

El Dorado Irrigation District

ADA Self-Evaluation and Transition Plan

FINAL – October 22, 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 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 El Dorado Irrigation District 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.

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 District 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 District offers permissibly separate or different activities.
- In determining the location of facilities, make selections that have the effect of excluding or discriminating against persons with disabilities.

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

1.3 ADA Self-Evaluation and Transition Plan Requirements and Process

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

- Identified the District's programs, activities, and services; and
- Reviewed the policies, practices, and procedures that govern the administration of the District'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 District'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 District 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 District 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;
- Providing services at alternate accessible sites and/or;
- Discontinuing the program, activity or service.

When choosing a method of providing program access, the District 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 District must provide equality of opportunity.

1.5 Undue Burden

The District 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 District. For example, if a barrier removal action is judged unduly burdensome, the District 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 District completed a physical audit of facilities where programs and activities are provided for public use to identify facility barriers and identify recommendations and alterations in order to meet state and federal accessibility standards. The list of facilities surveyed included:

- District-owned recreation facilities
- District-owned buildings

1.7 Self-Evaluation

In 2012, the El Dorado Irrigation District 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.

An online questionnaire administered to District 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:

- Office of the General Manager
- Human Resources
- Finance-General Services
- Office of the General Counsel
- Operations – Drinking Water and Wastewater Management
- Real Estate
- Operations
- Safety and Security
- Communications and Community Relations

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

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

District-wide findings and recommendations can be found in Section 3.4. Individual program providers' responses can be found in Section 3.6. A copy of the survey questionnaire can be found in Appendix A.

1.8 Public Outreach

A public meeting to address the Draft Plan will be scheduled in the near future.

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 District.

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 District'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* or *grievance* 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 reasonable change in a 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; and
2. That enable individuals with disabilities to enjoy equally the benefits of the program or activity as other similarly situated individuals without disabilities enjoy.

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

Modification applies to:

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

Modification is not required if:

- It changes the essential nature of a program or activity for 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 District.

2.10 Undue Burden

The El Dorado Irrigation District is not required to provide an accommodation that imposes an undue burden on the operation of the District'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 District.

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 El Dorado Irrigation District, the District shall attempt to identify another modification that would not pose such a burden. If cost causes the undue burden, the District must consider whether funding for the modification is available from an outside source. If no such funding is available, the District 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 District available to make the modification, the impact the accommodation and/or its expense will have on the affected District 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.

2.12 ADA Coordinator

The ADA Coordinator is the individual who is responsible for implementing the ADA Self Evaluation and Compliance in accordance with Title II of the Americans with Disabilities Act.

3.0 Policies & Programmatic Accessibility Findings & Actions

3.1 Introduction

Programs, activities and services offered by the El Dorado Irrigation District 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.

3.2 Overview

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

- Office of the General Manager
- Human Resources
- General Services
- Office of the General Counsel
- Operations – Drinking Water and Wastewater Management
- Real Estate
- Parks and Recreation
- Safety and Security
- Communications and Community Relations

3.3 Programmatic Modifications

The ADA Coordinator, or designee, will follow up with each department to review the recommendations contained in this Self Evaluation Report. 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 in accordance with applicable law.

3.4 Findings and Recommended Actions – District-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
- Training and Staffing
- Public Meetings
- Tours
- Use of Consultants for Delivering Program Services
- Emergency Evacuation Procedures
- Facilities
- Special Events and Private Events on EID Properties

Accessible/Adaptive Equipment

Adaptive aids are devices, controls, appliances, or items that make it possible for persons with disabilities to improve their ability to function independently and participate in programs, services, and activities offered by the District. For example, a pen and clip-board for the deaf or speech impaired to write notes on, or accessible electronic equipment such as accessible computer stations.

Self-Evaluation Findings:

Few departments reported that public access to electronic equipment such as photocopiers and computers is provided. Two departments reported providing adaptive aids such as pen and paper and clipboards.

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 email or relay service (711) technology.
2. Collaborate with community local organizations such as the California State Independent Living Council (<http://www.calsilc.org/>) to develop and maintain a current resource list of assistive technology equipment and sources for acquiring them.
3. Establish and maintain a "Resources Toolkit" (see Section 6.0) of adaptive aids and human resources that should be available for use by individuals participating in District recreation programs. Include information about the availability of specific equipment and/or individuals who are available to provide special services (e.g., ASL

translation) in public information materials such as brochures and the District's website.

4. Include accessibility as a criterion for purchasing decisions. 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 local disability organizations and persons with disabilities can assist in this task.

Customer Service

In-person interaction with the public is one of the primary functions of providing assistance in a utility services or recreation environment. Department staff is responsible for providing accessible services to persons of all abilities.

Self-Evaluation Findings:

Some departments reported that they tracked accessibility requests. No departments reported charging an additional fee for modifying a program for a person with a disability. Few departments indicated that they consult or have partnerships with outside organizations that provide services to people with disabilities.

Recommended Actions:

1. Make appropriate modifications to regular practices to accommodate the needs of individuals with disabilities when providing customer service.
2. Allow the use of service animals, which are defined as dogs specifically and individually trained to assist persons with disabilities in accessing programs, activities and services in District facilities. Staff should be made aware of the definition of a service animal and the protocol and etiquette for service animals. Miniature horses may also be defined as service animals subject to specific requirements contained in the ADA.
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:

- a) Requests for reasonable modification in programs or services should be made to the department responsible for the program or service.
 - b) The department offering the program or service should interact directly with the individual with a disability to identify which aspects of the program limit participation and what modifications can be made.
 - c) The department offering the program or service should consult with the relevant program or service staff to determine the reasonable modification. The department offering the program or service may also consult with the District's ADA Coordinator or other resources providing services or information regarding persons with disabilities as appropriate.
 - d) The department offering the program or service should document the modification(s) that was offered and the response of the person with the disability to the modification(s) offered. This documentation should be filed with the District's ADA Coordinator's office. All accessibility requests 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.
 - e) If individuals with a disability are not satisfied with the results of this process, they should be directed to the District's ADA Grievance Procedure.
4. Create partnerships with organizations that provide services to the disabled populations to assist in getting the word out about District programs. Keep programs up-to-date through community involvement and partnerships with organizations that offer services to persons with disabilities.
 5. Publicize efforts to encourage participation by persons with disabilities, which might include activities such as distributing program brochures to members of the disability community.
 6. Continue the process of not charging an additional fee for program modifications or alternative formats.

Notice Requirements

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

Self-Evaluation Findings:

Few departments reported awareness of the Districts' non-discrimination statement. No departments reported posting a non-discrimination statement in a location that maximizes public exposure. Some departments 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. Non-discrimination language is not consistently included on agendas. Some departments reported notifying all persons about how and with whom to file a disability complaint.

Recommended Actions:

1. Increase outreach to persons with disabilities and the organizations that serve them. The District should inform the public, when requested, 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 District's commitment to providing accessible services in all District publications that provide information about District services, programs, or activities. The notice should also be placed in all District 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 El Dorado Irrigation District 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 District to make reasonable arrangements to ensure accessibility. The District ADA Coordinator can be reached at: Phone: (530) 642-4045 E-mail: adacoordinator@eid.org

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

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

The El Dorado Irrigation District 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.

*El Dorado Irrigation District
ADA Coordinator
Phone: (530) 642-4045
E-mail: adacoordinator@eid.org*

4. List those District agencies, departments, and specialized services that offer TTY in printed District directories
5. Provide information regarding accessible services that is included on all public announcements, postings for District programs, and applications, including:
 - a) The notice of non-discrimination;
 - b) Information regarding site accessibility, including the accessible bus route serving the program, facility, or event;
 - c) California Relay Service information, and the phone number and e-mail address of the person who can provide assistance in meeting special needs; and
 - d) A notice that information is available in alternative formats with a 72-hour notice.

Printed Information

In order to meet the ADA's communication standards, District departments must be able to provide information, when requested, in alternative formats such as using easy-to-understand language, Braille, large-print format, audiotape or CD, computer disk, or other formats as requested.

Self-Evaluation Findings:

Most departments provide printed information to the public. Few departments reported that they provide printed materials in alternative electronic format upon request. No departments reported including pictures of people with disabilities in their printed materials. No departments

reported that they provide materials in easy-to-understand language for people with learning disabilities.

Recommended Actions:

1. Provide information to each department on how to produce printed information in alternative formats for persons with various disabilities to ensure that requests are handled in a uniform and consistent manner.
2. Publicize the District's ability 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 District that are made available to the public:

This publication can be made available in alternative formats, such as, Braille, large print, audiotape, or .pdf. Requests can be made by calling (530) 642-4045. 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.
8. When photos are provided, include photos of persons with disabilities.

Televised and Audiovisual Public Information

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

Self-Evaluation Findings:

The few departments that reported providing audiovisual and televised presentations do not provide alternative formats except for transcription upon request. None of the departments showed pictures of people with disabilities in their audiovisual presentations.

Recommended Actions:

1. Use closed captioning or other alternatives to audio presentations for District programs and for audiovisual presentations produced by the District (including videos, films, and Board meetings) in order to ensure that persons with hearing impairments can benefit from these presentations.
2. When presenting PowerPoint presentations read all slides and describe all graphics. This will allow people who are blind or visually impaired to fully understand the information being presented.
3. When including images in audiovisual information, include people with disabilities.

Website – District and Departmental Websites

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

Providing public access to District 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:

Most departments provide information about their programs on the web. However, no departments reported including information about access for the disabled, such as locations of accessible parking and restrooms, on the web. No departments note that they verified their websites are accessible to people with visual impairments who use speaking browsers. Content is managed by the Communications/Community Relations Department.

Recommended Actions:

1. Increase outreach to persons with disabilities by having the website include more information about the District's commitment to providing accessible services.
2. Include the District's Policy on Non-Discrimination on the Basis of Disability on the District's website.
3. List those District agencies, departments, and specialized services that offer auxiliary aids in the website telephone directory, and include the following statement:

The El Dorado Irrigation District government offers email communication and California Relay Services, or other auxiliary aids, for persons with speech or hearing impairments.

4. Provide information regarding programs, facilities, permits, and reservations on the District's website in an accessible format. This information should be easily found by new web users.
5. Include the District's statement regarding accessible locations and the availability of auxiliary aids upon request on the website.
6. Continually improve the accessibility of web pages through the use of web accessibility analysis to meet and/or exceed Section 508 of the Rehabilitation Act guidelines for accessibility of electronic information. Acquire the technological resources necessary to create accessible PDF and graphics files.
7. Monitor web pages for continued compliance with accessible web page standards.
8. Provide training to District staff members in creating accessible PDF and other electronic files for posting on the District website.
9. Ensure that web page authors work with the Communications/Community Relations Department to provide an accessible website by identifying and repairing barriers to access for individuals with disabilities.
10. See Section 6 for resources on creating and maintaining accessible websites.

Public Telephones and Communication Devices

Self-Evaluation Findings:

No departments reported using the California Relay Service, or 711, to communicate with the hearing and speech impaired. No departments reported that they publish how they communicate with the deaf. No departments stated that they have trainings on how to communicate with the hearing and speech impaired.

Recommended Actions:

1. Widely disseminate information regarding the availability of email communication or other means of communicating with a person with a hearing or speech disability, such as the California Relay Service (CRS) – 711.
2. All publications that list phone numbers should also include information on how people who are deaf or speech-impaired can communicate with departments by email.
3. Consider Video Remote Interpreting Services (VRI) for communicating with people who are 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 for more resources for communicating with the deaf and hearing impaired.

Training and Staffing

Self-Evaluation Findings:

In general, District staff members did not report being familiar with problems encountered by persons with disabilities, or 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 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. Few of the departments reported that their staff has had informal training about their department's obligations and policies to enable persons with disabilities to participate in their programs. Staff members have not yet been trained in areas such as:

- 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 District 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.longbeach.gov/hr/ada/default.asp>). Include persons with disabilities as trainers.
2. Provide training to District 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 District staff about their responsibilities under the ADA. The District'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 District's policies on inclusion and non-discrimination, and staff members should receive training in using the guidelines effectively.
5. Train maintenance staff with respect to accessibility compliance and building codes to achieve and maintain accessibility.
6. Provide District staff members with training in general building evacuation procedures for assisting persons with hearing, speech, visual, mobility, and learning disabilities in an emergency.
7. Ensure that the District's website is ADA compliant so that people with disabilities have access to written District information.

Public Meetings

Self-Evaluation Findings:

Most departments hold public meetings in accessible locations. Some departments reported providing alternative means to providing access to those with a disability.

Recommended Actions:

1. Schedule public meetings at accessible locations. An accessible location includes, but is not limited to, the following: wheelchair accessible path-of-travel to the meeting room, accessible restrooms, accessible parking, an accessible route from transit and parking to the meeting facility, temperature control, signage, and the ability to provide access to fresh air for persons with chemical sensitivities.
2. 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).
3. 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.

4. Make information available to District 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 ensure that these features are accessible.
5. Display a notice on meeting agendas indicating the availability of accessibility modifications.
6. Provide agendas and other meeting materials in alternative formats, when requested.
7. 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.
8. Provide flexibility in the time limit on speaking for individuals with communication difficulties.
9. Provide assistive listening devices at public meetings, when requested.
10. Publicize the availability of American Sign Language (ASL) interpreters in all meeting announcements. Include the following notice in all meetings:

All District public meetings are conducted in accessible locations.

If you require accommodations to participate in this meeting, these may be requested by calling: (530) 642-4055 at least 72 hours in advance.

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

11. Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to all District 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.
13. Move disability-related agenda items to the beginning of agendas when possible. Some people with disabilities are unable to stay late at meeting because they use para-transit or have fixed schedules, as they need to use personal care attendants.

Tours

Self-Evaluation Findings:

The District provides tours to the public. These tours, in general, are not made readily accessible to people with disabilities. However, there is a notation in tour announcements regarding the District making reasonable accommodations to tour participants, if needed.

Recommended Actions:

1. Ensure that tours are provided in a way that allows people with mobility, visual, speech, hearing and cognitive disabilities to 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 department providing the tour will determine an alternate accommodation (e.g. photographs, close-captioned videos, etc.) that will allow the tour to be experienced.
4. Provide information to participants in advance of a tour or trip regarding the destination, transportation, and other characteristics of the event so that informed requests for accommodations can be made.
5. Provide information about accessibility of the tour on the District's website.

Use of Consultants for Delivering Program Services

Self-Evaluation Findings:

Few departments reported using consultants for delivering program services. No department has policies in place to monitor the consultant's obligation to provide service in accordance with the District's accessibility policies.

Recommended Action:

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

Emergency Evacuation Procedures

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

Self-Evaluation Findings:

One department reported that they have a plan to safely evacuate people with disabilities in an emergency.

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:
 - a) Address what to do when an alarm is triggered;
 - b) Establish meeting places for assistance and evacuation chairs;
 - c) Provide direction on what to do if assistance is not available;
and
 - d) Establish floor captains.
2. Specific suggestions for evacuation plans and procedures can be found through the US Access Board:

<http://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 District 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.
5. Departments that routinely provide emergency services should have priority for receiving equipment that accommodates alternative format communication.
6. Take the necessary steps to ensure that emergency teams are aware of persons with disabilities in their communities who may require special assistance in the event of an emergency.

Facilities

Self-Evaluation Findings:

Some departments reported that they track accessibility complaints related to District facilities.

Recommended Actions:

1. Provide accessible facilities such as parking, including van accessible parking, path-of-travel, entry doors, signage, and transaction counters at customer service locations. If alternative locations for providing accessible services are required, provide those services in the most integrated setting, without stigmatizing the user.
2. Provide information about facility accessibility on department publications including the department's website.
3. 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.
4. If individuals with a disability are not satisfied with the results of this complaint process, they should be directed to the District's ADA Grievance procedure.

Special Events on EID Properties

Self-Evaluation Findings:

Some departments reported that they offer special events on District property. Most of the departments who hold special events on District property have policies in place to ensure that the events are accessible to people with disabilities.

Recommended Actions:

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

3.5 Policy Review: District Policy Manual

EID Board Policies (BP) and Administrative Regulations (AR)

The following are excerpts from the EID Board Policies and Administrative Regulations document along with recommendations for clarifications or amendments regarding accessibility.

Board Policy 1020 - Purpose

The purpose of these Policies is to set forth the role of the Board of Directors and the responsibilities of the General Manager and the General Counsel in carrying out the terms and conditions under which El Dorado Irrigation District provides services to its customers.

The Policies are to direct the operations and administration of the District in a way that ensures that services are provided at the lowest possible cost, consistent with District goals and objectives, and are generally equitably distributed among those benefited, or by other specific policy of the Board.

The Board of Directors has the authority to interpret these Policies and to rule on any point of contention that is not specifically covered herein.

The Policies, as currently amended, are maintained on file at the District's headquarters on Mosquito Road in Placerville. Copies are available to the public upon request.

Recommendation: Include language that Board Policies are available in alternative formats for persons with disabilities upon request.

Administrative Regulation 9010 - Access to Programs, Services, and Facilities

The El Dorado Irrigation District (EID) provides access to its programs, services and facilities to persons with disabilities in accordance with Title II of the Americans with Disabilities Act of 1990 (ADA) (42 U.S.C. §§ 12131-12134), its implementing regulation (28 C.F.R., part 35), and other applicable federal and state laws. The District's Human Resources Director or designee is the initial point of contact for inquiries or complaints regarding accessibility.

Administrative Regulation 10011.3 - Vehicle use

Motorized Scooters - Motorized scooters are not allowed in Sly Park Recreation Area.

Recommendation: Add another heading for "Motorized Wheelchairs and Mobility Devices" and articulate the rules. In addition, include this definition in the Sly Park Campground Rules and Regulations.

Administrative Regulation 10011.8 - Family campgrounds

Camping Facilities - Campsites with a barbecue, fire ring, and table are available to the public. Reservations are accepted for most campsites, with several available on a first-come, first-served basis. Campsites are designated by a number, and each is limited to a certain number of vehicles and people.

Tent Camping - Tents are allowed in all campsites, although certain campsites are assigned depending on personal recreation equipment. Tents may not be used for storage, and they must not infringe upon other campsites.

RV Camping - RVs, (motor homes, trailers, and fifth wheelers) can be accommodated in designated sites. RVs cannot block any roadway or thoroughfare.

Reservations - Refer to the Sly Park brochure for details about reserving campsites.

Recommendation: Describe the policy and procedure for reserving accessible campsites.

Administrative Regulation 12081 - Meetings

Recommendation: Consider including a statement that meeting materials and agendas are available in alternative formats when requested 72 hours in advance.

3.6 Department Reports

The following are survey summaries based on answers to the Programs, Services, and Activities Questionnaire. A sample questionnaire can be found in Appendix A.

- Office of the General Manager
- Human Resources
- General Services
- Office of the General Counsel
- Operations – Drinking Water and Wastewater Management
- Real Estate
- Recreation
- Safety & Security
- Communications and Community Relations

Office of the General Manager

Description of Programs and Services

The general manager is appointed by EID's board of directors. The district's six functional departments report to General Manager, who provides direction and guidance for senior managers.

ADA Self-Evaluation Contact:

Board Clerk
2890 Mosquito Road
Placerville, California 95667

Phone: (530) 642-4055
E-mail: clerktotheboard@eid.org

Accessible/Adaptive Equipment

- The Office of the General Manager does not provide electronic equipment for public use.

Customer Service

- The Office of the General Manager will make changes to standard operating procedures to include a person with a disability. There is a formal process in which this is done.
- The Office of the General Manager does not charge an additional fee to accommodate someone with a disability.

Notice Requirements

- The Office of the General Manager notifies all persons that public meetings are held in accessible locations and that adaptive/auxiliary aids are provided up request.

Printed Information

- The Office of the General Manager produces printed information for the public.

Televised and Audiovisual Public Information

- The Office of the General Manager prepares PowerPoint presentations to the public. Currently, an alternative format for this medium is not provided.

Website

- Information regarding the Office of the General Manager can be found on the District website at (<http://eid.org>)

Public Telephones and Communication Devices

- The Office of the General Manager does not use the California Relay Service (711).

Training and Staffing

- Currently, the Office of the General Manager does not offer staff training related to accessibility.

Public Meetings

- The Office of the General Manager conducts public meetings in accessible locations.

Tours

- The Office of the General Manager does not provide tours.

Use of Consultants for Delivering Program Services

- The Office of the General Manager uses outside consultants.

Emergency Evacuation Procedures

- The Office of the General Manager does have a procedure to assist persons with a disability during an emergency.

Facilities

- Public meetings of the EID Board of Directors are normally conducted at main headquarters.

Special Events and Private Events on EID Properties

- The Board of Directors does not conduct special events.

Human Resources

Description of Programs and Services

The Human Resources Department is responsible for managing the district's human resources, including oversight and coordination of new employee orientation; staffing; compensation and benefits administration; payroll; employee and organization development; workforce planning; safety and security; employee relations and labor negotiations. The Human Resources Director is the ADA designated official to manage the ADA Self-Evaluation and Transition Plan processes.

ADA Self-Evaluation Contact:

Director of Human Resources
2890 Mosquito Road
Placerville, California 95667
Phone: (530) 642-4045
E-mail: adacoordinator@eid.org

Accessible/Adaptive Equipment

- The Human Resources Department does not provide electronic equipment for public use.

Customer Service

- The Human Resources Department does not charge an additional fee to accommodate someone with a disability.

Notice Requirements

- The Human Resources Department does have a non-discrimination statement that includes persons with disabilities. It is not posted in a public location.
- The Human Resources Department does not notify all persons that public meetings are held in accessible locations and that adaptive/auxiliary aids are provided up request.

Printed Information

- The Human Resources Department produces printed information for the public. The information is not provided in an alternative format.

Televised and Audiovisual Public Information

- The Human Resources Department does provide audiovisual presentations at Board meetings.

Website

- Information regarding the Human Resources Department can be found on the District website at <http://eid.org/> Information regarding facility access or information that can be provided in an alternative format is not provided.

Public Telephones and Communication Devices

- The Human Resources Department does not use the California Relay Service (711).

Training and Staffing

- Currently, the Human Resources Department has received training on accommodating persons with a disability.

Public Meetings

- The Human Resources Department does not conduct public meetings.

Tours

- The Human Resources Department provides tours to the public. There are no procedures to accommodate persons with a disability during a tour.

Use of Consultants for Delivering Program Services

- The Human Resources Department does use the services of outside

consultants. A formal procedure to monitor that consultants are aware of their obligations to accommodate persons with a disability is not provided.

Emergency Evacuation Procedures

- The Human Resources Department does have a procedure to assist persons with a disability during an emergency.

Facilities

- The Human Resources Department conducts recruitment activities at main headquarters.

Special Events and Private Events on EID Properties

- The Human Resources Department conducts ADA oversight at all EID facilities, and conducts special events such as employee picnics and barbeques on EID property utilizing outside caterers.

Human Resources Safety and Security

Description of Programs and Services

The Safety and Security program within the Human Resources Department provides District departments a District-wide comprehensive occupational health and safety program to provide a safe and healthful work environment, and provides security program oversight and assistance to District departments.

ADA Self-Evaluation Contact:

Safety & Security Officer
2890 Mosquito Road
Placerville, California 95667
Phone: (530) 642-4167
E-mail: rkilburg@eid.org

Accessible/Adaptive Equipment

- The Safety and Security *program* does not provide electronic equipment for public use.

Customer Service

- The Safety and Security *program* does not charge an additional fee to accommodate someone with a disability.

- The Safety and Security *program* modifies standard operating procedures, such as the adjustment of facility hours, to accommodate a person with a disability.

Notice Requirements

- The Safety and Security *program* has a policy that excludes employees and contractors, such as construction workers, working for the District from having pets on project premises.

Printed Information

- The Safety and Security *program* does not produce printed materials.

Televised and Audiovisual Public Information

- The Safety and Security *program* does provide audiovisual presentations for Board meetings.

Website

- The Safety and Security *program* does not have a website.

Public Telephones and Communication Devices

- The Safety and Security *program* does not use the California Relay Service (711).

Training and Staffing

- Currently, the Safety and Security *program* does not offer staff training related to accessibility.

Public Meetings

- The Safety and Security *program* does not conduct public meetings.

Tours

- The Safety and Security *program* does not provide tours to the public.

Use of Consultants for Delivering Program Services

- The Safety and Security *program* does use the services of outside consultants.

Emergency Evacuation Procedures

- The Safety and Security *program* does not have a procedure to assist persons with a disability during an emergency.

Facilities

- The Safety and Security *program* participates in public Board meetings

at the main headquarters.

Special Events and Private Events on EID Properties

- The Safety and Security program does not conduct special events on EID properties.

Finance General Services

Description of Programs and Services

General Services, a group within the Finance Department is responsible for facility management of EID's headquarters building, warehouse and premises located at 2890 Mosquito Road. The General Services group also oversees Risk Management with respect to insurance policies and public liability claims against the District. Additionally, the General Services group manages District procurements and contracts.

ADA Self-Evaluation Contact:

General Services Supervisor
2890 Mosquito Road
Placerville, California 95667
Phone: (530) 642-4015
E-mail: purchasing@eid.org

Accessible/Adaptive Equipment

- General Services does not provide electronic equipment for public use. There is telephone located at a small counter in the lobby.

Customer Service

- General Services does not make changes to standard operating procedures to include a person with a disability. This done through HR/Safety.

Notice Requirements

- General Services notifies all persons that public meetings are held in accessible locations and that adaptive/auxiliary aids are provided up request.

Printed Information

- General Services produces printed information for the public.

Electronic copies of the information can be provided as an alternative format.

Televised and Audiovisual Public Information

- General Services prepares PowerPoint presentations to the public. Transcriptions are provided as an alternative format for this medium.

Website

- Information regarding procurement and contracts from General Services can be found on the District website at (<http://eid.org/>)

Public Telephones and Communication Devices

- General Services does not use the California Relay Service (711).

Training and Staffing

- Currently, General Services does not offer staff training related to accessibility.

Public Meetings

- General Services conducts public meetings in accessible locations. An assistive listening device is provided in the boardroom to accommodate the hearing impaired.

Tours

- General Services does not provide tours.

Use of Consultants for Delivering Program Services

- General Services does not use outside consultants.

Emergency Evacuation Procedures

- General Services does have a procedure to assist persons with a disability during an emergency.

Facilities

- General Services uses the Headquarters Building; Lobby, Boardroom and various meeting rooms for public meetings with the Board of Directors.
- The public also uses the lobby area to pay their bills or receive information on District programs or meet with District staff on a variety of matters. Restrooms are available in the main lobby.

Special Events and Private Events on EID Properties

- General Services does not conduct special events on EID property.

Office of the General Counsel

Description of Programs and Services

The Office of the General Counsel is responsible for defending the District in litigation, responding to requests for information and documents and providing legal counsel to District personnel and to the Board of Directors in public meetings.

ADA Self-Evaluation Contact:

General Counsel
2890 Mosquito Road
Placerville, California 95667
Phone: (530) 642-4144
E-mail: tcumpston@eid.org

Accessible/Adaptive Equipment

- The Office of General Counsel does not provide electronic equipment for public use.

Customer Service

- The Office of General Counsel will make changes to standard operating procedures to include a person with a disability.

Notice Requirements

- The Office of General Counsel notifies all persons that public meetings are held in accessible locations and that adaptive/auxiliary aids are provided upon request.

Printed Information

- The Office of General Counsel produces printed information for the public.

Televised and Audiovisual Public Information

- The Office of General Counsel prepares PowerPoint presentations to the public. Currently, an alternative format for this medium is not provided.

Website

- Information regarding procurement and contracts from General

Services can be found on the District website at (<http://eid.org/>)

Public Telephones and Communication Devices

- The Office of General Counsel does not use the California Relay Service (711).

Training and Staffing

- Currently, the Office of General Counsel does not offer staff training related to accessibility.

Public Meetings

- The Office of General Counsel conducts public meetings in accessible locations.

Tours

- The Office of General Counsel does not provide tours.

Use of Consultants for Delivering Program Services

- The Office of General Counsel does not use outside consultants to deliver program services.

Emergency Evacuation Procedures

- The Office of General Counsel does not have a procedure to assist persons with a disability during an emergency.

Facilities

- The Office of General Counsel participates in public Board meetings at the main headquarters.

Special Events and Private Events on EID Properties

- The Office of General Counsel does not conduct special events.

Operations

Description of Programs and Services

The Operations Department includes more than half of the District's employees and is responsible for wide-ranging services including all of its water, wastewater, and recycled water systems, as well as its hydropower project and parks and recreation.

Parks and Recreation Division

Description of Programs and Services

The Parks and Recreation Division of the Operations Department manages nearly 3000 acres of forested recreational lands in three Counties which includes lakes, boating, camping, day use, trails, etc.

ADA Self-Evaluation Contact:

Parks and Recreation Supervisor
4771 Sly Park Road
Pollock Pines, California 95726
Phone: (530) 295-6834
E-mail: cjaggers@eid.org

Accessible/Adaptive Equipment

- The Parks and Recreation Division provides electronic equipment for public use. Online reservations can be made on site using an EID computer and staff is available to assist someone with a disability if needed.

Customer Service

- The Parks and Recreation Division does not charge an additional fee to accommodate individuals with a disability.
- The Parks and Recreation Division consults with outside organizations or community groups such as Mother Lode Rehabilitation Enterprises (M.O.R.E.), who assist people with disabilities.

Notice Requirements

- The Parks and Recreation Division has a non-discrimination statement that includes persons with disabilities.

Printed Information

- The Parks and Recreation Division produces printed information for the public. Alternative formats have not been provided upon request.

Televised and Audiovisual Public Information

- The Parks and Recreation Division does provide audiovisual presentations for Board meetings.

Website

- Information regarding specific recreational features, services, hours of operation and fees from the Recreation Division can be found on the District website at (<http://eid.org/>)

Public Telephones and Communication Devices

- The Parks and Recreation Division does not use the California Relay Service (711).

Training and Staffing

- Currently, the Parks and Recreation Division does not offer staff training related to accessibility.

Public Meetings

- The Parks and Recreation Division does not conduct public meetings.

Use of Consultants for Delivering Program Services

- The Parks and Recreation Division does not use outside consultants.

Emergency Evacuation Procedures

- The Parks and Recreation Division does not have a procedure to assist persons with a disability during an emergency.

Facilities

- The Parks and Recreation Division offers programs such as camping, boating, day use, trails and fishing in several locations: Forebay Reservoir (day use, fishing), Sly Park/Jenkinson Lake (all programs) Silver Lake (camping, boating, day use, fishing), and Caples Lake (day use, boating, fishing).

Special Events and Private Events on EID Properties

- The Parks and Recreation Division manages facilities for special events, such as weddings and trail runs, on EID property.

Drinking Water Division

ADA Self-Evaluation Contact:

Drinking Water Division Manager
2890 Mosquito Road
Placerville, California 95667
Phone: (530) 642-4060
E-mail: dstrahan@eid.org

Accessible/Adaptive Equipment

- The Drinking Water Division does not provide electronic equipment for public use.

Customer Service

- The Drinking Water Division modifies standard operating procedures to include a person with a disability. Operational SOP's are modified by staff and reviewed by supervision before implementing changes.

Notice Requirements

- The Drinking Water Division notifies all persons that public meetings are held in accessible locations and that adaptive/auxiliary aids are provided up request.

Printed Information

- The Drinking Water Division does not produce printed information for the public.

Televised and Audiovisual Public Information

- The Drinking Water Division does prepare audiovisual presentations for Board meetings.

Website

- Contact information, consumer confidence reports and meter plans in relation to the Drinking Water Division can be found on the District website at (<http://eid.org/>)

Public Telephones and Communication Devices

- The Drinking Water Division does not use the California Relay Service (711).

Training and Staffing

- Currently, the Drinking Water Division does not offer staff training related to accessibility.

Public Meetings

- The Drinking Water Division conducts public meetings in accessible locations.

Tours

- The Drinking Water Division provides tours. Facility tours are modified according to topic and age group of guests. There is no formal procedure to provide accessibility during a tour.

Use of Consultants for Delivering Program Services

- The Drinking Water Division does not use outside consultants.

Emergency Evacuation Procedures

- The Drinking Water Division does not have a procedure to assist persons with a disability during an emergency.

Facilities

- The Drinking Water Division conducts tours at all water treatment plants.

Special Events and Private Events on EID Properties

- The Drinking Water Division conducts special events on EID property such as school tours of water treatment plants.

Wastewater Division

ADA Self-Evaluation Contact:

Wastewater/Recycled Water Division Manager
2890 Mosquito Road
Placerville, California 95667
Phone: (530) 642-4058
E-mail: vcaulfield@eid.org

Accessible/Adaptive Equipment

- The Wastewater Treatment Division does not provide electronic equipment for public use.

Customer Service

- The Wastewater/Recycled Water Division modifies standard operating procedures to include a person with a disability. Operational SOP's are modified by staff and reviewed by supervision before implementing changes.

Notice Requirements

The Wastewater/Recycled Water Division notifies all persons that public meetings are held in accessible locations and that adaptive/auxiliary aids are provided up request.

Printed Information

- The Wastewater/Recycled Water Division produces printed information

for the public.

Televised and Audiovisual Public Information

- The Wastewater/Recycled Water Division does prepare audiovisual presentations for Board meetings.

Website

- Information regarding the Wastewater/Recycled Water Division can be found on the District website at (<http://eid.org/>)

Public Telephones and Communication Devices

- The Wastewater/Recycled Water Division does not use the California Relay Service (711).

Training and Staffing

- Currently, the Wastewater/Recycled Water Division does not offer staff training related to accessibility.

Public Meetings

- The Wastewater/Recycled Water Division conducts public meetings in accessible locations.

Tours

- The Wastewater/Recycled Water Division provides tours. Facility tours are modified according to topic and age group of guest. There is no formal procedure to provide accessibility during a tour.

Use of Consultants for Delivering Program Services

- The Wastewater/Recycled Water Division does use outside consultants.

Emergency Evacuation Procedures

- The Wastewater/Recycled Water Division does not have a procedure to assist persons with a disability during an emergency.

Facilities

- The Wastewater/Recycled Water Division conducts tours at most wastewater treatment plants.

Special Events and Private Events on EID Properties

- The Wastewater/Recycled Water Division does not conduct special events.

Office of the General Counsel-Real Estate Program

Description of Programs and Services

The Real Estate program within the Office of the General Counsel provides real estate services to the District and is a designated liaison for the ADA Self-Evaluation and Transition Plan process.

ADA Self-Evaluation Contact:

Real Estate Program Administrator
2890 Mosquito Road
Placerville, California 95667
Phone: (530) 642-4144
E-mail: jhilton@eid.org

Accessible/Adaptive Equipment

- The Real Estate program does not provide electronic equipment for public use.

Customer Service

- The Real Estate program does not make changes to standard operating procedures to include a person with a disability.

Printed Information

- The Real Estate program does not produce printed information for the public.

Televised and Audiovisual Public Information

- The Real Estate program does provide audiovisual presentations for Board meetings.

Website

- The Real Estate program does not have a website.

Public Telephones and Communication Devices

- The Real Estate Division does not use the California Relay Service (711).

Training and Staffing

- Currently, the Real Estate program does not offer staff training related to accessibility.

Public Meetings

- The Real Estate program does not conduct public meetings.

Tours

- The Real Estate program does not provide tours.

Use of Consultants for Delivering Program Services

- The Real Estate Division does not use outside consultants for public programs.

Emergency Evacuation Procedures

- The Real Estate program does not have a procedure to assist persons with a disability during an emergency.

Facilities

- The Real Estate program manages District-owned property where projects and programs are operated by others.

Special Events and Private Events on EID Properties

- The Real Estate program does not conduct special events on EID property.

Communications and Community Relations

Description of Programs and Services

The Communications and Community Relations Department is responsible for the District's public information and community relations functions, as well as special projects assigned by the General Manager.

The department's staff produces and distributes news releases and feature stories to a broad audience and is responsible for the design and maintenance of the district's website. They produce special reports, brochures, submissions for award and conferences, public notices and the EID customer newsletter, *The Waterfront*. Tours are generally arranged by this department, as well as other public meetings and forums. This department also responds to requests for public information.

ADA Self-Evaluation Contact:

Communications/Community Relations Director
2890 Mosquito Road

Placerville, California 95667
Phone: (530) 642-4103
E-mail: mcarlton@eid.org

Accessible/Adaptive Equipment

- The Communications and Community Relations Department does not provide electronic equipment for public use.

Customer Service

- The Communications and Community Relations Department will make changes to standard operating procedures to include a person with a disability. There is a formal process by which this is done.
- The Communications and Community Relations Department does not charge an additional fee to accommodate someone with a disability.

Notice Requirements

- The Communications and Community Relations Department does not notify all persons that public meetings are held in accessible locations and that adaptive/auxiliary aids are provided upon request.

Printed Information

- The Communications and Community Relations Department produces printed information for the public, however, information in alternative format is not offered at this time for people with disabilities.

Televised and Audiovisual Public Information

- The Communications and Community Relations Department prepares PowerPoint presentations for the public. Currently, an alternative format for this medium is not provided.

Website

- The Communications and Community Relations Department maintains the District's website. Currently, the website provides very limited Spanish translation of select customer service messages. However, when the District's new website is launched in the summer of 2012, the website will utilize Google Translator software to provide translation services in any language. The website will also be compliant with ADA requirements, in terms of handicap accessibility for usage.
- Information regarding the Communications and Community Relations Department can be found on the District website at (<http://eid.org/>)

Public Telephones and Communication Devices

- The Communications and Community Relations Department does not use the California Relay Service (711).

Training and Staffing

- Currently, the Communications and Community Relations Department does not offer staff training related to accessibility.

Public Meetings

- The Communications and Community Relations Department conducts public meetings in accessible locations at District facilities and at other public venues. The degree of the accessibility at other public venues is unknown.

Tours

- The Communications and Community Relations Department coordinates most District facility tours. Although there currently is not a formalized plan for accommodating a person with a disability, should a disabled person make a request for accommodation, the Department would work creatively to provide a "like" tour experience by different means using videotaped tours, visits to control rooms (if possible), and other means to convey the tour experience.

Use of Consultants for Delivering Program Services

- The Communications and Community Relations Department uses outside consultants.

Emergency Evacuation Procedures

- The Communications and Community Relations Department does not have a procedure to assist persons with a disability during an emergency.

Facilities

- The Communications and Community Relations Department conducts public meetings at the main headquarters and other District facilities, such as the Sly Park Event Center. Public meetings are also held at other public venues.

Special Events and Private Events on and off EID Properties

- The Communications and Community Relations Department conducts special events at both District facilities and other public venues, as discussed above.

4.0 Transition Plan

Title II of the ADA requires that public entities having responsibility for or authority over facilities and recreation areas meant for public use develop a Transition Plan to remove physical barriers if alternative and equal means of providing programmatic access is not provided. 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, policy assessments, and program evaluations. Specific policy and program recommendations can be found in Section 3.0. The specific architectural and site modifications required to make programs accessible are listed in the Facility Reports (Appendix D). 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 District will maintain equipment and features in working order that are required to provide access to individuals with disabilities.

A. Program Barrier Removal Priorities

Workshops were held with District staff and the public to review and set priorities for removing barriers to provide programmatic access for the public. All facilities in which the District provides programs, activities and services were reviewed and ranked based on the following criteria. Each of these criteria is deemed by the District to have equal importance with no single criterion having priority over another:

Prioritizing Facilities for Barrier Removal

Recognizing that the District has limited funds and cannot immediately make all facilities fully accessible, District staff may use the following criteria as the basis for prioritizing facilities for removal of architectural barriers:

- Level of use by the public: Facilities that receive a high level of public use receive a high priority;
- Program uniqueness: Some programs are unique to a facility, recreation area, or park and cannot occur at another location;

- Geographic distribution: By selecting a range of facilities that are distributed throughout the District, the District can ensure maximum access for all residents.

B. Priorities for Barrier Removal within Facilities

A prioritization meeting with District staff was held on February 15, 2012. The following guidelines will assist the District to prioritize barriers found in District facilities:

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.

C. Transition Plan

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 District 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 District's ADA Coordinator.

D. Phasing Schedule for the Removal of Barriers

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

The District 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 District 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 District. 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 reflects the priorities and phasing for barrier removal in District facilities where programs, activities and services are offered by the District. This preliminary phasing plan represents a multi-year plan for barrier removal. It is the District'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 District will then revise the schedule for the removal of the remaining barriers.

| District Facility | Year |
|--|-------------|
| Silver Lake - Boat Launch | 1-4 |
| Silver Lake - Sandy Cove | 1-4 |
| Silver Lake - West Campground | 1-4 |
| Forebay Reservoir | 1-4 |
| District Headquarters | 1-4 |
| Caples Lake - Boat Launch | 5-8 |
| Caples Lake - Woods Creek Trailhead | 5-8 |
| Forebay Reservoir - Park | 5-8 |
| Forebay Reservoir - Senior Center | 5-8 |
| Sly Park - Day Use Area | 5-8 |
| Sly Park - Retreat House | 5-8 |
| District Headquarters Annex | 5-8 |
| El Dorado Hills Wastewater Treatment Plant | 5-8 |
| Sly Park - Hazel Creek Camp | 9-12 |
| Sly Park - Sierra Camp | 9-12 |
| Sly Park - Jenkinson Camp | 9-12 |
| Sly Park - Mooring Facility | 9-12 |
| District Headquarters Warehouse | 9-12 |

E. Trails and Outdoor Developed Area Features

The U. S. Access Board issued Draft Final Accessibility Guidelines for Outdoor Developed Areas on October 19, 2009. Previously the Access Board issued a Notice of Proposed Rulemaking to establish access guidelines for camping facilities, picnic facilities, viewing areas, outdoor recreation access routes, trails, and beach access routes that are constructed or altered by or on behalf of the Federal government. This document and the surveys of outdoor developed features reference the Final Guidelines as the basis for identifying potential barriers to accessibility in District facilities.

It is the intention of the El Dorado Irrigation District to insure that access is provided to outdoor recreation areas to people with disabilities utilizing these Outdoor Developed Area Guidelines where and when appropriate. The Guidelines provide specific dimensions, scoping requirements, and technical provisions.

The following are highlights of trail guidelines applicable for El Dorado Irrigation District. A complete set of technical guidelines for trails can be found in Section 1017 of the Final Accessibility Guidelines for Outdoor Developed Areas, October 2009.

- Highlights of trail requirements:
- Firm and stable surface is required
- Linear slope of the trail cannot exceed 5% (for any distance)
- Linear slope of the trail cannot exceed 8.33% for a maximum 200ft.
- Linear slope of the trail cannot exceed 10% for a maximum of 30ft.
- Linear slope of the trail cannot exceed 12.5% for a maximum of 10ft.
- Cross slope must not exceed 3%
- Minimum width is 36"
- 2" maximum tread obstacles

The Guidelines also contain the conditions for exceptions in Section 1019.2. The District will consider all design options before determining whether the conditions in 1019.2 apply. They are the following:

1. Compliance is not feasible due to terrain.
2. Compliance cannot be accomplished with the prevailing construction practices.
3. Compliance would fundamentally alter the function or purpose of the facility or the setting.
4. Compliance is precluded by the:
 - Endangered Species Act (16 U.S.C. §§ 1531 et seq.);
 - National Environmental Policy Act (42 U.S.C. §§ 4321 et seq.);
 - National Historic Preservation Act (16 U.S.C. §§ 470 et seq.);
 - Wilderness Act (16 U.S.C. §§ 1131 et seq.); or

- Other Federal, State, or local law the purpose of which is to preserve threatened or endangered species; the environment; or archaeological, cultural, historical, or other significant natural features.

Note: the laws referenced in Condition 4 can limit construction in the outdoor environment. Condition 4 also applies where archaeological, cultural, historical, or other significant natural features are eligible for protection under Federal, State, or local law.

[DRAFT FINAL ACCESSIBILITY GUIDELINES FOR OUTDOOR DEVELOPED AREAS](#) Date Issued by the US Access Board: [October 19, 2009](#)

1019 Conditions for Exceptions

1019.1 General. The conditions in 1019 are the basis for using the exceptions to the requirements in Chapter 10 for outdoor constructed features, tent pads and tent platforms, camp shelters, viewing areas, outdoor recreation access routes, trails, and beach access routes.

Advisory 1019.1 General. The following exceptions in Chapter 10 permit a facility to comply with a specific requirement to the maximum extent feasible where a condition in 1019 applies:

- Outdoor Constructed Features – 1011.2 Exception (clear ground space in alterations);
- Tent Pads and Tent Platforms – 1013.2 Exception (clear ground space);
- Camp Shelters – 1014.1 Exception (clear ground space);
- Viewing Areas – 1015.1 Exception (any requirement in alterations);
- Outdoor Recreation Access Routes – 1016.1 Exception 1 (any requirement in alterations to existing camping facilities, picnic facilities, and trailheads) and 1016.1 Exception 2 (any requirement at viewing areas);
- Trails – 1017.1 Exception 1 (any requirement); and
- Beach Access Routes – 1018.1 Exception 1 (any requirement).

On outdoor recreation access routes, trails, and beach access routes, the above exceptions apply only on the portion of the route where the condition applies. The outdoor recreation access route, trail, or beach access route is

required to fully comply with the requirements in Chapter 10 at all other portions of the route where the conditions do not apply.

There are additional exceptions that apply to an entire trail or beach access route in 1017.1 and 1018.1.

1019.2 Conditions.

1. Compliance is not feasible due to terrain.
2. Compliance cannot be accomplished with the prevailing construction practices.
3. Compliance would fundamentally alter the function or purpose of the facility or the setting.
4. Compliance is precluded by the:
 - Endangered Species Act (16 U.S.C. §§ 1531 et seq.);
 - National Environmental Policy Act (42 U.S.C. §§ 4321 et seq.);
 - National Historic Preservation Act (16 U.S.C. §§ 470 et seq.);
 - Wilderness Act (16 U.S.C. §§ 1131 et seq.); or
 - Other Federal, State, or local law the purpose of which is to preserve threatened or endangered species; the environment; or archaeological, cultural, historical, or other significant natural features.

The District will consider all design options before determining whether the conditions in 1019.2 apply. The laws referenced in Condition 4 can limit construction in the outdoor environment. Condition 4 also applies where archaeological, cultural, historical, or other significant natural features are eligible for protection under Federal, State, or local law.

F. Rustic Restrooms

The El Dorado Irrigation District has placed vault type toilet facilities in several campground and trail head areas in order to provide low-impact restroom facilities for the convenience of the public. In a search of similar products currently available for this use, it was determined that no portable vault type restrooms are fully compliant with ADA standards. The products selected by the District were deemed to be the most accessible.

5.0 ADA Policy and Complaint Procedure

ADA Grievance Procedure

If a public entity has 50 or more employees, it is required by Federal regulation to designate at least one responsible employee to coordinate Americans with Disabilities Act (ADA) compliance. The El Dorado Irrigation District (District) has designated the Human Resources Director as its primary ADA Coordinator. The ADA Coordinator is responsible for coordinating the efforts of the District to comply with Title II and for investigating any complaints that the District has violated Title II of the ADA. The ADA Coordinator is also responsible for coordinating the efforts of the District to comply with Title 24 and all other applicable State and Federal physical and program accessibility requirements.

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

All complaints or grievances must be submitted by the complainant or his/her designee to the ADA Coordinator at the below location or, upon approval of a request to submit in an alternative method, by the approved alternative method. Complaints or grievances should be submitted as soon as possible, but no later than 30 calendar days, after the date of the alleged violation or discriminatory act.

El Dorado Irrigation District
Human Resources Director/ADA Coordinator
2890 Mosquito Road
Placerville, California 95667

Upon receipt, the ADA Coordinator will review complaint or grievance within ten working days. If the ADA Coordinator requires additional information to

complete the review, the ADA Coordinator will contact the complainant and return the complaint or grievance for re-submittal. Once complete information has been received, the ADA Coordinator will work as necessary with District departments and contractors and meet as necessary with the complainant to discuss and possibly resolve the matter.

Within 15 working days after complete information is received, the ADA Coordinator will respond in writing and, where appropriate, in an alternative format accessible to the complainant. The response will explain the position of the El Dorado Irrigation District and offer options for substantive and reasonable resolution of the complaint or grievance.

It is the District's policy to encourage informal resolution of all complaints and grievances. However, if the response by the ADA Coordinator does not satisfactorily resolve the issue, the decision may be appealed to the General Manager or his/her designee within 30 calendar days following receipt of the response.

Within 10 business days after receipt of an appeal, the General Manager or his/her designee will contact the complainant to discuss the complaint or grievance and possible resolutions. Within 15 business days of this contact, the General Manager will respond in writing and, where appropriate, in an alternative format accessible to the complainant, with a final response to the complaint or grievance.

Every reasonable attempt will be made by the El Dorado Irrigation District to remedy the disability complaints or grievances in a timely manner subject to staff and budget constraints. Each of the foregoing timelines may be extended once, not to exceed 10 business days, by either party upon written notice (or appropriate alternative format). Any additional time extensions shall be by mutual agreement only.

If any Title 24 Building Code or ADA complaint or grievance resides under the jurisdiction of another public entity, the complainant will be notified that the El Dorado Irrigation District lacks jurisdiction and will be referred to the appropriate jurisdiction.

All written and/or recorded communications related to each complaint or grievance will remain on file in the Office of General Counsel at the El Dorado Irrigation District for three years from the date of the final District response.

The ADA Coordinator shall publish the District's Complaint Procedure together with the ADA Coordinator's title, office address, telephone number,

and email for interested persons, individuals with disabilities, and organizations representing individuals with disabilities. The ADA Coordinator will regularly review the Complaint Procedure to ensure compliance with state and federal disability laws.

6.0 Program Accessibility Guidelines, Standards & Resources

Introduction

In order to facilitate access to all District programs and departments, the District will maintain these program accessibility guidelines, standards and resources. This information is available to all employees and volunteers. The District 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 District will periodically review the components of this section as new technologies are developed, 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 (TTY)]. 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.

U.S Forest Service: The U.S. Forest Service has developed accessibility guidelines to provide guidance for the agency to maximize accessibility while at the same time recognizing and protecting the unique characteristics of the natural setting of outdoor recreation areas and hiker/pedestrian trails. These guidelines apply to new or reconstructed areas within the National Forest System: (<http://www.fs.fed.us/recreation/programs/accessibility/>)

Guidance Material and Advisory Reports for Facilities

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

Using ADAAG Technical Bulletin: This bulletin was developed to serve the specific needs of architects and other design professionals who must apply the ADA Accessibility Guidelines (ADAAG) to new construction and alterations projects covered by Titles II and III of the ADA. It is also intended to clarify accessibility regulations generally, including those that apply to existing facilities covered by the ADA.

Visual Alarms Technical Bulletin: In passing the Americans with Disabilities Act in 1990, Congress specifically directed the Access Board to provide greater guidance regarding communications accessibility. Thus the ADA Accessibility Guidelines (ADAAG) require that where emergency warning systems are provided in new or altered construction, they must include both audible and visible alarms that meet certain technical specifications. This bulletin was developed to provide more technical information about the types of visual fire alarms available and how and where their use is required.

Text Telephones Technical Bulletin: Text telephones are machinery or equipment that employs interactive graphic (i.e., typed) communications through the transmission of coded signals across the standard telephone network. Text telephones can include, for example, devices known as TTYs (teletypewriters) or computers. This bulletin was developed to provide more technical information about the types of text telephones available and how and where their use is required.

Ground and Floor Surfaces Technical Bulletin: Over 27 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 District 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/Pages/default.aspx>) at various bookstores that carry technical books.

Since the CBC is updated every three years, the District 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.dgs.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 10 ADA & IT Technical Assistance Centers (<http://adata.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://accessible.si.edu/pdf/Smithsonian%20Guidelines%20for%20accessible%20design.pdf>. 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:

(www.parks.ca.gov/pages/21944/files/ca_stateparksaccessguiderev_titlepagewithdisclaimer.pdf)

Resources for Assistive Technologies

The District 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 including: (<http://www.atnet.org/>)
 - 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.
(www.riglobal.org/about/government-structure/commissions/icta-international-commission-on-technology-and-accessibility/)

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: AC B (<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 E-mail 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 24-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.

Consider contacting each provider 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.

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, District 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 District programs.

Text Telephone (TTY) or Equivalent Communication

District 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 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.sprintrelay.com/vrs/>)

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.longbeach.gov/hr/ada/disability_etiquette.asp)

Lending Library of Assistive Technology Equipment

The District 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 District 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.nasponline.org/publications/cq/cq353postsec.aspx>)

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.com/>)

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://ehnca.org/>)

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) (<https://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), E-mail: 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, E-mail: 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, E-mail: 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/>)

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/>).

Local Resource Guide for the El Dorado Irrigation District

Department of Rehabilitation – Central Office

721 Capitol Mall
Sacramento, CA 95814380
(916) 324-1313 (Voice)
(916) 558-5807 (TTY)

Website: (<http://www.dor.ca.gov/DOR-Locations/Central-Office.asp>)

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.

El Dorado Center for the Visually Impaired

4600 Farnsworth Lane
El Dorado, Ca 95623
Phone: (530) 626-6715
Fax: (530) 626-5672
E-Mail: edc4blind@gmail.com

The El Dorado Center for the Visually Impaired program is specifically designed for adults (16 years and up) who are adjusting to vision loss. They help assist in the transition to vision loss by providing individual instruction, resources and support for an independent lifestyle.

Mother Lode Rehabilitation Enterprises, Inc. (MORE)

399 Placerville Drive
Placerville, CA 95667
Phone: (530) 622-4848
Fax: (530) 622-0204
Website: <http://morerehab.org/>

MORE is a private, non-profit organization dedicated to supporting persons

with disabilities.

Pride Industries- Placerville Branch

681 Main Street, Suite 114

Placerville, CA 95667

Phone: (530) 621-0469

Fax: (530) 621-0532

Website: <http://www.prideindustries.com/>

PRIDE provides the support, training and opportunity necessary to help people with disabilities overcome obstacles and find meaningful employment.

Appendices

Appendix A: Program Accessibility Questionnaire

Appendix B: Public Meeting Minutes

Appendix C: Grievance Form

Appendix D: Facility Reports

El Dorado Irrigation District ADA Program Survey

1. EID - Programs, Services, and Activities Survey

BACKGROUND:

El Dorado Irrigation District (EID) 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 services, programs, and activities for the public.

Examples of services, programs, and activities include: paying a bill, inquiring about services, purchasing items, picnicking, camping, boating, facility tours, weddings and special events, etc.

While some of the questions relate to EID 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 services, programs, and activities provided to the public.

Topics addressed in the Program Accessibility Questionnaire include:

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

This survey will take about 20 minutes to complete. Please respond to the survey by February 10, 2012. Responses will be sent directly to MIG.

El Dorado Irrigation District ADA Program Survey

2. General description of the programs

“Programs”, when used in this questionnaire, refers to programs, activities and services offered to the public (the current population, their families, and the general public) by EID.

*** 1. Name of Department/Division:**

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

*** 3. Telephone number:**

4. Telephone number # 2:

5. Fax number:

6. Email:

*** 7. Program name(s) and brief description of what the program does:**

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

Date: MM DD YYYY
 / /

3. ACCESSIBLE/ADAPTIVE EQUIPMENT

***1. Do you allow the public to use electronic equipment (i.e. copying machines, personal computers, including kiosk stations, microfilm readers, etc.) in your programs?**

- 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

***1. Do you ensure that electronic equipment is accessible to and usable by individuals with disabilities by providing equipment such as workstations, easily reachable equipment, or staff assistance?**

- 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.

El Dorado Irrigation District ADA Program Survey

5. CUSTOMER SERVICE

***1. If any of your Department/Division programs (activities or services) have eligibility requirements for participation, do they contain any of the following?**

For example, your Department/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.

- Not Applicable
- 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 Department/Division make changes to standard operating procedures to include a person with disabilities? For example, modifying a facility tour to accommodate a visitor with a disability.**

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

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

El Dorado Irrigation District ADA Program Survey

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

- 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 type are they?

*5. Does your Department/Division charge an additional fee for people with disabilities for modifying programs?

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

If yes, please describe.

El Dorado Irrigation District ADA Program Survey

***6. Does your Department/Division consult or work with any outside organizations or community groups that assist people with disabilities?**

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

If yes, please list the organizations.

7. Does your Department/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:

***2. Is a non-discrimination statement that includes information about how to reach the District ADA coordinator posted in all departments 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

El Dorado Irrigation District ADA Program Survey

***4. Do you notify all persons about how and with whom to file a disability discrimination complaint and what procedures are they told to follow?**

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

If yes, please describe the process here.

7. PRINTED INFORMATION

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

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

Comments:

8. PRINTED INFORMATION - CONTINUED

*1. Who manages your printed materials?

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

Comments:

*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

El Dorado Irrigation District ADA Program Survey

***4. Does your Department/Division's printed material 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

***1. Does your Department/Division 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

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

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

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

***3. Does your Department/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:

***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:

El Dorado Irrigation District ADA Program Survey

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

- By others
- By the Department/Division
- 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:

2. Do you use Text Telephones (TTY's) to assist those with a hearing or speech disability?

- 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 number or California Relay Service numbers in all materials where a phone number is listed?**

- Yes
- No
- Don't know

Comments:

El Dorado Irrigation District ADA Program Survey

***5. Do you train your staff in operating TTY 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

*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/Division'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 Department/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?

El Dorado Irrigation District ADA Program 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. PUBLIC MEETINGS

*1. Does your Department/Division hold public meetings?

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

Comments:

16. 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:

17. TOURS AND TRIPS

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

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

If yes, please list the tours and trips.

18. TOURS AND TRIPS - CONTINUED

***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.

19. CONSULTANTS

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

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

If yes, please list what consultants.

20. 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 Department/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:

21. EMERGENCY EVACUATION PROCEDURES

***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:

El Dorado Irrigation District ADA Program Survey

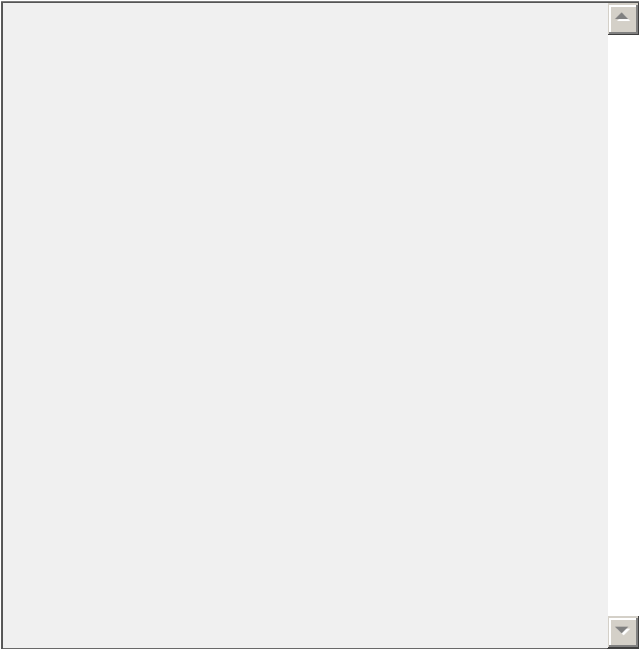
***4. Do you notify individuals with learning disabilities of emergencies and evacuation procedures?**

- 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:

22. FACILITIES

***1. List all facilities, or portions of facilities, used for Department/Division programs. For each facility, designate the activity for which it is used. (Note: Facilities leased or otherwise used from another person/organization should also be included).**



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

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

If yes, please describe the requests.



23. SPECIAL EVENTS AND PRIVATE EVENTS ON PUBLIC PROPERTIES

***1. Does your Department/Division organize special events or do you help facilitate private events on EID property?**

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

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

24. 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.

25. LAST QUESTION

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 are done, you will not be able to edit your questions.





Appendix B:

AMERICAN DISABILITY ACT TITLE II

DRAFT SELF-EVALUATION AND TRANSITION PLAN (SETP)

PUBLIC MEETING NOTES

SEPTEMBER 12, 2012

EID STAFF ATTENDEES: Victoria Hoffman, Director of Human Resources and ADA Coordinator; Tom Cumpston, General Counsel; Mary Lynn Carlton, Director of Communications and Community Relations; Karen Cross; Jesse Saich; Greg Hawkins; Carl Certiberi; Dianne Matteson; Cindy Megerdigian; Ron Kilburg; Steve Griffin; Scott Tarbox; Alison Costa; and consultant Yuri Jewett, with MIG, Inc.

PUBLIC ATTENDEES: Carrie Creel, Pride Industries; Daniel Sinton, Pride Industries; Tabatha Camp, Pride Industries; Ellen Yevdakimov, El Dorado Center for the Visually Impaired.

The public meeting began at 2:04 P.M. on Wednesday, September 12, 2012, in the District Board Room located at 2890 Mosquito Road, Placerville, California 95667.

The meeting was facilitated by Victoria Hoffman, ADA Coordinator for the District. A PowerPoint presentation was provided to those in attendance and comments, questions and suggestions were solicited regarding the District's Draft ADA Self Evaluation Transition Plan. The public review period will remain open until September 24, 21012 at 5:00 P.M.

The following comments and suggestions were provided by those in attendance:

Daniel Sinton of Pride Industries commented that visually-impaired clients of Pride Industries use on-line banking on their computers and/or Smartphones to pay bills, and they would be interested in more information on the District's on-line payment service.

Yuri Jewett from MIG suggested that we add Pride Industries to the Resource Guide in the District's ADA Self Evaluation Transition Plan.

Ellen Yevdakimov, El Dorado Center for the Visually Impaired, suggested publishing documents so they can be viewed with magnification software like ZoomText, or read aloud using JAWS for Windows, a screen reading software program, or Adobe Reader software that has a read-aloud feature. Ellen further recommended that Adobe PDF documents be properly tagged so the *Read Out Loud* function to work properly, and that large PDF documents be resized into separate and smaller segments for effective navigation with software used by the visually impaired. Lastly, Ellen suggested that EID attend the next monthly meeting scheduled on October 1, 2012 at the El Dorado Center for the Visually Impaired and present this information to the attendees.

Meeting adjourned at 2:28 P.M.

Americans with Disabilities Act, Title II Self-Evaluation and Transition Plan

PUBLIC WORKSHOP

El Dorado Irrigation District
September 12, 2012



Agenda

- Welcome and Introductions
- Project History
- Programs and Policies
- El Dorado Irrigation District (EID) Facility Assessment
- Public Comments, Discussion and Recommendations

Project History

- Self evaluation began September 2011
- Consultants Moore Iacofano Goltsman, Inc. (MIG)
 - Certified Access Specialists
 - Extensive experience in all aspects of accessibility
 - Planning
 - Design
 - Evaluation
- MIG and EID evaluated
 - Policies
 - Programs
 - Public facilities

Programs and Policies

- Conducted internal staff survey to evaluate level of program accessibility
 - Accessible adaptive equipment
 - Customer service interaction
 - Utility Billing
 - Recreation
 - Notice requirements
 - Printed information
 - Televised and audiovisual public information
 - Website

Programs and Policies

- Public telephones and communication devices
- Training and staffing
- Public meetings
- Tours
- Use of consultants
- Emergency evacuation procedures
- Special events on EID properties
- Board Policies and Administrative Regulations
- Identified barriers to program accessibility
 - Developing solutions and timelines for removal

Facility Reports and Transition Plan

- Identified physical barriers at public facilities
 - Conceptual solutions for how to remove
 - Planning - level cost estimates
 - Priority time schedule for removal
- Proposed three-year Capital Improvement Project (CIP) budget for barrier-removal solutions
- District committed to providing reasonable accessibility

In Conclusion

- Public comments
- Discussion
- Recommendations

*Public comments accepted until
September 24, 2012 @ 5:00pm*

ADA Coordinator

530-642-4045 or adacoordinator@eid.org

Grievance Procedure under ADA

Introduction

In accordance with Title II of the Americans with Disabilities Act (ADA) of 1990, it is the intention of the El Dorado Irrigation District (EID), to provide access to all public facilities, programs and services associated with its operation to all persons with disabilities.

The EID's ADA Coordinator is responsible for administering the overall compliance program, and is designated, in accordance with the federal regulation under the ADA, to coordinate the District's efforts to comply with and carry out its responsibilities on the basis of disability, including investigation of any complaint communicated to the El Dorado Irrigation District alleging discrimination or noncompliance with federal ADA regulations.

The ADA Coordinator

The District's ADA Coordinator is familiar with federal, state and local government structures, regulations and policies, including knowledge of the ADA and other laws addressing the rights of people with disabilities and experience with a broad range of disabilities. The District's ADA Coordinator has knowledge of various alternative formats and alternative technologies that enable people with disabilities to communicate and participate in programs, activities and services available at the El Dorado Irrigation District. The ADA Coordinator has the ability to work cooperatively with people with disabilities and is familiar with local disability advocacy groups and has the skills and training necessary to negotiate and mediate on behalf of anyone who submits a grievance.

The Grievance Procedure

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

All complaints or grievances must be submitted by the complainant or his/her designee to the ADA Coordinator at the below location or, upon approval of a request to submit in an alternative method, by the approved alternative method. Complaints or grievances should be submitted as soon as possible, but no later than 30 calendar days, after the date of the alleged violation or discriminatory act.

El Dorado Irrigation District
Human Resources Director/ADA Coordinator
2890 Mosquito Road
Placerville, California 95667

Upon receipt, the ADA Coordinator will review complaint or grievance within ten working days. If the ADA Coordinator requires additional information to complete the review, the ADA Coordinator will contact the complainant and return the complaint or grievance for re-submittal. Once complete information has been received, the ADA Coordinator will work as necessary with District departments and contractors and meet as necessary with the complainant to discuss and possibly resolve the matter.

Within 15 working days after complete information is received, the ADA Coordinator will respond in writing and, where appropriate, in an alternative format accessible to the complainant. The response will explain the position of the El Dorado Irrigation District and offer options for substantive and reasonable resolution of the complaint or grievance.

It is the District's policy to encourage informal resolution of all complaints and grievances. However, if the response by the ADA Coordinator does not satisfactorily resolve the issue, the decision may be appealed to the General Manager or his/her designee within 30 calendar days following receipt of the response.

Within 10 business days after receipt of an appeal, the General Manager or his/her designee will contact the complainant to discuss the complaint or grievance and possible resolutions. Within 15 business days of this contact, the General Manager will respond in writing and, where appropriate, in an alternative format accessible to the complainant, with a final response to the complaint or grievance.

Every reasonable attempt will be made by the El Dorado Irrigation District to remedy the disability complaints or grievances in a timely manner subject to staff and budget constraints. Each of the foregoing timelines may be extended once, not to exceed 10 business days, by either party upon written notice (or appropriate alternative format). Any additional time extensions shall be by mutual agreement only.

If any Title 24 Building Code or ADA complaint or grievance resides under the jurisdiction of another public entity, the complainant will be notified that the El Dorado Irrigation District lacks jurisdiction and will be referred to the appropriate jurisdiction.

All written and/or recorded communications related to each complaint or grievance will remain on file in the Office of General Counsel at the El Dorado Irrigation District for three years from the date of the final District response.

The ADA Coordinator shall publish the District's Complaint Procedure together with the ADA Coordinator's title, office address, telephone number, and email for interested persons, individuals with disabilities, and organizations representing individuals with disabilities. The ADA Coordinator will regularly review the Complaint Procedure to ensure compliance with state and federal disability laws.

El Dorado Irrigation District

Americans with Disabilities Grievance Form

In accordance with Title II of the Americans with Disabilities Act (ADA) of 1990, it is the intention of El Dorado Irrigation District, to provide access to all services associated with its operation and to all persons with disabilities. Please use this form to file a grievance if you believe the El Dorado Irrigation District, has not provided satisfactory accommodation for a disability.

You may submit your grievance to:

El Dorado Irrigation District
ADA Coordinator
2890 Mosquito Road
Placerville, CA 95667

Grievant Information

| | | | |
|--|---|--------------|-----------------|
| Grievant Name | | | |
| Address | City | State | Zip Code |
| Home Phone with area code () - | Business or Alternate Phone with Area Code () - | | |
| Other Contact Information | | | |

Person (not Grievant) Alleging ADA Violation at El Dorado Irrigation District

| | | | |
|--|---|--------------|-----------------|
| Name | | | |
| Address | City | State | Zip Code |
| Home Phone with area code () - | Business or Alternate Phone with Area Code () - | | |
| Other Contact Information | | | |

Description of alleged violation and requested remedy—Please include date, time, location, and specific information. Please use additional sheets of paper if necessary.

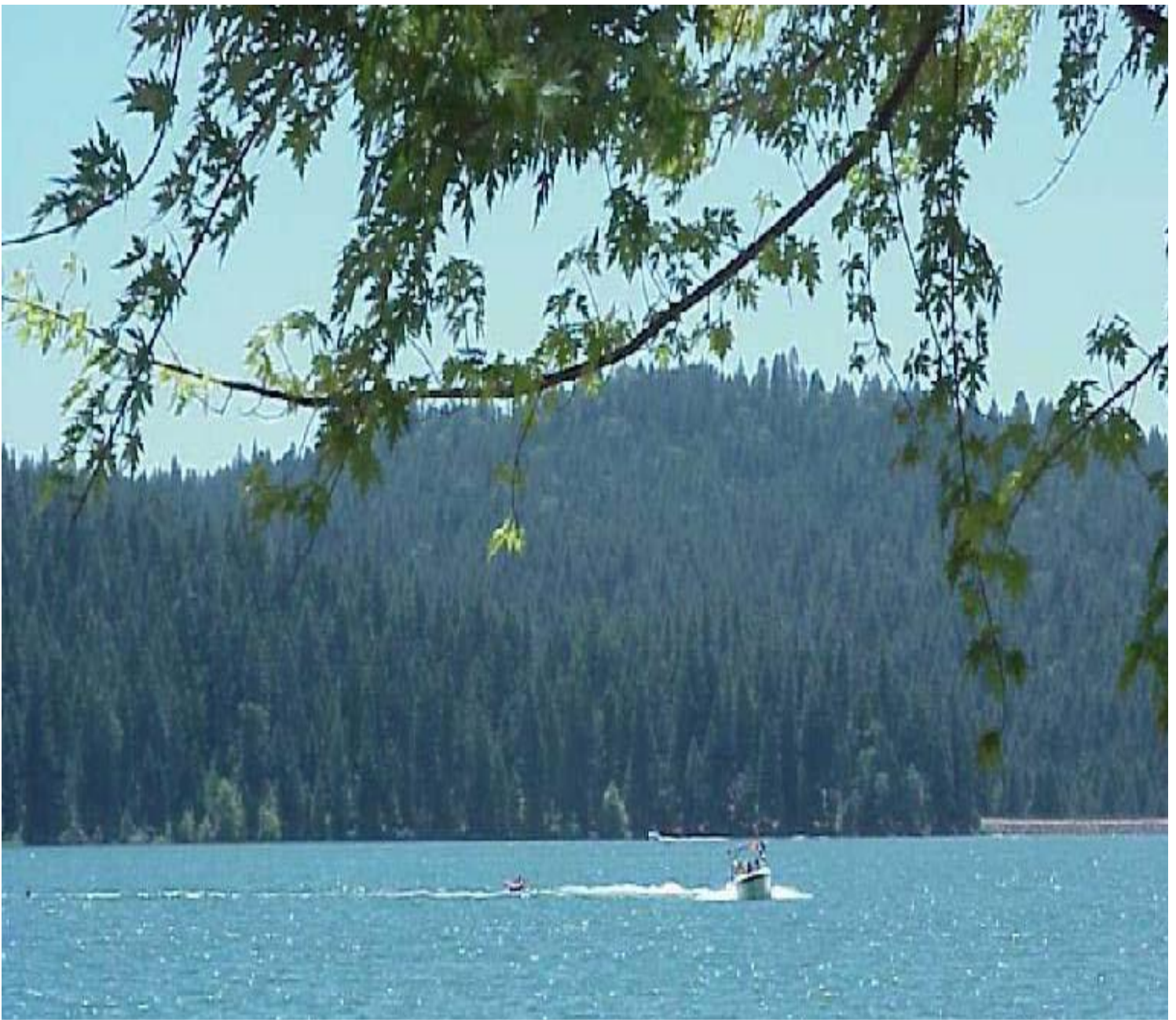
Signature: _____ **Date:** _____

For Internal Use Only

Date and time grievance received:

Date and time of first contact:

Action taken:



El Dorado Irrigation District

Facility Reports – Appendix D

Final- October 22, 2012



El Dorado Irrigation District ADA Self Evaluation and Transition Plan Facility Report –Appendix D

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Introduction to the Facility Reports

The facility reports reflect a survey conducted in 2011 of El Dorado Irrigation District facilities where programs, activities or services are provided for the public. The reports reflect potential barriers to persons with disabilities based on the guidelines, standards and codes contained in: The 2010 ADA Standards for Accessible Design, Department of Justice, September 15, 2010; The California State Building Code Chapter 11B, 2010; and The Draft Final Accessibility Guidelines for Outdoor Developed Areas, U.S. Access Board, October 19, 2009.

The facility reports include:

1. **Barrier Identification Table:** A table listing each specific barrier encountered during the survey process. Barriers are organized by architectural element and located by reference number on the facility diagram
2. **Conceptual Solution:** A feasible conceptual solution to resolving the barrier
3. **Cost Estimate:** Planning level cost estimates for the removal of each barrier
4. **Priority:** A column is provided that identifies the priority for barrier removal. This column will be completed by EID staff.
5. **Reference Diagram:** The reports include a reference drawing or photographs locating the barriers.

Legislative Mandate

The development of a Self-Evaluation and 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 has become known as the "civil rights act" of persons with disabilities.

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 such as the El Dorado Irrigation District.

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.

The District 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 District 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 the programs, activities and services available to the public and review the policies, practices, and procedures that govern administration of the entity's program's activities, and services.

The ADA Transition Plan

The ADA sets forth specific requirements for preparation of a Transition Plan. The Transition Plan must include:

- A list of the physical barriers in the District's facilities that may limit the accessibility of its programs, activities, or services to individuals with disabilities;
- A description of the actions that can be used to remove these barriers and make the facilities accessible;
- Planning level cost estimates for the removal of architectural barriers;
- A schedule for removing architectural barriers; and
- The name of the individual responsible for the Transition Plan's implementation.

The District 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 District 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 District must provide equality of opportunity.

Fundamental Alteration, Direct Threat and Undue Burden

The District 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/or administrative burden.

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

Prioritizing Facilities for Barrier Removal

Recognizing that the District has an obligation to provide access to programs, services and activities “when viewed in their entirety”, and not every individual facility, District staff identified the following criteria as the basis for prioritizing facilities for removal of architectural barriers in order to meet this programmatic goal:

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

Prioritizing Barrier Removal within a Facilities

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

- *Priority One:* The highest priority is placed on those barrier removal items that provide accessibility at the main entrance of a facility or improve a path of travel to the portion of the facility where program activities take place (e.g., parking, walks, ramps, stairs, doors, corridors, etc.).
- *Priority Two:* A second level priority is placed on those barrier removal items that improve or enhance access to program use areas (e.g., transaction counters, conference rooms, public offices, campsites, picnic areas, restrooms, etc.).

- *Priority Three:* A third level priority is placed on those barrier removal items that improve access to amenities serving program areas (e.g., drinking fountains, telephones, site furnishings, vending machines).
- *Priority Four:* A fourth level of priority identifies areas or features not required to be modified for accessibility (no public programs are located in this area, or activities and programs are available near by or can be relocated to an accessible facility).

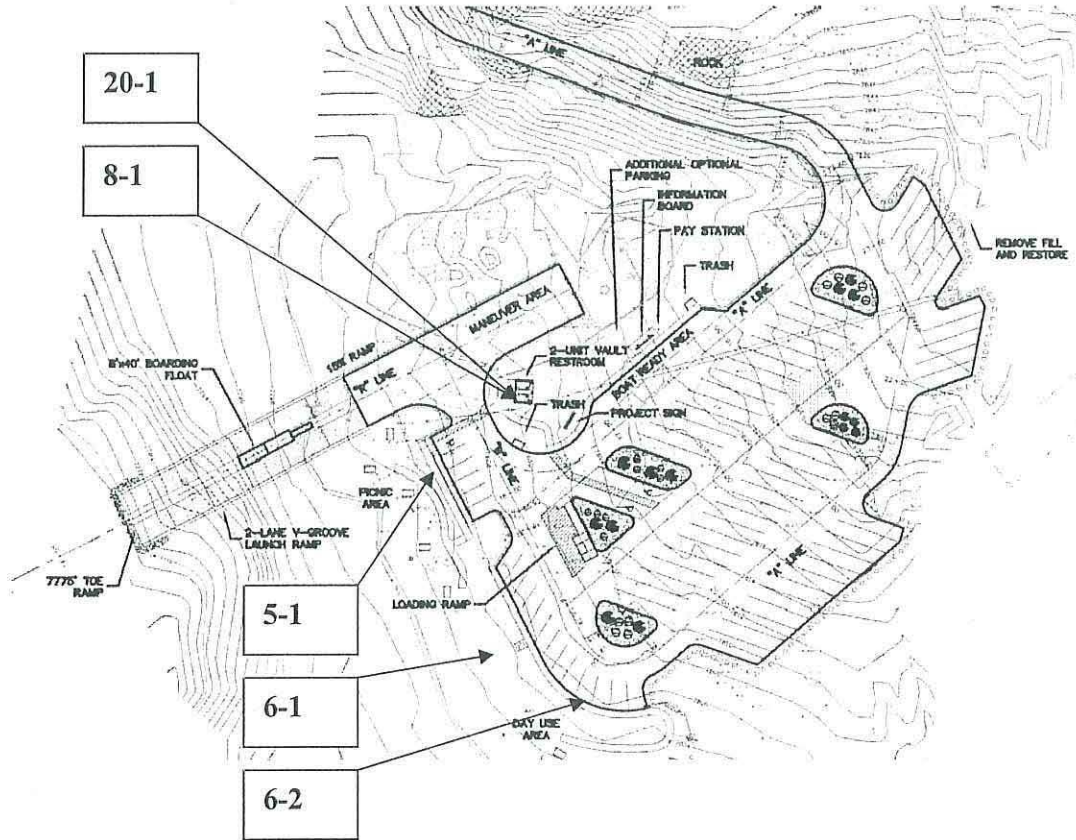
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EID

Caples Lake - Boat Launch

| | | |
|--|-----------------------------|-------------|
| Exterior | | |
| 5 - 1 | Ramp | Priority: 2 |
| Install or modify handrails | | \$5,000 |
| Notes: Hand rail on one side of ramp only. Handrail is required on both sides | | |
| State: 1133B.5.5.1 | | |
| Federal: 4.8.5 #1 | | |
| 6 - 1 | Stairway | Priority: 2 |
| Install or modify handrails | | \$5,000 |
| Notes: Handrail is 3"x2". (1-1/2" max.) There are no bottom extensions on the handrails. | | |
| State: 1133B.4.1.1, 1133B.4.2.2, 1133B.4.2.6 | | |
| Federal: 4.26.2, 4.9.4, 4.9.4 #2 | | |
| 6 - 2 | Stairway | Priority: 2 |
| Install or modify handrails | | \$5,000 |
| Notes: Handrail is 3"x2". (1-1/2" max.) There are no bottom extensions on the handrails. | | |
| State: 1133B.4.1.1, 1133B.4.2.2 | | |
| Federal: 4.9.4, 4.9.4 #2 | | |
| 8 - 1 | Door/Gate | Priority: 2 |
| Increase or provide maneuvering or clear floor area | | \$2,000 |
| Notes: Slope is 3.2% at exterior of door. | | |
| State: 1133B.2, 1133B.2.4.2, 1133B.7.5 | | |
| Federal: 4.13.6 | | |
| 20 - 1 | Single User Restroom | Priority: 2 |
| Install sign | | \$500 |
| Notes: Install California State sign (triangle on circle on door surface.) | | |
| State: 1115B.6 | | |
| Federal: 4.30.4 | | |



Caples Lake Boat Launch
El Dorado Irrigation District

EID

Caples Lake - Woods Creek Trailhead

| Exterior | | |
|--|---------------------|-------------|
| 1 - 1 | Parking Area | Priority: 1 |
| Install van parking sign | | \$500 |
| Notes: A sign designating the parking space as "van accessible" is not provided. | | |
| State: 1129B.4 | | |
| Federal: 4.6.4 | | |
| Install sign for unauthorized parking | | \$500 |
| Notes: A "tow-away" sign is not provided at the accessible parking space or the entrance to the parking lot. | | |
| State: 1129B.4, 1133B.8.6.3 | | |
| Federal: - | | |
| Provide or modify accessible access aisles | | \$0 |
| Notes: Snow cover did not allow an evaluation of the parking striping or slopes. | | |
| State: - | | |
| Federal: - | | |
| 8 - 1 | Door/Gate | Priority: 1 |
| Replace or modify door threshold | | \$1,500 |
| Notes: The height of the threshold is 3/4" (1/2" max. is allowed) | | |
| State: 1133B.2.4.1 | | |
| Federal: 4.13.8 | | |
| Replace or adjust door hardware | | \$1,000 |
| Notes: A lever-type handle is not provided. | | |
| State: 1133B.2.5.2 | | |
| Federal: 4.13.9 | | |
| Increase or provide maneuvering or clear floor area | | \$2,000 |
| Notes: There is 46-3/4" between the restroom door and the structure. (60" min. is required) | | |
| State: 1133B.2, 1133B.2.4.2, 1133B.7.5 | | |
| Federal: 4.13.6 | | |

EID

Caples Lake - Woods Creek Trailhead

| Exterior | |
|---|-----------------------------|
| 20 - 1 | Single User Restroom |
| | Priority: 1 |
| Install sign | \$500 |
| Notes: Federal and State required signs are not provided. | |
| State: 1115B.6, 1117B.5.1 #1 | |
| Federal: 4.30.4 | |
| Increase or provide maneuvering or clear floor area | \$2,000 |
| Notes: The space in front of the toilet is 42" (48" required) | |
| State: 1115B.3.1 #4.1 | |
| Federal: 4.17.3 | |
| Replace or reposition fixtures | \$1,500 |
| Notes: The centerline of the toilet is 20" from the side wall (18" is required) | |
| State: 1115B.4.1 #1 | |
| Federal: 4.17.3 | |

EID

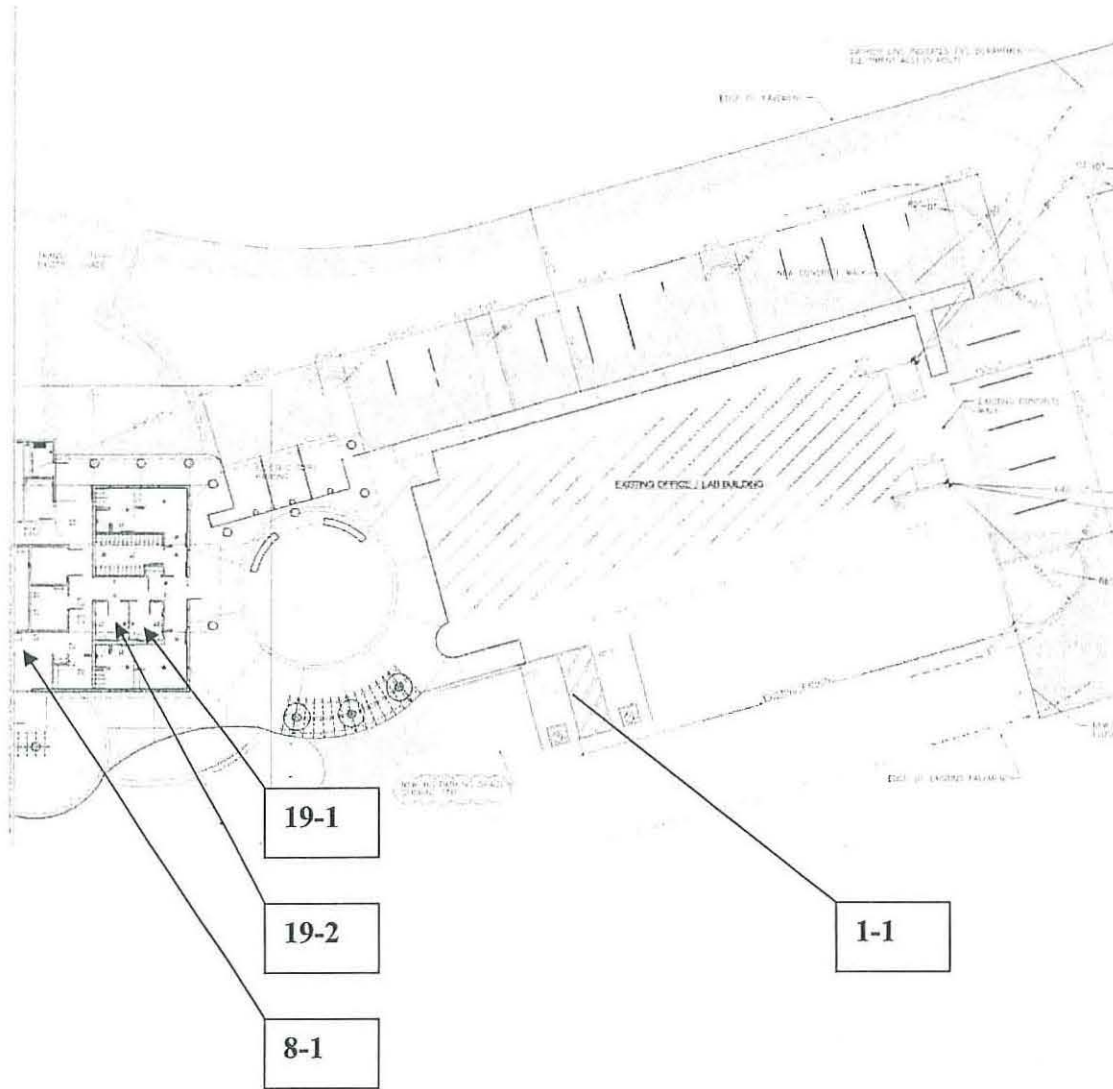
El Dorado Hills Wastewater Treatment Plant

| Exterior | |
|---|-------------|
| 3 - 1 | Curb Ramp |
| | Priority: 2 |
| Provide detectable warning strip | \$1,000 |
| Notes: Install a detectable warning strip on the surface of the existing curb ramp. | |
| State: 1127B.5 #7 | |
| Federal: 4.7.7 | |

EID

El Dorado Hills Wastewater Treatment Plant

| Floor 1 | | |
|---|------------------------|-------------|
| 8 - 1 | Door/Gate | Priority: 1 |
| Adjust door closer | | \$250 |
| Notes: Operating force needed to open the entrance door is 19 1/2 lbs. (5 lbs. max. allowed) | | |
| State: 1133B.2.5 | | |
| Federal: 4.13.11 | | |
| 19 - 1 | Multiple User Restroom | Priority: 2 |
| Replace or reposition dispensers or mirrors | | \$150 |
| Notes: Reflecting surface of the mirror in the Men's room is 42" above the floor (40" max. allowed) | | |
| State: 1115B.8.1 | | |
| Federal: 4.19.6 | | |
| Replace or reposition fixtures | | \$1,500 |
| Notes: the centerline of the water closet is 19-1/2" to the wall (18" required) | | |
| State: 1115B.7.1.3 | | |
| Federal: 4.17.3 | | |
| 19 - 2 | Multiple User Restroom | Priority: 2 |
| Replace or reposition dispensers or mirrors | | \$150 |
| Notes: The reflecting surface of the mirror in the Women's room is 41" above the floor (40" max. allowed) | | |
| State: 1115B.8.1 | | |
| Federal: 4.19.6 | | |

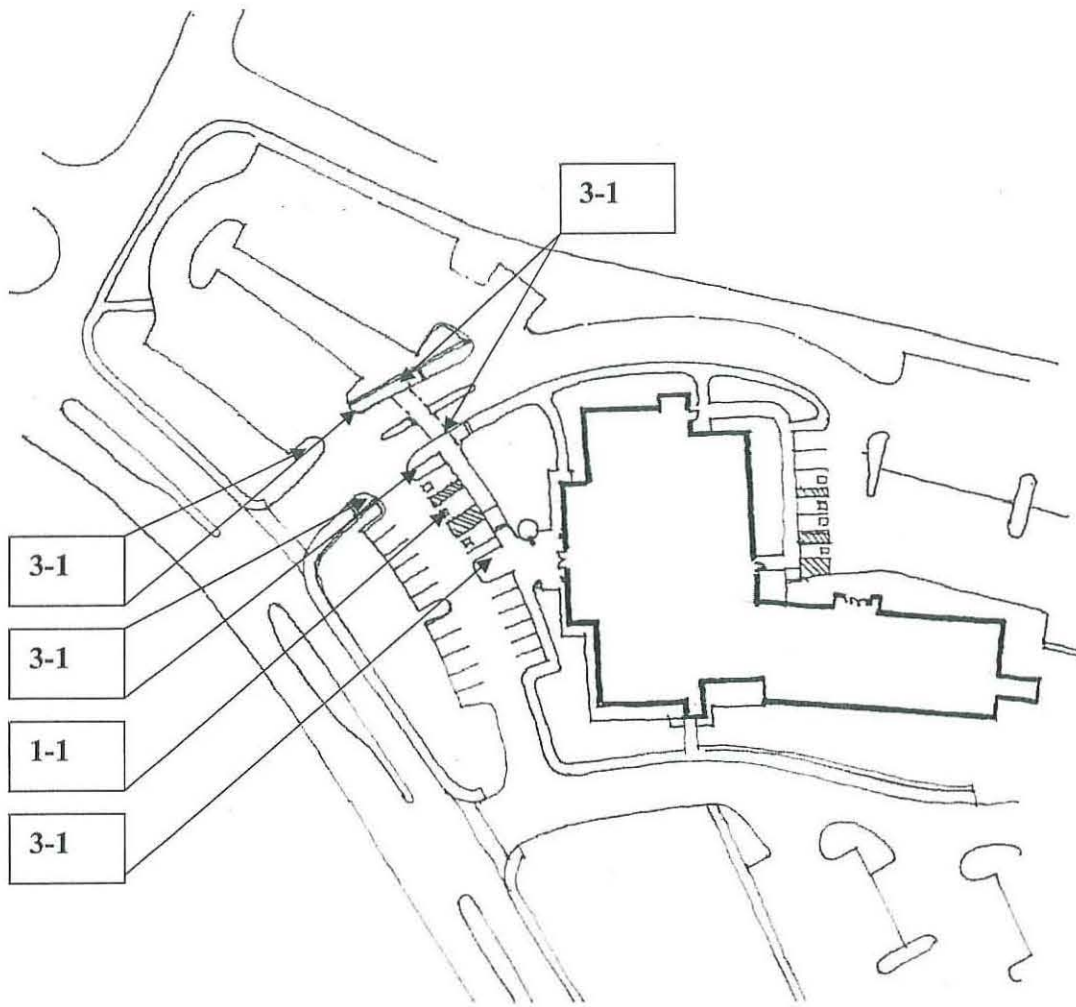


El Dorado Hills Wastewater Treatment Plant
El Dorado Irrigation District

EID

El Dorado Irrigation District Headquarters

| Exterior | |
|--|---|
| 1 - 1 | Parking Area Priority: 2 |
| Install sign | \$1,000 |
| Notes: | Provide signs at 3 accessible parking spaces indicating a \$250 maximum fine. |
| State: | 1129B.4 |
| Federal: | - |
| Install sign for unauthorized parking | \$500 |
| Notes: | Install a sign indicating that cars without placards parked in accessible spaces will be towed. |
| State: | 1129B.4, 1133B.8.6.3 |
| Federal: | - |
| 3 - 1 | Curb Ramp Priority: 1 |
| Provide detectable warning strip | \$5,000 |
| Notes: | Provide detectable warnings at 7 curb ramp locations in front parking lot and entrance walk |
| State: | 1127B.5 #7 |
| Federal: | 4.7.7 |



EID

El Dorado Irrigation District Headquarters

| Floor 1 | | |
|--|------------------|--------------------|
| 6 - 1 | Stairway | Priority: 2 |
| Install tread striping | | \$500 |
| Notes: Tread striping on top and bottom treads is grey on grey (Contrast of 70% is required) | | |
| State: 1133B.4.4 | | |
| Federal: - | | |
| 8 - 1 | Door/Gate | Priority: 1 |
| Adjust door closer | | \$250 |
| Notes: Operating opening force of entrance door is 10 lbs. (5 lbs. max allowed) | | |
| State: 1133B.2.5 | | |
| Federal: 4.13.11 | | |
| 8 - 2 | Door/Gate | Priority: 1 |
| Adjust door closer | | \$250 |
| Notes: Operating force to open door is 11 lbs. (5 lbs. max. allowed) | | |
| State: 1133B.2.5 | | |
| Federal: 4.13.11 | | |
| Install or modify permanent room signs | | \$250 |
| Notes: A Braille and raised letter EXIT sign is not provided | | |
| State: 1011.3 #3 | | |
| Federal: - | | |
| 8 - 3 | Door/Gate | Priority: 1 |
| Adjust door closer | | \$250 |
| Notes: Operating force of 11 lbs is needed to open the door (5 lbs. max. allowed) | | |
| State: 1133B.2.5 | | |
| Federal: 4.13.11 | | |
| Install or modify permanent room signs | | \$250 |
| Notes: Install tactile sign | | |
| State: 1011.3 #3 | | |
| Federal: - | | |
| 8 - 4 | Door/Gate | Priority: 1 |
| Adjust door closer | | \$250 |
| Notes: Operating force of 11 1/2 lbs. is needed to open the door (5 lbs. max. allowed) | | |
| State: 1133B.2.5 | | |
| Federal: 4.13.11 | | |

EID

El Dorado Irrigation District Headquarters

| | | |
|--|-------------------------------|--------------------|
| Floor 1 | | |
| 8 - 5 | Door/Gate | Priority: 1 |
| Adjust door closer | | \$250 |
| Notes: Operating force of 11-1/2 lbs. needed to open door (5 lbs. max. allowed) | | |
| State: 1133B.2.5 | | |
| Federal: 4.13.11 | | |
| 8 - 6 | Door/Gate | Priority: 1 |
| Adjust door closer | | \$250 |
| Notes: Operating force needed to open door is 9 lbs. (5 lbs. max. allowed) | | |
| State: 1133B.2.5 | | |
| Federal: 4.13.11 | | |
| 8 - 7 | Door/Gate | Priority: 2 |
| Adjust door closer | | \$250 |
| Notes: Operating force needed to open door is 10 lbs. (5 lbs. max. allowed) | | |
| State: 1133B.2.5 | | |
| Federal: 4.13.11 | | |
| Provide additional strike edge clearance | | \$0 |
| Notes: Remove table currently in the "strike edge clearance area" of the Board Room door | | |
| State: 1133B.2.4.3 | | |
| Federal: 4.13.6 | | |
| 18 - 1 | Room | Priority: 2 |
| Increase or provide maneuvering or clear floor area | | \$150 |
| Notes: A 60" diameter turun around space is not provided. Shift the conference table. | | |
| State: - | | |
| Federal: 4.2.3 | | |
| Reposition controls and outlets | | \$0 |
| Notes: Remove table from in front of fire pull device | | |
| State: 907.3.2 | | |
| Federal: - | | |
| 19 - 1 | Multiple User Restroom | Priority: 2 |
| Modify lavatory/counter clearances | | \$2,500 |
| Notes: The centerline of the lavatory is 15-1/2" from the wall (18" min. required) | | |
| State: 1115B.4.3 #2 | | |
| Federal: - | | |
| Replace or reposition dispensers or mirrors | | \$150 |
| Notes: Paper towel dispenser is 44" above the floor (40" max. allowed) | | |
| State: 1115B.8.3 | | |
| Federal: 4.23.7 | | |

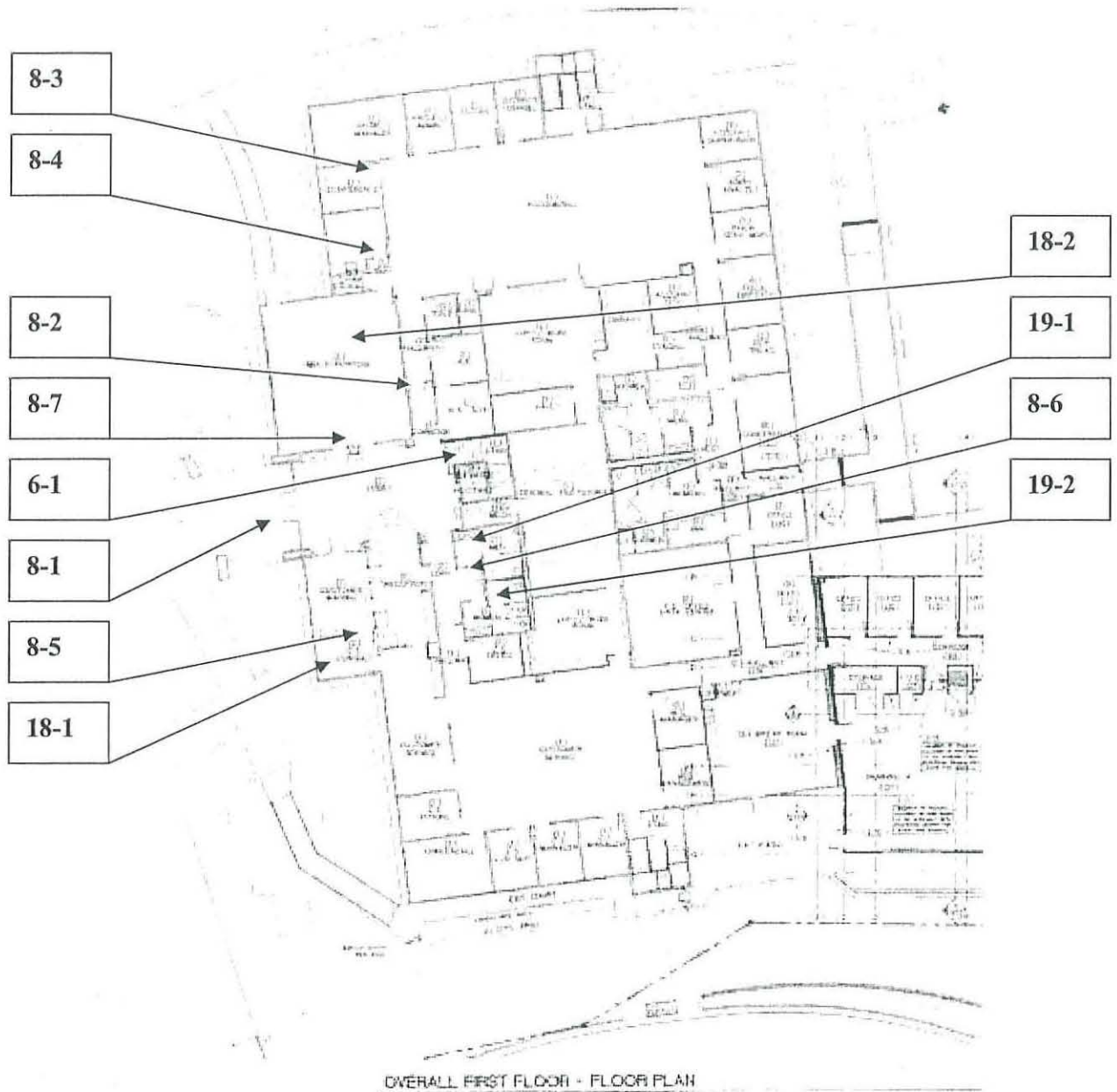
Floor 1

El Dorado Irrigation District Headquarters

EID

El Dorado Irrigation District Headquarters

| Floor 1 | |
|--|------------------------|
| 19 - 2 | Multiple User Restroom |
| | Priority: 2 |
| Modify lavatory/counter clearances | \$2,500 |
| Notes: The centerline of the lavatory is 16" from the wall (18" min. required) | |
| State: 1115B.4.3 #2 | |
| Federal: - | |



Headquarters – Floor 1
El Dorado Irrigation District

EID

El Dorado Irrigation District Headquarters

| Floor 2 | | |
|---|------------------|--------------------|
| 8 - 1 | Door/Gate | Priority: 1 |
| Adjust door closer | | \$250 |
| Notes: Operating force needed to open door is 10 lbs. (5 lbs. max. allowed) | | |
| State: 1133B.2.5 | | |
| Federal: 4.13.11 | | |
| 13 - 1 | Elevator | Priority: 2 |
| Adjust elevator controls and labeling | | \$2,000 |
| Notes: Provide a raised octagon labeled with an "X" at the emergency stop button. | | |
| State: 1116B.1.8 | | |
| Federal: 4.10.12 #3 | | |

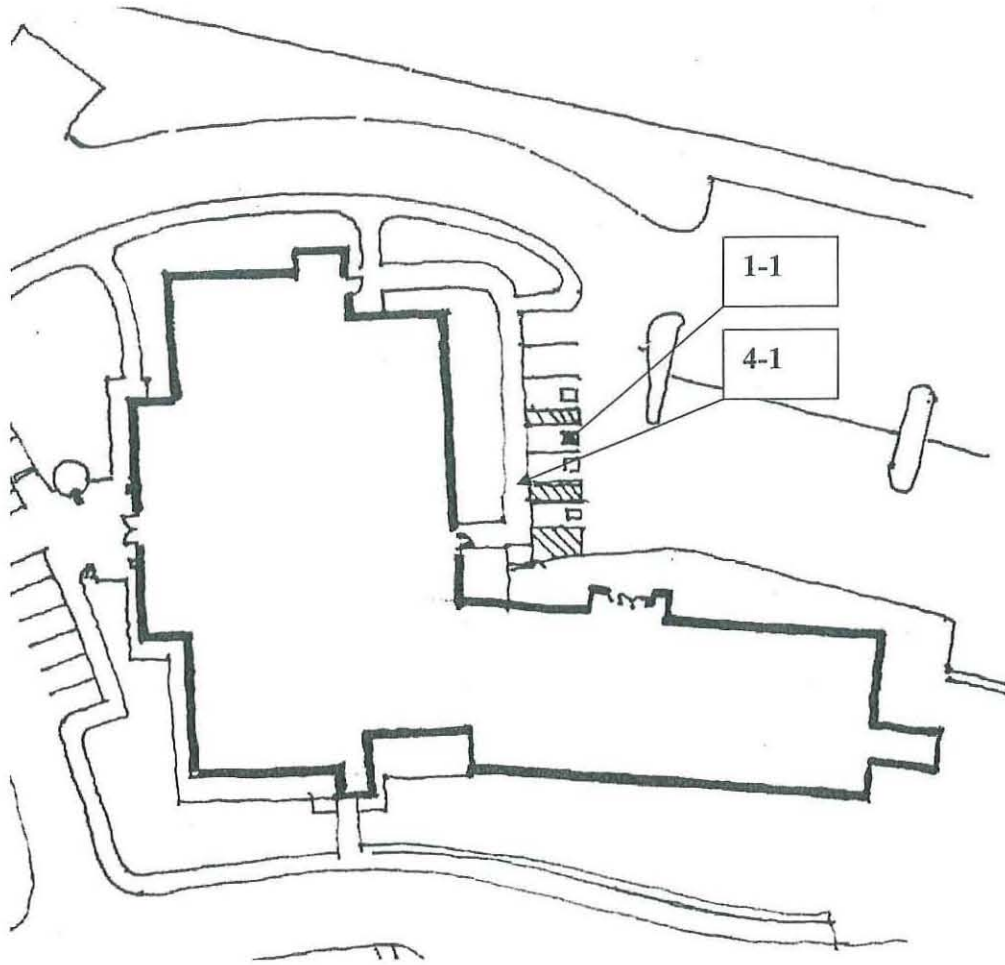


OVERALL SECOND FLOOR FLOOR PLAN

EID

El Dorado Irrigation District Headquarters Annex

| Exterior | | |
|---|---------------------|-------------|
| 1 - 1 | Parking Area | Priority: 2 |
| Install sign | | \$1,000 |
| Notes: Install a sign at four accessible parking spaces indicating that the max. fine is \$250. | | |
| State: 1129B.4 | | |
| Federal: - | | |
| 4 - 1 | Walk | Priority: 1 |
| Provide detectable warning strip | | \$1,000 |
| Notes: Provide a detectable warning between entrance and vehicular way | | |
| State: 1133B.8.5 | | |
| Federal: 4.29.2 | | |

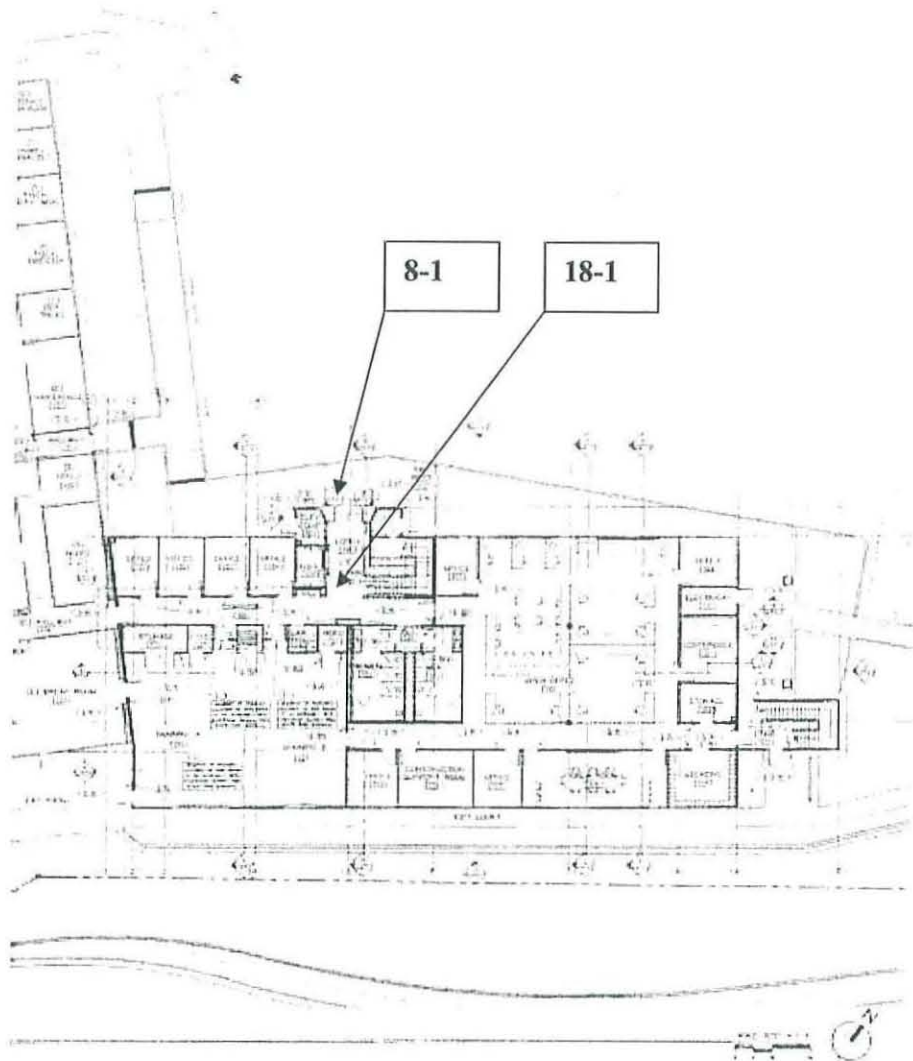


Headquarters Annex Exterior
El Dorado Irrigation District

EID

El Dorado Irrigation District Headquarters Annex

| Floor 1 | |
|---|---|
| 8 - 1 | Door/Gate Priority: 1 |
| Adjust door closer \$250 | |
| Notes: Operating force needed to open door is 11 lbs. (5 lbs max. allowed) | |
| State: 1133B.2.5 | |
| Federal: 4.13.11 | |
| 18 - 1 | Room Priority: 2 |
| Reposition controls and outlets \$2,000 | |
| Notes: Fire alarm activation device is 45" above floor (48" required) | |
| State: 907.3.2 | |
| Federal: - | |



EID

El Dorado Irrigation District Warehouse

| Exterior | |
|--|--------------|
| 1 - 1 | Parking Area |
| Priority: 1 | |
| Provide or modify accessible spaces | |
| | \$1,000 |
| Notes: Provide accessible spaces, signs, pavement markings as near as possible to the entrance | |
| State: 1129B | |
| Federal: 4.1.2(5)(b) | |

Exterior

El Dorado Irrigation District Warehouse

EID

El Dorado Irrigation District Warehouse

| Floor 1 | |
|--|----------------|
| 8 - 1 | Door/Gate |
| Priority: 1 | |
| Replace or modify door threshold | \$1,500 |
| Notes: Replace threshold to remove 1" step | |
| State: 1133B.2.4.1 | |
| Federal: 4.13.8 | |



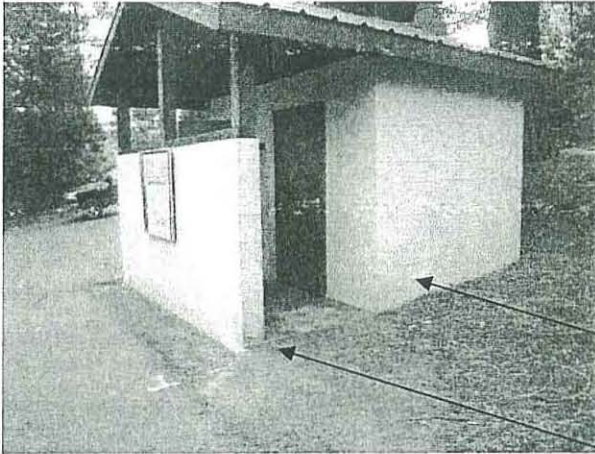
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EID

Forebay Reservoir

| Exterior | | |
|--|-----------------------------|-------------|
| 1 - 1 | Parking Area | Priority: 1 |
| Provide or modify accessible access aisles | | \$1,000 |
| Notes: Accessible parking is not provided | | |
| State: 1129B.3 #1, 1129B.4 #1 | | |
| Federal: 4.6.3 | | |
| Install sign | | \$500 |
| Notes: Provide signs on post and on surface at an accessible parking space | | |
| State: 1129B.3 #1, 1129B.3 #2, 1129B.4 | | |
| Federal: - | | |
| 8 - 1 | Door/Gate | Priority: 1 |
| Increase or provide maneuvering or clear floor area | | \$2,000 |
| Notes: There is 48-12" between the door and a building element at the swing side of the door (60" min. required) | | |
| State: 1133B.2, 1133B.2.4.2, 1133B.7.5 | | |
| Federal: 4.13.6 | | |
| 20 - 1 | Single User Restroom | Priority: 2 |
| Increase or provide maneuvering or clear floor area | | \$2,000 |
| Notes: The space in front of the water closet is 43-1/2" (48" min. required) | | |
| State: 1115B.3.1 #4.1 | | |
| Federal: 4.17.3 | | |
| Replace or modify grab bars | | \$1,000 |
| Notes: Grab bar is mounted 36" above the floor (33" to centerline required) | | |
| State: 1115B.4.1 #3 | | |
| Federal: 4.17.6 | | |
| Replace or reposition dispensers or mirrors | | \$150 |
| Notes: The seat cover dispenser is 55-1/2" above the floor (40" max. allowed) | | |
| State: 1115B.8.3 | | |
| Federal: 4.23.7 | | |
| 32 - 1 | Picnic Area | Priority: 2 |
| Provide an accessible path of travel | | \$10,000 |
| Notes: The approach to the picnic area has a 10% grade | | |
| State: 1132B.2 #2 | | |
| Federal: - | | |
| Provide an accessible table | | \$2,500 |
| Notes: Knee space beneath table is 24-3/4" high and 14-3/4" deep (27" ht. and 19" depth min. required) | | |
| State: 1132B.3.1 #2 | | |
| Federal: 306.3 | | |



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32-1

EID

Forebay Reservoir - Park

| Exterior | | |
|---|---------------------|-------------|
| 1 - 1 | Parking Area | Priority: 1 |
| Provide or modify accessible spaces | | \$10,000 |
| Notes: Provide accessible parking spaces, signs and markings | | |
| State: 1129B, 1129B.4 | | |
| Federal: 4.1.2(5)(b), 4.6.4 | | |
| 6 - 1 | Stairway | Priority: 1 |
| Install or modify handrails | | \$5,000 |
| Notes: Handrails are 42" above stair nosing (38" max. allowed) There is no bottom handrail extension. | | |
| State: 1133B.4.1.1, 1133B.4.2.1, 1133B.4.2.2 | | |
| Federal: 4.9.4, 4.9.4 #2, 4.9.4 #5 | | |
| Install tread striping | | \$500 |
| Notes: Constrasting striping is not provided on each tread nosing | | |
| State: 1127B.4, 1133B.4.4 | | |
| Federal: - | | |
| 6 - 2 | Stairway | Priority: 1 |
| Install tread striping | | \$500 |
| Notes: Constrasting striping is not provided on each tread nosing | | |
| State: 1127B.4, 1133B.4.4 | | |
| Federal: - | | |
| Install or modify handrails | | \$5,000 |
| Notes: Top and bottom handrail extensions are not provided. The handrail is 46" above the stair nosing (38" max. allowed) | | |
| State: 1133B.4.2.1, 1133B.4.2.2 | | |
| Federal: 4.9.4 #2, 4.9.4 #5 | | |
| 8 - 1 | Door/Gate | Priority: 1 |
| Provide or modify door kickplate | | \$1,000 |
| Notes: A 10" kickplate is not provided on the gate to the ball field | | |
| State: 1133B.2.6 | | |
| Federal: - | | |
| 8 - 2 | Door/Gate | Priority: 2 |
| Provide or modify door kickplate | | \$1,000 |
| Notes: A 10" kickplate is not provided at the gate to the ball field | | |
| State: 1133B.2.6 | | |
| Federal: - | | |

EID

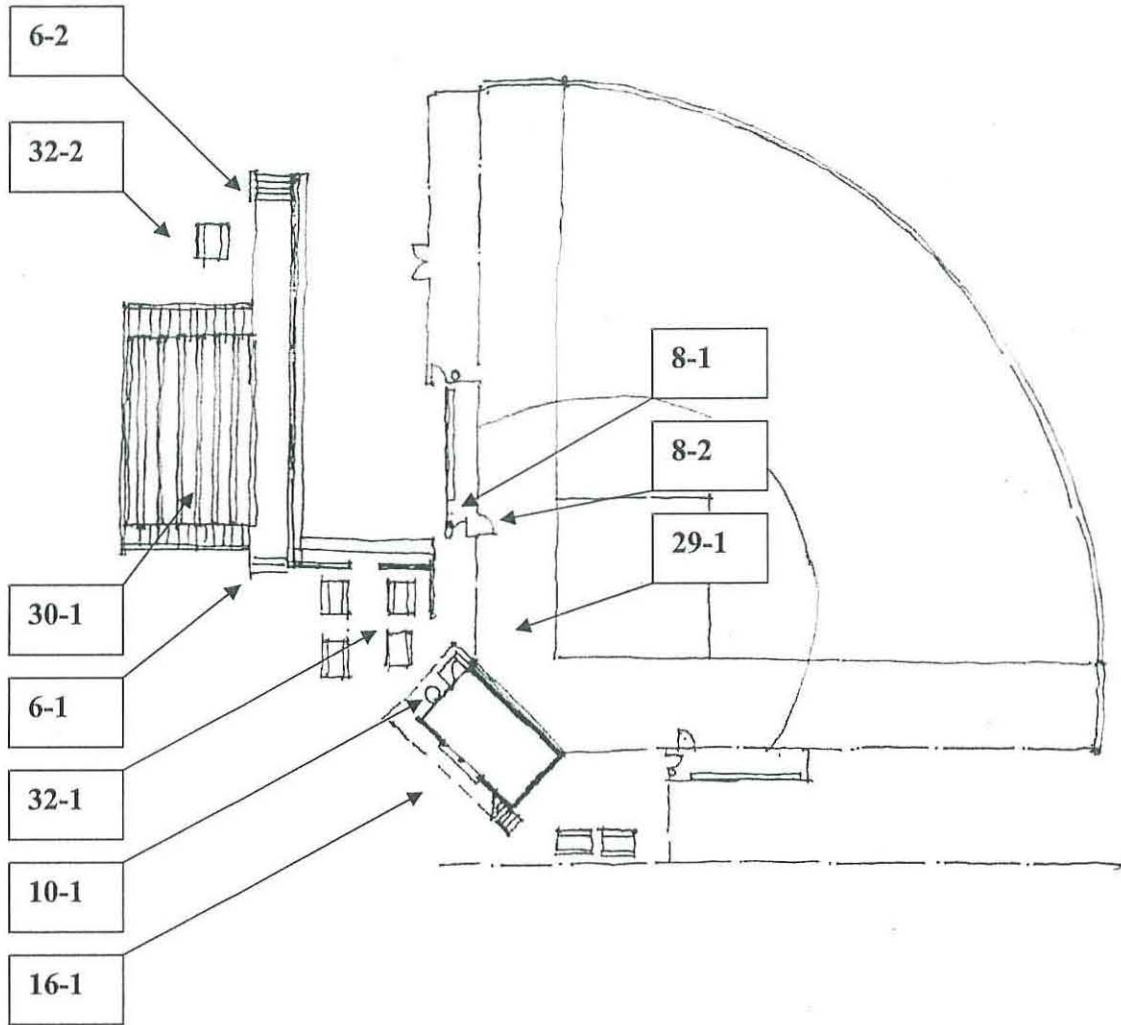
Forebay Reservoir - Park

| Exterior | | |
|--|-----------------------------|-------------|
| 8 - 3 | Door/Gate | Priority: 2 |
| Provide an accessible path of travel | | \$10,000 |
| Notes: The gate to the batting cages has a 12" step | | |
| State: 1133B.1.1.1.1 | | |
| Federal: 4.3.2 | | |
| 10 - 1 | Drinking Fountain | Priority: 3 |
| Replace or reposition drinking fountain | | \$2,000 |
| Notes: The drinking fountain is not wheelchair accessible. A "hi-lo" fountain is required. | | |
| State: 1115B.4.6 #1, 1115B.4.6 #2, 1117B.4.6 #2 | | |
| Federal: 4.1.6, 4.15.5 | | |
| 16 - 1 | Transaction Counter | Priority: 2 |
| Provide an accessible counter | | \$10,000 |
| Notes: The concession stand counter is 41-1/2" above the ground. (34" max. allowed) | | |
| State: 1122B.5 | | |
| Federal: 4.32.4 | | |
| 20 - 1 | Single User Restroom | Priority: 2 |
| Provide an accessible path of travel | | \$10,000 |
| Notes: The restrooms are connected to other park features with an accessible path | | |
| State: 1115B.1 | | |
| Federal: 4.22 | | |
| Increase or provide maneuvering or clear floor area | | \$4,000 |
| Notes: The restrooms are not large enough to accommodate a person using a wheelchair | | |
| State: 1115B.3.2 #1, 1115B.7.2 | | |
| Federal: 4.17.3, 4.23.3 | | |
| 29 - 1 | Game and Sports Area | Priority: 1 |
| Provide an accessible path of travel | | \$10,000 |
| Notes: The ball field is not connected to other park features with an accessible path | | |
| State: 1106B.1 | | |
| Federal: - | | |
| 29 - 2 | Game and Sports Area | Priority: 1 |
| Provide an accessible path of travel | | \$10,000 |
| Notes: The batting cage is not connected to other park features with an accessible path | | |
| State: 1106B.1 | | |
| Federal: - | | |

EID

Forebay Reservoir - Park

| Exterior | | |
|--|---|-------------|
| 29 - 3 | Game and Sports Area | Priority: 1 |
| Provide an accessible path of travel | | \$10,000 |
| Notes: The horseshoe pits are not connected to other park features with an accessible path | | |
| State: 1106B.1 | | |
| Federal: - | | |
| 30 - 1 | Grandstand/Bleacher (interior or exterior) | Priority: 1 |
| Provide an accessible path of travel | | \$10,000 |
| Notes: Bleachers are accessible by stairs only | | |
| State: 1114B.1.2 | | |
| Federal: 4.4.2 #2 | | |
| Provide accessible seating | | \$1,000 |
| Notes: Wheel chair spaces are not provided integrated into the bleacher seating | | |
| State: 1104B.3.4.1 | | |
| Federal: 4.1.3(19)(a) | | |
| 32 - 1 | Picnic Area | Priority: 3 |
| Provide an accessible table | | \$2,500 |
| Notes: No accessible table near concession building | | |
| State: 1132B.3.1 #2 | | |
| Federal: 306.3 | | |
| 32 - 2 | Picnic Area | Priority: 3 |
| Provide an accessible table | | \$2,500 |
| Notes: Provide an accessible picnic table | | |
| State: 1132B.3.1 #2 | | |
| Federal: 306.3 | | |
| 32 - 3 | Picnic Area | Priority: 3 |
| Provide an accessible table | | \$2,500 |
| Notes: No accessible tables are provided near the horseshoe pits | | |
| State: 1132B.3.1 #2 | | |
| Federal: 306.3 | | |



EID

Forebay Reservoir - Senior Center

| Exterior | | |
|---|---------------------|-------------|
| 1 - 1 | Parking Area | Priority: 1 |
| Provide or modify accessible spaces | | \$5,000 |
| Notes: Accessible spaces, signs, and markings are not provided at the Senior Center | | |
| State: 1129B | | |
| Federal: 4.1.2(5)(b) | | |
| 5 - 1 | Ramp | Priority: 1 |
| Install or modify handrails | | \$5,000 |
| Notes: Access to the Senior Center porch has a grade of 8% requiring handrails | | |
| State: 1133B.5.5.1 | | |
| Federal: 4.8.5 #1 | | |



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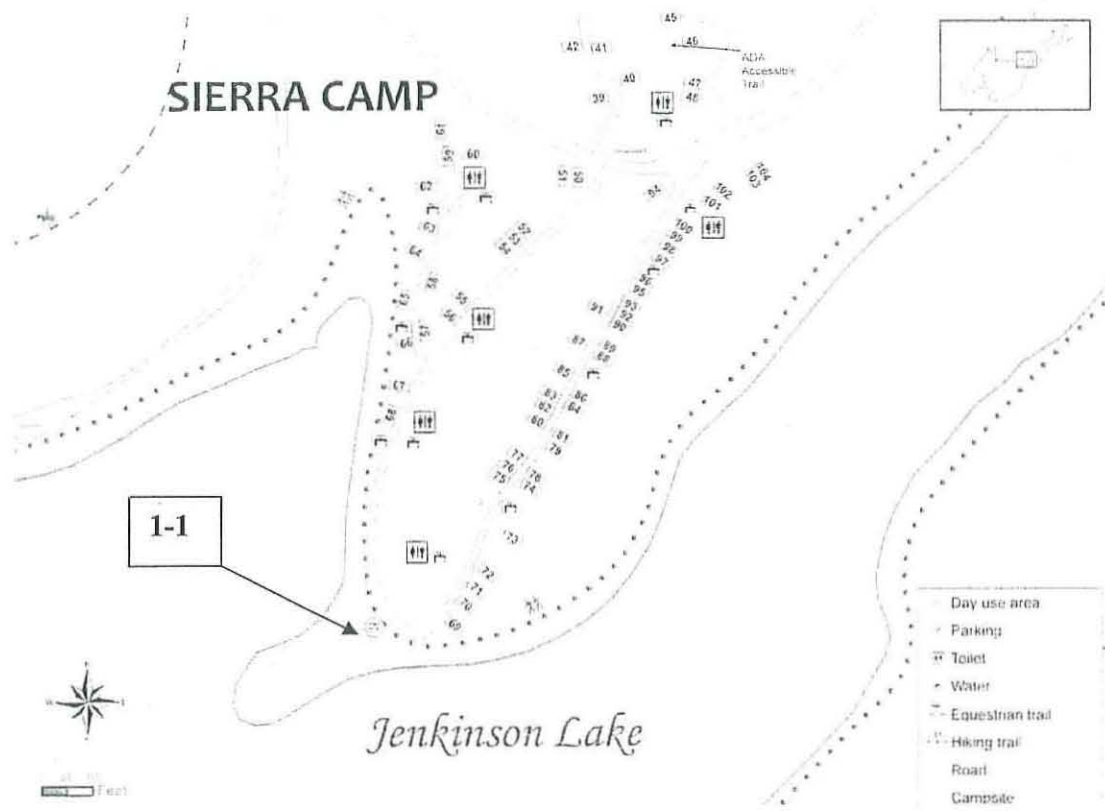
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EID

Sly Park - Day Use Area

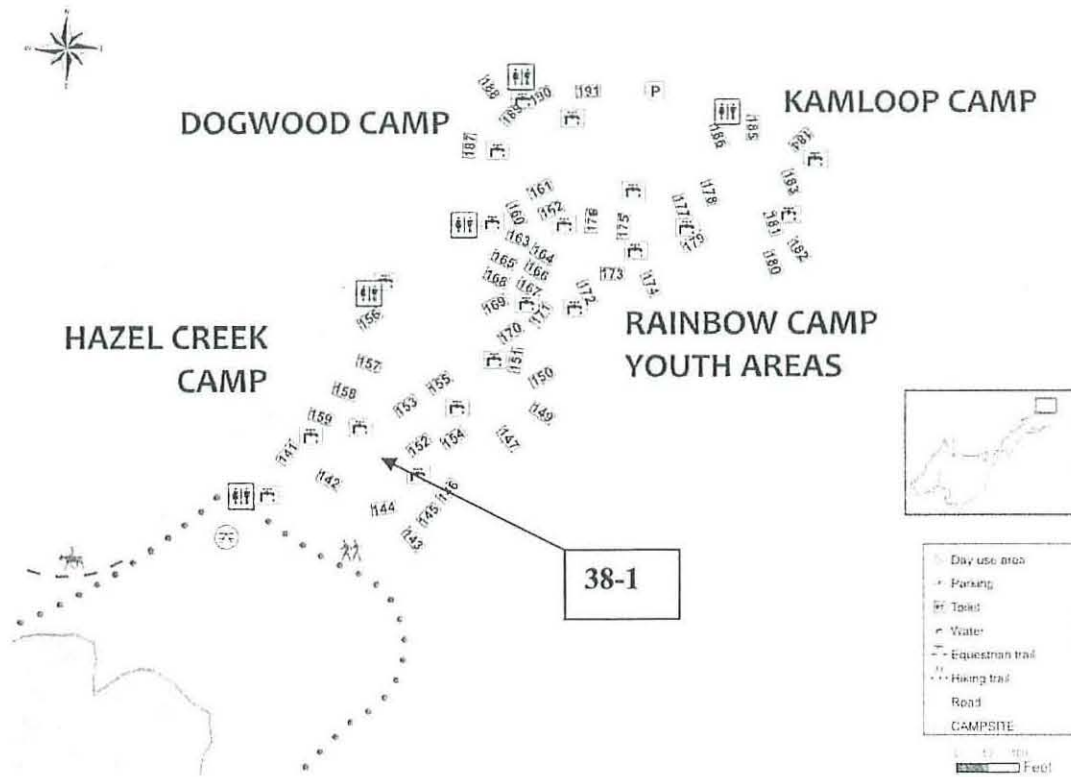
| Exterior | | |
|---|--------------|----------------|
| 1 - 1 | Parking Area | Priority: 1 |
| Provide or modify accessible spaces | | \$2,000 |
| Notes: Provide accessible parking spaces, signs and pavement markings as close as possible to the walkway to the point. | | |
| State: 1129B, 1129B.1 | | |
| Federal: 4.1.2(5)(b), 4.6.2 | | |



EID

Sly Park - Hazel Creek Camp

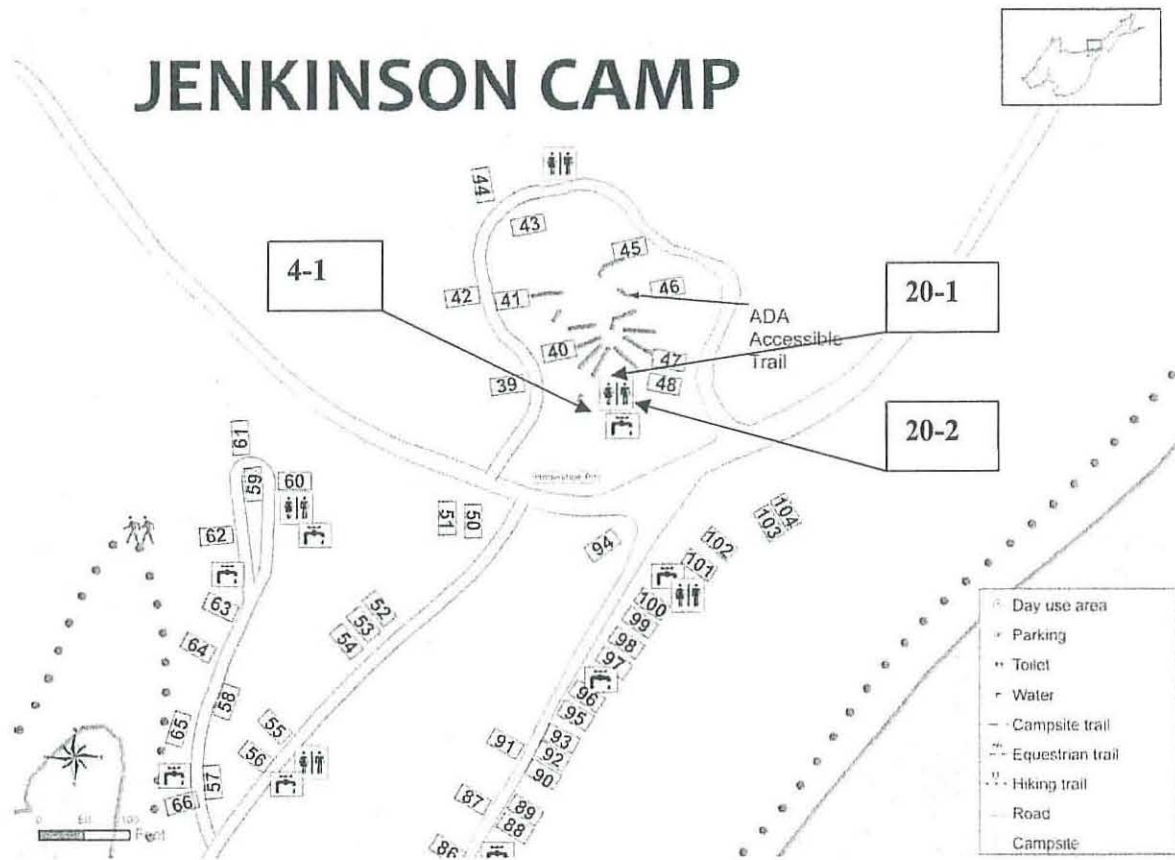
| Exterior | |
|---|--------------------|
| 38 - 1 | Camping Facilities |
| | Priority: 1 |
| Provide an accessible camping space | \$2,000 |
| Notes: Provide 1 accessible campsite at Hazel Creek Camp. | |
| State: - | |
| Federal: 218, 318 | |



EID

Sly Park - Jenkinson Camp

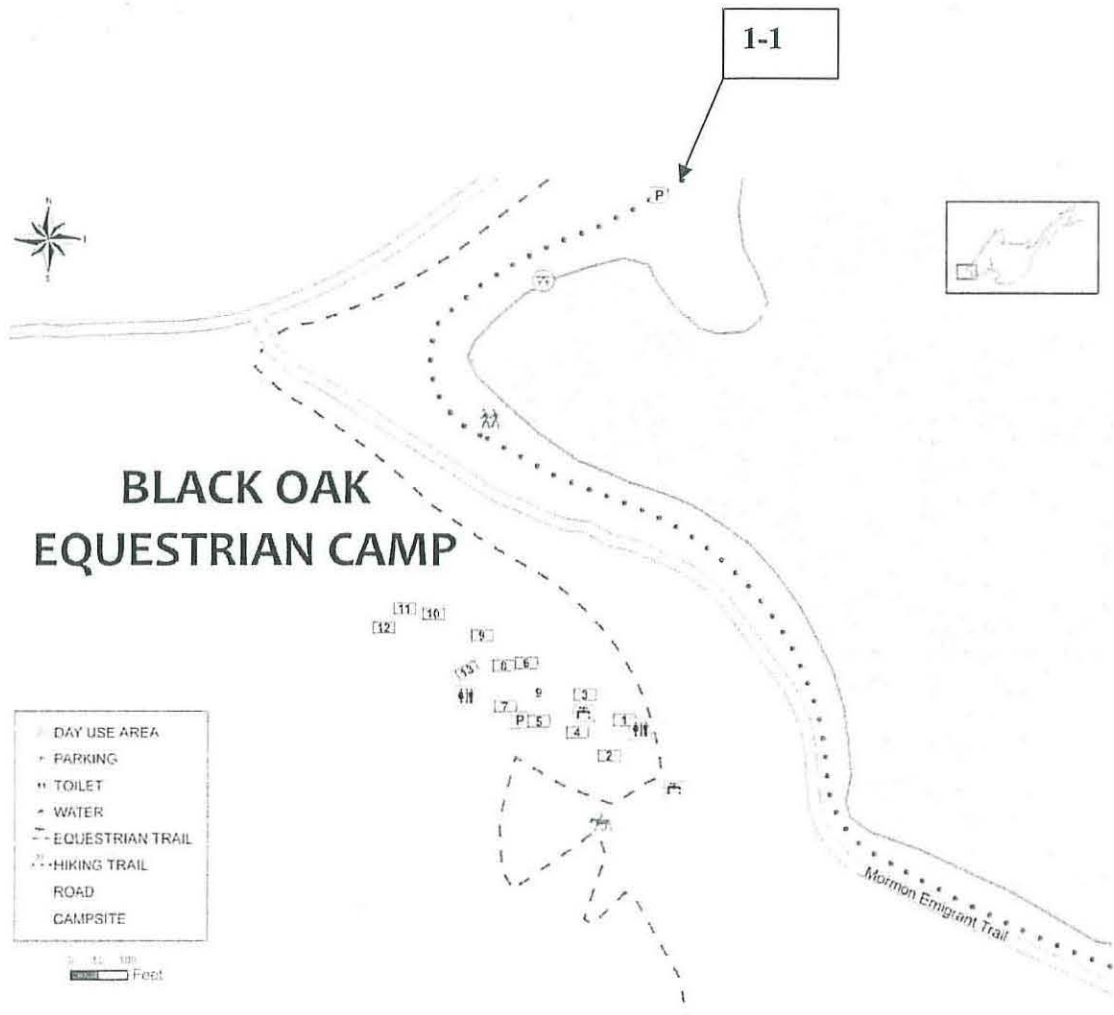
| Exterior | | |
|--|-----------------------------|------------|
| 4 - 1 | Walk | Priority:2 |
| Regrade surface | | \$1,000 |
| Notes: The walk slope in front of the restroom is 11% (5% max. allowed) | | |
| State: 1133B.7.3 | | |
| Federal: 4.3.7 | | |
| 20 - 1 | Single User Restroom | Priority:2 |
| Install sign | | \$1,000 |
| Notes: Provide Braille and raised lettering signs at the restroom doors | | |
| State: 1115B.6, 1117B.5.1 #1 | | |
| Federal: 4.30.4 | | |
| Increase or provide maneuvering or clear floor area | | \$2,000 |
| Notes: The space in front of the water closet is 38" (48" min. required) | | |
| State: 1115B.3.1 #4.1 | | |
| Federal: 4.17.3 | | |
| 20 - 2 | Single User Restroom | Priority:2 |
| Install sign | | \$1,000 |
| Notes: Provide Braille and raised lettering signs at the restroom doors | | |
| State: 1115B.6, 1117B.5.1 #1 | | |
| Federal: 4.30.4 | | |
| Increase or provide maneuvering or clear floor area | | \$2,000 |
| Notes: The space in front of the water closet is 38" (48" min. required) | | |
| State: 1115B.3.1 #4.1 | | |
| Federal: 4.17.3 | | |



EID

Sly Park - Mooring Facility

| Exterior | |
|--|--------------|
| 1 - 1 | Parking Area |
| | Priority: 2 |
| Provide or modify accessible spaces | |
| | \$2,000 |
| Notes: Provide accessible stalls, signage, and pavement markings | |
| State: 1129B | |
| Federal: 4.1.2(5)(b) | |



EID

Sly Park - Retreat House

| Exterior | | |
|--|---------------------|-------------|
| 1 - 1 | Parking Area | Priority: 1 |
| Provide or modify accessible spaces | | \$2,000 |
| Notes: Provide accessible spaces, signs, pavement markings | | |
| State: 1129B | | |
| Federal: 4.1.2(5)(b) | | |
| 4 - 1 | Walk | Priority: 2 |
| Install warning curb | | \$1,500 |
| Notes: The guard rail at the deck is 36" high (42" guard rail is required for deck heights 30" or greater) | | |
| State: - | | |
| Federal: - | | |
| 5 - 1 | Ramp | Priority: 2 |
| Install or modify handrails | | \$5,000 |
| Notes: Provide handrails on both sides of ramp | | |
| State: 1133B.5.5.1 | | |
| Federal: 4.8.5 #1 | | |
| Regrade or replace ramp | | \$15,000 |
| Notes: Existing ramp is 46-1/4" wide (48" required for occupancies up to 300) | | |
| State: 1133B.5.2 | | |
| Federal: 4.8.3 | | |
| 6 - 1 | Stairway | Priority: 2 |
| Install or modify handrails | | \$1,000 |
| Notes: Provide compliant handrails on both sides of stairway | | |
| State: 1133B.4.1.1 | | |
| Federal: 4.9.4 | | |
| Install tread striping | | \$500 |
| Notes: Provide contrasting color striping on each stair nosing | | |
| State: 1127B.4, 1133B.4.4 | | |
| Federal: - | | |
| Repair stair nosings | | \$1,000 |
| Notes: Modify stair risers to eliminate open riser or tread overhang. | | |
| State: 1133B.4.5.3 | | |
| Federal: 4.9.2 | | |

EID

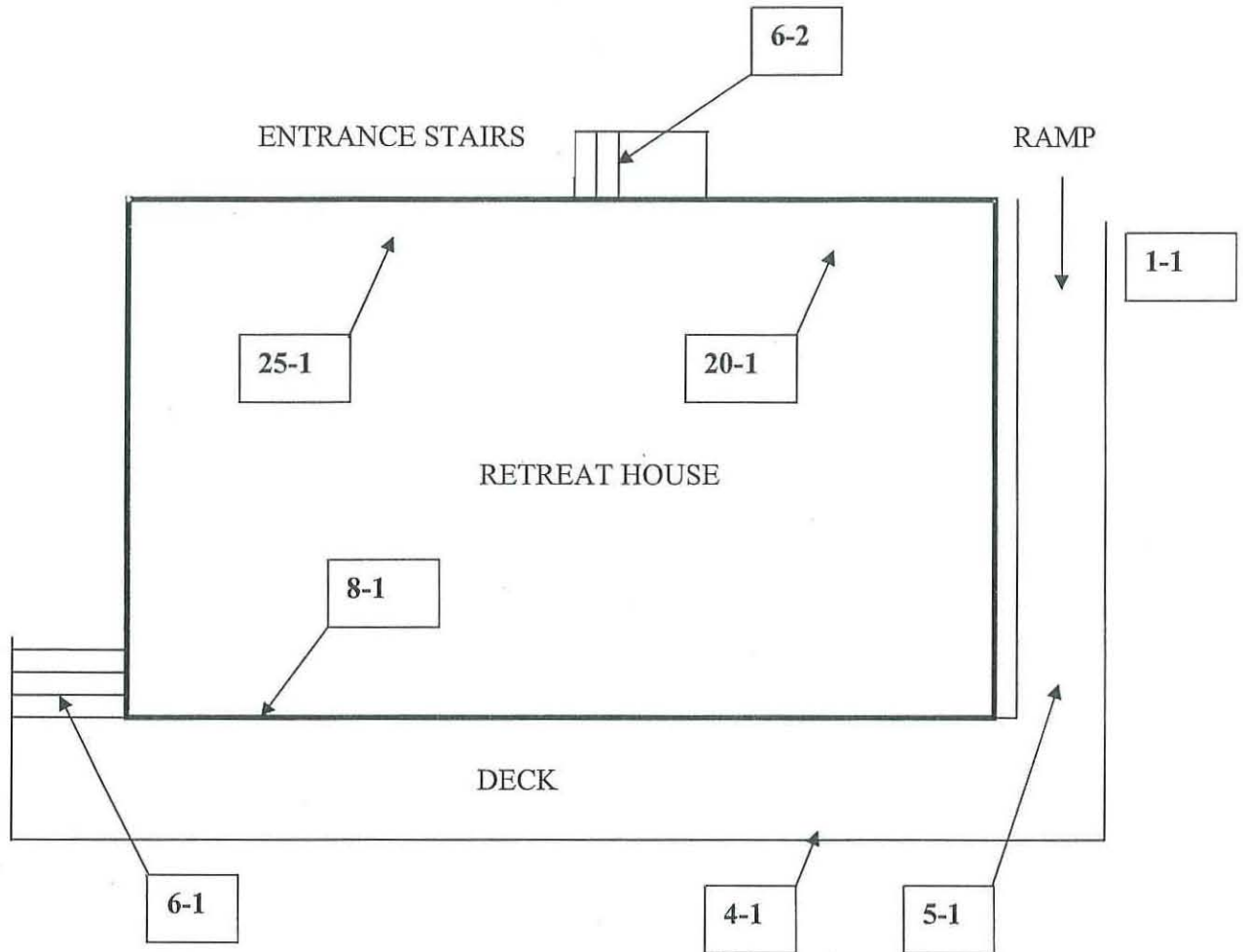
Sly Park - Retreat House

| Exterior | |
|--|-------------|
| 6 - 2 | Stairway |
| | Priority: 2 |
| Install or modify handrails | \$1,000 |
| Notes: Modify handrails to provide bottom extension that extends one tread length plus 12" | |
| State: 1133B.4.2.2 | |
| Federal: 4.9.4 #2 | |
| Install tread striping | \$500 |
| Notes: Install contrasting tread striping at each stair nosing | |
| State: 1127B.4, 1133B.4.4 | |
| Federal: - | |

EID

Sly Park - Retreat House

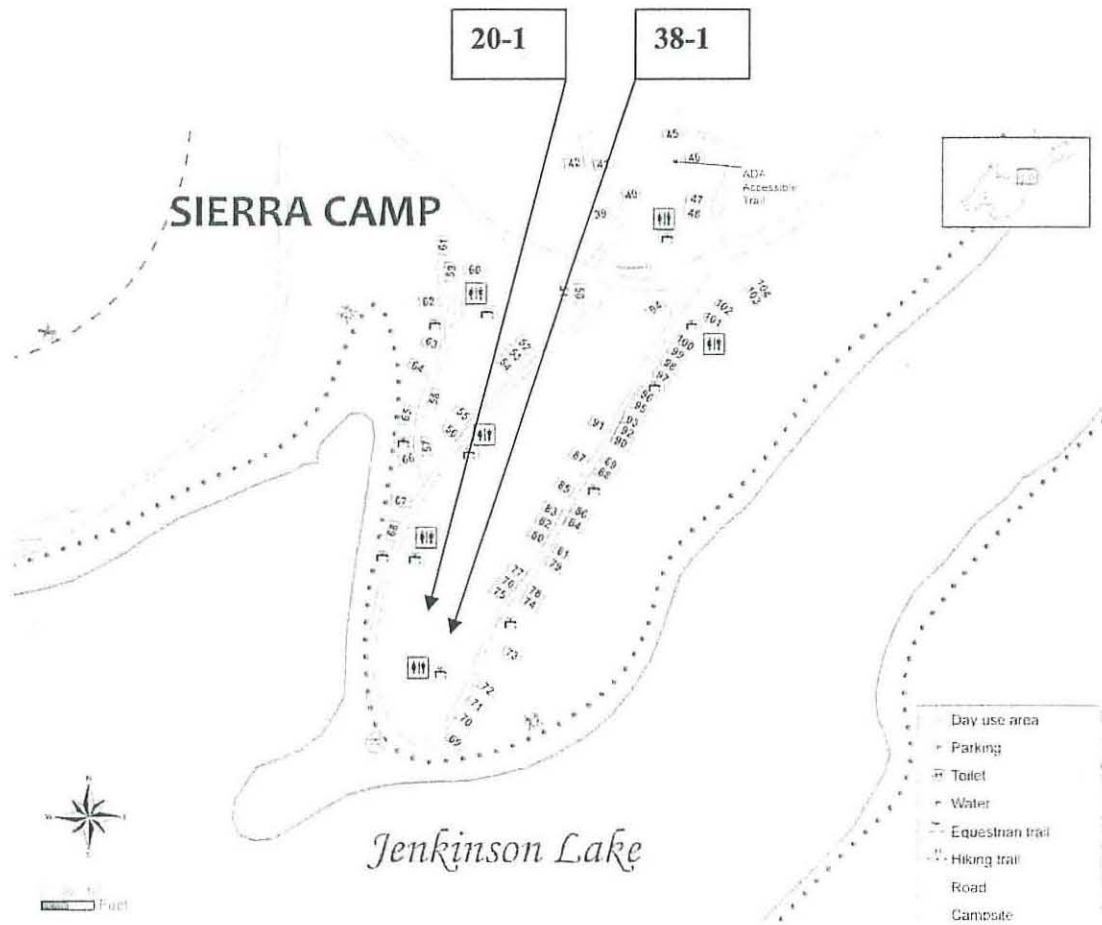
| Floor 1 | | |
|--|-----------------------------|-------------|
| 8 - 1 | Door/Gate | Priority: 2 |
| Install or modify permanent room signs | | \$250 |
| Notes: Install a Braille and raised lettering sign at the door with illuminated exit sign | | |
| State: 1011.3 #3 | | |
| Federal: - | | |
| 20 - 1 | Single User Restroom | Priority: 2 |
| Replace or reposition dispensers or mirrors | | \$150 |
| Notes: The reflecting surface of the mirror is 41-3/4" above the floor (40" max. allowed). The paper towel and seat cover dispensers are 46-1/2" and 56-14" above the floor respectively (40" max. allowed) | | |
| State: 1115B.8.1, 1115B.8.3 | | |
| Federal: 4.19.6, 4.23.7 | | |
| Increase or provide maneuvering or clear floor area | | \$2,000 |
| Notes: There is 43" in front of the water closet (48" min. required) | | |
| State: 1115B.3.1 #4.1 | | |
| Federal: 4.17.3 | | |
| Modify lavatory/counter clearances | | \$2,500 |
| Notes: The space under the lavatory bowl when measured 8" in from the front edge is 26" (27" min. required) | | |
| State: 1115B.4.3 #2 | | |
| Federal: 4.19.2 | | |
| 25 - 1 | Kitchen | Priority: 1 |
| Modify lavatory/counter clearances | | \$2,500 |
| Notes: Provide knee space beneath sink | | |
| State: 1115B.4.7 #1 | | |
| Federal: 4.24.3 | | |
| Provide an accessible counter | | \$3,000 |
| Notes: The counter and sink are 35-3/4" above the floor (34" max allowed. 30" long lowered counter section required) | | |
| State: - | | |
| Federal: 1115B.4.7 #1 | | |



EID

Sly Park - Sierra Camp

| Exterior | | |
|--|-----------------------------|-----------------|
| 20 - 1 | Single User Restroom | Priority: 1 |
| Provide an accessible path of travel | | \$10,000 |
| Notes: Provide an accessible restroom connected to an accessible campsite. | | |
| State: 1115B.1 | | |
| Federal: 4.22 | | |
| 38 - 1 | Camping Facilities | Priority: 1 |
| Provide an accessible camping space | | \$8,000 |
| Notes: Provide 4 accessible campsites in Sierra Camp | | |
| State: - | | |
| Federal: 218, 318 | | |



EID

Silver Lake - Boat Launch

| Exterior | | |
|--|-----------------------------|--------------------|
| 1 - 1 | Parking Area | Priority: 2 |
| Install sign | | \$500 |
| Notes: Access aisle not marked with "NO PARKING" | | |
| State: 1129B.3 #1, 1129B.3 #2 | | |
| Federal: - | | |
| 20 - 1 | Single User Restroom | Priority: 2 |
| Replace or modify grab bars | | \$1,000 |
| Notes: Grab bar is located 35" above the floor (33" to centerline is required) | | |
| State: 1115B.4.1 #3 | | |
| Federal: 4.17.6 | | |
| Increase or provide maneuvering or clear floor area | | \$2,000 |
| Notes: The angled wall is 24-34" from the front of the water closet | | |
| State: 1115B.3.1 #4.1 | | |
| Federal: 4.17.3 | | |
| 32 - 1 | Picnic Area | Priority: 1 |
| Provide an accessible table | | \$2,500 |
| Notes: Picnic table does not have accessible seating | | |
| State: 1132B.3.1 #2 | | |
| Federal: 306.3 | | |



20-1



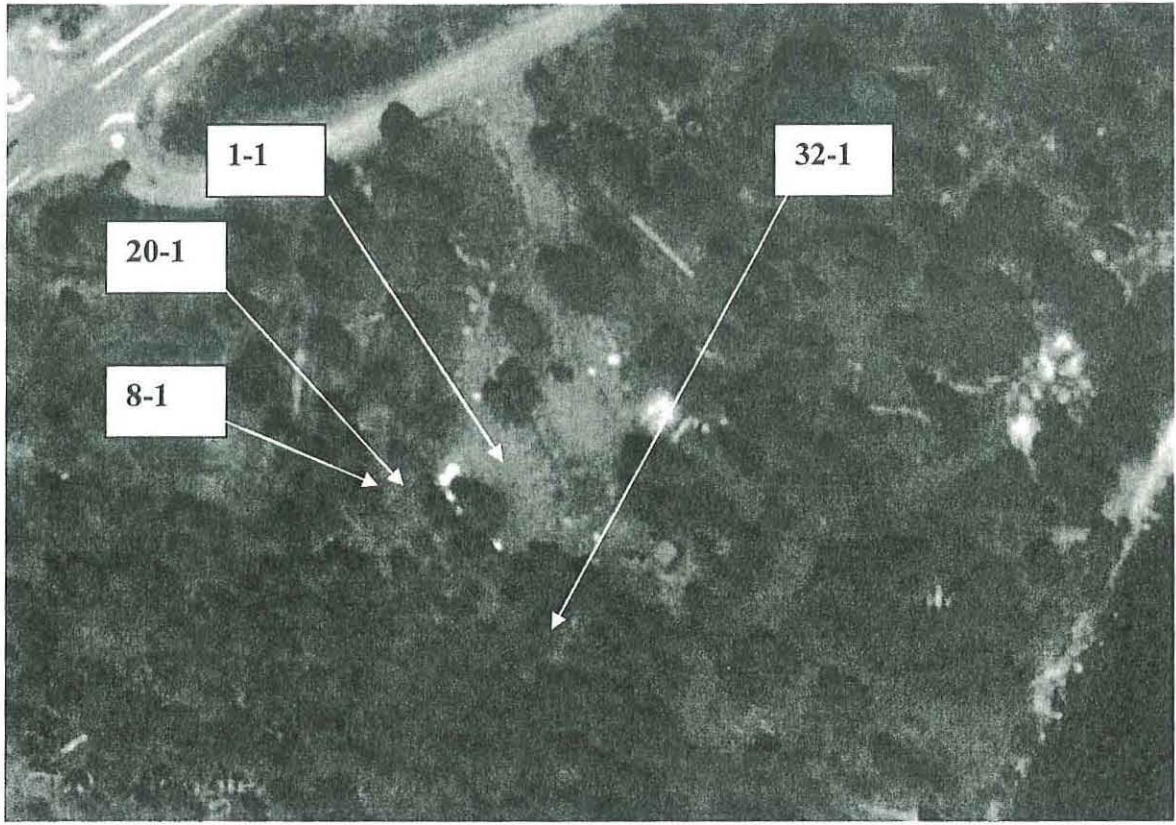
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EID

Silver Lake- Sandy Cove

| | | |
|--|-----------------------------|-----------|
| Exterior | | |
| 1 - 1 | Parking Area | Priority: |
| Install sign | | \$500 |
| Notes: Parking surface was snow covered, unable to evaluate | | |
| State: - | | |
| Federal: - | | |
| Install sign | | \$500 |
| Notes: Install van and maximum fine signs | | |
| State: 1129B.3 #1, 1129B.3 #2, 1129B.4 | | |
| Federal: - | | |
| 8 - 1 | Door/Gate | Priority: |
| Increase or provide maneuvering or clear floor area | | \$2,000 |
| Notes: There is 46" between the door and a building element on the swing side of the door (60" required) | | |
| State: 1133B.2, 1133B.2.4.2, 1133B.7.5 | | |
| Federal: 4.13.6 | | |
| 20 - 1 | Single User Restroom | Priority: |
| Install sign | | \$500 |
| Notes: Install appropriate State and Federal required signs | | |
| State: 1115B.6, 1117B.5.1 #1 | | |
| Federal: 4.30.4 | | |
| Replace or reposition fixtures | | \$1,500 |
| Notes: Centerline of the water closet is 19-1/2" from the wall (18" required) | | |
| State: 1115B.4.1 #1 | | |
| Federal: 4.17.3 | | |
| Replace or reposition dispensers or mirrors | | \$150 |
| Notes: Seat cover dispenser is 49" above the floor (40" max. allowed) | | |
| State: 1115B.8.3 | | |
| Federal: 4.23.7 | | |
| 32 - 1 | Picnic Area | Priority: |
| Provide an accessible table | | \$2,500 |
| Notes: Increase knee space beneath table | | |
| State: - | | |
| Federal: 306.3 | | |



EID

Silver Lake - West Campground

| | | |
|---|--|-------------|
| Exterior | | |
| 1 - 1 | Parking Area | Priority: 1 |
| | Provide or modify accessible spaces | \$2,000 |
| Notes: Provide accessible spaces, signs and pavement markings. | | |
| State: 1129B | | |
| Federal: 4.1.2(5)(b) | | |
| 8 - 1 | Door/Gate | Priority: 1 |
| | Increase or provide maneuvering or clear floor area | \$2,000 |
| Notes: The distance between the door and the structure is 47" (60" min. required) | | |
| State: 1133B.2, 1133B.2.4.2, 1133B.7.5 | | |
| Federal: 4.13.6 | | |
| 20 - 1 | Single User Restroom | Priority: 1 |
| | Provide an accessible path of travel | \$10,000 |
| Notes: The restroom is not connected to other campground features by an accessible route. | | |
| State: 1115B.1 | | |
| Federal: 4.22 | | |
| | Increase or provide maneuvering or clear floor area | \$2,000 |
| Notes: Space in front of the toilet is 44" (48" min. is required) | | |
| State: 1115B.3.1 #4.1 | | |
| Federal: 4.17.3 | | |
| | Install sign | \$500 |
| Notes: State and Federal signs are not provided. | | |
| State: 1115B.6, 1117B.5.1 #1 | | |
| Federal: 4.30.4 | | |
| 32 - 1 | Picnic Area | Priority: 1 |
| | Provide an accessible table | \$2,500 |
| Notes: Provide an accessible picnic table on an accessible path of travel to other campground features. | | |
| State: 1132B.3.1 #2 | | |
| Federal: 306.3 | | |
| 37 - 1 | Utilities in Recreation Areas | Priority: 1 |
| | Modify operating mechanism | \$1,000 |
| Notes: Water supply controls are not operable with a closed fist and not on an accessible route | | |
| State: - | | |
| Federal: 217, 317 | | |

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Silver Lake - West Campground

| Exterior | |
|---|--------------------|
| 38 - 1 | Camping Facilities |
| | Priority: 1 |
| Provide an accessible camping space | \$2,000 |
| Notes: Provide 3 accessible camping spaces. | |
| State: - | |
| Federal: 218, 318 | |

