Division provides printed material to the public such as parking tickets, meter payment receipts, meter instructions, parking area information, employee permits, etc.

- The Parking Division has two websites. The first website is: (<http://www.townoftruckee.com/index.aspx?page=62>). This website provides information pertaining to the Parking District and the location of the Parking office. The second website is: (<http://www.truckkeeparking.com>). This website provides information pertaining to parking tickets issued.
- The Parking Division staff has contact with the public. Staff knows how to provide assistance or accommodate persons with disabilities.
- The Parking Division has staff that can provide American Sign Language assistance to the public.
- The Parking Division conducts public workshops and presentation to Council in an accessible location and ensures that participants with a disability can be accommodated.
- The Parking Division coordinates special events. The Division closes off parking lots for car clubs and work with other departments for various Downtown events. Requirements are outlined in the event permit application and ADA compliance is required by the entity holding the event.

Planning

Description of Programs and Services

The Planning Division is responsible for advance planning, development review, public information, and development code compliance. The activity is part of the Community Development Department and is managed by the Community Development Director and Town Planner. It provides staff support to the Town Council (elected representatives) and the Planning Commission (appointed citizen planners). The Town Council provides overall policy direction, adopts ordinances and regulations and acts as the hearing body for appeals of Planning Commission and Staff decisions. The Planning Commission provides policy recommendations to the Town Council and functions as a hearing body for larger projects within the Town.

ADA Self-Evaluation Contact:

John McLaughlin, Community Development Director
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2900
Email: jmclaughlin@townoftruckee.com

Programmatic Survey Findings:

- The Planning Division has a non-discrimination statement that includes persons with disabilities.
- The Planning Division provides and manages printed material to the public.
- The Planning Division provides audiovisual presentations such as PowerPoint presentations. The presentations are transcribed.
- The Planning Division has a website: (<http://www.townoftruckee.com/index.aspx?page=63>). The website provides general planning information.
- The Planning Division has staff that can provide ASL to the public.
- The Planning Division has an activity that required the completion of an application and an interview process. Appropriate non-discrimination language is included on the application form.
- The Planning Division conducts public workshops and presentation to Council in an accessible location and ensures that participants with a disability can be accommodated.

Police

Description of Programs and Services

The Truckee Police Department provides police patrol; police investigations; marine (boat patrol); and administrative services.

ADA Self-Evaluation Contact:

Randy Fenn, Police Captain
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 550-2330
Email: rfenn@townoftruckee.com

Programmatic Survey Findings:

- The Police Department has a policy manual that informs staff members who have contact with the public the department's obligations and policies that enable persons with disabilities to participate in programs or activities.
- The Police Department works with outside organizations or groups that assist people with disabilities including the local assisted living center.
- The Police Department has a website: (<http://www.townoftruckee.com/index.aspx?page=64>). The website provides general information about the Police Department.
- The Police Department holds public meetings and will provide an American Sign Language interpreter upon request.
- Some programs offered by the Department require an application process, background check and interview. The application forms contain notice that the Town does not discriminate against people with disabilities.

Public Works

Description of Programs and Services

Public Works Department provides year-round, all-weather service to the community and enables residents and guests to enjoy the uniqueness of the area in a safe and enjoyable environment. The Department provides drainage maintenance, street sweeping, striping of public parking stalls and crosswalks, stenciling of streets, and sign maintenance. Of the total 145 centerline miles, the Town has over 283 ditch miles to maintain. This maintenance includes culvert cleaning, brushing of roadside shrubs and trees, and reestablishing drainage ditches on a continuing basis.

Public Works coordinates service requests, special events, gridlock program, website information and mapping.

ADA Self-Evaluation Contact:

Dave Jacobsen, Street Maintenance Supervisor
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-7707
Email: djacobsen@townoftruckee.com

Programmatic Survey Findings:

- The Public Works Department has a process to change standard operating procedure to accommodate persons with a disability. All changes in procedure are reviewed in order to comply with the safety standards such as storm water management requirements.
- The Public Works Department tracks accessibility requests related to sidewalk repair and snow removal.
- The Public Works Department has a non-discrimination statement that includes persons with disabilities.
- The Public Works Department has a website: (<http://www.townoftruckee.com/index.aspx?page=65>). The website provides general information, particularly related to Town streets.
- The Public Works Department staff has contact with the public. Departmental meetings are conducted to inform staff of their requirements to provide services to a person with a disability.
- The Public Works Department assists in the coordination of special events by providing traffic control, and planning for parking requirements and possible road closures.

Redevelopment Agency

Description of Programs and Services

Redevelopment Programs including several loan programs offered to the general public, funding of Redevelopment Projects such as infrastructure projects, providing information to the general public regarding redevelopment projects and programs, and hiring consultants to help with various technical and professional services.

ADA Self-Evaluation Contact:

David Griffith, Redevelopment and Housing Coordinator
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2910
Email: dgriffith@townoftruckee.com

Programmatic Survey Findings:

- The Redevelopment Agency distributes and manages printed material to the public. The Division works with the Town Clerk's office to provide alternative printed material upon request.
- The Redevelopment Agency provides audiovisual presentations to the public. The Division works with the Town Clerk's office to provide alternate formats such as captioning and transcription.
- The Redevelopment Agency has a website (<http://www.townoftruckee.com/index.aspx?page=86>). The website includes a general description of the division and contact information.

Solid Waste Recycling

Description of Programs and Services

The Solid Waste Recycling Division provides information to the public regarding the various recycling opportunities available throughout the community. Areas that are covered include:

- Residential Blue Bag Curbside Recycling Program
- School Waste Diversion & Recycling
- Special Events Trailer
- Universal Waste/Electronic Waste Recycling
- Business Waste Reduction Program
- Household Hazardous Waste
- Used Oil & Oil Filter Recycling Program
- Waste Tire Recycling
- Fire Safety Events and Opportunities

Most of the opportunities require the resident to drop-off material at various locations. Others are services provided by request.

ADA Self-Evaluation Contact:

Nichole Dorr, Recycling Coordinator
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2900
Email: jmclaughlin@townoftruckee.com

Programmatic Survey Findings:

- The Solid Waste Recycling Division will make changes to standard operating procedures to accommodate a person with a disability. For collection events accommodations will be made for anyone who needs assistance.
- The Solid Waste Recycling Division provides and manages printed material to the public.
- The Solid Waste Recycling Division provides printed material to the public and will use an alternate format such as a web reader to accommodate an accessibility request.
- The Solid Waste Recycling Division has a website: (<http://www.townoftruckee.com/index.aspx?page=238>). The website provides general information about the Town's waste diversion and recycling opportunities.

- The Solid Waste Recycling Division staff has contact with the public. Informing staff of their requirements to provide services to a person with a disability is done on a case by case basis.
- The Solid Waste Recycling Division conducts public meetings in an accessible location.
- The Solid Waste Recycling Division offers tours to the public.
- The Solid Waste Recycling Division coordinates special events and ensures that both private entities and staff are aware of their obligations to facilitate participation of individuals with disabilities.

Town Attorney

Description of Programs and Services

The Town Attorney evaluates all Town contracts and protects the Town's financial and legal interests. The Town Attorney is also present at all Town Council meetings to provide legal council to the Town Council. All of these services protect tax payer funds.

ADA Self-Evaluation Contact:

Dennis Crabb, Town Attorney
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2921
Email: dcrabb@townoftruckee.com

Programmatic Survey Findings:

- The Town Attorney has a non-discrimination statement that includes persons with disabilities.
- The Town Attorney will make changes to standard operating procedures to accommodate an individual with a disability. The language appears on the public meeting agendas.
- The Town Attorney trains staff provides and manages printed material to the public. Alternate materials are available via an electronic copy and large print. The website provides access to larger print, audio readers and other methods of assistance
- The Town Attorney has a website (<http://www.townoftruckee.com/index.aspx?page=69>). The website includes a general description of the division and contact information.
- The Town Attorney provides staff training. Staff is instructed in the American Disabilities Act and the Ralph M. Brown Act in regard to accessibility of public meetings.

Town Clerk

Description of Programs and Services

The Town Clerk is responsible for the following:

- Council, RDA, Parking Commission and other Committee meeting agendas, minutes and schedules. Providing the public with information regarding upcoming meetings, agenda items, and past decisions.
- Elections. Take nominations from Candidates for Town Council. Interface with the County for consolidated elections. Take filing applications for Truckee Special District openings.
- Public Records Requests. Fill requests for public records. Educate the public on public records.
- FPPC filing officer. Maintain and provide FPPC forms for State regulated positions and Town designated positions for public access.
- Website administration. Maintain the Town website and assist other departments in maintaining information available on the Town website within their work purview
- Publish the Town Newsletter. Collect articles from Town staff format them, have them translated into Spanish and publish both versions to the Town website.

ADA Self-Evaluation Contact:

Judy Price, Town Clerk
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2924
Email: jprice@townoftruckee.com

Programmatic Survey Findings:

- The Town Clerk has a non-discrimination statement that includes persons with disabilities.
- The Town Clerk will make changes to standard operating procedures to accommodate an individual with a disability. The language appears on the public meeting agendas.
- The Town Clerk provides and manages printed material to the public. Alternate materials are available via an electronic copy and large print. The website provides access to larger print, audio readers and other methods of assistance.

- The Town Clerk provides audiovisual presentations such as video streaming and televised meetings. The presentations can be transcribed and captioned upon request.
- The Town Clerk has a website: (<http://www.townoftruckee.com/index.aspx?page=71>) and can be read with speaker browsers for individuals with visual impairments.
- The Town Clerk has interaction with the public. The staff has received training to accommodate individuals with a disability.
- The Town Clerk conducts public meetings in an accessible location and ensures that participants with a disability can be accommodated.

Town Manager

Description of Programs and Services

The Town Manager and his immediate staff are responsible to the Town Council for administration of all Town affairs. The Manager is directly responsible for continual review and analysis of all Town administrative operations including budget preparation and control, organizational and procedural studies, and all matters pertaining to staffing. The Town Manager also acts as the Director of the Redevelopment Agency.

ADA Self-Evaluation Contact:

Tony Lashbrook, Town Manager
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2901
Email: tlashbrook@townoftruckee.com

Programmatic Survey Findings:

- The Town Manager tracks accessibility requests.
- The Town Manager has worked with outside organizations that assist people with disabilities.
- The Town Manager has a website (<http://www.townoftruckee.com/index.aspx?page=70>). The website includes a general description of the division and contact information.
- The Town Manager provides and manages printed material to the public. Alternate materials are available via an electronic copy and large print. The website provides access to larger print, audio readers and other methods of assistance.

Transit

Description of Programs and Services

The Transit Division coordinates public transportation opportunities for the citizens and visitors to Truckee. The system supports a demand response service, Dial-a-Ride and the Truckee Trolley.

ADA Self-Evaluation Contact:

Janet Ravey
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2911
Email: jravey@townoftruckee.com

Programmatic Survey Findings:

- The Transit Division has a non-discrimination statement that includes persons with disabilities.
- The Transit Division makes changes to standard operating procedures to accommodate individuals with a disability. For example, service animals are allowed to ride transit and personal assistants do not get charged to use public transit.
- The Transit Division tracks requests for the disabled and seniors. The Division receives an average of 700 requests per month.
- The Transit Division has a website: (<http://www.townoftruckee.com/index.aspx?page=63>). The website provides schedules and general information related to public transportation.
- The Transit Division provides and manages printed materials such as announcements and schedules using language that is easy to read and understand.
- The Transit Division staff has interaction with the public and has capacity to provide ASL if needed. The Division also regularly uses the 711 – California Relay System to communicate with individuals with hearing impairments.
- The Transit Division is coordinating an ADA Paratransit Program that is planned to be initiated this year.

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4.0 Transition Plan

Title II of the ADA requires that public entities having responsibility for or authority over facilities, streets, roads, sidewalks, and/or other areas meant for public use to develop a Transition Plan to make their facilities meet the standards for Program Accessibility. Program Accessibility means that a program, activity and/or service are accessible when viewed in its entirety. Simply put, a Transition Plan transitions inaccessible facilities into environments that are accessible to and functional for individuals with disabilities.

This Transition Plan combines the findings of the facility surveys, public rights-of-way 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 Transition Plan Facility Reports (please see Appendix E). 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 Town will maintain in working order equipment and features that are required to provide access to individuals with disabilities.

This Transition Plan is divided into two parts; facilities, which includes buildings, parks, and their related grounds, and the public pedestrian rights-of-way, which includes sidewalks and curb ramps that fall within the Town's area of responsibility.

4.1 Facilities

A. Program Barrier Removal Priorities

All facilities in which the Town provides programs, activities and services were reviewed and ranked based on the following criteria. This criteria was reviewed and agreed upon at the June 16, 2011 public meeting. Each of these criteria is deemed by the Town to have equal importance with no single criteria having priority over another:

- Hazards: Facilities that have received any complaints concerning injuries;
- Level of use by the public: Does the facilities 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 Town, the Town can ensure maximum access for all residents
- Citizen rights: Facilities where services are provided to exercise citizen rights– voting, right to a trial, access to elected officials etc.
- Citizen responsibilities: Facilities where taxes are paid, permits and licenses are obtained, and where services are obtained
- Social need: Facilities that meet social needs such as homeless shelters, health clinics etc.
- Identified complaints: Efforts should focus on identified accessibility complaints.

B. Prioritizing Access to Programs, Activities and Services

Town staff from each department listed the programs, activities, and services provided to the public and locations where the programs are provided. Each program was evaluated using the criteria listed above. This information was entered into the Town's database of identified barriers so that barriers in the facilities can be linked to programs. The ADA Advisory Council and the public reviewed and confirmed these priorities.

C. Priorities for Barrier Removal within Facilities

Town staff confirmed priorities for barrier removal within each facility based on criteria published in the ADA. Barriers are assigned levels of priority using the following criteria:

1. 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.

Examples:

- Connection to the public right-of-way
- Parking and passenger loading
- Entrance walks
- Entrance ramps
- Entrance stairs

- Entrance doors

2. Priority Two: A second level priority is placed on those barrier removal items that improve or enhance access to program use areas. Examples:

- Transaction counters
- Conference and meeting rooms
- Public offices
- Recreation environments/features
- Public restrooms

3. Priority Three: A third level priority is placed on those barrier removal items that improve access to amenities serving program areas. Examples:

- Drinking fountains
- Public telephones
- Vending machines

4. Priority Four: A fourth level of priority is assigned to areas or features that are not required to be modified because there are no public programs located in the facility or portion of the facility, or because there are other locations that provide access to the program.

D. Transition Plan for Facilities

The 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 action(s)
- Identification of a schedule for barrier removal and
- Identification of responsibility for ensuring barrier removal

The facility reports appended to this document provide the identification of barriers and the specific barrier removal actions. The Town will accomplish barrier removals based on two strategies: policy and procedure modifications to remove programmatic barriers and construction projects to remove architectural barriers.

The responsibility for ensuring barrier removal will reside with the Town of Truckee's ADA Coordinator.

E. Phasing Schedule for Facilities

Barriers in Town facilities will be removed systematically, Town-wide, based on established program priorities. It is the intent of the Town to address barriers to accessibility in public buildings and parks based upon on the immediate necessity of programmatic access, degree of complexity, and overall cost.

The Town of Truckee reserves the right to modify barrier removal priorities in order to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities, changes in Town programs, and funding constraints and opportunities. It is the goal of this Transition Plan to provide access to the programs, activities and services provided by the Town. Interim measures will be explored and implemented in order to provide programmatic access to the public pending the implementation of physical barrier removal projects.

The following table describes the priorities and schedule for barrier removal in public facilities. This preliminary schedule represents a 10 year plan for barrier removal. It is the Town’s intent to review all barriers during the first year of the implementation of this plan and address those barriers that can be resolved through programmatic modifications. The Town will then revise the following schedule for the removal of the remaining barriers. This revised schedule will be available for review on the Town’s website: <http://TownofTruckee.com>

	Facility Name	Years 1 - 3	Years 4 - 6	Years 7-10
1	Town Hall	X		
2	Depot		X	
3	Corporation Yard			X

4.2 Pedestrian Rights-of-Way (PROW)

A. Overview of the PROW

The main pedestrian core for the Town of Truckee is located in the Downtown area on Donner Pass Road between Bridge Street and the McIver Crossing roundabout. Truckee is a visitor-based economy and is highly seasonal in nature. The Downtown core gets substantially more pedestrian traffic during the summer and winter months. The large annual fluctuation of visitors correlates directly with the staffing requirements for Town services.

For example, during the winter months, weather conditions provide a challenge for the maintenance of the Town's PROW. The Town places priority in the removal of excess snow in the roadways to allow for smooth vehicle circulation. As a result, snow stockpile locations will often block the public sidewalk. Additionally, property owners are responsible for snow removal along the sidewalk, if present, in front of their property. The Town has no formal enforcement policy to ensure that property owners are maintaining the PROW.

B. Surveys of Existing PROW Conditions

A sidewalk and curb ramp inventory was conducted in November, 2010 by Nevada County and included the Town of Truckee. The Town updated the data to include recent accessibility improvements in the PROW; specifically along the Donner Pass Road corridor. The Town also conducted a detailed analysis of the Town's downtown core, further analyzing the public sidewalk gaps that exist in this high priority area. Survey data can be found in Appendix D.

C. Pedestrian Rights-of-Way Prioritization

The Town has identified three high priority areas in need of pedestrian improvements:

- Truckee Downtown Core: address the gap in the public sidewalk along Donner Pass Road from the Spring Street intersection, west toward the McIver roundabout.
- Donner Pass Road Corridor: continue to improve the PROW with the addition of new curb ramps, sidewalks and transit stops; as well as explore the addition of bicycle lanes as identified in Nevada County's Pedestrian Improvement Plan.
- Brockway Road Corridor: provide connectivity to the Downtown Core via sidewalks and Class I bicycle lanes as identified in Nevada County's Pedestrian Improvement Plan.

D. Time Period for Pedestrian Rights-of-Way Improvements

The timeline to complete improvement for the three high priority areas in the town is as follows:

	PROW Area	Years 1 - 5	Years 6-10	Years 11-15
1	Truckee Downtown Core	X		
2	Donner Pass Road Corridor		X	
3	Brockway Road Corridor			X

The Town of Truckee reserves the right to modify barrier removal priorities in order to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities, and funding opportunities and constraints. Interim measures will be explored and implemented in order to provide accessibility in the PROW pending the implementation of capital improvement projects and new development ventures.

E. PROW Construction Details

The Town adopts California Department of Transportation standard construction details as they are reused. These details meet current ADA codes. See Appendix C for the Town’s standard details related to the PROW.

F. Accessibility During Construction

Currently, the Town has no official policy to provide an accessible pedestrian path of travel during construction. Contractors will provide this service as a part of their bid package, but it is not mandated or enforced by the Town.

This report recommends that language requiring a contractor to provide an accessible alternate path of travel during construction be included in the building permit process. Below are samples of methods used to maintain an accessible path of travel in the PROW.

http://www.designingaccessiblecommunities.org/policies/Attachment_4.pdf

http://www.designingaccessiblecommunities.org/policies/PGE_Construction_Protocol-Final.pdf

G. Street or Sidewalk Closure

The Town has several events during the year, such as Truckee Thursdays in the summer months, which require a street closure for the Downtown area. This report recommends implementing a formal policy and checklist to assist vendors who host events that require street or sidewalk closure. A sample checklist for the Town’s reference can be found here:

<http://www.sfgov2.org/ftp/uploadedfiles/mod/programmatic/policies/AccessiblePublicEventChecklist.doc>

H. On-Street Accessible Parking

The Town has no formal policy for implementing on-street accessible parking. However, the Town's Parking Division manages the public parking Downtown area. A significant number of on-street accessible spaces are available in this area. These spaces were surveyed in detail for ADA compliance by the Town. Data can be found in Appendix D.

I. Citizen Request Process

Currently, there is no formal request policy reserved for complaints related to the PROW. However, a citizen can communicate issues in the PROW by contacting the Public Works Department directly by telephone or email. Also, a member of the public can follow the guidelines of the Town's Grievance Procedure as noted in Section 5 of this document.

J. Street-Related Capital Improvement Projects

The Town has completed many street related capital improvement projects over the last five years. They include:

- Downtown Streetscape Project: sidewalk improvement project from Bridge Street to the Commercial Row, as well as new sidewalks along Church Street. Budget: 600K.
- Truckee Depot Project: sidewalk improvements near the Depot facility and adjacent on-street parking improvements. Budget: 600K.
- McIver Roundabout Improvement Project: 800 linear feet of sidewalk along the North side. Budget: 1M
- Highway 89 and Placer Dam Road Improvement Project: sidewalk and trail connection improvements. This project is ongoing. Budget: 4M

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5.0 ADA Policy and Complaint Procedure

The Town of Truckee is dedicated to ensuring that all Town programs, services, benefits, activities and facilities operated or funded by the Town are fully accessible to and useable by people with disabilities.

The Assistant Town Manager, as the Town's ADA Coordinator, oversees the implementation and local enforcement of the Town's obligations under the Americans with Disabilities Act (ADA) and other federal and state disability civil rights laws and accessibility laws. Every reasonable effort will be made by the Town to remedy the complaint in a timely manner, subject to staff and budget limitations.

Informal Complaint Process

You may contact the ADA Coordinator, Alex Terrazas, informally by phone at (530) 582-2914 to advise the Town of any accessibility problems, need for accommodations or request for service. Or you may e-mail him directly at aterrazas@townoftruckee.com. If the issues cannot be resolved informally, the use of the Grievance Form will be required as set forth below.

Formal Grievances

Individuals who need a modification or accommodation to a program, service, or activity of the Town of Truckee may use the Town's Grievance Procedure, discussed below, to file a written Grievance Form with the Town's ADA Coordinator. In addition to requesting modifications or accommodations, individuals should use the same form to request the removal of a physical barrier.

If your request is urgent and you need a response from the Town immediately, please indicate that in your request and we will do our best to respond as quickly as possible. If your request is not urgent, the Town will contact you to acknowledge receipt within ten business days after we receive your request. After reviewing the situation, if the Town needs time to provide the service or barrier removal that you request, the Town will notify you of what action the Town proposes and in what time frame.

Grievance Forms must be filed with Alex Terrazas, Assistant Town Manager at Town of Truckee, 10183 Truckee Airport Road, Truckee, CA 96161 or aterrazas@townoftruckee.com

Grievance Procedure under the Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Town.

The complaint must be in writing on the attached Grievance Form. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available upon request, for persons with disabilities which prevent presenting a written document.

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

Alex Terrazas
ADA Coordinator
Town of Truckee
10183 Truckee Airport Road
Truckee, CA 96161
Phone: (530) 582-2914
Fax: (530) 582-7710
Email: aterrazas@townoftruckee.com

Within 30 calendar days after receipt of the complaint, Alex Terrazas or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Alex Terrazas or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Town and offer options for substantive resolution of the complaint.

If the response by Alex Terrazas or her designee does not satisfactorily resolve the issue, the complainant and/or his or her designee may appeal the decision to the Town Manager or his designee within 15 calendar days after receipt of the response. Within 30 calendar days after receipt of the appeal, the Town Manager or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Town Manager or his designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Alex Terrazas or her designee, appeals to the Town Manager or his designee, and responses from these two offices will be retained by the Town for at least three years. If the grievance remedies

contained in this policy are not followed, no action will be taken on the complaint, and failure to do so will result in a waiver by the complainant of certain legal rights.

There is a separate complaint procedure for ADA issues relating to employment issues. Please contact the Human Resources department for further information.

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6.0 Program Accessibility Guidelines, Standards & Resources

Introduction

In order to facilitate access to all Town programs and departments, the Town will maintain these program accessibility guidelines, standards and resources. This information is available to all employees and volunteers. The Town 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 Town 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.

Federal Accessibility Standards and Regulations

There are both State and Federal regulations for accessible facilities. Below are resources for both the State of California and Federal facility 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 [(800) 514-0301 (Voice) or (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.
- ADA Information for Law Enforcement. This page contains compliance assistance materials to help state and local law enforcement officers understand how to interact with victims, witnesses, suspects, and others who have disabilities.

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. 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 spaces 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.

- **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 guide way 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 Town 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.

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, (800) 423-6587, (<http://www.iccsafe.org>) or at various bookstores that carry technical books.

Since the CBC is updated every three years, the Town 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 (<http://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 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 (<http://www.adaportal.org/>).

- 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, 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 (<http://www.aam-us.org>).
- 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, (<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 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. (<http://www.ncaonline.org/>)

- National Center on Physical Activity and Disability: 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 (<http://www.ncpad.org/>).
- California State Parks Accessibility Guidelines: A State outdoor recreation resource: (http://www.parks.ca.gov/pages/21944/files/ca_stateparksaccessguiderev_titlepagewithdisclaimer.pdf)

Resources for Assistive Technologies

The Town 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 which provides up-to-date links to assistive technologies and disability-related resources (<http://www.abledata.com/>).
- 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 maintain 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):
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:

- Valley Center for the Blind, 2491 W. Shaw Ave, Suite 124, Fresno. Phone (559) 222-4447, (559) 222-4088 or fax (559) 222-4844. (<http://www.valleycenterfortheblind.org>).
- 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.

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/>).

Closed Caption Machine

To the extent practical, Town 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 include information about media access such as captioning, Internet, video, and more (<http://www.tdi-online.org/>).

Optical Readers

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

Text Telephone (TTY)

Town 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 include information about telecommunications access such as a TTY, pagers, telephony, VoIP, and more (<http://www.tdi-online.org/>).
- See the Text Telephones Technical Bulletin available on the U.S. Access Board's website (<http://www.access-board.gov/>).

Video Relay Services (VRS)

Video Relay Service (VRS) is a form of Telecommunications Relay Service (TRS) that enables persons with hearing disabilities who use American Sign Language to communicate with voice telephone users through video equipment, rather than through typed text. Video equipment links the VRS user with a TRS operator – called a “communications assistant” (CA) – so that the VRS user and the CA can see and communicate with each other in signed conversation. Because the conversation between the VRS user and the CA flows much more quickly than with a text-based TRS call, VRS has become an enormously popular form of TRS (<http://www.fcc.gov/cgb/consumerfacts/videorelay.html>).

- Hands on Video Relay Service: (877) 467-4877 English or (877) 467-4875 Spanish
- Sorenson Video Relay: Using a standard telephone, simply call the toll-free number 1-(866)-327-8877. Have the contact information of the deaf or hard-of-hearing individual (i.e. name, videophone number or IP address) ready. Remain on hold until the call is answered by the next available interpreter.
- Sprint VRS Directions: (877) 709-5776 or website (<http://www.sprintvrs.com>).

Transportation

- The Truckee Amtrak Depot in Downtown Truckee serves as a public transportation hub for the area. Amtrak offers accessible services, including a wheelchair lift to board the train. Detailed information regarding accessibility at this station can be found on Amtrak’s website:
(http://www.amtrak.com/servlet/ContentServer?pagename=am/am2Station/Station_Page&code=TRU)
- The Tahoe Area Regional Transit (TART) system is the primary mode of public bus transportation available to residents and visitors all year round. Schedules can vary depending on the season. TART accommodates persons with a disability and eligibility requirements and services can be found in detail on their website:
(<http://www.placer.ca.gov/Departments/Works/Transit/TART/ADA.aspx>)

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 County of Long Beach's website: (<http://www.crinet.org/interact.php>).

Lending Library of Assistive Technology Equipment

The Town 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 Town 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/digovpublic/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 is the largest nonprofit, nonpartisan, cross-disability organization in the United States (<http://www.aapd-dc.org/>).
- 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/>).
- 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>).
 - FREED Center for Independent Living: As a non profit Independent Living Resource Center, FREED's goal is to empower people with disabilities to exercise their civil rights in becoming active, productive members of our community. The majority of FREED's staff and Board of Directors are people with disabilities. (<http://www.freed.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. (<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 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) (<http://www.nfb.org/>).

- 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. (http://www.pva.org/site/PageServer?pagename=sports_main).
- 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: http://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. (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 the Town of Truckee

Adaptive Recreation Programs

1301 Valley Road
Reno, NV 89512
(775) 333-7765 (Voice)
Email: wolfea@reno.gov
Website: <http://www.reno.gov/Index.aspx?page=1432>

This community outing program is geared for young adults ages 15 years and up with disabilities and their caregivers/companions. They offer cooking, bowling, golfing, fishing and many other various outdoor activities.

Alta California Regional Center

10775 Pioneer Trl #212
Truckee, CA 96161-0234
(530) 550-2220 (Voice)
Website: <http://www.altaregional.org/index.cfm>

Alta California Regional Center creates and maintains partnerships to support all persons with developmental disabilities, children at risk, and their families in choosing services and supports through individual lifelong planning to achieve satisfying lifestyles in their own communities.

Department of Rehabilitation - Grass Valley Branch

380 Sierra College Drive, Suite 220
Grass Valley, CA 95945-5081
(530) 477-2600 (Voice)
(530) 477-7049 (TTY)
Website: <http://www.rehab.cahwnet.gov>

The Department of Rehabilitation serves anyone with a physical, mental, or emotional problem that interferes with a person's ability to secure and hold a job.

Disability Resources Inc.

50 E. Greg St., Ste. 102,
Sparks, Nevada 89431
(775) 329-1126 (Voice)
Email: info@disabilityresourcesnv.org
Website: <http://disability.ibiworld.com>

Disability Resources Inc. is a Washoe County based non-profit organization committed to helping local individuals with disabilities achieve their highest potential through the development of individualized goals and supports.

Disabled Sports USA Far West

P.O. Box 9780
Truckee, CA 96162
(530) 581-4161 (Voice)
Email: info@disabledsports.net
Website: <http://www.dsusafw.org/>

Disabled Sports USA Far West's mission is to provide affordable inclusive physical and recreational activities that build health and confidence. With emphasis on safety, fun and learning, Disabled Sports encourages participation by individuals of all ages and abilities, including those with orthopedic, spinal cord, neuromuscular, visual and hearing impairments. Included, too, are those with cognitive and developmental disabilities.

Health & Human Services Agency

950 Maidu Ave, P.O Box 1210
Nevada City, CA 95959
(530) 265-1627 (Voice)
Website: <http://new.mynevadacounty.com/hsa/>
Email: hhsa@co.nevada.ca.us

The mission of the Nevada County Health & Human Services Agency is to provide residents access to quality care and services, in partnership with other community service providers. Services will be delivered in a confidential, impartial, efficient, and cost effective manner, to improve, promote and protect the health and mental health of residents to prevent disease, promote healthy lifestyles and encourage self-sufficiency.

FREED Center for Independent Living

117 New Mohawk Rd., Ste. A
Nevada City, CA 95959-3227
(530) 265-4444 (Voice)
Email: jeanned@freed.org
Website: <http://www.freed.org>

As a non profit Independent Living Resource Center, FREED's goal is to empower people with disabilities to exercise their civil rights in becoming active, productive members of our community. The majority of FREED's staff and Board of Directors are people with disabilities.

Nevada Rehabilitation Division Services to the Blind and Visually Impaired - Northern Nevada (Reno)

(775) 684-4040 (Voice)
(775) 684-8400 (TTY)
Website: <http://detr.state.nv.us/Rehab%20pages/blind%20services.htm>

Services to the Blind and Visually Impaired (BSBVI) provides a variety of services to eligible individuals, whose vision is not correctable by general eye care. The Bureau helps individuals with vision disabilities make decisions about their future employment through evaluation and testing tailored to the participant's needs. The program also offers counseling and training to help individuals learn to maneuver safely with confidence.

NorCal Center on Deafness

4708 Roseville Road, Suite 111
North Highlands, CA 95660
(916) 349-7500 (Voice/TDD/VP)
Website: <http://www.norcalcenter.org>

NorCal Center on Deafness is a non-profit, community-based organization serving deaf and hard of hearing individuals, their families and the general public in 24 northeastern counties of California. NorCal is one of a few organizations established by deaf and hard of hearing people to serve their community, and as a result, the services and programs at NorCal are uniquely designed of, by and for deaf and hard of hearing people. All members of the Board of Directors are deaf or hard of hearing. The director and staff members at NorCal represent the spectrum of experiences, educational backgrounds and communication modes of the deaf and hard of hearing community.

Sierra Senior Services

P.O. Box 4152

Truckee, CA 96160

(530) 550.7600 (Voice)

Email: sierraseniors@sbcglobal.net

Website: <http://www.ttseniorscouncil.org>

Sierra Senior Services is a community-based non-profit 501(c)(3) organization established in 2001. Our mission is to improve the quality of life for seniors in the Tahoe/Truckee area.

Society for the Blind

1238 S. Street

Sacramento, CA 95811

(916) 452-8271 (Voice)

Website: <http://societyfortheblind.org/>

Society for the Blind provides comprehensive blindness services within the Sacramento region, including the Central Valley and Sierra Foothills. Our mission is to empower individuals who are blind or have low vision to live productively and independently by building confidence through training, tools and mentorship.

Tahoe Forest Hospice

10083 Lake Avenue

Truckee, CA 96160

(530) 582-3534 (Voice)

Email: shanson@tfhd.com

Website: <http://www.tfhd.com/TFH-Volunteers.asp>

Veterans of Foreign Wars

P.O. Box 145

Truckee, CA 96160

(530) 587-7714 (Voice)

Appendices

- Appendix A: Program Accessibility Questionnaire
- Appendix B: Public Meeting Minutes
- Appendix C: Town Standard PROW Construction Details
- Appendix D: PROW Maps and Reports – Available Upon Request
- Appendix E: Facility Reports – Available Upon Request

Appendix A: Program Accessibility Questionnaire

Town of Truckee Programs, Activities, and Services Accessibility Survey

1. Introduction: Americans with Disabilities Act Programs, Services, and Activ...

BACKGROUND:

The Town of Truckee is preparing an Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan. As part of this process, you are requested to complete a self-assessment questionnaire that addresses the availability of programs, services, and activities for the public. Examples of programs, services, and activities include: obtaining a permit, licensing your dog, paying a parking ticket, or attending a public meeting such as a Town Council meeting.

While some of the questions relate to Town of Truckee employee actions and training, the Self-Evaluation does not address employee-related work issues, which are covered in Title I of the ADA. All questions should be answered as they pertain to programs, services, and activities provided to the public.

Topics addressed in the Programmatic Accessibility Questionnaire include:

- Description of Programs, Services and Activities
- Accessible/Adaptive Equipment
- Customer Service
- Notice Requirements
- Printed Information
- Television and Audiovisual Public Information
- Website
- Public Telephones and Communication Devices
- Training and Staffing
- Program Eligibility Requirements and Admission
- Public Meetings
- Transportation Services
- Tours and Trips
- Use of Consultants
- Emergency Evacuation Procedures
- Facilities
- Special Events and Private Events on City Properties

This survey will take about 20-25 minutes to complete. Please respond to the survey by Monday, March 7th. Responses will be sent directly to MIG.

2. General description of the programs

“Programs” refers to programs, activities and services offered to the public.

Each major Town department or program that provides direct public service should complete a survey. For example, the Police Investigations unit, Police Administration department, and Police Community Outreach division would each complete their own survey. If a Utility Department had three main divisions, then each division each would complete a separate survey.

If you have questions about how many surveys to complete, please email Yuri Jewett, yurij@migcom.com, or call (510) 845-7549.

* 1. Name of Division:

Town of Truckee Programs, Activities, and Services Accessibility Survey

*** 2. Name and title of person completing this questionnaire:**

*** 3. Telephone number:**

4. Email:

*** 5. Please list the programs (activities or services) that your Division provides to the public as well as provide a brief description for each one.**

*** 6. Date program questionnaire filled out:**

Date: MM DD YYYY
 / /

3. ACCESSIBLE/ADAPTIVE EQUIPMENT

*** 1. Do you allow members of the public to use electronic equipment such as copying machines, personal computers?**

- Yes
- No
- Don't know
- Not applicable

If yes, please describe the electronic equipment the public is allowed to use:

4. ACCESSIBLE/ADAPTIVE EQUIPMENT - CONTINUED

Town of Truckee Programs, Activities, and Services Accessibility Survey

*** 1. Do you ensure that electronic equipment is accessible to and usable by individuals with disabilities? For example, provide an accessible workstation to help someone fill out a form or a clipboard to use as a work surface?**

- Yes
- No
- Don't know
- Not applicable

If yes please describe how you ensure that the equipment is accessible:

*** 2. Are auxiliary aids (such as tools, access to equipment, moveable light sources, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?**

- Yes
- No
- Don't know
- Not applicable

If yes, please describe.

5. CUSTOMER SERVICE

Town of Truckee Programs, Activities, and Services Accessibility Survey

*** 1. If any of the division's programs (activities or services) have eligibility requirements for participation, do they contain any of the following?**

For example, your Division offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as a lifting 40 lbs or walking up and down stairs.

- There are no eligibility requirements
- Don't know
- Physical fitness standards
- Mental fitness
- Performance requirements
- Safety Standards

If yes, how do you ensure that these policies do not discriminate against people with disabilities?

*** 2. Does your Division make changes to standard operating procedures to include a person with disabilities? For example, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location?**

- Yes
- No
- Don't know
- Not applicable

If yes, please describe the policy to make changes in standard operating procedures:

Town of Truckee Programs, Activities, and Services Accessibility Survey

* 3. Is there a formal procedure for making changes to standard operating procedures?

- Yes
- No
- Don't know
- Not applicable

If yes, please describe the procedure.

* 4. Do you track accessibility requests?

- Yes
- No
- Don't know
- Not applicable

If yes, please list how many requests have you received and what the requests were for.

* 5. Does your program (activities or services) charge an additional fee for people with disabilities for modifying programs?

- Yes
- No
- Don't know
- Not applicable

If yes, please describe.

Town of Truckee Programs, Activities, and Services Accessibility Survey

*** 6. Does your Division consult or work with any outside organizations or groups that assist people with disabilities such as the a Center for Independent Living or Senior Citizen's advocacy group?**

- Yes
- No
- Don't know
- Not applicable

If yes, please list the organizations.

7. Does your Division have any policies which exclude service animals, such as service dogs for the blind or signal dogs for the hearing impaired?

- Yes
- No
- Don't know
- Not applicable

If yes, please describe your policy on service animals.

6. NOTICE REQUIREMENTS

*** 1. Do you have a non-discrimination statement that includes persons with disabilities?**

- Yes
- No
- Don't know
- Not applicable

Comments:

Town of Truckee Programs, Activities, and Services Accessibility Survey

*** 2. Is a non-discrimination statement that includes information about how to reach the ADA coordinator posted in all Divisions in a location that maximizes public exposure?**

- Yes
- No
- Don't know
- Not applicable

If yes, please describe where the non-discrimination statement is posted.

*** 3. Do you notify all persons that your meetings, hearings, interviews, 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?**

- Yes
- No
- Don't know
- Not applicable

*** 4. Do you know the procedure for filing a disability discrimination complaint?**

- Yes
- No
- Don't know

If yes, please describe the procedure for filing a discrimination complaint.

Town of Truckee Programs, Activities, and Services Accessibility Survey

* 5. Do you notify all members of the public how and with whom to file a disability discrimination complaint?

- Yes
- No
- Don't know
- Not applicable

If yes, please describe the process here.

7. PRINTED INFORMATION

* 1. Does your Division produce printed materials that are made available to the public?

- Yes
- No
- Don't know
- Not applicable

Comments:

8. PRINTED INFORMATION - CONTINUED

* 1. Who manages your printed materials?

- My Division manages printed material
- Printed materials are managed centrally
- Both Division and central management
- Don't know

Comments:

Town of Truckee Programs, Activities, and Services Accessibility Survey

* 2. How do you make documents and publications available to individuals with visual disabilities? (check all that apply):

- Do not provide any alternative formats upon request
- Don't know
- Audiotape
- Braille
- Electronic Copy
- Large print

Other: please list

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

- Yes
- No
- Don't know

If yes, please email a sample publication to cecilier@migcom.com

* 4. Does your department include images of people with disabilities?

- Yes, we include photos of people with disabilities
- No, we include photos of people, but do not show any images of people with disabilities.
- Do not include any photos of people in publications
- Don't know

Comments:

9. TELEVISION AND AUDIOVISUAL INFORMATION

Town of Truckee Programs, Activities, and Services Accessibility Survey

*** 1. Does your department prepare audiovisual or televised presentations or website demonstrations/webinars for the public or make audiovisual presentations to the public?**

- Yes
- No
- Don't know
- Not applicable

Comment:

10. TELEVISION AND AUDIOVISUAL INFORMATION - CONTINUED

*** 1. 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? Please check all that apply.**

- Captioning
- Transcription
- Do not provide alternative formats upon request

Please list other alternative formats:

*** 2. What type of audiovisual presentations (film, videotape, television) does your department provide?**

*** 3. If you show people in your audiovisual presentations, do you also portray individuals with disabilities in your audiovisual presentations?**

- Yes
- No
- Don't know

Comments:

11. WEBSITE

Town of Truckee Programs, Activities, and Services Accessibility Survey

* 1. Does your Division have a website?

- Yes
- No
- Don't know
- Not applicable

If yes, please list the website:

12. WEBSITE - CONTINUED

* 1. What information is provided on this site?

* 2. Does your Division's website include information about accessibility of facilities (parking, bathrooms, assistive listening devices, etc.) where programs (services or activities) are offered?

- Yes
- No
- Don't know
- Not applicable

If yes, please describe briefly what information is provided about accessibility:

* 3. Does your Division ensure that its website is usable by individuals with disabilities, including those who use speaking browsers?

- Yes
- No
- Don't know

If yes, please describe the process for testing website accessibility:

Town of Truckee Programs, Activities, and Services Accessibility Survey

*** 4. Are the documents provided on your website for downloading accessible to persons with visual disabilities?**

- Yes
- No
- Don't know

If yes, please describe briefly how downloadable files are tested for accessibility:

*** 5. Is information regarding your Division's facilities, programs and services created and managed by the Division or by others?**

- By others?
- By the department?
- A combination?

Please describe.

13. PUBLIC TELEPHONES AND COMMUNICATION DEVICES

*** 1. Do you communicate by telephone with individuals with hearing or speech difficulties?**

- Yes
- No
- Don't know
- Not applicable

Comments:

Town of Truckee Programs, Activities, and Services Accessibility Survey

2. Do you use Text Telephones (TTY's) or Telecommunication Devices for the Deaf (TDD's)?

- Yes
- No
- Don't know

If yes, list the location, telephone number, and organization of TTY/TDD directories in which the TTY/TDD number is listed:

* 3. Do any staff members use the California Relay Service (711)?

- Yes
- No
- Don't know

Comments:

* 4. Do you publish your TTY/TDD number or California Relay Service numbers in all materials where a phone number is listed?

- Yes
- No
- Don't know

Comments:

* 5. Do you train your staff in operating TTY/TDD's and in other means of communicating over the telephone with a person with a hearing or speech disability?

- Yes
- No
- Don't know

Comments:

14. TRAINING AND STAFFING

Town of Truckee Programs, Activities, and Services Accessibility Survey

*** 1. Do any staff members have contact with the public?**

- Yes
- No
- Don't know
- Not applicable

Comments:

*** 2. How do you inform staff members who have contact with the public of your department's obligations and policies that enable persons with disabilities to participate in programs or activities?**

*** 3. Do your staff receive training on interacting with people with disabilities?**

- Yes, staff training provided
- Don't know
- No, staff do not receive training

If yes, please describe your staff training process:

*** 4. Are there staff members in your Division who provide emergency services to the public?**

- Yes
- No
- Don't know
- Not applicable

If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech impairments?

Town of Truckee Programs, Activities, and Services Accessibility Survey

*** 5. Are there other staff members who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing impairments?**

- Yes
- No
- Don't know
- Not applicable

If yes, please list staff who would benefit from receiving emergency American Sign Language training:

15. PROGRAM ELIGIBILITY REQUIREMENTS AND ADMISSION

*** 1. Are there any limitations or ratios for the number of people with disabilities who may participate in or be admitted to any department program? For example exams, testing for level of ability, age requirements, etc.**

- Yes
- No
- Don't know
- Not applicable

If yes, please describe the limitations and programs:

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

- Yes
- No
- Don't know
- Not applicable

If yes, please list the participation requirements.

Town of Truckee Programs, Activities, and Services Accessibility Survey

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

- Yes
- No
- Don't know
- Not applicable

If yes, please send sample forms to cecilier@migcom.com.

*** 4. Do the forms contain a notice that the City does not discriminate against people with disabilities?**

- Yes
- No
- Don't know
- Not applicable

Comments:

*** 5. Is an interview required prior to an applicant's entrance into the program?**

- Yes
- No
- Don't know
- Not applicable

Comments:

16. PUBLIC MEETINGS

Town of Truckee Programs, Activities, and Services Accessibility Survey

* 1. Does your department hold public meetings?

- Yes
- No
- Don't know
- Not applicable

Comments:

17. PUBLIC MEETINGS - CONTINUED

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

- Yes
- No
- Don't know

Comments:

* 2. Are American Sign Language interpreters, readers, or adaptive equipment provided when requested for meetings, interviews, and conferences?

- Yes
- No
- Don't know

If yes, how much advanced notice is required to provide accommodations?

* 3. Do you ensure that all 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?

- Yes
- No
- Don't know

Comments:

Town of Truckee Programs, Activities, and Services Accessibility Survey

18. TRANSPORTATION SERVICES

*** 1. Do you provide transportation to volunteers, program participants, visitors, and others who participate in your programs?**

- Yes
- No
- Don't know
- Not applicable

Please describe.

19. TRANSPORTATION SERVICES - CONTINUED

*** 1. Do you have procedures to make transportation accessible to persons who have visual disabilities?**

- Yes
- No
- Don't Know

If yes, please describe the procedures.

*** 2. Do you have procedures to make transportation accessible to persons who have hearing disabilities?**

- Yes
- No
- Don't Know

If yes, please describe the procedures.

Town of Truckee Programs, Activities, and Services Accessibility Survey

*** 3. Do you have procedures to make transportation accessible to persons who have mobility disabilities?**

- Yes
- No
- Don't Know

If yes, please describe the procedures.

*** 4. Do you have procedures to make transportation accessible to persons who have learning disabilities?**

- Yes
- No
- Don't Know

If yes, please describe the procedures.

20. TOURS AND TRIPS

*** 1. Does your Division provide facility tours or organize trips for members of the public?**

- Yes
- No
- Don't know
- Not applicable

If yes, please list the tours and trips.

21. TOURS AND TRIPS - CONTINUED

Town of Truckee Programs, Activities, and Services Accessibility Survey

*** 1. Do you have procedures to make tours and trips accessible to persons who have visual disabilities?**

- Yes
- No
- Don't Know

If yes, please describe the procedures.

*** 2. Do you have procedures to make tours and trips accessible to persons who have hearing disabilities?**

- Yes
- No
- Don't Know

If yes, please describe the procedures.

*** 3. Do you have procedures to make tours and trips accessible to persons who have mobility disabilities?**

- Yes
- No
- Don't Know

If yes, please describe the procedures.

*** 4. Do you have procedures to make tours and trips accessible to persons who have learning disabilities?**

- Yes
- No
- Don't Know

If yes, please describe the procedures.

22. CONSULTANTS

Town of Truckee Programs, Activities, and Services Accessibility Survey

* 1. Do you use consultants to conduct programs on behalf of your Division?

- Yes
- No
- Don't know
- Not applicable

If yes, please list what consultants.

23. CONSULTANTS - CONTINUED

* 1. 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 Division?

- Yes
- No
- Don't know
- Not applicable

If yes, please describe the procedures.

* 2. Do you monitor this obligation?

- Yes
- No
- Don't know
- Not applicable

If yes, please describe your department's procedure:

24. EMERGENCY EVACUATION PROCEDURES

Town of Truckee Programs, Activities, and Services Accessibility Survey

* 1. Do you notify individuals with visual disabilities of emergencies and evacuation procedures?

- Yes
- No
- Don't Know

If yes, describe the equipment and/or procedures do you use to notify individuals with visual disabilities of emergencies and evacuation procedures:

* 2. Do you notify individuals with hearing disabilities of emergencies and evacuation procedures?

- Yes
- No
- Don't Know

If yes, describe the equipment and/or procedures do you use to notify individuals with hearing disabilities of emergencies and evacuation procedures:

* 3. Do you notify individuals with mobility disabilities of emergencies and evacuation procedures?

- Yes
- No
- Don't Know

If yes, describe the equipment and/or procedures do you use to notify individuals with mobility disabilities of emergencies and evacuation procedures:

* 4. Do you notify individuals with learning disabilities of emergencies and evacuation procedures?

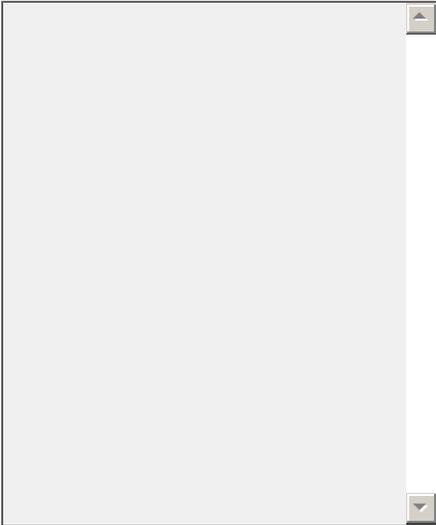
- Yes
- No
- Don't Know

If yes, describe the equipment and/or procedures do you use to notify individuals with learning disabilities of emergencies and evacuation procedures:

Town of Truckee Programs, Activities, and Services Accessibility Survey

25. FACILITIES

*** 1. List all facilities, or portions of facilities, used for your Division's programs, services or activities. For each facility, designate the activity for which it is used. Example: Facility=Town Hall, Room 101; Program=Building Permit Services**



*** 2. Have you had requests for improving accessibility to your Division's programs or facilities?**

- Yes
- No
- Don't know
- Not applicable

If yes, please describe how many requests and what the requests were for.



26. SPECIAL EVENTS AND PRIVATE EVENTS ON PUBLIC PROPERTIES

Town of Truckee Programs, Activities, and Services Accessibility Survey

*** 1. Does your Division organize special events or do you help facilitate private events on City property such as a park or City building?**

- Yes
- No
- Don't know
- Not applicable

If yes, please describe briefly the type of event and what types of outside organizations are involved.

27. SPECIAL EVENTS AND PRIVATE EVENTS ON PUBLIC PROPERTIES - CONTINUED

*** 1. 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 property?**

- Yes
- No
- Don't Know
- Not applicable

If yes, please describe your department's procedures.

28. LAST QUESTION

Town of Truckee Programs, Activities, and Services Accessibility Survey

1. Thank you for completing this survey. This is the last question on the survey.

Do you have any accessibility questions for us? Please use this box below for any other questions or comments.

When you are done with the survey, please click on the "done" button. Once you click on the "done" button, you will not be able to edit or change your answers to this survey.



Appendix B: Public Meeting Minutes

Meeting Minutes #1 – June 16, 2011

Town of Truckee
ADA Self-Evaluation and Transition Plan
Public Meeting #1
Thursday, June 16, 2011
1pm -3pm
Town Hall Council Chambers

Participants:

Cheryl Bergan, FREED Center for Independent Living
Peggy Cone, FREED Center for Independent Living
Gayle Tonon, Attorney
Karin Paris, Tahoe Safe Alliance
John Pillsbury, State of California Department of Rehabilitation
April Wolfe, Recreation Therapist

Town Staff:

Alex Terrazas, Assistant Town Manager

Consultants:

Tim Gilbert, MIG, Principal
Yuri Jewett, MIG, Project Manager

Introduction:

Tim Gilbert, Principal of MIG introduced the project to the meeting participants. He summarized the Title II requirements of the ADA stating that all programs, activities and services provided by the Town of Truckee must be accessible. Town staff and Town policies are being reviewed for accessibility. Town facilities and the pedestrian rights-of-way are also being surveyed for accessibility. The PowerPoint presentation given by Mr. Gilbert is attached.

Public Question: What about parks? Are you surveying those?

MIG Response: Unfortunately, the parks are not in the Town's jurisdiction and therefore not in our scope of services. Parks are maintained by the Truckee Donner Parks and Recreation. They are also required by law to have an ADA Transition Plan.

Public Comment: I'm very concerned about the slopes of the disabled parking spaces in the Downtown area, they can be very steep. My husband uses a wheelchair and has a difficult time with them. Also, many of the signs are missing to identify the spaces.

Public Comment: Curb ramps in the area are very steep and it's hard to get to the sidewalk. The one right across from the Depot in front of the Verizon store is especially dangerous.

Public Comment: Because of the snow in our area I understand that striping is hard to maintain, but it should still be done. Also, snow removal can be terrible sometimes. I see elderly ladies with their walkers climbing up snow banks. It's not safe.

Public Comment: In South Lake Tahoe the Rotary Club has a volunteer crew that will remove snow for persons with a disability. If the Town is overwhelmed with requests, maybe that can be looked into.

Public Comment: There are several events throughout the year where the Downtown area is closed to cars. All the disabled parking spaces are in those few blocks! The town needs to come up with a solution for this.

Town Response: The permit process should cover this. It is the vendor's responsibility to provide alternate parking if this is the case. The Town will look into this issue.

Public Comment: Roundabouts are really difficult for people. Pedestrians already have a hard time crossing the street in these areas. An individual with a disability has an even harder time. If you are blind, nothing is marked and you won't know where to go.

Town Response: The Town is using cast iron detectable warnings for new construction. We find that because of the harsh conditions here, the plastic detectable warnings don't last.

Public Question: Who is responsible for maintaining sidewalks? Some of them are in really poor condition.

Town Response: The property owner is responsible. Unfortunately, we don't have a lot of enforcement for this issue.

Public Question: I go into the stores downtown that have stickers in the window that show they are accessible, but yet they are not. How does this happen? Doesn't the Town have an inspection or plan check process? I went into a newly renovated store recently and was shocked that it wasn't up to code.

Town Response: The Town reviews all building permits to ensure accessibility, but unfortunately not all projects require a building permit.

Public Comment: The City of Reno has an ADA Work Committee. It's a Council appointed committee that serves as an advisory for the City on ADA related issues. The Town should consider adopting this as well.

Public Comment: I'm so glad the Town is doing this. FREED is always available to assist you.

Public Comment: Same goes for the Department of Rehab. We want to help.



ADA Self-Evaluation and Transition Plan



Public Meeting #1

June 16, 2011

The Americans with Disabilities Act

- The Americans with Disabilities Act (ADA) is a **civil rights law** that mandates equal opportunity for individuals with disabilities.



Public Meeting #1

June 16, 2011

The ADA

- Title I:** Employment
- Title II:** Public Transportation and State and Local Government Services
- Title III:** Places of Public Accommodations
- Title IV:** Telecommunications
- Title V:** Miscellaneous



Public Meeting #1

June 16, 2011

Equality in Access

The primary responsibility of public agencies with regard to the ADA is to provide equal access to **PROGRAMS, SERVICES, & ACTIVITIES**



Public Meeting #1

June 16, 2011

Title II Requirements

- Complete a Self-Evaluation
- Develop an ADA Complaint Procedure
- Designate a person who is responsible for overseeing Title II compliance; and
- Develop a Transition Plan if the Self-Evaluation identifies any structural modifications necessary for compliance



Public Meeting #1

June 16, 2011

Policy and Program Evaluations

- Reviewing Town policies including Town Codes
- Reviewing the current level of access to programs and activities using a detailed questionnaire completed by Town staff
- Analyzing policies, programs, and activities and will make recommendations for improvements
- Produce draft and final Self-Evaluation Report

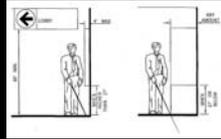


Public Meeting #1

June 16, 2011

Policy Modifications

- Policy: "A permit is required to place an obstruction in, on, or over the public right-of-way"
- Modification/ clarification: Add language that prohibits protruding or overhanging objects



Public Meeting #1

June 16, 2011

Customer Services

- Modify practices when needed and requested
- Provide accessible facilities or relocate activities
- Provide accessible equipment and tools for staff and the public
- Contracted service providers must comply with the ADA
- Staff training

Public Meeting #1

June 16, 2011

Outreach and Printed Information

- Provide notices of non-discrimination on materials
- Provide alternative formats upon request
- Inform the public that this is available
- Handle all requests on an individual basis
- List ASL interpreters, readers, tools and resources
- Increase outreach to persons with disabilities
- Provide accessible web resources

Public Meeting #1

June 16, 2011

Training and Staffing

- Town staff needs awareness training
- Customer service skills and tools are vital
- Maintenance and facility staff need to understand accessibility concepts



Public Meeting #1

June 16, 2011

Public Meetings

- Schedule meetings in accessible locations
- Make reasonable modifications so people can participate
- Display a notice on meeting announcements and agendas about requesting assistance



Public Meeting #1

June 16, 2011

Purchasing Accessible/Adaptive Equipment

- Collaborate with local organizations to develop a resource list of assistive technology equipment
- Establish a resource "toolkit" of aids and human resources



Public Meeting #1

June 16, 2011

Accessibility Complaint Procedure

Find an acceptable solution first!



Public Meeting #1

June 16, 2011

Services in Existing Facilities

Options:

1. Make alterations to the facility
2. Provide the same Town service in another accessible location
3. Provide auxiliary aides or services to assist the individual



Public Meeting #1

June 16, 2011

Building and Construction Practices

- New construction and alterations must be accessible
- California state codes and the Federal ADA guidelines must be followed



Public Meeting #1

June 16, 2011

Facility Survey and Reports

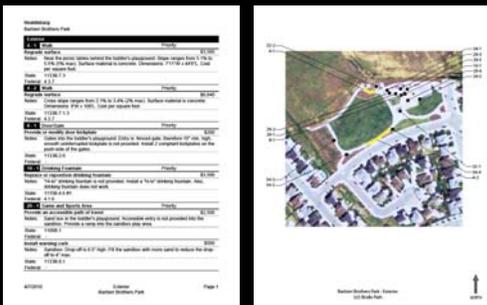
- Identify all physical barriers in public areas
- Describe the barrier removal solutions for necessary improvements
- Establish planning level cost estimates for improvements



Public Meeting #1

June 16, 2011

Facility Survey Report Reference Map



Public Meeting #1

June 16, 2011

Prioritization of ADA Improvements

- Establish criteria for prioritization based on community values
- Use priorities to establish a schedule for removing barriers



Public Meeting #1

June 16, 2011

Prioritization of Barriers City-wide

Examples of criteria for prioritizing access improvements **Town-wide:**

- *Level of Public Use*
- *Social Need*
- *Citizen Rights and Responsibilities*
- *Location of Unique Program*
- *Geographic distribution*
- *Identified Complaints*



Public Meeting #1

June 16, 2011

Prioritization of Barriers within Facilities

Examples of criteria for prioritizing access improvements **within a facility:**

1. Building entrance and primary path of travel
2. Barrier removal items that improve access to program use areas
3. Amenities
4. Areas and elements not required to be modified

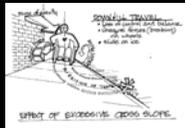


Public Meeting #1

June 16, 2011

Pedestrian Rights-of-Way

- Conduct a survey of pedestrian features such as sidewalks and curb ramps
- Review Town policies and design standards
- Evaluate programs and mechanisms relevant to pedestrian improvements



Public Meeting #1

June 16, 2011

Prioritizing Sidewalks and Curb Ramps

Criteria has already been established by the ADA for prioritizing access improvements within the pedestrian Rights-of-Way:

1. State and local government offices
2. Transportation facilities
3. Commercial and business areas
4. Places of employment
5. Residential neighborhoods

Public Meeting #1

June 16, 2011



ADA Self-Evaluation and Transition Plan



Public Meeting #1

June 16, 2011

Appendix C: Town Standard PROW Construction Details

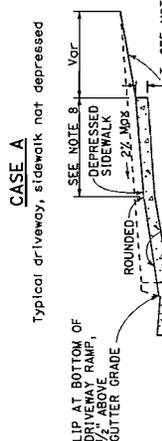
DIST. COUNTY ROUTE TOTAL PROJECT SHEET NO. OF SHEETS
 REGISTERED CIVIL ENGINEER
 MAY 20, 2011
 CLASS APPROVAL DATE
 THE STATE OF CALIFORNIA OR ITS OFFICERS OR AGENCIES SHALL NOT BE RESPONSIBLE FOR THE ACCURACY OR COMPLETENESS OF THIS PLAN SHEET.

CURB QUANTITIES

TYPE	CUBIC YARDS PER LINEAR FOOT
A1-6	0.02585
A1-8	0.03084
A2-6	0.05903
A2-8	0.06379
A3-6	0.01036
A3-8	0.01435
B1-4	0.02185
B1-6	0.02930
B2-4	0.05515
B2-6	0.06171
B3-4	0.00641
B3-6	0.01074
B4	0.05709
D-4	0.04083
D-6	0.06804
E	0.06661

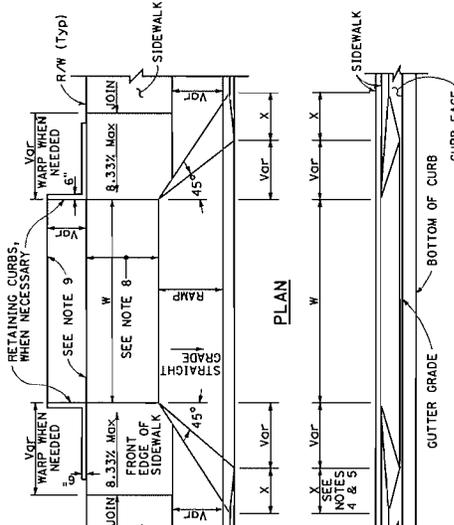
TABLE A

CURB TYPE	"H1"	"H2"	"W1"	"W2"
A1-6	1'-2"	6"	7 1/2"	1 1/2"
A1-8	1'-4"	8"	8"	2"
A2-6	1'-0"	6"	2'-7 1/2"	1 1/2"
A2-8	1'-2"	8"	2'-8"	2"
A3-6	6"	5"	7 1/4"	1 1/4"
A3-8	8"	7"	7 3/4"	1 3/4"
B1-4	1'-0"	4"	7 1/2"	2 1/2"
B1-6	1'-2"	6"	9"	4"
B2-4	10"	4"	2'-7 1/2"	2 1/2"
B2-6	1'-0"	6"	2'-9"	4"
B3-4	4"	3"	7"	2"
B3-6	6"	5"	8 1/2"	3 1/2"
D-4	10"	4"	1'-6"	1'-1"
D-6	1'-0"	6"	2'-2"	1'-9"

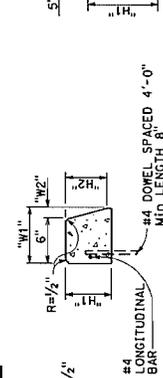


SECTIONS

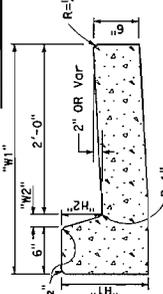
Driveaway with depressed sidewalk



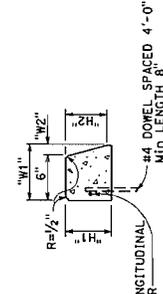
DRIVEWAYS



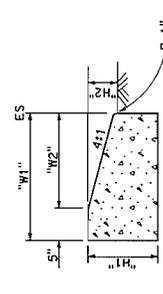
TYPE A1 CURBS
See Table A



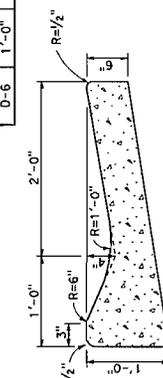
TYPE A2 CURBS
See Table A



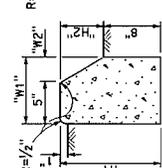
TYPE A3 CURBS
Superimposed on existing pavement
See Table A



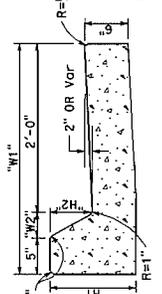
TYPE D CURBS
See Table A



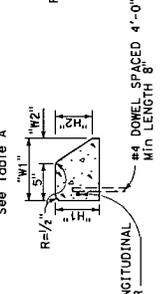
TYPE E CURB



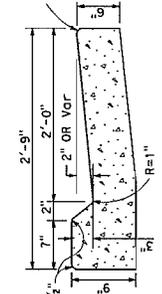
TYPE B1 CURBS
See Table A



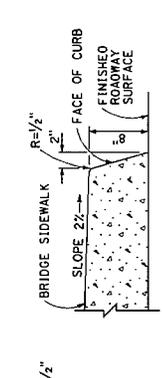
TYPE B2 CURBS
See Table A



TYPE B3 CURBS
Superimposed on existing pavement
See Table A



TYPE B4 CURBS
See Table A



TYPE H CURB
On Bridges

NOTES:

- Case A driveway section typically applies.
- Use Case B driveway section when ramp slopes would exceed 10% in Case A.
- Use Case B driveway section when sidewalk cross slope would exceed 2% in Case A.
- X=3'-0" except for curb heights over 10" where 4:1 slopes shall be used on curb slope.
- X is a variable when sidewalk is located where wheelchairs may traverse the surface. Slopes shall not exceed 8.33%.
- Sidewalk and ramp thickness "t" at driveway shall be 4" for residential and 6" for commercial.
- Difference in slope of the driveway ramp and the roadway 5'-0" from gutter line shall not exceed 15%. Reduce driveway ramp slope, not gutter slope, where required.
- Minimum width of clear passageway for sidewalk shall be 4'-0".
- Retaining curbs and acquisition of construction agreement may be necessary for narrow sidewalks or curb heights in excess of 6".
- Across the pedestrian route at curb ramp locations, depth of the curb shall be at least 1" and shall not exceed 2'-0" of width.

CURBS

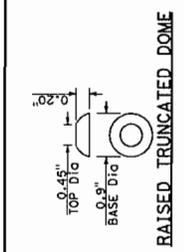
STATE OF CALIFORNIA
 DEPARTMENT OF TRANSPORTATION
CURBS AND DRIVEWAYS
 NO SCALE

A87A

6-12-09

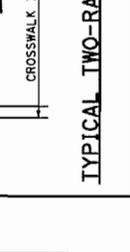
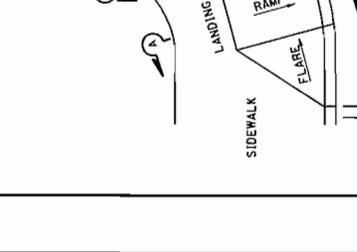
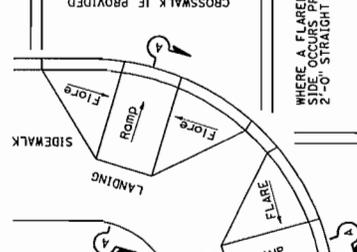
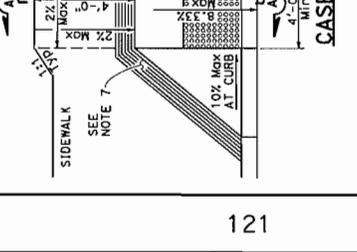
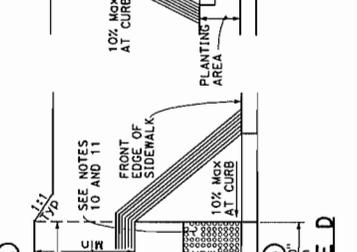
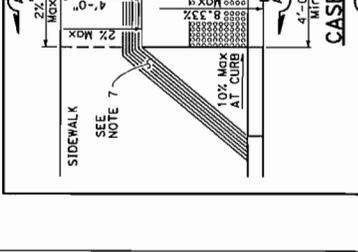
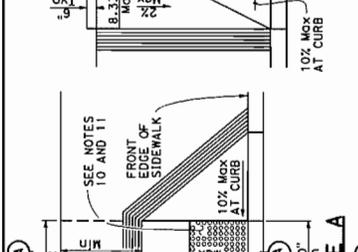
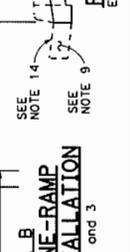
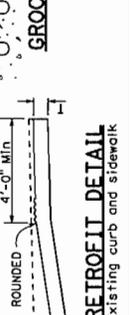
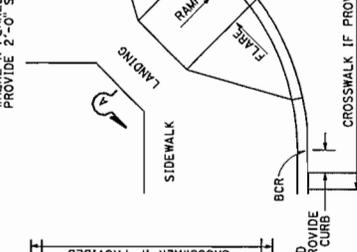
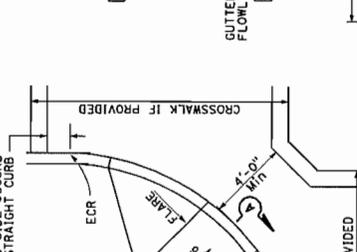
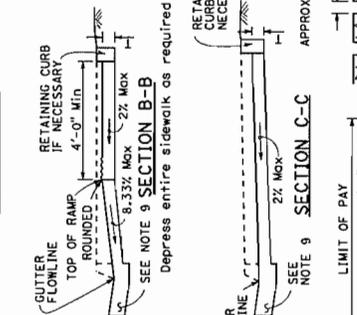
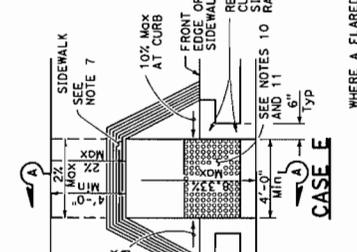
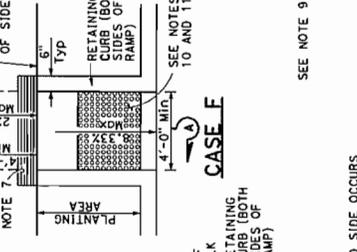
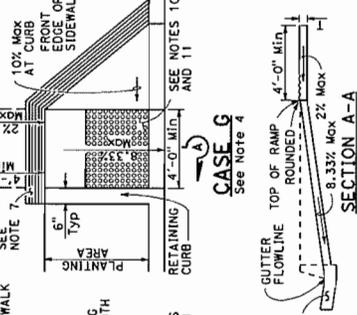
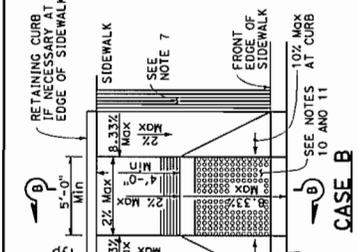
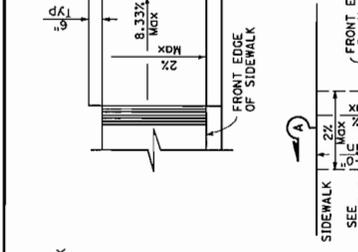
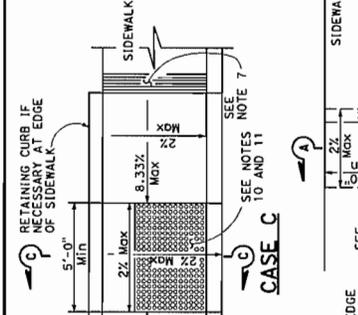
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COUNTY ROUTE TOTAL SHEETS SHEET NO. 11
 REGISTERED CIVIL ENGINEER
 David Corcoran
 No. 41957
 Exp. 3-31-12
 THE STATE OF CALIFORNIA
 DEPARTMENT OF TRANSPORTATION
 DIVISION OF HIGHWAYS
 THIS DRAWING WAS PREPARED FOR THE PROJECT OF THIS PLAN SHEET.



NOTES:

- As site conditions dictate, Case A through Case G curb ramps may be used for corner installations similar to those shown in Detail A and Detail B. The case of curb ramps used in Detail A do not have to be used at mid-block locations, or site conditions dictate.
- If distance from curb to back of sidewalk is too short to accommodate ramp and 4'-0" platform (landing) as shown in Case A, the sidewalk may be widened as in Case B.
- When ramp is located in center of curb return, crosswalk configuration must be similar to that shown for Detail B.
- As site conditions dictate, the retaining curb side and the floored side of the Case G ramp shall be constructed in reversed position.
- If located on a curve, the sides of the ramp need not be parallel, but the minimum width of the ramp shall be 4'-0".
- Side slope of ramp flares vary uniformly from a maximum of 10% at curb to conform with longitudinal sidewalk slope adjacent to top of the ramp, except in Case C and Case F.
- The curb ramp shall be outlined, as shown, with a 1'-0" wide border with 1/4" grooves approximately 1/4" at center. See grooving detail.
- Transitions from ramps and landing to walks, gutters or streets shall be flush and free of abrupt changes.
- Maximum slopes of adjoining gutters, the road surface immediately adjacent to the curb ramp, and the sidewalk shall be a minimum of 5 percent within 4'-0" of the top and bottom of the curb ramp.
- Curb ramps shall have a detectable warning surface that extends the full length and width of the ramp and the detectable warning surfaces shall conform to the details on this plan and the requirements in the Special Provisions.
- The edge of the detectable warning surface nearest the street shall be between 6 and 8" from the gutter flaring.
- Sidewalk and ramp thickness, "T", shall be 3 1/2" minimum.
- Utility pull boxes, manholes, vaults and all other utility facilities within 10 feet of the curb ramp shall be lowered to the curb ramp grade by the owner prior to, or in conjunction with, curb ramp construction.
- For retrofit conditions, removal and replacement of curb apron will be at the contractor's option, unless otherwise shown on project plans.



STATE OF CALIFORNIA
DEPARTMENT OF TRANSPORTATION
CURB RAMP DETAILS
NO. SCALE

A88A

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PROJECT NO.	TOTAL SHEETS
COUNTY	ROUTE
REGISTERED CIVIL ENGINEER	REGISTERED PROFESSIONAL ENGINEER
DATE	APPROVAL DATE
THE STATE OF CALIFORNIA OR ITS OFFICERS OR AGENCIES SHALL NOT BE RESPONSIBLE FOR THE CONSEQUENCES OF THE USE OF ANY PORTION OF THIS PLAN SHEET.	

NOTES:

- Parking spaces shall be so located that persons with disabilities are not compelled to wheel or walk behind parked cars other than their own.
- Surface slopes of accessible on-street parking spaces shall be the minimum feasible.
- Where Plaque R99B (CA) or Sign R99C (CA) are installed, the bottom of the sign or plaque panel shall be a minimum of 7'-0" above the surrounding surface.
- Curb ramps shall conform to the details shown on Standard Plan ABBA.
- Accessible on-street parking spaces shall not be smaller in length or width than that specified by the local jurisdiction for other parking spaces, but not less than 20'-0" in length and not less than 8'-0" in width.
- Blue paint, instead of white may be used for marking accessibility aisles in areas where snow may cause white markings to not be visible.
- The words "NO PARKING" shall be painted in white letters, no less than 1"-0" high on a contrasting background and located so that it is visible to traffic enforcement officials. See Standard Plan A24E for square foot area for painting the words "NO PARKING".
- There shall be no obstructions on the sidewalk adjacent to and for the full length of the parking space, except for the ISA parking sign shown.
- The Conventional detail should be the primary choice of accessible on-street parking. However, if the sidewalk lacks adequate space to construct a standard curb ramp, the Restricted Right of Way detail should be used.
- If the Restricted Right of Way detail is selected and it conflicts with a bus stop or other uses, this detail may apply to the other end of the block.
- Accessible Parking Only Sign shall be Sign R99C (CA) or Sign R99 (CA) with Plaque R99B (CA).

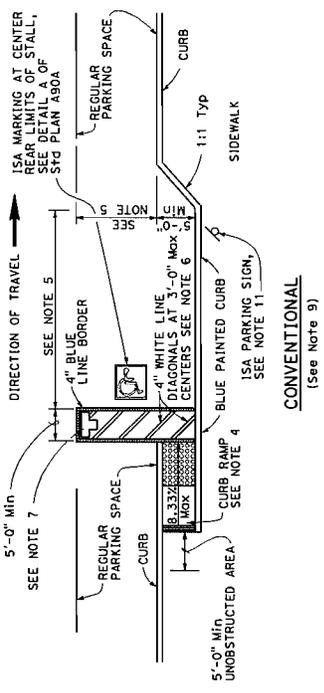
LEGEND

ISA = International Symbol of Accessibility

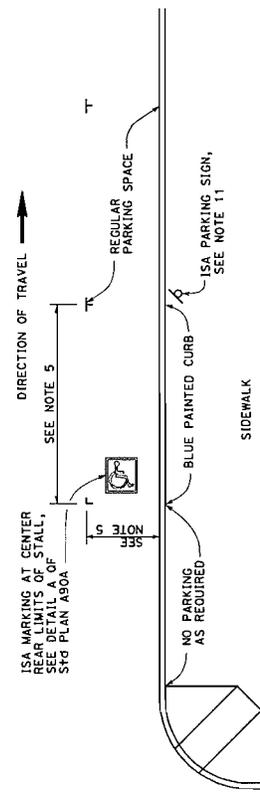
STATE OF CALIFORNIA
DEPARTMENT OF TRANSPORTATION
**ACCESSIBLE PARKING
ON-STREET**
NO SCALE

A90B

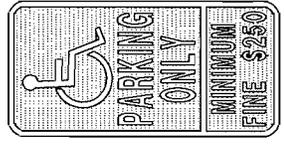
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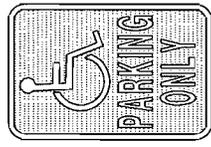
CONVENTIONAL
(See Note 9)



**RESTRICTED RIGHT OF WAY WIDTH
ON-STREET PARKING**
(Parallel parking)
(See Note 10)



SIGN R99C (CA)
See Note 3



SIGN R99 (CA)



PLAQUE R99B (CA)
SIGN R99 (CA) with PLAQUE R99B (CA)
See Note 3

NO PARKING

PAVEMENT MARKING
See Note 7

Appendix D: Pedestrian Rights-of-Way Maps and Reports

Available upon request:

Alex Terrazas, Assistant Town Manager/ADA Coordinator
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2914
Email: aterrazas@townoftruckee.com

Appendix E: Facility Reports

Available upon request:

Alex Terrazas, Assistant Town Manager/ADA Coordinator
10183 Truckee Airport Road
Truckee, CA 96161
Telephone number: (530) 582-2914
Email: aterrazas@townoftruckee.com