



SONOMA COUNTY

# ADA Self-Evaluation and Transition Plan Update

Final Plan  
December 2009

***Sonoma County ADA Self-Evaluation and Transition Plan Update***  
***Prepared by:***



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## **1.0 Introduction**

### **1.1 Summary**

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

This ADA Self-Evaluation and Transition Plan is being prepared to partially fulfill the requirements set forth in Title II of the Americans with Disabilities Act. The ADA states that a public entity must reasonably modify its policies, practices, or procedures to avoid discrimination against people with disabilities. This report will assist the County of Sonoma, and related public entities governed by the same five individuals who sit as the Board of Supervisors, 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.

The County of Sonoma prepared and adopted an ADA Self-Evaluation and Transition Plan in 1992. This 2009 plan updates the existing 1992 plan by describing the process by which policies, programs, and facilities were evaluated for compliance with the ADA; presenting the findings of that evaluation; and providing recommendations to ensure compliance. This section provides an overview of the requirements for developing the Self-Evaluation and Transition Plan and outlines the plan development process. Subsequent sections will describe and evaluate policies and programs and will establish the relationship between physical and programmatic barriers to accessibility.

### **1.2 Legislative Mandate**

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

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

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

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

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

Title II of the ADA provides that public entities must identify and evaluate all programs, activities and services and review all policies, practices, and procedures that govern administration of the entity's program's activities, and services. This report and certain documents incorporated by reference, establishes the County's ADA Self-Evaluation and Transition Plan. This report was prepared on behalf of the Agricultural Preservation and Open Space District, the Community Development Commission, the Economic Development Board, the Sonoma County Water Agency, the Northern Sonoma County Air Pollution Control District, Russian River County Sanitation District, Sonoma Valley County Sanitation District, Forestville County Sanitation District, Occidental County Sanitation District and the South Park County Sanitation District, hereinafter collectively referred to as "County." This plan also addresses County-owned facilities leased to other agencies, including the Courts, the Sonoma County Fairgrounds and U.C. Extension.



### **1.3 ADA Self-Evaluation and Transition Plan Requirements and Process**

The Self-Evaluation is the County's assessment of its current policies, practices, and procedures and an update of the 1992 Self-Evaluation and Transition Plan. The updated Self-Evaluation identifies and makes recommendations to correct those policies and practices that are inconsistent with Title II requirements. As part of the Self-Evaluation, the County:

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

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

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

## 1.4 Discrimination and Accessibility

There are two kinds of accessibility:

Program accessibility; and

Physical accessibility

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

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

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

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

When choosing a method of providing program access, the County will give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the County must provide equality of opportunity.

## 1.5 Undue Burden

The County 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 County. For example, if a barrier removal action is judged unduly burdensome, the County must consider other options for providing access to the benefits and services of the program or activity by individuals with disabilities.

## **1.6 Facility Survey**

In 2008, the County conducted a physical audit of County facilities to identify facility barriers and identify recommendations and alterations in order to meet state and federal accessibility standards. The list of facilities surveyed included:

- County owned parks
- County owned buildings
- County maintained pedestrian facilities
- County programs housed in leased facilities

## **1.7 Self Evaluation**

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

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

- Agricultural Preservation and Open Space District
- Agriculture, Weights and Measures
- Auditor/ Controller
- Board of Supervisors
- Child Support Services
- Community Development Commission
- County Administrator
- County Clerk-Recorder-Assessor
- County Counsel

- District Attorney
- Economic Development
- Emergency Services
- General Services
- Health Services
- Human Resources
- Human Services
- Information Systems
- Law Library\*
- Permits and Resources Management
- Probation
- Public Defender
- Regional Parks
- Retirement
- Sheriff
- Sonoma County Fair and Exposition
- Superior Court of California
- Transportation and Public Works
- Treasurer/ Tax Collector
- U.C. Cooperative Extension\*
- Water Agency

\* The Law Library and U.C. Cooperative Extension are housed on County properties, but are not County programs.

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

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

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

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

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

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

Following planning meetings attended by the core project staff in 2007, the surveys were summarized and the summaries were distributed to the staff for review.

Findings from each program provider's responses can be found in section 3. A copy of the survey questionnaire can be found in Appendix A.

## **1.8 Public Outreach**

Two public meetings (March 26, 2008 and January 21, 2009) were held to encourage the public to share their comments regarding the Draft Self-Evaluation and Transition Plan. Public participation included persons with disabilities. A third meeting to review the Final Draft is scheduled for October 13, 2009. Meeting minutes can be found in Appendix C.

## **1.9 County of Sonoma Community Interest Group**

A focus group of County residents was formed at the initiation of this Self-Evaluation and Transition Plan process to represent the Sonoma County disability community and advise the County on the development of the Sonoma County Self-Evaluation and Transition Plan. The Community Interest Group (CIG) assisted the County in gaining perspective and plan acceptance for the project, as well as, assisting in setting priorities for future corrective action. Meeting minutes from the CIG meetings can be found in Appendix B.

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

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## 2.0 Definitions

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

### 2.1 Disability

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

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

### 2.2 Qualified Individual with a Disability

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

### 2.3 Discrimination on the Basis of Disability

Discrimination on the basis of disability means to:

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

- Use selection criteria that exclude otherwise qualified people with disabilities from participating in the programs or activities offered to the public; and
- Fail to use tests, including eligibility tests, in a manner that ensures that the test results accurately reflect the qualified applicant's skills or aptitude to participate in a program or activity.

## 2.4 Complaint

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

## 2.5 Physical or Mental Impairments

*Physical or mental impairments* may include, but are not limited to: vision, speech, and hearing impairments; emotional disturbance and mental illness; seizure disorders; mental retardation; orthopedic and neuromotor disabilities; learning disabilities; diabetes; heart disease; nervous conditions; cancer; asthma; hepatitis B; HIV infection (HIV condition); and drug addiction if the addict has successfully completed or is participating in a rehabilitation program and no longer uses illegal drugs.

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

## 2.6 Substantial Limitations of Major Life Activities

An individual is disabled if she or he has a physical or mental impairment that (a) renders her or him unable to perform a major life activity, or (b) substantially limits the condition, manner, or duration under which she or he can perform a particular major life activity in comparison to other people.

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

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

1. The nature and severity of the impairment;



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

## **2.7 Having a Record of Impairment**

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

## **2.8 Regarded as Having a Disability**

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

## **2.9 Reasonable Program Modifications**

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

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

1. To a registration or application process to enable an individual with a disability to be considered for the program or activity;
2. To the program or activity environment in which the duties of a position are performed so that a person with a disability can perform the essential functions of the program or activity; and
3. That enable individuals with disabilities to enjoy equally the benefits of the program or activity as other similarly situated individuals without disabilities enjoy.

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

Modification applies to:

- All decisions and to the application or registration process;

- All services provided in connection with the program or activity;  
and
- Known disabilities only.

Modification is not required if:

- It changes the essential nature of a program or activity of the person with a disability;
- It creates a hazardous situation;
- Adjustments or modifications requested are primarily for the personal benefit of the individual with a disability; or
- It poses an undue burden on the County.

## **2.10 Undue Burden**

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

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

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

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

## **2.11 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;
3. Acquisition or modification of equipment or devices; and other similar services and actions.

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## **3.0 Policies and Programmatic Accessibility Findings and Actions**

### **Introduction**

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

### **Overview**

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

- Agricultural Preservation and Open Space District
- Agriculture, Weights and Measures
- Auditor/ Controller
- Board of Supervisors
- Child Support Services
- Community Development Commission
- County Administrator
- County Clerk-Recorder-Assessor
- County Counsel
- District Attorney
- Economic Development
- Emergency Services
- General Services
- Health Services
- Human Services
- Information Systems
- Law Library
- Permits and Resources Management
- Probation
- Public Defender
- Regional Parks
- Retirement
- Sheriff
- Sonoma County Fair and Exposition
- Superior Court of California
- Transportation and Public Works

- Treasurer/ Tax Collector
- U.C. Cooperative Extension
- Water Agency

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

## Programmatic Modifications

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

## Useful Links

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

### **3.1 Findings and Recommended Actions – County-Wide Programs, Activities, and Services**

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

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

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

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

**D. Programs and Activities** – Program eligibility and participation for example, public meetings, tours and trips, transportation services, the use of consultants or contractors to provide county services, special events and private events on County properties, and the maintenance of accessible programs and ongoing accessibility improvements.

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

**F. Pedestrian Rights-of-Way** – Pedestrian Rights-of-Way maintained by the County constitute a County program and are subject to the requirements of the ADA.

## **A. Customer Service**

### ***Self-Evaluation Findings:***

In-person interaction with the public is one of the primary functions of many County departments. Most staff reported that they are not aware of procedures for determining reasonable modifications to achieve program accessibility.

### ***Recommended Actions:***

1. Make appropriate modifications to regular practices to accommodate the needs of individuals with disabilities when providing customer service.
2. Provide accessible facilities such as parking, including van accessible parking, path-of-travel, entry doors, signage, and transaction counters at customer service locations. If alternative locations for providing accessible services are required, provide those services in the most integrated setting, without stigmatizing the user.
3. Provide standard equipment at each site where programs are administered to facilitate basic communications access using alternative formats. Equipment may include, but not be limited to, paper and pencil, an enlarging copy machine, and access to TDD/TTY or relay service technology.
4. Allow the use of service animals to assist persons in accessing programs, activities and services in County facilities. Since service animals are not always dogs, staff should be made aware of the definition of a service animal and the protocol and etiquette for service animals.
5. Develop criteria for determining reasonable modifications to provide program accessibility, which may include acquisition or redesign of equipment, assignment of aides to persons with disabilities, and provision of services at alternative accessible sites. An approach should include:
  - Requests for reasonable modification in programs or services should be made to the department responsible for the program or service.
  - The department offering the program or service should meet with the individual with a disability to identify which aspects of the program limit participation and what modifications can be made.
  - The department offering the program or service should consult with the relevant program or service staff to determine the reasonable modification. The department offering the program or service may also



consult with the County's ADA Coordinator or other resources providing services or information regarding persons with disabilities as appropriate.

- The department offering the program or service should document the modification(s) that was offered and the response of the person with the disability to the modification(s) offered. This documentation should be filed with the County ADA Coordinator's office.
- If individuals with a disability are not satisfied with the results of this process, they should be directed to the County's ADA Grievance procedure.

## **B. Outreach and Printed Information**

### **Notice Requirements**

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

#### ***Self-Evaluation Findings:***

Public notification regarding County programs, events and registration often does not include information about available program modifications or non-discrimination language, nor does it always identify a contact person for those persons with disabilities who may request program modifications. Some departments reported that these notices are included on printed materials.

#### ***Recommended Actions:***

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

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

*if you require any other accommodation, please contact department staff.*

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

*The County ADA Coordinator can be reached at (707) 565-2693.*

*E-mail: [ada@sonoma-county.org](mailto:ada@sonoma-county.org)*

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

*POLICY ON NON-DISCRIMINATION*

*ON THE BASIS OF DISABILITY*

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

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

*County of Sonoma ADA Coordinator*

*Taryn Lewis  
575 Administration Drive, Suite 116B*

*Santa Rosa, CA 95403*

*(707) 565-2693  
(707) 565-3166 FAX*

*Email: [ada@sonoma-county.org](mailto:ada@sonoma-county.org)*

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

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

*(707) 565-3949*

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

### **Printed Information**

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

#### ***Self-Evaluation Findings:***

Many County departments and offices produce printed information that is available to the public. Most registration forms, permits, and waivers are only available in written form. While some County departments distribute information about obtaining printed information in alternate formats, other departments do not.

#### ***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 County's commitment to provide program information in alternative formats on an individual basis as requested.
3. Ensure the uniformity of charges for a publication for all formats of that publication.

4. Include the following notice on all materials printed by the County that are made available to the public:

*This publication can be made available in alternative formats, such as, Braille, large print, audiotape, or computer disk. Requests can be made by calling (707) \_\_\_\_ - \_\_\_\_ (Voice) or (707) \_\_\_\_ - \_\_\_\_ (TDD). Please allow 72 hours for your request to be processed.*

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

## **General Publicity and Advertising for County Programs, Services and Activities**

### *Self-Evaluation Findings:*

Public notification regarding meetings, conferences, and other events often does not include information regarding accessible locations and the availability of auxiliary aids. Increased outreach to persons with disabilities is needed to inform the public of the services and facilities already available as well as possible modifications that the County is prepared to make in order to make its services, programs, and activities accessible.

### **Recommended Actions:**

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

## **County of Sonoma Website**

As people turn to the Internet as their primary source of information regarding services, programs, activities, and facilities, the County's website

(<http://www.co.Sonoma.ca.us>) takes on increased importance as a communications tool.

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

### ***Self-Evaluation Findings:***

The County is subject to and must comply with both Title II of the ADA and Section 508 of the Rehabilitation Act. County web sites are hosted either internally by the County's Information Systems Department (ISD), or externally, by a contracted service provider. To the extent that there are inconsistencies between Title II and Section 508 regarding website compliance, Departments (including agencies and districts) are advised to comply with the more stringent standards between the two. Departments are responsible for ensuring that all information posted to its website complies with accessibility standards, or that it makes provisions to supply the material in an alternate format. If a Department contracts to develop, maintain, or host websites, it will ensure that the contractor meets accessibility standards and that accessibility standards are addressed within the contract.

The ISD department is actively engaged in the ongoing process of testing, developing, and updating the website for compliance with these accessibility standards. Most web pages include information related to how their services or facilities are accessible to persons with disabilities.

### ***Recommended Actions:***

1. Increase outreach to persons with disabilities by having the website include more information about the County's commitment to providing accessible services.
2. List those County agencies, departments, and specialized services that offer TTY/TTD in the website telephone directory ([www.sonoma-county.org/PHONE/index.htm](http://www.sonoma-county.org/PHONE/index.htm)), and include the following statement:

*County of Sonoma staff and services can be reached through California Relay Services (dial 711 or [www.ddtp.org](http://www.ddtp.org)) The County of Sonoma also offers Text Telephone (TTY) or Telecommunications Device for the Deaf (TDD) services for persons with speech or hearing impairments.*

3. Provide information regarding programs, facilities, permits, and reservations on the County's website in an accessible format. This information should be easily found by new web users.
4. Include the County's statement regarding accessible locations and the availability of auxiliary aids upon request on the website.
5. Continually improve the accessibility of web pages through the use of web accessibility analysis to meet and/or exceed Section 508 of the Rehabilitation Act guidelines for accessibility of electronic information. Acquire the technological resources necessary to create accessible PDF and graphics files as described in ADAAG standards for electronic and information technology.
6. To support consistent and accessible web pages, develop a Website Accessibility Policy that expresses the County's commitment to accessibility and each Department's responsibility for accessibility compliance. This includes providing oversight for outside vendors who create web pages.
7. Develop a program to monitor web pages for continued compliance with accessible web standards.
8. Continue to provide training to County staff members in creating accessible PDF and other electronic files for posting on County or departmental websites.
9. Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities. One of the most commonly used services is <http://webxact.watchfire.com/>, but new products and services are constantly being introduced. Other disability-related Internet resources include:
  - [www.access-board.gov/links/communication.htm](http://www.access-board.gov/links/communication.htm)
  - [www.w3.org](http://www.w3.org)
  - [www.section508.gov](http://www.section508.gov)
  - [www.ittatc.org](http://www.ittatc.org)
  - [www.disabilityinfo.gov](http://www.disabilityinfo.gov)

## Televised and Audiovisual Public Information

All of the programming for Channel-70, a cable TV channel devoted to the Sonoma County Government, is written, produced, and edited by the Community Media Center of Santa Rosa. This means of communicating County information and programming to the public can be particularly effective in reaching persons with disabilities who may be prevented from attending County Board of Supervisors meetings. Another means for disseminating public information is through audiovisual presentations produced by County departments.

### ***Self-Evaluation Findings:***

The County of Sonoma has a few channels devoted to local, government, education, and community information. Community media access channels 70, 71, and 72 are all broadcast on local cable systems; all of which provide closed captioning.

### ***Recommended Action:***

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

## Public Telephones and Communication Devices

### ***Self-Evaluation Findings:***

The ISD department has recently listed a main TTD/TTY number for all departments. A few departments and divisions within departments such as Department of Health Services have their own TTY/ TDD installed.

### ***Recommended Action:***

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

## C. Training and Staffing

### **Self-Evaluation Findings:**

In general, county staff members are not familiar with problems encountered by persons with disabilities, and have limited experience working with individuals with disabilities. Many staff members may not be knowledgeable about the different types of reasonable modifications that would make their services accessible. Few programs reported having made adaptations to their programs regarding accessibility.

One of the most frequently identified needs by County departments is more and improved accessibility training. Different types of training are necessary depending on the type of work and the amount of public contact involved with a specific position. There has been staff turnover since the last accessibility trainings. Some staff members have been trained in how to communicate via telephone with individuals with hearing disabilities. However, sufficient numbers of current 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

### **Recommended Actions:**

1. Provide all County staff members with on-going awareness and sensitivity training. Provide resources such as the County of Long Beach's website, Disability Etiquette: Interacting with Persons with Disabilities ([http://www.fcc.gov/cgb/dro/504/disability\\_primer\\_4.html](http://www.fcc.gov/cgb/dro/504/disability_primer_4.html)).
2. Include persons with disabilities as trainers.
3. Provide training to County staff members who have contact with the public about how to provide modifications and use assistive devices to make their programs, activities and services accessible. Ensure that customer service training includes information about communicating with and providing modifications for persons with a variety of disabilities. Include program-specific adaptations, assistive devices, and modifications in each department's accessibility policy manual.
4. Develop a comprehensive disability access training program. Educate all County staff about their responsibilities under the ADA. The



County's ADA Coordinator and line supervisors should be responsible for ensuring that staff members receive training. Reference materials that address special modifications should be included in this training.

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

## **D. Programs and Facilities**

### **Accessible Programs, Program Eligibility and Admission**

#### ***Self-Evaluation Findings:***

Some departments have admission or eligibility criteria, but no department reported limiting the participation of individuals with disabilities.

#### ***Recommended Actions:***

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

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

## **Contracted Services**

### ***Self-Evaluation Findings:***

Some departments use outside contracted employees to provide services to the public. Most of these departments ensure that consultants are aware of their obligations to facilitate participation of persons with disabilities in programs provided in the written contracts.

### ***Recommended Actions:***

1. For those departments that use outside contracted employees to provide services to the public, a procedure should be established to ensure that their work is consistent with County accessibility policies and standards, including contract language and a monitoring procedure
2. Require County contractors to obligate County service contractors to meet ADA requirements.

## **Public Meetings**

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

### ***Self-Evaluation Findings:***

Generally, public meetings are held in locations that are accessible to persons with mobility impairments. However, most County departments indicated that they need training on how to respond to requests for other modifications. Generally, staff is not knowledgeable about how to access assistive listening systems, or American Sign Language interpreters. It was reported that assistive listening systems are not routinely available at meetings.

### ***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. When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate. These modifications may include phone-in participation, video recording, and meeting transcripts.
3. Make information available to County staff on the types of modification requests that may be made by persons with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like "real-time captioning." Provide guidance in the layout of the room, sign-in table and refreshments table, to insure that these features are accessible.
4. Display a notice on meeting agendas indicating the availability of accessibility modifications.
5. Provide agendas and other meeting materials in alternative formats, when requested.
6. Consider assigning a staff member to be a greeter at public meetings and events. Identify the staff member as a resource for persons who may require assistance.
7. Provide flexibility in the time limit on speaking for individuals with communication difficulties.
8. Provide assistive listening devices at public meetings, when requested.
9. Publicize the availability of American Sign Language (ASL) interpreters in all meeting announcements. Include the following notice in all meeting publicity:

*All county public meetings are conducted in accessible locations.*

*If you require accommodations to participate in this meeting,  
these may be requested by calling:*

*(707) \_\_\_-\_\_\_\_ or (707) \_\_\_-\_\_\_\_ (TTY)*

*at least 72 hours in advance.*

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

10. Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments (see Section 6.0).

11. Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to all County departments and programs.
12. Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and/or the relocation of meetings upon request.

### **Emergency Evacuation Procedures**

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

#### ***Self-Evaluation Findings:***

While emergency evacuation plans exist for most County buildings, most County departments have not established emergency evacuation procedures to safely evacuate persons with disabilities.

#### ***Recommended Actions:***

1. Develop guidelines for the evacuation of persons with disabilities in various types of emergency situations. Each department, division, or program should use these guidelines to create their own emergency evacuation plans. These plans should:
  - Address what to do when an alarm is triggered;
  - Establish meeting places for assistance and evacuation chairs;
  - Provide direction on what to do if assistance is not available; and
  - Establish floor captains.
2. Specific suggestions for evacuation plans and procedures can be found through the US Access Board ([www.access-board.gov/evacplan.htm](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 County 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.

## **Tours and Trips**

### ***Self-Evaluation Findings:***

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

### ***Recommended Actions:***

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

## **Transportation**

### ***Self-Evaluation Findings:***

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

### ***Recommended Actions:***

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

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

### ***Self-Evaluation Findings:***

Opportunities for the improvement of County services will continue to arise as advances are made in technology and as staff becomes more familiar with the provision of program modifications for persons with disabilities. As the

County acquires new facilities and develops new programs, it will be necessary to review each of them for access compliance.

**Recommended Actions:**

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

**E. Accessible/Adaptive Equipment**

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

**Self-Evaluation Findings:**

Many County departments are unaware of resources for purchasing equipment or supplies that would make their programs more accessible to persons with disabilities.

**Recommended Actions:**

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

## **F. Pedestrian Rights-of-Way (PROW)**

Sonoma County maintains approximately 1,384 miles of public roads, and 30 County-owned signalized intersections with another 31 jointly owned signalized intersections.

### ***Self-Evaluation Findings:***

Sonoma County currently operates a number of programs devoted to making streets and sidewalks more accessible, including annual installation, repair, and maintenance programs, a complaint/request process, and pedestrian-related capital projects.

Every year, the County funds annual Capital Improvement Program (CIP) projects, to address accessibility problems in the public right-of-way

### **Sidewalk Repair Program**

#### ***Self-Evaluation Findings:***

The County makes accessibility-related improvements through various means, including the following:

The County engages in annual maintenance efforts to repair cracked or heaved sidewalks and to address sidewalk improvements based on citizen's requests and/or needs at specific locations as budget allows. Street overlay and street reconstruction projects include repair of sidewalk and construction of ADA compliant curb ramps. Other CIP projects with ADA components are completed every year and there is a requirement for developers to install ADA-compliant driveways, sidewalks, and curb ramps through conditions of approval. Cars and other vehicles parked across sidewalks are enforced by the Sheriff's Office on a complaint basis.

#### ***Recommended Actions:***

The County should post information on the website concerning the reasons why sidewalks need to be kept clear of obstructions. The Sheriff's Office should publicize that vehicles parked across sidewalks will be cited or towed.

### **Standard PROW Construction Details**

#### ***Self-Evaluation Findings:***

Sonoma County makes its construction plans and details available on the County website. The plans and specifications are consistent with state and federal accessibility requirements.

### **Recommended Actions:**

1. Incorporating the details contained in the California Department of Transportation (CalTrans) "Revised Standard Plans". These standard plans provide details on ramps, sidewalks, accessible parking, loading zones and driveways and are available on the CalTrans website, <http://www.dot.ca.gov>.
2. The County should develop a policy to approve objects such as plaques, specialty tiles, etc. that are embedded in sidewalks or other pedestrian areas. Some jurisdictions require manufacturer specifications, or in the instance of plaques and other artwork, testing of the static coefficient of friction by an independent laboratory such as Underwriters Laboratories.
3. The County should develop a policy covering public art placed in the PROW. The policy should contain guidelines on placement, surfacing material used underneath and interpretive material for individuals with sensory related disabilities.

### **Accessibility During Construction**

#### **Self-Evaluation Findings:**

Construction Barricades: When capital improvements are contracted by the County, the contractor is directed to maintain an accessible path of travel during construction. Many improvement projects are located in rural areas with little pedestrian or bicycle traffic. However, in every case, provisions are included to provide safe and accessible passage for pedestrians and bicyclists.

When improvements are made in more urbanized areas of the County, work that impinges on shoulders or sidewalks is typically limited to one side of the road at a time. Signs on either side of the work zone warn pedestrians that the path of travel is closed ahead and to use the other side of the road. The signs are placed at locations where pedestrians can safely cross to the other side, or pedestrians are assisted by flaggers.

Encroachment work that is done by utilities or private development is regulated by the Sonoma County Permits and Resource Management Department (PRMD)

#### **Recommended Actions:**

Further refine this approach by establishing guidelines, construction details and specifications and procedures for monitoring and maintenance of accessible paths of travel. Refer to existing, similar documents produced by



agencies such as: the County and County of San Francisco Department of Public Work Guidelines For the Placement of Barricades at Construction Sites - Order No. 167, 840, or the U.S. Access Board Revised Draft Guidelines for Rights-of-Way (2005) available on the Access Board's website.

### **Street or Sidewalk Closure**

#### ***Self-Evaluation Findings:***

The County currently provides advance warning for street closure using signage posted at the area undergoing alterations or repair. Although this approach is satisfactory for non-disabled residents, sidewalk closure creates problems for disabled pedestrians when routes change or all routes in a County are not accessible.

#### ***Recommended Actions:***

1. Provide advance notice of all street or sidewalk closures on informational materials and the County website.
2. Ensure that street closure signs and information conform to the California Manual of Uniform Traffic Control Devices (CA-MUTCD).

### **On-Street Accessible Parking**

#### ***Self-Evaluation Findings:***

The County does not have an ongoing program for installation of on-street accessible parking. Construction or installation of accessible on-street parking is considered when the County receives a specific request. The county is more likely to comply with such a request if there is no-off street parking available at the location. Most requests come from unincorporated communities with commercial or business operations nearby.

The U.S. Access Board Revised Draft Guidelines for Accessible Public Rights-of-Way (November 23, 2005) contains recommendations for providing accessible on-street parking where on-street parking is provided. Section R217 (Passenger Loading Zones), and R216 (On-street Parking), address the scoping, location, design, and path of travel for accessible on-street parking.

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

to the general public, the same or equivalent service should be available to the disabled.

**Recommended Actions:**

1. Develop and adopt standards for providing accessible on-street parking where on-street parking is provided.
2. Develop and adopt a policy and procedure to evaluate individual citizen requests for on street accessible parking spaces in residential areas. Because existing state law does not allow on-street spaces to be reserved for a specific individual, some jurisdictions have established policies to discourage others from parking in these spaces. Factors to consider include, but are not limited to:
  - Absence of off street parking
  - Physical or topographical limitations of existing off street parking
  - Establishing a time-limited permit based which must be renewed.

**Accessible Pedestrian Signals (APS)**

**Self-Evaluation Findings:**

When new traffic signals are installed, an evaluation is made of the number or likelihood of pedestrians that may utilize that facility. In some cases, traffic signals are located at intersections far from uses that would generate pedestrian traffic.

The California Building Code (CBC) contains standards for pedestrian signal button height configuration. The code addresses the provision of a level and clear space centered and parallel to the pedestrian signal push button, clear ground space for wheelchairs, the maximum height of the signal push button, the maximum activating force to operate the signal push button, the provision of a textured horizontal yellow band encircling the pole, and a dark border band above and below this yellow band. Additionally, many jurisdictions are installing audible or audible/tactile APS systems under the ADA Title II requirement to provide program accessibility. The California Manual of Uniform Traffic Control Devices (CA-MUTCD) outlines a process that local jurisdictions must follow to evaluate the potential installation of audible or audible/tactile systems.

***Recommended Actions:***

Ensure that all new or replaced pedestrian signals comply with minimum requirements for button height, design and placement. As new technologies develop, evaluate these technologies in concert with the local community of persons with disabilities.

Adopt CA-MUTCD Section 4E.06 criteria to assess potential ASP installation locations.

## **3.2 Policy Review: County Municipal Code**

This review was completed using the electronic version of the Sonoma, CA County Code published by LexisNexis and current through Ordinance 5715, March 20, 2007.

### **General Principles**

#### **Meeting Locations**

##### ***Recommended Action:***

Add language for all Sonoma County appointed commissions to make their meetings locations accessible.

All documents pertaining to the meetings including meeting notices, minutes, and hand-out will be provided in alternative formats when requested.

#### **Application Forms for County programs such as licenses, volunteer positions, registration, and permits**

##### ***Recommended Action:***

Add language that accommodations will be made to application forms for persons who can not read or fill out forms.

#### **Fees and Prices**

##### ***Recommended Action:***

Add language that accommodations will be made to application forms for people with disabilities. For example, it should not cost more for a large print copy of a document than for a copy printed in standard font.

#### **Construction Projects**

##### ***Recommended Action:***

Add language that an accessible path-of-travel should be maintained during construction.

##### ***Recommended Action:***

Add language that accessible design be incorporated in all project design.

## **Chapter 2 Administration**

### **2 Article VI, Planning Agency, Sec. 2-77. Powers and duties.**

#### ***Recommended Action:***

When mentioning acts of legislature, explicitly mention that the obligations of the Americans with Disabilities act.

Article XV, Sale of Surplus Real Property, Sec. 2-151. Location.

#### ***Recommended Action:***

Add language stating that when possible, locations will be accessible.

### **Article XXIII, Informal Bidding Procedures.**

#### ***Recommended Action:***

Add language regarding Contractors and Subcontractors be made aware of their responsibilities under the ADA. Sonoma County Staff will ensure that Contractors and Subcontractors are fulfilling this obligation.

## **Chapter 5 Sonoma County Animal Regulation Ordinance**

### **Article I. General Provisions, Sec. 5-6. Definitions and Article X. Prohibited Conduct., Sec. 5-122. Animals in county buildings and feeding or care of animals on county property prohibited-- Exceptions.**

#### ***Recommended Action:***

Add definition for "service animal." Service dogs are defined, service animals are not limited to dogs. For example, miniature horses serve as Guide Horses for the blind.

## **Chapter 8 Cable Television**

### **Sec. 8.**

#### ***Recommended Action:***

Add language to require that all cable services also be available to people with disabilities.

**Article I. In General, Sec. 8-9. Operational standards.**

***Recommended Action:***

Add language that all local cable shows should be closed captioned.

**Article I. In General, Sec. 8-11. Subscriber rates and charges.**

***Recommended Action:***

Add language that people with disabilities not be charged higher rates for their accommodations.

**Chapter 14 Local Health Permits & Enforcement Regulations Relating To Food Sales**

**Article II. Food Handling Establishments and Public Pools, Sec. 14-4.1. Public pool permit generally.**

***Recommended Action:***

Add language to explicitly mention that pools need to be accessible to people with disabilities.

**Chapter 15 Highways, Roads, And Bridges**

**Article VI. Procedure for the Permitting of Special Events, Sec. 15-33. Conditions of permits.**

***Recommended Action:***

Add language providing accessible parking and path-of-travel for people with disabilities.

### **3.3 Department Reports**

#### **Agricultural Commission**

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##### **Description of Programs and Services**

The department consists of four separate divisions:

##### **Agriculture Division**

The Agricultural Division implements programs under the California Department of Food and Agriculture (CDFA), and the California Department of Pesticide Regulation (DPR), and works in cooperation with various federal, state, regional and local agencies. The Agricultural Commissioner enforces the laws and regulations of the California Food and Agriculture Code and the California Code of Regulations and county ordinance in regards to pest prevention, consumer protection, environmental protection, and special services while serving at the discretion of the County Board of Supervisors and CDFA Secretary of Agriculture. The main office is in Santa Rosa with satellite offices in Sonoma and Petaluma.

The primary goal and purpose of all County Agricultural Commissioners statewide is "To Promote and To Protect" agriculture and to protect the environment, and public health, safety and welfare. Services include but are not limited to inspection and certification of commodities, monitoring use of pesticides, assisting the public and industry with pest problems, and providing educational outreach.

##### **Weights and Measures**

Weights and Measures is committed to protecting the economic health of the community by preserving and maintaining confidence in the accuracy of weighing and measuring instruments, product standards, and business practices used in commerce. Through this balanced commitment and timely response to citizen requests, consumers and businesses are assured the means of accurate value comparison and fair competition.

The Division enforces state standards insuring the accuracy of devices used by a wide variety of businesses such as: scales used in wineries, cement plants, grocery stores, jewelers, and freight companies; and of measuring devices that determine the quantity of fuels, compressed gasses, lengths of rope and cable, electricity, water, and volumes of soils. Packaged commodities are tested to determine their true net content, and price accuracy audits are conducted at locations using automated price scanners. Fuel and automotive products are tested for octane rating and commodity

standards. The weighmaster program reviews bulk commodity sales conducted at quarries, landscape materials yards, fisheries and vineyards.

### **Animal Care and Control**

Animal Care and Control is responsible for enforcing local, State and Federal laws and regulations that pertain to animals and their care. This division administers the State mandated rabies program including vaccine clinics, reporting bites and the quarantine of animals. Field officers impound stray or unmanageable animals, inspect kennels, livestock areas and respond to complaints. The division provides community education and responds to complaints concerning cruelty, neglect and inhumane treatment of animals. Alternative sentencing courses are also provided for violators of State laws. With the operation of a County Animal Shelter, Animal Care and Control is responsible for caring for sick and injured animals, and sheltering animals no longer in the care of their owners. The County Animal Shelter makes full use of volunteers, particular for an adoption program, as well as utilizing trustees from the North County Detention Facility for kennel maintenance activities.

### **Fish and Wildlife Commission**

The Sonoma County Fish and Wildlife Commission leverages funds from fines and forfeitures imposed or collected as a result of environmental enforcement actions prosecuted by the District Attorney for violations of the California State Fish and Game Code in Sonoma County.

The Sonoma County Fish and Wildlife Commission typically meets monthly to consider grant applications, review project status, and conduct regular business. These meetings are open to the public and the public is encouraged to attend.

### **ADA Self-Evaluation Contact:**

Michael Smith  
133 Aviation Blvd, Suite 110  
Santa Rosa, CA 95403

Telephone number      (707) 565-2371  
Fax number              (707) 565-3850



<b>Program/Activity</b>	<b>Facility Name and Location</b>
Agriculture Division Programs	133 Aviation Blvd, Suite 110, Santa Rosa 11 English Street, Petaluma 19722 8 <sup>th</sup> Street East (Courtyard), Sonoma
Weights and Measures Programs	133 Aviation Blvd, Suite 110, Santa Rosa
Animal Care and Control Shelter	1247 Century Court, Santa Rosa Lobby/ Multi-Purpose / Training Room
Fish and Wildlife Commission Meetings	133 Aviation Blvd, Suite 110, Santa Rosa

## Agricultural Preservation and Open Space District

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### Description of Programs and Services

The Sonoma County Agricultural Preservation and Open Space District permanently protects the diverse agricultural, natural resource, and scenic open space lands of Sonoma County for future generations.

The District features a broad range of programs to help the County fulfill its goals of preserving the land and providing healthy open spaces for generations to enjoy. Such programs are as follows:

Acquisition of conservation easements and fee title properties

- [Competitive Matching Grant](#) Program
- [Small Farms](#) Initiative
- [In Our Own Backyard \(IOOBY\)](#) Student Education Program
- [Stewardship](#) of protected properties
- Volunteer Patrols
- [Outings](#) Program

### ADA Self-Evaluation Contact:

Elaine Rotondo, Administrative Aide  
747 Mendocino Avenue, Suite 100  
Santa Rosa, CA 95401

Telephone number      (707) 565-7267  
Fax number              (707) 565-7359

Program/Activity	Facility Name and Location
Public Outings	SR Creek Greenway, Healdsburg Ridge, Russian River Paddle, Petaluma Marsh, Tierra Vegetables, Jacobs Ranch, Paulin Creek, Saddle Mountain, McCullough Property, Laguna de Santa Rosa, Dewar/Hepper Property, Taylor Mountain, Doerksen, Poff
Volunteer Patrol Assistance	Taylor Mountain, Calabazas, Carrington, Jacob's Ranch
In Our Own Backyard (IOOBY)	Healdsburg Ridge, Riverfront Park, Doerksen, Glen Oaks, Jacobs Ranch, Taylor Mountain, Laguna Uplands, Bayer Farm
Small Farms, Landowners Meetings	747 Mendocino Avenue, Suite 100 Small Conference Room
Advisory Committee Meetings	747 Mendocino Avenue, Suite 100 Small Conference Room

### Customer Service

In Our Own Backyard (IOOBY) Program has established a process for responding to requests for modification. Requests are submitted to the Education Director and the Assistant Director who oversee that the necessary modifications to the program are made to allow that individual to participate.

### Notice Requirements

Notice that all persons have a right to participate in Agricultural Preservation and Open Space District meetings and programs regardless of disability is accomplished through posting and distributing the Meeting Agendas, which also includes information about the availability of modifications provided for persons with disabilities.

The public is advised that Agricultural Preservation and Open Space District is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

## **Public Meetings**

Open Space Authority and the Citizen Advisory Committee Meetings require that public meetings and special events are held in accessible locations.

Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with three days notice.

Assistive listening devices are available at the Open Space Authority and the Citizen Advisory Committee Meetings with three days notice.

## **Special Events and Private Events on Public Properties**

The District contracts with some non-profits to organize workdays on District properties. The public is invited to work on the property during these workshops.

## Auditor – Controller/ Treasurer – Tax Collector Dept

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### Description of Programs and Services

The Auditor-Controller/Treasurer-Tax Collector (ACTTC) department was established by the Board of Supervisors in 2006, as a result of consolidating the elected office of the Auditor-Controller with the elected office of the Treasurer-Tax Collector. The following is a summary of the various functions of the department under the direction of the Auditor-Controller/Treasurer-Tax Collector.

The Auditor-Controller is the chief financial officer of the county and exercises general supervision over the accounting of all organizations under the control of the Board of Supervisors, and all districts whose funds are kept in the County Treasury. The Auditor-Controller provides various levels of accounting services to county departments and local government agencies and is responsible for the preparation of financial statements; receipt and disbursement of county funds; compilation of the county's budgets; payroll processing; and financial audits.

The Treasurer is responsible for the safekeeping and investment of funds for the county, school districts, and other local agencies. The Revenue and Debt Division of the Treasurer is responsible for the administration of the county's deferred compensation program; the collection of delinquent payments for other county departments; collection and disbursement of assessments for the Sonoma County Tourism Business Improvement Area; collection of unincorporated area Transient Occupancy Taxes; collections of parking fines for many governmental agencies; and the management and facilitation of county issued debt and bonds.

The Tax Collector-Auditor is responsible for the collection and distribution of all property taxes for school districts, special districts, cities, redevelopment agencies, and the county government. The Property Tax Division of the Tax Collector-Auditor also performs billing and collection of 1915 Act special assessment bond debt. Special assessment bonds are used to fund infrastructure improvements such as streets, water distribution systems, sewer lines, and other improvements. Debt service for Special Assessment bonds experiences normal annual fluctuation as new districts issue bonds and older districts mature.

The organizational structure of the ACTTC department consists of nine divisions:

### **Administration Division**

The Administration Division works to support the ACTTC Department's goal by working to achieve superior customer service through innovation, effective teamwork and easy-to-understand information.

The Division provides support for the Auditor-Controller/Treasurer-Tax Collector and his executive assistants; acts as Human Resources and Information Systems liaison for the department; responsible for budget/finance, purchasing, policies and procedures; department payroll; and directs the planning and implementation of programs required to provide quality service to department employees, county departments and other agencies as required by law.

### **Accounting Division**

The Accounting Division provides financial information to the public, other government agencies, and county departments. It is responsible for recording all receipts and disbursements of county monies and for maintaining budgetary control of various funds. This Division prepares the financial statements required by state law which include the annual audit, state report, final budget, and county-wide cost plan.

Services offered by the Accounting Division are as follows:

- Mandated Cost Claims
- Receipt and Deposit of County Funds
- Disbursement of County Funds (primarily Claims payment)
- Compilation and Publication of the County Budget
- Budgetary Control
- Cost Plan Preparation and Reporting
- Sales Tax and 1099 Reporting
- Preparation, Issuance and Reporting of County Debt
- Implementation and Maintenance of FAMIS Accounting System
- County Annual Financial Report (CAFR)

### **Audit Division**

The Audit Division is responsible for the audit function of the County of Sonoma. State statutes or Federal law mandates many audits. The Audit Division conducts audits of County Departments, County Enterprise Funds, County Service Areas, Special Districts under the Board of Supervisors, Special Districts under Local Boards, and Federal, State and County Grants. The Division does audits and compliance reviews of Refuse and Cable

Franchise Fees, Advertising Funds, Transient Occupancy Tax and Self-Storage operators. The Audit Division investigates fraud or cash shortages found within County Departments and makes recommendations to prevent their recurrence. Per Board Resolution, all audits done by the Division are either revenue producing or mandated by law.

### **Fiscal Division**

The Fiscal Division provides full service accounting, including financial statement preparation and annual audit requirements for several of their clients for County Departments, local districts, and other governmental entities on a contractual basis. The Fiscal Division provides its client base with assistance related to management reports, cost accounting, budget preparation, grant reimbursements, calculation of fund balance, billing and revenue collection, reporting requirements, financial forecast modeling, and provides accounting guidance and oversight.

Current client base includes:

- Transportation and Public Works Department
- Sonoma County Water Agency
- Information Systems Department
- Economic Development Board
- Animal Care and Control Department
- County Counsel Department
- Sonoma County Transportation Authority (SCTA)
- Sonoma Marin Area Rail Transit (SMART)
- North Coast Railroad Authority (NCRA)
- Community Development Commission (CDC)
- Local Agency Formation Commission (LAFCO)
- Agricultural Preservation and Open Space District
- Redwood Empire Dispatch Communications (REDCOM)
- Graton Community Services District

The Fiscal Division oversees all administrative and accounting requirements in the event that a disaster has been declared in the County of Sonoma.

### **Payroll Division**

The Payroll Division is responsible for the payment and distribution of salaries and benefits for County of Sonoma employees. Employee time is gathered electronically and processed for payment in several programs. The Payroll Division pays vendors for benefits, taxes, wage assignments, and other voluntary deductions. Employees and Retirees also submit personal

payments for benefits in certain circumstances. This Division is responsible for ensuring those payroll procedures and reports meet all legal requirements. The Payroll Division also develops and establishes controls for the payroll process.

### **Property Tax Division**

The Property Tax Division is responsible for preparing the County-wide property tax levy. This levy creates the property tax bills that the Treasurer-Tax Collector mails to property owners annually. After the Auditor-Controller / Treasurer-Tax Collector receives payment from property owners, the Property Tax Division is responsible for distributing the tax proceeds to all government agencies, cities, schools, special districts, and the County, as well as oversight of Special Assessment District bond distribution for the County. This Division also processes corrections to the tax roll.

Services offered by the Property Tax Division are as follows:

- Establish and maintain property tax rolls
- Calculation of Tax Rates
- Allocation and Distribution of tax receipts
- Maintaining bond payments and outside districts' direct charges

### **Revenue and Debt Division**

The Revenue and Debt Division maximizes Sonoma County's revenue by collecting delinquent accounts. These accounts include Unsecured Delinquent Taxes, Public Defender Fees, Probation Accounts, Human Services Overpayments, Health Services Accounts, Abatement Penalties, and Permit Fees along with other types of collections which are occasionally referred by other County departments. Revenue recovered by the Division is credited back to the originating department. The Revenue and Debt Division also pursues legal action to recover public funds.

- Programs the Revenue and Debt Division provides are as follow:
- Central Collections
- Parking Administration and Adjudication
- Deferred Compensation
- Bond Issuance/Debt Management
- Transient Occupancy Tax



## **Tax Collection Division**

The Tax Collection Division is responsible for the collection of Secured Property Taxes, Supplemental Property Taxes and Unsecured Property Taxes and the collection of Transient Occupancy Taxes. Each section within the Tax Collection Division performs essentially similar activities such as billing, receipt and deposit of funds, record management, and receipt reconciliation. Approximately 200,000 secured tax bills, 30,000 supplemental tax bills and 35,000 unsecured tax bills are processed each year. The Tax Collection staff provides processing expertise; information and assistance to individual taxpayers and mortgage professionals; and oversees tax defaulted or delinquent tax payments, selling delinquent property under the approval of the Board of Supervisors. The Tax Collection Division also collects Transient Occupancy taxes from hotels and motels in the unincorporated area and posts and deposits the collected funds on behalf of the County.

## **Treasury Division**

The Treasury Division is responsible for the safekeeping and investment of funds for the County, School Districts and Special Districts. The Division oversees all banking operations for the County and its Departments and is the paying agent for all department and Special Assessments. All public financing is coordinated through the Treasury Division, as well as Tax Revenue Anticipation Notes for the County and School Districts as well as the General Obligation bonds for the School Districts.

## **ADA Self-Evaluation Contact:**

585 Fiscal Drive, Suite 100F & 101F  
Santa Rosa, California 95403

Julianne Kamplain, Administration Division Manager

Telephone Number (707) 565-3583

Fax Number (707) 565-2810

Mark Sampietro, Accounting Division Manager

Telephone Number (707) 565-3292

Fax Number (707) 565-3489

Greg McGuirk, Audit Division Manager

Telephone Number (707) 565-8300

Fax Number (707) 565-8308

Blane Jolliff, Fiscal Division Manager

Telephone Number (707) 565-3671

Fax Number (707) 565-3489

Kim Murphy, Payroll Division Manager

Telephone Number (707) 565-4685

Fax Number (707) 565-4694

Erick Roeser, Property Tax Division Manager

Telephone Number (707) 565-3294

Fax Number (707) 565-3489

Jonathan Kadlec, Revenue & Debt Division Manager

Telephone Number (707) 565-6124

Fax Number (707) 565-1167

Terri Pozzi, Tax Collection Division Manager

Telephone Number (707) 565-3232

Fax Number (707) 565-2610

Barbra Boyd, Treasury Division Manager

Telephone Number (707) 565-3229

Fax Number (707) 565-2683

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Property Tax	585 Fiscal Drive, Suite 101F
Revenue & Debt	585 Fiscal Drive, Suite 100F
Tax Collection	585 Fiscal Drive, Suite 100F
Accounting	585 Fiscal Drive, Suite 101F
Payroll	575 Administration Drive, Suite 117A
Treasury	585 Fiscal Drive, Suite 100F
Audit	433 Aviation Blvd, Suite 120
Fiscal	585 Fiscal Drive, Suite 101F
Administration	585 Fiscal Drive, Suite 101F

## **Public Meetings**

Revenue and Debt and Treasury Divisions require that public meetings and special events are held in accessible locations.

## Board of Supervisors

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### Description of Programs and Services

The Sonoma County Board of Supervisors sits as the governing board of Sonoma County and of various special jurisdictions such as the Sonoma County Water Agency, the Northern Sonoma County Air Pollution Control District, the Agricultural Preservation and Open Space District, County Sanitation Districts, and the Community Development Commission. The Board is composed of five supervisors elected from supervisorial districts for four year terms.

The Board of Supervisors conducts the business of the County of Sonoma through regular public meetings of the Board. The Office of the Board of Supervisors also oversees Ethics Training, Statements of Economic Interest and the Maddy Boards and Commissions.

### ADA Self-Evaluation Contact:

Mary Bowman, Office Support Supervisor  
575 Administration Blvd, Room 100A  
Santa Rosa, CA 95403

Telephone number (707) 565-2241  
Fax number (707) 565-3778

Program/Activity	Facility Name and Location
Board Meetings, Assessment Appeals	575 Administration Drive, Room 102A
Miscellaneous meetings	575 Administration Drive, Room 102A
Strategic Planning Public Meetings	Veterans Building, Community Centers, Etc.

### Customer Service

The Board of Supervisors has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program. The Chief Deputy Clerk consults with the Clerk of the Board of Supervisors and County Counsel to evaluate and make decisions on the requests for modification.

The Board of Supervisors has established a process for responding to requests for modification. Requests are submitted to the Deputy Clerk of

the Board, who oversees that the necessary modifications to the program are made to allow that individual to participate. The Deputy Clerk consults with the Clerk of the Board of Supervisors and County Counsel to evaluate and make decisions on the requests for modification.

### **Notice Requirements**

Notice that all persons have a right to participate in the Board of Supervisors activities and meetings regardless of disability is accomplished through posting and distributing the Board of Supervisor's Agenda on the website, which also includes information about the availability of modifications provided for persons with disabilities.

The public is advised that the Board of Supervisors is prepared to make reasonable modifications to programs and services to make them accessible to people with disabilities. On each of the meeting agendas for the Strategic Planning projects, the agenda instructs whom to contact when requesting reasonable modifications to programs or services.

### **Public Meetings**

The Board of Supervisors requires that public meetings and special events are held in accessible locations.

Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with three days notice.

### **Automated Electronic Equipment**

Copy machines, microfilm readers, computers, and the podium in the Chambers are wheelchair accessible. Staff members provide assistance for any of the equipment upon request.

## County Administrator's Office

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### Description of Programs and Services

The County Administrator's Office assists the Board of Supervisors in managing, directing and coordinating the operation of all departments over which the Board exercises control.

- Major activities of the office include:
- Review of all Agenda Items for the Weekly Meetings of the Board of Supervisors
- Evaluation of Performance of Appointed Department Heads
- Responsibility for Managing and Coordinating the County's Emergency Services Function
- Legislative Analysis for the Board of Supervisors and all County Departments
- Preparation of Studies and Analyses including Quarterly Financial Reports and Multi-Year Budget Projections
- Preparation of the County Budget
- Oversight of the Preparation of the County's Capital Improvement Program
- Staff Services to the Criminal Justice Council and the Health and Human Services Council

The County Administrator also appoints the General Services, Fire Services and Information Systems Directors.

### ADA Self-Evaluation Contact:

Mary Bowman, Office Support Supervisor  
575 Administration Blvd, Room 100A  
Santa Rosa, CA 95403

Telephone number      (707) 565-2241  
Fax number              (707) 565-3778

Program/Activity	Facility Name and Location
County Administrator's Office	575 Administration Drive, Room 104A
Miscellaneous meetings	575 Administration Drive, Room 102A
Strategic Planning Public Meetings	Veterans Building, Community Centers, etc.

### Customer Service

The County Administrator's Office has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program.

The County Administrator's Office has established a process for responding to requests for modification. Requests are submitted to the Chief Deputy Clerk of the Board, who oversees that the necessary modifications to the program are made to allow that individual to participate. The Chief Deputy Clerk consults with the Clerk of the Board of Supervisors and County Counsel to evaluate and make decisions for modification requested.

### Notice Requirements

Notice that all persons have a right to participate in the County Administrator's Office programs and meetings regardless of disability is accomplished through posting and distributing the Board of Supervisor's Agenda on the website, which also includes information about the availability of modifications provided for persons with disabilities.

The public is advised that the County Administrator's Office is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities. On each of the meeting agendas for the Strategic Planning projects, the agenda instructs whom to contact when requesting reasonable modifications to programs or services.

### Public Meetings

The County Administrator's Office requires that public meetings and special events are held in accessible locations.

Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with three days notice.

## **Automated Electronic Equipment**

Copy machines, microfilm readers, computers, and the podium in the Chambers are wheelchair accessible. Staff members provide assistance for any of the equipment upon request.



## Child Support Services

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### Description of Programs and Services

The mission of Child Support Services is to ensure that children receive the services regarding parentage and financial support to which are legally entitled. Services provided are as follow:

- Establishing paternity
- Establishing and enforcing child support orders
- Establishing and enforcing medical insurance coverage
- Locating non-custodial parents
- Reviewing existing child support orders
- Collection and distribution of support payments

Programs the Department of Child Support Services offers are:

- [Child Care Expense Collection Services](#)
- [Complaint Resolution](#)
- [Customer Service Unit](#)
- [Omsbudperson](#)
- [Outreach and Education Services](#)
- [Paternity Opportunity Program \(POP\)](#)
- [Spousal Support Collection Services](#)
- [State Hearings](#)

### ADA Self-Evaluation Contact:

Jennifer Traumann, Section Manager  
1755 Copperhill Parkway  
Santa Rosa, CA 95403

Telephone number      (707) 565-4023  
Fax number              (707) 565-4020

<b>Program/Activity</b>	<b>Facility Name and Location</b>
CS – Collection Services	1755 Copperhill Parkway, 2550 Paulin Drive
CS – Complaint Resolution	1755 Copperhill Parkway
CS – Courtroom Services	1755 Copperhill Parkway, 600 Administration Drive
CS – Customer Service	1755 Copperhill Parkway, 2550 Paulin Drive
CS – Medical Support	1755 Copperhill Parkway
CS – Outreach & Education Services	1755 Copperhill Parkway, Various Locations
CS – Paternity Opportunity Services	1755 Copperhill Parkway
CS – State Hearings	1755 Copperhill Parkway

### **Customer Service**

The Department of Child Support Services has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program. The department's Application for Services and brochures include a clause regarding non-discrimination as well as the County's Civil Rights contact information.

The Department of Child Support Services has established a process for responding to requests for modification. Requests are submitted to the Director or the Safety Coordinator, who oversee that the necessary modifications to the program are made to allow that individual to participate.

## **Notice Requirements**

Notice is included in the Application of Services and Advisory statements with Civil Rights contact information regarding procedures for filing a disability discrimination complaint.

## **Public Meetings**

The Department of Child Support Services requires that public meetings and special events are held in accessible locations.

Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences. Arrangements are made through the Sonoma County Court system, where all hearings are conducted.

## Clerk, Recorder, Assessor, and Registrar Of Voters Dept

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### **Description of Programs and Services**

In 2001, the Board of Supervisors consolidated the offices of County Clerk (including Registrar of Voters), Recorder and Assessor. The consolidated department was formed to provide integrated, efficient public service. (The Public Administrator- Public Guardian- Public Conservator and Clerk of the Board Divisions, which were included in the original consolidation, are now part of the Human Services Department and County Administrator's Offices, respectively). The divisions of the Clerk-Recorder-Assessor (CRA) Departments are:

#### **The County Clerk**

The County Clerk's Office issues and maintains marriage licenses and birth and death records, performs marriage ceremonies, files and maintains fictitious business name statements and notary bonds, processes passport applications, processes and collects filing fees for environmental documents for the Department of Fish and Game, and files conflict of interest statements for statutory filers.

#### **The Recorder**

The Recorder files and maintains public documents associated with land transactions including deeds, leases, homestead declarations, mining claims, records of survey, and subdivision maps, and finance documents, including trust deeds, notices of default, reconveyances and liens. Documents are indexed and stored primarily electronically and on microfilm, although some material is retained in paper form.

#### **The Assessor**

The Assessor is responsible for the annual appraisal of land and improvements, boats, airplanes and business personal property for property tax purposes, maintenance of changes of ownership and new construction, administration of property tax exemptions, maintenance of assessment standards, and mapping of subdivision and lot split activity.

#### **The Registrar of Voters**

The Registrar of Voters conducts all election in Sonoma County. The division maintains the voter file, verifies petitions, issues and files nomination documents, files and maintains campaign statements, compiles, typesets and distributes sample and official ballots, selects polling places, appoints poll workers, and tabulates votes.

### ADA Self-Evaluation Contact:

County Clerk, Recorder, and Assessor Divisions  
Ray Leonard, Administrative Services Officer  
585 Fiscal Drive, Room 104F  
Santa Rosa, CA 95403  
Telephone number (707) 565-1880  
Fax number (707) 565-1364

Registrar of Voters Division  
Elizabeth Acosta, Elections Manager  
435 Fiscal Drive  
Santa Rosa, CA 95403  
Telephone number (707) 565-6886  
TDD number (707) 565-6888  
Fax number (707) 565-6843

Program/Activity	Facility Name and Location
Polling Places	Various
Registrar of Voters	435 Fiscal Drive
Assessor	585 Fiscal Drive, Petaluma City Hall, Sonoma-County Corp Yard, Guerneville Vets
Clerk	2300 County Center Drive
Recorder	585 Fiscal Drive

### Customer Service

Clerk-Recorder-Assessor (CRA) Department has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program. The County Affirmative Action Coordinator is responsible for handling this process.

### Printed Information

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

Type of Information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Readers
CRA Website	X		X		X	
Ballot Measures		X				
*Ballots		X				

X indicates auxiliary aids or services currently available.

The Registrar of Voters Division prints information about services for voters with disabilities on the back cover of the Sample Ballot. This includes the Registrar of Voters TDD number, information concerning audio tapes of ballot measures, how to determine whether or not a polling place is accessible, an explanation of curbside voting, how to request a Vote by Mail ballot and how to become a Permanent Vote by Mail Voter.

The Registrar of Voters Division provides one Disabled Access Unit (DAU) at each polling place for voters with disabilities to access the ballot without assistance. Each DAU provides access to the ballot for voters with visual and/or mobility impairment.

### Website

The websites of the County Clerk, Recorder, and Assessor Divisions have been redesigned to allow for use by those with audio and visual impairment. The Registrar of Voters Division website is scheduled for upgrade to allow the same access.

The Registrar of Voters Division publicizes information through its website about the accessibility of its programs, services, and facilities and the right of voters with disabilities to participate in the democratic process. The website also provides information about polling place accessibility.

### Training and Staffing

Registrar of Voters' staff members have ongoing experience working with voters with disabilities. A staff member coordinates the Voting Accessibility Advisory Committee (VAAC). The VAAC works to develop a process on how to accommodate elderly voters and voters with disabilities. The VAAC also addresses voter education regarding the use of accessible voting equipment.

Registrar of Voters staff has worked with Disability Services and Legal Center to conduct outreach and education to the community regarding the resources available to voters with disabilities.

Poll workers receive training from the Registrar of Voters Division regarding physical modification to polling places and voting booths to accommodate voters with disabilities, as well as how to assist voters who request assistance. Poll workers receive training on the setup and operation of the Disabled Access Units (DAU's) provided to each polling places as well as how to assist voters in using the DAU's.

### **Public Meetings**

Auxiliary aids and services such as sign language interpreters are available at all public meetings, interviews, and conferences with seven days notice.

## Community Development Commission

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### Description of Programs and Services

The Sonoma County Community Development Commission (CDC) is established as a separate public and corporate entity pursuant to Section 34110 of the California Health and Safety Code which enables a community to have the option of operating its redevelopment agency and its housing authority under a single governing board. The Board of Supervisors is designated as the Board of Commissioners of the CDC and as the governing board of both the Housing Authority and Redevelopment Agency.

The CDC has been administering affordable housing programs since 1978. The CDC administers a range of programs designed to assist low to moderate income homeowners and tenants. Rental assistance is offered to lower income tenants through subsidized rents.

Another function of the CDC is to encourage and support neighborhood and community preservation. This includes revitalization of distressed neighborhoods and improvement of public facilities (such as streets, sidewalks, sewer and drainage systems) in conjunction with other public agencies. The CDC also undertakes activities to upgrade commercial centers within the County redevelopment areas.

The Community Development Commission consists of three divisions:

### Community Development Division (Comprised of the Affordable Housing, Community Development, and Housing Rehabilitation/Flood Elevation Sections)

The Community Development Division of the Sonoma County Community Development Commission administers a variety of programs to support the citizens of Sonoma County. Using funds from the federal Community Development Block Grant (CDBG), HOME Investment Partnerships (HOME), Federal Emergency Shelter Grants (FESG), and FEMA programs, as well as funds from other State and local sources, the agency administers programs to:

#### **Affordable Housing Section:**

Provide below market rate loans to housing developers to create rental units affordable to low- and very low-income renters, and homes for sale to low- and moderate-income first-time home buyers.



### **Housing Rehabilitation / Flood Elevation Section:**

Provide grants to owners of flood-prone residential properties in targeted areas of the Russian River floodplain to raise their homes above 100-year flood level.

Provide low-interest loans to low-income owner-occupants of single-family homes or mobile homes and to owners of rental properties where at least one-half of the tenants are low-income households, to make necessary repairs to their dwellings. The program provides below market rate loans to eligible property owners throughout the unincorporated areas of Sonoma County. Assistance may also be available to property owners in the cities of Cloverdale, Cotati, Healdsburg, Rohnert Park, Sebastopol, Sonoma, and the Town of Windsor.

### **Community Development Section:**

Encourage and support neighborhood and community preservation. Below market rate loans and grants are provided to public agencies and nonprofit organizations for public improvements (such as streets, sidewalks, sewer and drainage systems), and for public facilities (such as homeless shelters, parks, senior centers and accessible community buildings).

Provide grants to non-profit, community based organizations to help pay for a variety of public services to assist the County's low-income residents, including operation of homeless shelters, youth activities, fair housing information and mediation, substance abuse treatment and job training.

### **Housing Authority**

The purpose of the Housing Authority programs is to provide rental assistance to very low-income families and individuals to enable them to rent decent, safe and affordable housing. Very low income persons and/or families are defined as having incomes at or below 50 percent of the area median income as established by the Department of Housing and Urban Development. In Sonoma County, excluding the incorporated City of Santa Rosa, this program is operated by the Sonoma County Housing Authority. Programs offered are:

- Section 8 Housing Choice Voucher Program
- HOME Tenant-Based Rental Assistance Program
- Mobile Home Space Rental Assistance Program
- Shelter Plus Care Program
- Family Self-Sufficiency Program and Project HERO

## **Redevelopment Agency**

Redevelopment agencies exercise governmental functions and powers under the provisions of the Community Redevelopment Law (CRL), Health and Safety Code Sections 33000 et seq. The Redevelopment Agency provides economic development and community revitalization programs including grants to public entities or special districts and low-interest loans to businesses and other private property owners. This agency also provides financing to develop and sustain affordable housing, eliminate blighting conditions, promote public health and safety, and improve local economy.

### **ADA Self-Evaluation Contacts:**

1440 Guerneville Road  
Santa Rosa, CA 95403

Community Development Division  
Mark Krug, Comm. Dev Mgr  
Telephone number (707) 565-7509  
Fax number (707) 565-7583

Affordable Housing Section  
Bob Branson, Comm. Dev Associate  
Telephone number (707) 565-7901  
Fax number (707) 565-7583

Community Dev Section  
Cathy Allyn, Comm. Dev Associate  
Telephone number (707) 565-7541  
Fax number (707) 565-7583

Housing Rehabilitation Section  
Gary Tabbert, Comm. Dev Associate  
Telephone number (707) 565-7542  
Fax number (707) 565-7583

Housing Authority  
Carol Turner, Leased Housing Mgr  
Telephone number (707) 565-7520  
Fax number (707) 565-7583

Redevelopment Agency  
Boris Sztorch, Redevelopment Mgr  
Telephone number (707) 565-7508  
Fax number (707) 565-7583

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Community Development Division	1440 Guerneville Rd
SC Housing Authority	1440 Guerneville Rd
SC Community Redevelopment Agency	Various

### **Notice Requirements**

Notice that all persons have a right to participate in the Agency's programs regardless of disability is the International Symbol of Accessibility icon located on the agency's letterhead, on the Agency home webpage, and on other program documents/forms.

The public is advised, through various printed and digital formats, that the Agency is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

Public bulletin boards in the main office lobby and interview rooms provide multiple notifications to the public of available accommodations and contact personnel.

All employees including reception area employees are trained on how to assist anyone wishing to file a disability discrimination complaint. Complaint forms are provided and available at the CDC office or from the U.S. Department of Housing and Urban Development (HUD). Once received, the form is routed to the appropriate supervisor for processing.

### **Public Telephones and Communication Devices**

The Agency staff has access to and is aware of a TDD/TTY machine for communicating by telephone with individuals with hearing disabilities. The TDD machine is always available to take messages so that the appropriate specialist can return the TDD call. The Agency staff also has access to the California Relay service, 711. The phone number is 707-565-7555. The staff members have been trained in the use of the TDD/TTY devices.

## **Training and Staffing**

CDC staff members are advised at regular in-house staff meetings that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

CDC staff members are trained regarding the program's obligations and policies that enable persons with disabilities to participate in programs and activities. Staff members have participated in mandatory and voluntary training programs offered by the County of Sonoma Human Resources Department that includes topics related to providing modifications for persons with disabilities.

CDC staff members have received training in disability issues and have extensive experience working with people with disabilities due to the nature of the programs the Agency administers.

## **Use of Consultants**

Outside consultants are notified of their responsibilities for providing services in a nondiscriminatory manner. The contracts include the County's policy regarding accessibility for individuals with disabilities. The standard development agreements for CDBG and HOME funds detail the laws and regulations that prohibit discrimination against persons with disabilities.

CDC staff monitors outside consultants to ensure the Agency fulfills its obligations to provide accessible programs or services. The Agency performs periodic on-site visits to observe the program administration and implementation procedures of affordable housing developers and other recipients of grant and loan funds.

## **Emergency Evacuation Procedures**

Agency staff has a means of alerting people with disabilities of an activated alarm. In the event of an emergency evacuation staff would assist persons with disabilities. Specific personnel, identified and trained through the CDC Emergency Action plan, provide a means of alerting people of an activated alarm. Staff members are responsible to communicate and assist in the evacuation of the clients the Agency works with as part of the CDC's Emergency Action Plan and Evacuation Procedures.

## **Public Meetings**

The public is advised through agendas and posted meeting notices that disability related aids and services are available to make meetings more accessible by contacting specific staff personnel. These notices are posted both on the CDC website and in public areas.

Sign language interpreters and audio recordings are currently in use at some meetings in response to participant request.

Meeting and interview room tables are moveable and at a height to allow access for a variety of mobility devices. Clipboards, paper, and writing implements are available upon request.

### **Accessible Adaptive Equipment**

Enlarging copiers linked to work processing equipment are available for commission staff to respond to requests for larger print documents.

Audio files and CDs are available upon advance request and are standard for some public meetings.

In-house Webmaster is available to respond to accessibility requests regarding website access.

## County Counsel

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### Description of Programs and Services

The County of Sonoma County is the primary provider of legal services to County departments, over 25 special districts, as well as to the Board of Supervisors, the Grand Jury, Ag Preservation and Open Space District, Sonoma Marin Area Rail Transit District (SMART), Sonoma County Water Agency (SWCA), Sonoma County Retirement Association (SCERA), Local Agency Formation Commission (LAFCO), and the Sonoma County Transportation Authority (SCTA). The County Counsel's Office provides legal staff to many County commissions, and its attorneys regularly provide counsel to the Board of Supervisors, Planning Commission, Civil Service Commission, and Board Zoning Adjustments at public meetings and hearings. In addition to providing daily advice on issues such as contract compliance, employment conditions, and land use planning, County Counsel attorneys regularly appear in court on behalf of County departments on such matters as juvenile dependency cases, code enforcement actions, bail recovery, and mental healthy competency hearings. County Counsel either directly handles or coordinates outside counsel in the defense of all claims filed against the County, and proactively works with departments to minimize risk and assist in policy development and implementation.

### ADA Self-Evaluation Contact:

Debbie Latham, Deputy County Counsel  
 575 Administration Drive, Room 105  
 Santa Rosa, CA 95403

Telephone number (707) 565-3101  
 Fax number (707) 565-2624

Program/Activity	Facility Name and Location
Communications with General Public	575 Administration Drive, Room 105A & 2300 County Center Drive, Suite A-106A
Meetings, Conferences & Law Related Proceedings	575 Administration Drive, Room 105A & 2300 County Center Drive, Suite A-106A
Legal Services	575 Administration Drive, Room 105A & 2300 County Center Drive, Suite A-106A

## **Training and Staffing**

- Staff members are aware that it may be necessary to modify County Counsel policies or practices to enable people with disabilities to participate in and benefit from a program. County Counsel works closely with Human Resources, the Risk Manager, ADA Coordinator and the ADA Steering Committee.
- Staff members are trained regarding the County Counsel's obligation and policies that enable persons with disabilities to participate in programs and activities.
- Staff members have ongoing experience working with people with disabilities. The interactions have not only been with the general public, but as well as opposing or outside counsel (mobility impaired), witness and litigants (hearing impaired, mental illness, development disabilities).

## Courts

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### Description of Programs and Services

The Sonoma County Superior and Municipal Courts were administratively consolidated in January of 1994. The Judges and Commissioners of the Sonoma County Courts became fully coordinated under one Presiding Judge in January 1997. The Municipal Court was formally dissolved and one unified Superior Court was created in June of 1998. As a result, all of the sitting Municipal Court Judicial Officers were sworn in as Superior Court Judicial Officers.

Programs offered by the Superior Court are:

- Superior Court Operations (Traffic, Civil/Probate, Criminal, Family Law, Jury Services, Accounting)
- Juvenile Court Operations
- Self Help Access Center
- Family Law Facilitator
- Family Court Mediation Services

### ADA Self-Evaluation Contact:

Brett O'Rourke, Courts Maintenance  
600 Administration Drive  
Santa Rosa, CA 95403

Telephone number      (707) 521-6596  
Fax number              (707) 521-6750

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Superior Courts Operation	Various
Juvenile Courts Operation	7425 Rancho Los Guillicos Rd
Self Help Center	600 Administration Dr, Courtroom 17
Family Law Facilitator	600 Administration Dr, Rm 223-J
Family Court Services	475 Aviation Blvd, Suite 110



## Customer Service

- The Superior Court has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program.
- The Superior Court has established a process for responding to requests for accommodation. Requests are submitted to the ADA Coordinator or the Judicial Officer, who oversee that the necessary modifications to the program are made to allow that individual to participate.
- Outreach and Information
- The Superior Court maintains a page on their website to inform the public of the Court's ADA policy and procedure for filing Requests for Accommodations.
- The Court's policy and procedure is posted on a bulletin board in a centralized public area of the Hall of Justice.
- The orientation video shown to all incoming prospective jurors is captioned for the hearing impaired.

## Public Telephones and Communication Devices

- The Superior Court has access to and is aware of TDD/TTY for communicating by telephone with individuals with hearing disabilities. The device is located in the Jury Services Office (101J). The TDD number is 707-521-6583.
- Staff members have been trained in the use of the TDD device.

## Training and Staffing

- All Court staff has attended mandatory ADA training and are aware of the Court's policy and procedure for filing Requests for Accommodations and the various types of accommodations and equipment available.
- The ADA Coordinators regularly attend the annual ADA conference hosted by the Administrative Office of the Courts.
- Members of the Court's Building Evacuation Team have been trained on assisting individuals with disabilities during an emergency.

## Public Meetings

- All public meetings are held in accessible locations and interpreters, readers, and/or adaptive equipment are provided.

## **Use of Consultants**

- Outside consultants are notified of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the County's policy regarding accessibility for individuals with disabilities.

## District Attorney

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### Description of Programs and Services

The District Attorney's Office of Sonoma County, the largest legal office in the county, conducts all prosecutions for public offenses in Sonoma County, and institutes proceedings for the arrest of persons charged with public offenses. This includes felony and misdemeanor prosecutions, daily court calendar proceedings, felony preliminary hearings, sentencing hearings, violations of probation hearings, appellate hearings, charging of juvenile petitions and presentation of evidence in delinquency hearings in Juvenile Court, criminal and civil prosecutions related to environmental and consumer law violations, and investigation of criminal activities related to prosecutions. The District Attorney also prosecutes violations of county ordinances, represents the Sheriff in weapon forfeiture cases, files petitions to hospitalize developmentally disabled persons if they are a danger to themselves or others, and investigates public (open) meetings violation allegations. To facilitate accomplishment of these responsibilities, the District Attorney has created the following specialized teams: Homicide Unit, Special Victims Unit (handling child abuse, elder abuse, sexual assault, domestic violence, statutory rape, and child abduction), Gangs and Hate Crimes Unit, Narcotics Unit, Auto Theft Prosecution Unit, Environmental and Consumer Law unit, and the Welfare and Workers' Compensation Fraud Unit. In 2006, the Office reviewed approximately 30,000 cases, of which 23,000 cases were filed for prosecution.

### Crime Prevention Programs

The District Attorney is also charged with the prevention of crime, which includes the Gun Information for Teens (GIFT) program, the Truancy program, participation in the Alive at 25 driving program for teenagers, the recent 2006 California Gang Summit, and the Community Outreach Prosecutor Program. In addition, the District Attorney works with the Sonoma County Office of Education to reduce truancy and staffs the Domestic Violence Court and Sonoma County Drug Court. The District Attorney also has a contract with the California Human Development Corporation to provide diversion services for less serious offenses. Such crimes include petty theft, prostitution, alcohol use by minors, and check cases.

In addition to the prevention and prosecution of crime, the office has an Environmental Prosecution Unit that works in conjunction with state and local agencies to investigate companies and individuals who pollute the environment and the Consumer Protection Prosecutor who handles consumer fraud.

### **Victim Assistance Program**

The District Attorney also operates a Victim/Witness Assistance Program, which provides victims with court support services, informational resources on the criminal justice system, assistance in filing restitution claims, and referrals to appropriate public or private social services agencies. The program staff interview victims and witnesses of crime in order to make referrals to appropriate treatment when needed, and keep victims apprised of the status and disposition of the case. The center is funded by a grant from the Governor's Office of Criminal Justice Planning (OCJP), and a Joint Powers Contract with the California Victim Compensation and Government Claims Board.

### **ADA Self-Evaluation Contact:**

Karen Martin, ASO  
 600 Administration Drive  
 Santa Rosa, California 95403

Telephone number (707) 565-2319  
 Fax number (707) 565-2762

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Prosecution	600 Administration Dr Various courtrooms
Meetings with Victims and Witnesses	600 Administration Dr, Room 212J 575 Administration Drive, Suite B 1000 Coddington Center, Suite 101 2300 County Center Drive, Suite 107B 7425 Rancho Los Guillicos, Dept D
Environmental & Consumer Law	2300 County Center Blvd, Suite 170B & 600 Administration Drive, Rm #212-J
Juvenile Division	7425 Rancho Los Guillicos, Dept D
Victim Assistance Center	1000 Coddington Center, Suite 101
Other Programs	Various – not County property

## Public Meetings

- The District Attorney and Victim Assistance Center require that public meetings and special events are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences. For the District Attorney, arrangements are handled through the Court. For the Victim Assistance Center, requests for auxiliary aids and services require seven days notice.

## Tours and Trips

- The District Attorney requires that destinations for trips that it provides are accessible to people with disabilities. High School students take frequent tours of DA facilities as well as the Court facilities; the District Attorney's office assures that accommodations are accessible.

## Training and Staffing

- Staff members are aware and advised that it may be necessary to modify the Victim Assistance Center's policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members are trained regarding the District Attorney's obligations and policies that enable persons with disabilities to participate in programs and activities. Training is done at staff meetings and as part of a new employee orientation.
- The District Attorney's Office receives many visits from the public throughout the year, including visits from victims and witnesses to crimes. Some of these visits are through the Victim Assistance Center. Staff members in all divisions and sections of the District Attorney's Office are trained regarding the Office's obligations and policies that enable persons with disabilities to participate in programs and activities. Training is done at staff meetings and as part of a new employee orientation.
- Staff members have ongoing experience working with people with disabilities. Staff members from the Victim Assistance Center continually work with persons with disabilities including physical, developmental, and mental illness.

## Use of Consultants

- Outside consultants are notified of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the County's policy regarding accessibility for individuals with disabilities. The Victim Assistance Center works with the following organizations who assist people with disabilities:
  - Disability Services and Legal Center
  - Community Support Center
  - North Bay Regional Center
  - Earl Baum Center for the Blind

## Economic Development Board

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### Description of Programs and Services

The Sonoma County Economic Development Board (EDB) provides assistance services directed toward encouraging the startup, retention and expansion of Sonoma County businesses and jobs, particularly with small businesses; creation of new jobs and employment opportunities; and diversification of economic activity and strengthening the County's tax base. The Economic Development Board has two major functions:

- To provide information and referral services to help local businesses to start up, succeed, and grow
- To develop and disseminate factual data regarding significant economic activities, trends and projections for Sonoma County. In addition, the Economic Development Director performs numerous activities on behalf of the Board of Supervisors ranging from coordination to analysis of issues impacting Sonoma County.

Programs the Economic Development Board offers are as follow:

- Business Environmental Alliance (BEA)
- Film Office
- Sonoma County Connections
- Employers' Coalition on Health
- Innovation Council
- Executive Strategies Forum
- Crime Crushers

### ADA Self-Evaluation Contact:

Colette Thomas, Secretary  
401 College Avenue, Suite D  
Santa Rosa, CA 95401

Telephone number (707) 565-7170  
Fax number (707) 565-7231

Program/Activity	Facility Name and Location
Business Environmental Alliance (BEA)	401 College Avenue, Suite D
Film Office	401 College Avenue, Suite D

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Sonoma County Connections	401 College Avenue, Suite D
Employers' Coalition on Health	401 College Avenue, Suite D
Innovation Council	401 College Avenue, Suite D
Executive Strategies Forum	401 College Avenue, Suite D
Crime Crushers	401 College Avenue, Suite D
Research	401 College Avenue, Suite D
Business Water Project	401 College Avenue, Suite D
EDB Foundation	401 College Avenue, Suite D
Sonoma Green Business	401 College Avenue, Suite D

### **Customer Service**

- The Economic Development Board has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program.
- The Economic Development Board has established a process for responding to requests for modification. Requests are submitted to the Department Analyst who oversees that the necessary modifications to the program are made to allow that individual to participate.

### **Notice Requirements**

- A notice of non-discrimination based on disability is included in the disclaimer at the bottom of the enrollment forms.

### **Public Meetings**

- The Economic Development Board requires that public meetings and special events are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences within reasonable notice.



## **Use of Consultants**

- Outside consultants are notified of their responsibilities for providing services in a nondiscriminatory manner. A clause in the signed contracts includes the County's policy regarding accessibility for individuals with disabilities. Periodic inspections are also conducted to monitor outside consultants fulfill their obligations to provide accessible programs and services.

## Department of Emergency Services

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### **Description of Programs and Services**

The Department of Emergency Services provides service to the citizens of Sonoma County and is prepared to meet their needs in a variety of ways. The Department is responsible for emergency response, disaster preparedness, regulation of hazardous materials storage sites, fire code management, planning, prevention, training, business and community partnerships, and administrative support. The Department consists of three divisions:

### **Fire Services**

The Fire Services Division coordinates all fire service activities in the unincorporated areas of Sonoma County including:

- Advising the Board of Supervisors on fire service issues,
- Assisting with disaster/emergency response planning,
- Responding to emergency incidents, and
- Reviewing program and policy matters with the Board of Supervisors.

Other services provided are:

- Permit and Inspection Services
- Incident Response
- Training of Volunteer Fire Companies

### **Hazardous Materials**

The Hazardous Materials (Haz Mat) Division is responsible for the enforcement of the regulatory-based Hazardous Materials Business Plan Program, Hazardous Waste Program, Underground Tank Program, Accidental Release Program, and the portions of the Uniform Fire Code that address hazardous materials.

The division prepares the Sonoma County Hazardous Materials Area Plan and the Offshore Oil Spill Plan for the County. The Hazardous Materials Response Team is also part of this division, and consists of volunteer community members and Department staff who are trained to respond to any level of hazardous material incident in the county.

## **Emergency Management**

The Emergency Management Division of the Department of Emergency Services is responsible for:

- Planning, coordination of response, recovery, and mitigation activities related to county-wide emergencies and disasters
- Serving as the primary coordination point for emergency management's communication flow between the Federal, State, and local levels
- Developing emergency operations for the County, and assisting Operational Area partners conducting training and educational outreach programs related to emergency management
- Sponsoring emergency management training for government agencies
- Ensuring that County's Emergency Operational Center is in a state of readiness.

### **ADA Self-Evaluation Contact:**

Eleanor Ratliff, Safety Officer  
 2300 County Center Drive, Suite 221A  
 Santa Rosa, CA 95403

Telephone number      (707) 565-1144  
 Fax number              (707) 565-1172

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Fire Division PRMD	2550 Ventura Avenue, Fire Permit Division
Emergency Management, Emergency Operations Center	600 Administration Drive, Suite 108C. Emergency Management Emergency Operation Center
Fire Division	2300 County Center Drive, Suite A-221
Hazmat Division	2300 County Center Drive, Suite A-221
Emergency Management Division	2300 County Center Drive, Suite A-221

## **Public Telephones and Communication Devices**

- The Department of Emergency Services has access to and is aware of TDD/TTY for communicating by telephone with individuals with hearing disabilities. The TDD/TTY is located in the EOC's Telephone Hotline Call-taker Room for use during a disaster.

## **Training and Staffing**

- Staff members are aware and advised at meetings that it may be necessary to modify the Department of Emergency Services' policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members are trained regarding the Department of Emergency Services' obligations and policies that enable persons with disabilities to participate in programs and activities. Emergency Services Department staff is required to attend the County's initial training program which reviews issues of this nature. Part of the initial training is to inform County staff of non-discrimination standards.

## **Use of Consultants**

- Outside consultants are notified of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the County's policy regarding accessibility for individuals with disabilities. Emergency Development Board regularly consults with the American Red Cross organization.

## Sonoma County Fair and Exposition

### Description of Programs and Services

The County of Sonoma leases facilities to the Sonoma County Fair and Exposition, Inc., a California non-profit corporation ("Fair") for numerous interim events throughout the year. The leased property includes both indoor and outdoor facilities appropriate for shows, family gatherings, concerts and many other types of public and private events.

Programs the Fair and Exposition provides are:

- Sonoma County Fair
- Sonoma County Harvest Fair
- Red, White and Boom (4th of July Celebration)
- Golf Course
- Public Rental Facility
- Jockey Club (Satellite Wagering)
- RV Park

### ADA Self-Evaluation Contact:

Tawny Tesconi, Fair Manager  
 ADA Liaison  
 1350 Bennett Valley Road,  
 Santa Rosa, California 95402

Telephone number (707) 545-4200 ext. 206  
 Fax number (707) 573-9342

Program/Activity	Facility Name and Location
Sonoma County Fair	Fairgrounds Facility - 1350 Bennett Valley Rd
Harvest Fair	Fairgrounds Facility - 1350 Bennett Valley Rd
Red, White & Boom	Fairgrounds Facility - 1350 Bennett Valley Rd
Golf Course	Golf Course - 1350 Bennett Valley Rd
Jockey Club	Satellite Wagering Facility – 1350 Bennett Valley Rd
RV Park	RV Park - 1350 Bennett Valley Rd

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Public Rental Facility	Fairgrounds Facility, Jockey Club 1350 Bennett Valley Rd

**ADA Programs and Services Currently being Provided:**

- Completion of ADA Facilities Survey
- Designated parking areas for disabled patrons
- Lowered counter tops for disabled patrons
- Policy allowing service dogs to assist patrons on the facility
- Notice on the board agenda offering assistance to disabled patrons

## General Services Department

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### Description of Programs and Services

The mission of the General Services Department is to efficiently provide quality facilities, equipment, procurement, insurance and benefits services to support Sonoma County departments and agencies in the accomplishment of their goals. The General Services Department is organized in seven divisions as follows:

#### Accounting

The Accounting Division provides accounting support for all General Services Divisions. Its responsibilities include processing payroll, accounts payable, accounts receivable and the preparation of financial reports for the General Services Department.

#### Administration

The Administration Department provides services to other County departments that in turn provide services directly to the public.

General Service's Divisions have expertise in many seemingly disparate business specialties. Services by division:

- GS/ Energy: Energy and Sustainability
- Facilities Operations: Facility management, small construction projects
- Architecture: Small/ Capital project management
- Real Estate: Lease & Rent
- Purchasing: Purchase of goods and services
- Fleet: County fleet maintenance & management

#### Architecture

This division is responsible for most of the improvements to the general government facilities owned by the County. Services include long and short range facility planning, planning and design services for new construction and renovation projects, project management, construction administration, move planning and coordination.

The Architecture Division customers are other County departments and their programs. The primary goal of the Architecture Division is satisfaction of

these customers within the available resources. Specifically, the Architecture Division is responsible for:

- All planning, design and construction projects that involve County owned facilities other than routine maintenance.
- Planning and forecasting the County's needs for projects including long range facility planning and Capital Projects initiation.

### **Energy and Sustainability**

This division is responsible for planning, evaluating and administering the County-wide Energy Management and Sustainability Program. Services include long and short range energy and green procurement strategies, effective and efficient energy use and sustainability practices, and County employee commute reduction planning. This division is responsible for the Climate Protection Action Plan Program which strives to reduce major portions of the County's internal operations GHG emissions 20% from baseline year 2000 by 2010.

### **Purchasing**

The Purchasing Division is committed to efficiently procure goods and services required for County operations in an ethical, cost effective and timely manner.

To that end, the Purchasing Division:

- Provides value added service and support for customers
- Promotes accessibility, open communications and procurement opportunity
- Continuously evaluates and improves the quality of service
- Provides procurement leadership in an era of continual change
- Creates and preserves a work environment, which promotes efficiency, employee competence and commitment to values and goals.

### **Facilities Operations**

Facilities Operations is responsible for maintaining and preserving all County-owned buildings, including providing preventative maintenance services on equipment and infrastructure. The mission is to provide a safe, secure, comfortable and well-maintained environment for all employees and the public being served.



In addition to these responsibilities, this division maintains a small construction unit that performs construction projects with in-house staff. The division is also responsible for a variety of special functions, including the management of hazardous materials, County parking enforcement and security program, management of the County security access card and key systems, and janitorial maintenance.

The Facilities Operations Division provides Parking Enforcement services to the County, in locations at the County Center and Chanate Complex. Services include issuance of citations and occasional traffic control. The program staff also recommends parking signage for installation.

### **Real Estate Program**

The Real Estate Program provides procurement services such as leases, licenses, acquisitions, dispositions, and easements to County departments.

### **ADA Self-Evaluation Contact:**

2300 County Center Drive  
Santa Rosa, CA 95403

#### GS/ Accounting

Karen Andrews, Accounting Payroll Clerk  
Telephone number (707) 565-3511  
Fax number (707) 565-2358

#### GS/ Architecture

Wayne Hovey, Associate Architect  
Telephone number (707) 565-3211  
Fax number (707) 565-3240

#### GS/ Facilities Operations

John Haig, Facilities Operation Manager  
Telephone number (707) 565-2164  
Fax number (707) 565-2691

#### GS/ Energy and Sustainability

Tamra Pinoris, Administrative Services Officer  
Telephone number (707) 565-2906  
Fax number (707) 565-2358

GS/ Purchasing  
 Gene Clark, Purchasing Manager  
 Telephone number (707) 565-2433  
 Fax number (707) 565-6107

GS/ Real Estate  
 Mike Wagner, Real Estate Manager  
 Telephone number (707) 565-2463  
 Fax number (707) 565-2358

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Logistics during Emergency	Various locations
Parking Enforcement	2680 Ventura Avenue, all county parking lots and lots & driveways
Vendor Bidding Program	2300 County Center Drive, Suite A-208
Building Tours	2680 Ventura Avenue, other county buildings
Accounting/ Administration Division	2300 County Center Drive, Suite A-205
Architecture Division	2300 County Center Drive, Suite A-220
Employee Recognition Event	Sebastopol Veterans Building, 282 High Street
Real Estate Program	2300 County Center Drive, Suite A-211

### **Public Meetings**

- The General Services Department requires that public meetings and special events are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with 24 hours notice.

## **Training and Staffing**

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

## Health Services

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### Description of Programs and Services

The mission of the Department of Health Services (DHS) is working with individuals and communities to achieve and preserve health and well being. The Department of Health Services is divided into five divisions:

#### **Public Health Division**

The Public Health Division promotes optimal health and quality of life for the people of Sonoma County through service, science, leadership, and community action. This agency monitors the health of the population, provide health care, educate about disease and injury prevention, and advance personal and population-based health programs and policies.

The Public Health Division offers the following programs and services:

- California Children Services (CCS)
- Center for HIV Prevention and Care
- Child Health and Disability Prevention
- Childhood Lead Poisoning Prevention
- Commission on AIDS
- Communicable Disease Control
- EMS Agency
- Families First
- Healthy Kids Sonoma County
- Immunization Registry
- Managed Medi-Cal Planning Group
- Maternal, Child, Adolescent Health
- Public Health Clinics
- Public Health Laboratory
- Public Health Preparedness
- Teen Parent Connections
- Tuberculosis (TB) Control Program
- Vital Statistics

#### **Mental Health Division**

The mission of Sonoma County Mental Health is to promote the recovery and wellness of the targeted populations through the provision of specialty mental health services, advocacy, and education. Services are provided in partnership with consumers, families, other agencies and groups, and are

community-based, effective, culturally competent, respectful, and compassionate. Programs the Mental Health Division offers are:

- Mental Health Resource Team
- Psychiatric Emergency Services
- 23-Hour Crisis Stabilization
- Crisis Residential Program (Progress Foundation)
- Adult Services Team 2
- Dual Diagnosis Integrated Services
- Adult Services – Older Adults
- Youth & Family Services Geographic Teams
- Youth & Family Services Intensive Enrollee Based Team
- Youth & Family Services Family Advocacy Support & Treatment Team
- Youth & Family Services Valley of the Moon Children’s Home
- Youth & Family Services – Juvenile Health Services – Los Guilucos
- Youth & Family Services - PACT
- Jail Mental Health Services
- Forensic Assertive Community Treatment (FACT)
- Conditional Release Program (ConRep)
- Project Hope (AB 2034)
- Community Mental Health Centers – Petaluma, Guerneville, Cloverdale, Sonoma
- Community Intervention Team
- Transitional Age Youth Program
- Assertive Community Treatment Team (Telecare)
- Sonoma Works
- Various Contract Vendors providing youth and adult augmented residential services.

### **Alcohol and Other Drug Services Division**

The Mission of the Division of Alcohol and Other Drug Services (AODS) is to alleviate the problems associated with use of alcohol and other drugs. The Division provides appropriate and effective services to encourage behaviors and environments that promote psychological and physical health.

Programs are based upon a philosophy of self-help, through expanded knowledge of self and alternatives available to the individual, the family, and the community. Programs are designed to meet the needs of anyone seeking help for drug addiction, and/or alcoholism at any stage of recovery. Services are also available for individuals who have been affected by someone else’s alcohol or drug use. The programs emphasize a supportive environment and better understanding of the problems of addiction and recovery – from

addiction's effect on the individual, through its impact upon the workplace, the family, and the community.

The County programs do not exclusively advocate any one specific recovery approach over another. Therefore, AODS's efforts are dedicated to the most economic provision of the maximum amount of quality services. The primary concern of each program is that the most appropriate assistance be made available to the addict, the family, and the community. The Alcohol and Other Drug Services Division provides two types of services: Case Management and Treatment/Education to clients:

Case Management provides the following programs:

- Drug Court
- Dependency Drug Court
- Substance Abuse Crime Prevention Act (SACPS)
- Sonoma Works
- Treatment Accountability for Safer Communities(TASC)

The Treatment/Education section provides the following programs:

- Orenda Outpatient
- Orenda Residential
- Orenda Detox
- In-Custody Treatment
- Driving Under the Influence

### **Environmental Health Division**

The mission of the Environmental Health Division is to protect public health and the environment and promote safety by eliminating or minimizing environmental health hazards through education, regulation and a cooperative working relationship with the community and partner agencies. Programs the Environmental Health Division Offers are:

- Childhood Lead Poisoning Prevention Program
- Food Facilities
- Leaking underground Storage Tanks
- Medical Waste
- Milk & Dairies
- Environmental Drilling Program/Permits
- Ocean Water Quality Monitoring
- Public Swimming Pools/Spas
- Russian River Beaches

- Septage Haulers/ Chemical Toilets
- Solid Waste
- Storm Water Pollution Prevention
- Water

### **Prevention and Planning Division**

The role of the Prevention and Planning Division is to provide leadership resources, technical and collaborative support to health promotion and prevention efforts within DHS and throughout the larger community. To fulfill this function the Division will develop and implement programs which:

- Respond to community-identified needs and objectives
- Engage and involve community members in program design and implementation
- Develop partnerships and strengthen collaborative with other DHS divisions and community organizations
- Provide community members with information, tools and resources to enhance both personal and community health
- Utilize data to design, monitor and evaluate for program effectiveness, and invest in proven program strategies
- Include both health education and policy approaches to promoting community wellness
- Acknowledge and build upon the cultural strengths of the county's diverse population
- Promote increased awareness of and investment in prevention approaches to community health

Programs this division provides are:

- Tobacco Use
- Alcohol and Other Drug
- HIV/AIDS
- Hepatitis C
- Injury
- Nutrition and Physical Activity

## **Administration Services**

The mission of Administration Services is to support the mission of the Department of Health Services by facilitating the effective and efficient delivery of services at each of the Department's organizational units and work sites through assisting with planning and policy development, reporting performance against identified standards, coordinating administrative functions and systems, advocating for health issues, and resource development.

### **ADA Self Evaluation Contact:**

Public Health Division

Dan Taylor

Telephone number (707) 565-4416

Fax number (707) 565-4411

Mental Health Division

Michael Gossman, ASO I

Carol Brown, Administrative Trainee

Telephone number (707) 565-4850

Fax number (707) 565-4892

Alcohol and Other Drug Services

Cathleen Wolford, Administrative Aide

Telephone number (707) 565-6949

Fax number (707) 565-6964

Environmental Health Division

Linelle Lane

Telephone number (707) 565-6561

Fax number (707) 565-6525

Prevention and Planning Division

B Graves, Division Director

Telephone number (707) 565-6629

Fax number (707) 565-6619

<b>Program/Activity</b>	<b>Facility Name and Location</b>
AODS – Dependency Drug Court	County Courts
AODS – Drug Court	County Courts
MH – PES	3322 Chanate



<b>Program/Activity</b>	<b>Facility Name and Location</b>
PH – Clinic	3420 Chanate
PH – Vital Statistics	625 5 <sup>th</sup> Street
AODS – DUI	1300 Coddington
AODS – In-Custody Treatment	NCDF
AODS – Orenda Outpatient	1430 Neotomas Avenue
AODS – SACPA	1420 Guerneville Rd
AODS – TASC	1250 Coddington
MH – Adults Services Team 2	3333 Chanate
MH – CIT	3322 Chanate
MH – ConRep	2350 Professional
MH – Crisis Residential	3322 Chanate
MH – Crisis Stabilization	3322 Chanate
MH – FACT	2350 Professional
MH – Y&F PACT	7425 Rancho Los Guilicos Rd
Alcohol & Other Drug	490 Mendocino Ave
Injury	490 Mendocino Ave
Nutrition & Physical Activity	490 Mendocino Ave
PH – CCS	625 5 <sup>th</sup> Street
PH – CHDP	625 5 <sup>th</sup> Street
PH – EMS	475 Aviation Blvd
PH – Families First	490 Mendocino Ave
AODS – Orenda Residential	1430 Neotomas Avenue
MH – Jail MH Services	2777 Ventura Ave
MH – Y&F JHS	7425 Rancho Los Guilicos Rd
MH – Y&F VOM	7440 Rancho Los Guilicos Rd
HIV/AIDS	490 Mendocino Ave
PH – CDC	625 5 <sup>th</sup> Street
AODS – Sonoma Works	2225 Challenger Way
EH – Food Facilities	475 Aviation Blvd

<b>Program/Activity</b>	<b>Facility Name and Location</b>
EH – Medical Waste	475 Aviation Blvd
EH – Milk and Dairies	475 Aviation Blvd
EH – Solid Waste	475 Aviation Blvd
EH – Water	475 Aviation Blvd
EH – Russian River Beaches	475 Aviation Blvd
MH – ACT	3322 Chanate
MH – CMHC	Guerneville, Petaluma, Cloverdale, Sonoma
MH – Dual Diagnostics Svcs	3333 Chanate
MH – Older Adult Services	3322 Chanate
MH – TAY	3322 Chanate
MH – Y&F FAST	3333 Chanate
MH – Y&F Geographic Team	3322 Chanate
PH – Commission on AIDS	490 Mendocino Ave
AODS – Orenda Detox	1430 Neotomas Avenue
EH – Childhood Lead Poisoning Prevention	475 Aviation Blvd
EH – Leaking Underground Tanks	475 Aviation Blvd
EH – Ocean Water Quality	475 Aviation Blvd
EH – Public Swimming Pools	475 Aviation Blvd
EH – Septic Haulers/ Chem Toilets	475 Aviation Blvd
EH – Storm Water	475 Aviation Blvd
P&P – Tobacco Use	490 Mendocino Ave
EH – Environmental Drilling	475 Aviation Blvd
MH – Sonoma Works	2225 Challenger Way
MH – Y&F IEB	3333 Chanate
Hepatitis C	490 Mendocino Ave

## Customer Service

- The Mental Health Division, Alcohol and Other Drug Services Division, and Public Health Division have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program.
- The Mental Health Division, Alcohol and Other Drug Services Division, and Public Health Division have established a process for responding to requests for modification. In the Mental Health Division, requests are submitted to the Mental Health Services Director. In the Alcohol and Other Drug Services Division, requests are discussed at weekly managers meetings and are also submitted to the ADA Coordinator. In the Public Health Division, Requests are submitted to the Department Compliance Officer. The division staff all oversee that the necessary modifications to the program are made to allow that the individual to participate. If a client is not satisfied with the Division's response to their request, the division staff may contact the Patient's Rights Advocate, who handles all patient inquiries, grievances and appeals.

## Notice Requirements

- Notice that all persons have a right to participate in Mental Health Division, and Alcohol and Other Drug Services Division programs and activities regardless of disability is accomplished through posting at all service sites, which also include information about the availability of modifications provided for persons with disabilities. In the Alcohol and Other Drug Services Division, the agendas for the Advisory Board Meetings has a disclaimer that states:

*"For more information on access for persons with disabilities,  
please call 707-565-6912."*

- The public is advised that Mental Health Division, Alcohol and Other Drug Services Division, and Public Health Division are prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
- Notice is included in the Consumer Rights and Grievances Process regarding procedures for filing a disability discrimination complaint.

## Printed Information

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

Type of information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Readers
Publication 13	X			X	X	X
Civil Rights brochures	X			X	X	X
CDSS brochures	X			X	X	X

X indicates auxiliary aids or services currently available.

### Public Telephones and Communication Devices

- The Mental Health Division and Public Health Division have access to and are aware of TDD/TTY for communicating by telephone with individuals with hearing disabilities. TTY is available 24 hours in Psychiatric Emergency Services. The number is 707-565-7821. Staff members in the Mental Health Division are trained in the use of this device.

### Training and Staffing

- Staff members are aware and advised at staff meetings that it may be necessary to modify Mental Health Division, Alcohol and Other Drug Services Division and Public Health Division policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members are trained regarding the Mental Health Division, Alcohol and Other Drug Services and Public Health Division's obligations and policies that enable persons with disabilities to participate in programs and activities. The divisions are required to take continuing education courses in this field every year.
- Staff members have ongoing experience working with people with disabilities.
- Emergency staff members receive training in ASL to communicate in emergency situations with people who have hearing impairments.

### Public Meetings

- The Mental Health Division and Alcohol and Other Drug Services Division require that destinations for trips that the divisions provide are accessible to people with disabilities.

## Use of Consultants

- Outside consultants are notified of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the County's policy regarding accessibility for individuals with disabilities.
- The Public Health Division works with the following organizations that assist people with disabilities:
  - Community partners include:
    - Drug Abuse Alternatives Center
    - Petaluma Peoples Services Center
    - Southwest Community Health Center
    - Indian Health Project
    - Alliance Medical Center
    - Goodwill Industries of the Redwood Empire, Inc.
    - Buckelew Programs
    - Community Support Network
    - Social Advocates for Youth
- The Division Quality Assurance Coordinator monitors outside consultants to ensure they fulfill their obligations to provide accessible programs or services.

## Emergency Evacuation Procedures

- The Mental Health Division and Public Health Division have a means of alerting people with disabilities of an activated alarm. In the event of an emergency evacuation staff would assist persons with disabilities. Visual and audible fire alarms provide a means of alerting people with hearing and visual disabilities of an activated alarm. All the program's sites' safety plans include provisions on how to evacuate persons with disabilities.

## Human Resources Department

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### **Description of Programs and Services**

The mission of the Human Resources Department is to provide County Departments with human resources by recruiting, developing and retaining an outstanding work force who are committed to quality public service for the County of Sonoma. The Human Resources Department consists of the following divisions:

#### **Benefits Unit**

The Benefits Unit manages retiree medical, dental, and life insurance plans.

#### **Disability Management Unit**

The Disability Management Unit manages the transitional duty program, workers' compensation, and Long Term Disability programs.

#### **Commission on Human Rights (CHR)**

The Commission on Human Rights was established in 1993 with the charge to promote better human relations between all people in Sonoma County through education, advocacy, communication, and initiation of action that fosters the recognition of and appreciation for the cultural diversity of the community.

Based on its formal work plan, CHR has a number of programs and supporting activities. The major areas these programs and services have historically been:

- Educational programs in schools and the community (e.g., Hate Free Campus Program held at local high schools),
- Outreach to other organizations and the general public (e.g., 2007 outreach mailing to local organizations, places of worship and schools),
- Collaboration with other agencies (e.g., law enforcement) to increase awareness about and respond to hate-related incidents and crimes in the community,
- Recognition of those individual, organizations, business and agencies who have made outstanding contributions to "human rights work" through the annual Rev. James E. Coffee Human Rights Awards program.

### **Commission on the Status of Women (CSW)**

The Commission on the Status of Women was established in 1975 with the charge to take affirmative action to eliminate the practice of discrimination and prejudice on account of gender in the areas of housing, education, community services and related fields.

### **Equal Employment Opportunity**

The Equal Employment Opportunity Office serves as the place of contact for all County employees, and applicants for employment, to address issues of possible discriminatory conduct and/or issues of reasonable accommodation. The office also serves as the ADA Coordinator and facilitates the ADA Grievance Procedure.

### **Human Resources Training**

The Human Resources Training Division provides classes and development programs to all County employees in the areas of supervisors and managers, professional development, academies, professional skills, and personal development.

### **Liability Unit**

The Liability Unit manages the County's self-insured, self-administered liability programs and coordinates all trials and settlements.

### **Recruitment and Classification Division**

The Recruitment and Classification Division assists County departments in meeting their staffing needs. Recruitment staff analyzes position to determine required knowledge, skills and abilities. They develop testing and selection methods to provide departments with high quality candidates to fill their jobs. As staff to the Civil Service Commission, they recommend policy and rule changes, conduct classification studies and respond to examination appeals.

### **ADA Self-Evaluation Contact:**

575 Administration Dr, Suite 116B  
Santa Rosa, CA 95403

Benefits Division

Jill Hager, RMA II

Telephone number (707) 565-6087

Fax number (707) 565-1139

Risk Management /Disability Management Unit

Susan Wimberley, Disability Manager

Telephone number (707) 565-3553

Fax number (707) 565-0101

Equal Employment Opportunity Division

Taryn Lewis, EEO Manager/ADA Coordinator

Telephone number (707) 565-2107

Fax number (707) 565-3166

Commissions Division

Maggie Martin, Commissions Analyst

Telephone number (707) 565-3323

Fax number (707) 565-3166

Employee Relations

Kenneth Couch, Employee Relations Manager

Telephone number (707) 565-2939

Fax number (707) 565-3770

Human Resources Training

Tom Richardson, Training Manager

Telephone number (707) 565-2391

Fax number (707) 565-3079

Liability Unit

Cecilia Quiambao, Liability Manager

Telephone number (707) 565.2885

Fax number (707) 565-0101

Recruitment and Classification Division

Dell Jacoby

Telephone number (707) 565-3173

Fax number (707) 565-3770



<b>Program/Activity</b>	<b>Facility Name and Location</b>
EEO Division – CHR & CSW Programs	Various Locations
EEO Division – CHR & CSW Commission Meetings	2550 Ventura Avenue, PRMD Hearing Room
EEO Division – CHR & CSW Tabling at Events	Various Locations
EEO Division – EEO Complaint Filing and ADA Grievance Procedure Facilitation	575 Administration Dr, Suite 116C & 2300 County Center Drive, Suite 167B
Recruitment & Classification Division Candidate Tests & Interviews	575 Administration Dr, Suite 116C & various conference rooms & Veterans Buildings & Sheriff's Training Room
Recruitment & Classification Division Job/ Recruitment Fairs	Various Locations
Risk Management Division - General Business & Program Administration	575 Administration Dr, Suite 116C & various conference rooms
Risk Management Division - Benefit Unit	433 Aviation Drive, Suite 100
EEO Division – General Business & Program Administration	2300 County Center Dr, Suite 167B & various conference rooms
Employee Relations Division – Union Contract Negotiations	575 Administration Dr, Suite 116C & various conference rooms & meeting rooms
HR Training Division – Volunteer Recognition Event	Santa Rosa Veterans Building, Main Hall
HR Training Division – Volunteer of the Year Award	575 Administration Dr, Suite 102A (BOS Chambers)
Recruitment & Classification Division General Business & Program Administration	575 Administration Dr, Suite 117C & various conference rooms
Recruitment & Classification Division Civil Service Commission	575 Administration Dr, Suite 116C & various conference rooms

<b>Program/Activity</b>	<b>Facility Name and Location</b>
EEO Division – CHR & CSW Other Public Meetings	Various county meeting rooms
Risk Management Division – Disability Management Unit	575 Administration Dr, Suite 116C & various conference rooms
Employee Relations Division – General Business & Program Administration	575 Administration Dr, Suite 116C & various conference rooms
HR Training Division – Training Programs	Various Locations
HR Training Division – Jefferson Awards Program	575 Administration Dr, Suite 102A (BOS Chambers)
HR Training Division – Service Awards Recognition Events	Private Locations – not under County's control
HR Training Division – Public Service Recognition Week	Various County parking lots
Risk Management Div/ Liability Unit -General Business & Program Administration	575 Administration Dr, Suite 117C & various conference rooms
HR Training Division – General Business & Program Administration	575 Administration Dr, Suite 117C & several conference rooms
HR Training Division – Sonoma County Today TV Show	1075 Mendocino Avenue – Community Media Center (Facility not under County control)
Administration Division – General Business & Program Administration	575 Administration Dr, Suite 117C & various conference rooms

### **Customer Service**

- Recruitment and Classification Division and Human Resources Training have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program.
- Recruitment and Classification Division has established a process for responding to requests for modification. Requests are submitted to the Recruitment Analysts, who oversees that the necessary modifications to the program are made to allow that individual to participate.

## Notice Requirements

- A notice of non-discrimination based on disability is included in job announcements and advertising documents.
- Notice that all persons have a right to participate in Recruitment and Classification Division regardless of disability is accomplished through posting and distributing the job announcements and advertising materials, which also includes information about the availability of modifications provided for persons with disabilities. The application materials includes the following statement:

*"The Human Resources Department will make reasonable efforts in the application and examination process to accommodate disabled applicants. If you have special needs, please check the appropriate box on the next page and call the Human Resources Department regarding possible reasonable accommodation."*

## Printed Information

- Individuals with disabilities are portrayed in the Benefit Unit's Open Enrollment document.

## Website

- EEO produces all documents posted to the website for downloading in an approved accessible format.

## Public Telephones and Communication Devices

- The Human Resources Department has access to and is aware of the TTY device for communicating by telephone with individuals with hearing disabilities. The TTY number is 707-565-3949.

## Training and Staffing

- Staff members are aware and advised by the supervisors that it may be necessary to modify the Human Resources Department's policies or practices to enable people with disabilities to participate in and benefit from a program.

## Public Meetings

- The Human Resources Department requires that public meetings and special events are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences within reasonable notice.

## **Use of Consultants**

- Outside consultants are notified of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the County's policy regarding accessibility for individuals with disabilities.

## **Emergency Evacuation Procedures**

- The Human Resources Department has a means of alerting people with disabilities of an activated alarm. In the event of an emergency evacuation staff would assist persons with disabilities. Visual and audible fire alarms provide a means of alerting people with hearing and visual disabilities of an activated alarm.

## Human Services Department

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### Description of Programs and Services

The goal of the Human Services Department (HSD) is to empower, support and protect the well-being of the individuals and families who reside in Sonoma County – especially those who cannot protect themselves. The department accomplishes this by providing many different forms of assistance, including employment services, in-home support to aging and disabled individuals, veteran's services, Foster Care, cash assistance, Food Stamps and eligibility for medical services. In addition to operating the Valley of the Moon Children's Home, an emergency shelter for children who need temporary refuge because of neglect or abuse, the department operates 24-hour emergency telephone lines for reporting incidents of suspected child and/or adult abuse. These services, in addition to HSD's partnerships with the community, contribute to the safety and security of thousands of children and families during times of financial hardship or family distress.

The Human Services Department is organized into six divisions as follows:

### Administration/ Fiscal Services

The Administration Division provides centralized support functions for all divisions within the HSD and Fiscal Services provides financial and fiscal management services for all divisions within HSD. Administration and Fiscal Services staff are stationed at all the department's locations. The Administration and Fiscal Services Division includes:

- Administrative Services
- Fiscal Services
- Information Systems
- Facilities Management and Safety Coordinator
- Special Investigations
- Civil Rights and Fair Hearings
- Staff Development and Contract Services
- Personnel and Payroll Services
- Human Services Commission

### Adult and Aging Services

The Adult and Aging Services Division works with individuals and the community to ensure the safety and well-being of vulnerable adults. Staff provides protective and supportive social services as well as community

training and coordination. The staff strives to achieve the goals of: safety, health, dignity, and independence for older adults, veterans and persons with disabilities. The Adult and Aging Services provide the following programs and services:

- Area Agency on Aging (AAA)
- Adult Protective Services (APS)
- In-Home Supportive Services (IHSS)
- Linkages
- Multi-Purpose Senior Services Program (MSSP)
- Public Authority
- Public Administrator/Guardian/ Conservator (PA/PG/PC)
- Veterans Services

### **Economic Assistance**

The Economic Assistance Division provides assistance to obtain food, shelter, medical and dental care, and other supportive services for low-income families with children, those disabled or unemployed, and children in foster homes. The Economic Assistance Services Division provides the following programs and services:

- Food Stamps
- General Assistance
- Medi-Cal Programs
- County Medical Services Program (CMSP)

### **Employment and Training Services**

The Employment and Training Division provides cash assistance, employment and training services for residents of Sonoma County. Programs include:

- Sonoma Works
- Job Link
- Sonoma County Workforce Investment Board (WIB)

### **Family, Youth and Children's Services**

The Family, Youth and Children's Services Division works with individuals and the community to ensure the safety and well-being of children under 18. Staff provides protective and supportive social services in the belief that children and their families deserve stable nurturing homes, a supportive environment, and a sense of personal empowerment and hope. The Family, Youth and Children's Services Division provide the following programs and services:

- Child Protective Services & Child Welfare Services
- Foster Care
- Redwood Children's
- Valley Of The Moon Children's

### **Planning, Research and Evaluation**

HSD employs two strategies to transform data to action. First, HSD fosters a decision-making environment that values and successfully uses empirical evidence for strategic change. Second, HSD manages its' role and image in the external environment. The Division of Planning, Research and Evaluation coordinates these actions, which include:

- Planning
- Research and Evaluation
- Legislative analysis and response
- Marketing and community relations
- Media engagement

### **ADA Self-Evaluation Contacts:**

Adult and Aging Division  
Tracy Repp, Program Planning Analyst  
3725 Westwind Blvd  
Santa Rosa, CA 95403  
Telephone number (707) 565-5906  
Fax number (707) 565-5957

Economic Assistance  
Maria Tatman, Program Planning Analyst  
520 Mendocino Avenue  
Santa Rosa, CA 95401  
Telephone number (707) 565-8775  
Fax number (707) 565-5353

Employment and Training Division  
 Tammy Larimore, Program Planning Analyst  
 2225 Challenger Way, Suite 101  
 Santa Rosa, CA 95407  
 Telephone number (707) 565-5592  
 Fax number (707) 565-5555

Employment and Training Job Link  
 Alix Shor, Program Coordinator  
 2245 Challenger Way, Suite 104  
 Santa Rosa, CA 95407  
 Telephone number (707) 565-5602  
 Fax number (707) 565-5555

Family, Youth and Children's Services Division  
 Kathy Halloran, Program Planning Analyst  
 1747 Copperhill Parkway  
 Santa Rosa, CA 95403  
 Telephone number (707) 565-4346  
 Fax number (707) 565-4299

Planning, Research and Evaluation Division  
 Roy Redlich, Program Development Manager  
 3600 Westwind Blvd  
 Santa Rosa, CA 95402  
 Telephone number (707) 565-5863  
 Fax number (707) 565-5890

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Veterans Services	3725 Westwind Blvd, Suite 101
Child Welfare Services	1747 Copperhill Parkway
General Assistance	2550 Paulin Drive
Medi-Cal	2550 Paulin Drive
Valley of the Moon Children's Home	100 Children's Circle
Employment & Training Services WIA/WIB	2225 Challenger Way, Suite 104
Adult Protective Services (APS)	3725 Westwind Blvd, Suite 101



<b>Program/Activity</b>	<b>Facility Name and Location</b>
Area Agency on Aging (AAA)	3725 Westwind Blvd, Suite 101
County Medical Services Program (CMSP)	2550 Paulin Drive
Food Stamps	2550 Paulin Drive
In-Home Supportive Services (IHSS)	3725 Westwind Blvd, Suite 101
Job Link	2225 Challenger Way, Suite 104
Linkages	3725 Westwind Blvd, Suite 101
Multi-Purpose Senior Services Program (MSSP)	3725 Westwind Blvd, Suite 101
Public Administration/ Guardian/ Conservator (PA-PG-PC)	3725 Westwind Blvd, Suite 101
Public Authority	3725 Westwind Blvd, Suite 101
Redwood Children's Center & Old Moon	1005 Pythian Rd (will move into VMCH3 in 09)
Sonoma WORKS	2225 Challenger Way, Suite 101

### **Customer Service**

- The Human Services Department has established a process for responding to requests for modification in procedures or facilities. In the Adult and Aging Division, requests are submitted to the Program Planning Analysts and Program Managers within the division. In the Family, Youth, and Children's Division, requests are submitted to the Licensing Social Worker. In the Employment and Training Division and Economic Assistance Division, requests are submitted to the first line supervisors and section managers. The assigned employees oversee the necessary modifications to the program are made to allow that individual to participate.

## Notice Requirements

- A notice of non-discrimination based on disability is included in the Civil Rights brochures (Publication 13 - Your Rights Under California Welfare Programs), brochure and posters.
- Notice that all persons have a right to participate regardless of disability is accomplished in all programs administered by the Human Services Department through posting and distributing the Publication 13 – “Your Rights Under California Welfare Programs” document, which also includes information about the availability of modifications provided for persons with disabilities.

## Printed Information

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

Type of Information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Readers
Publication 13	X	X	X	X	X	X
Notice of Action					X	X

X indicates auxiliary aids or services currently available.

- Individuals with disabilities are portrayed in the Human Services Department’s brochures and websites such as:
  - Senior Resource Guide published by the Aging Agency on Aging
  - Partnerships In Parenting Brochure
  - Human Services Program Brochures, i.e. SonomaWorks, In-Home Supportive Services, Job Link Brochures
  - <http://www.sonoma-county.org/human/>

## Televised and Audiovisual Public Information

- Audiovisual presentations from Employment and Training Division such as Job Link Orientation are provided in written format and are available in closed caption.
- Individuals with disabilities are portrayed in the Job Link Orientation presentation.

## Public Telephones and Communication Devices

- The Human Services staff has access to and are aware of relay service for communicating by telephone with individuals with hearing disabilities. The TDD number for Employment and Training Division is 707-565-5594. The TDD number at the Department of Social Services is 1-800-952-8349. Staff members have been trained in the use of this device. Working with sign language interpreters, including how to communicate effectively over TDD/TTY is mandatory Division 21 Compliance training.

## Program Eligibility Requirements and Admission

- There are circumstances in which the participation of a person with a disability in Employment and Training Division and Economic Assistance Division programs would be restricted or excluded. Employment and Training Division disallows persons with disabilities from participating in certain programs if the persons' income exceeds a maximum limit.

## Training and Staffing

- Staff members are aware and advised at staff meetings that it may be necessary to modify policies and practices in the Human Services Department to enable people with disabilities to participate in and benefit from a program.
- Staff members are trained regarding the Human Services Department's obligations and policies that enable persons with disabilities to participate in programs and activities.
- Some staff members have ongoing experience working with people with disabilities because a number of the clients in the Human Services Department are from the disabled community.

## Public Meetings

- The Human Services Department requires that public meetings and special events are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with adequate notice.
- Assistive listening devices are available for the Adult and Aging Division, Family, Youth, and Children's Division programs, meetings, and services.

## **Transportation Services**

- The Family, Youth, and Children's Division provides accessible transportation upon request or on an as needed basis.

## **Emergency Evacuation Procedures**

- The Human Services Department has a means of alerting people with disabilities of an activated alarm. In the event of an emergency evacuation staff would assist persons with disabilities. Visual and audible fire alarms provide a means of alerting people with hearing and visual disabilities of an activated alarm.

## **Use of Consultants**

- Outside consultants hired by the Family, Youth, and Children's Division, Employment and Training Division are notified of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the County's policy regarding accessibility for individuals with disabilities.
- The Family, Youth and Children's Division works with the following organizations that assist people with disabilities: North Bay Regional Center and the Early Learning Institute.
- The Employment and Training Division works with the following organizations that assist people with disabilities:
  - Goodwill Industries of the Redwood Empire
  - Department of Rehabilitation
  - North Bay Veterans Resource Center
  - Employment Development Department (EDD)

## **Automated Electronic Equipment**

- Automated electronic equipment in the Adult and Aging Services and Employment and Training Divisions are available for public use, and staff members provide assistance, upon request, to ensure that this equipment is accessible to and usable by individuals with disabilities.

## **Auxiliary Aids**

- The following auxiliary aids and services are available at the Computer Lab and Resource Center in the Employment and Training Division:
  - Wheelchair-accessible table
  - Writing instruments and paper
  - JAWS, textHELP, Wynn Wizard
  - Interpretive System for easy communication for persons with hearing impairments
  - Other Accessible/Adaptive Equipment

## **Audit**

- The Human Services Department is audited by the State of California biannually for all programs receiving state funding. The audit includes Civil Rights and ADA accessibility.

## **Contracts**

- All Human Services Department contracts include language that contracted vendors must follow all applicable ADA laws.

## Information Systems Department

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### Description of Programs and Services

The Information Systems Department (ISD) is responsible for providing leadership, support, and coordination of technological services for the County of Sonoma. The primary areas of technological expertise and responsibility include: business applications, geographic information systems, personal computers, the central computer environment and networks, radio and telephone communications, records management, and reprographic services. The department makes policy recommendations to the County Administrator for major new systems, integration with emerging technologies, and standards for the utilization of technology in all departments. Most expenditures are financed by revenues and charges to user departments and agencies. Records management costs for storing and maintaining records and courier service are recovered through the county wide cost plan. The General Fund finances the Radio Division.

The department's key responsibilities are:

- Supplying public safety computing and radio services to law enforcement agencies and fire departments.
- Creating and maintaining the Integrated Justice System used by the Court, District Attorney, Public Defender, Probation, Sheriff and other state and local law enforcement agencies.
- Implementing policies and programs for storage and retrieval of public records.
- Implementing projects providing new or enhanced technology tools for county departments.
- Providing and maintaining the infrastructure necessary for the County's information processing needs.
- Responding to network and computing emergencies at county departments and external agencies.
- Supporting and developing services for over one hundred business applications, including the financial and budget systems, property tax system, email, county intranet and website, purchasing and geographic information system.

### ADA Self-Evaluation Contact:

Administrative Services Officer II  
Chris Anderegg, ASO

Telephone number (707) 565-6094  
Fax number (707) 565-3009

Program/Activity	Facility Name and Location
Public Safety Personnel Services	2615 Paulin Drive
Sales Calls	Various

### Notice Requirements

- A notice of non-discrimination based on disability is included in the accessibility statement:

<http://www.sonoma-county.org/help/accessibility.htm>.

### Televised and Audiovisual Public Information

- Web based information that is presented on video also contains an audio track.

### Website

- Most materials posted to the website are in HTML format and are accessible.

### Public Telephones and Communication Devices

- ISD runs the County telephone network and answers the main information number for the County. The Information Systems Department recently listed a TDD/TTY number for the County. Staff members have been trained in the use of the TDD/TTY by a staff member who has worked with a TDD relay operator.

### Training and Staffing

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

## Law Library

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### Description of Programs and Services

The Sonoma County Law Library is a state local government agency separate from the county government (much like fire or water districts). The Law Library is governed by its own Board of Trustees. Law Library operations are financed primarily by a portion of civil filing fees. The Library does not receive general fund (property tax) revenue.

SCPLL is a public library operating pursuant to B&P Code 6300 et seq. County law libraries are mandated to provide public access to legal materials. Approximately half of library users are not attorneys. SCPLL is a vital resource; for many county residents the Law Library is the only means by which they can obtain legal information. As examples, we carry many books written for lay people on divorce and landlord-tenant, to help those in our community who do not have the resources to hire an attorney. Although, many library users don't pay filing fees, either because they are involved in alternate dispute resolution, has filed fee waivers or they are in a legal situation for which the library receives no fees; services and reference material are available for all county members. As the county population and self-help legal movement has grown, usage of the Law Library has increased.

The Sonoma County Law Library Board of Trustees functions in an administrative capacity, responsible for the acts of the library and the arbiter of library policy. The Board consists of five judges, a representative from the Sonoma County Board of Supervisors, an attorney representative from the Sonoma County Bar Association and an attorney representative from the Law Library Advisory Committee.

Interlibrary loans are available to registered borrowers to obtain materials outside this library. Staff will request materials from the lending library and loans will be charged accordingly.

The library provides access to Westlaw, an online research service that contains all state and federal cases and codes. Library staff can assist patrons in refining their searches to minimize the online search time.

Document delivery, fax delivery and photocopy services are also available.



**ADA Self-Evaluation Contact:**

Director, Kimberly Tucker  
600 Administration Drive, Suite 213J  
Sonoma, CA 95403

Telephone number (707) 565-2668  
Fax number (707) 565-1126

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Law Library	HOJ, 600 Administration Dr, Suite 213J

## Permit and Resource Management Department (PRMD)

### Description of Programs and Services

PRMD is a multi-disciplinary department providing a one stop shop for the permitting needs of the unincorporated county. The mission is to serve the people of Sonoma County by providing a customer-focused process for the orderly development of real property, balanced with resource stewardship under the general policy direction of the Board of Supervisors and to develop and maintain standards that protect the health and safety of the public. PRMD is responsible for permitting, enforcement and related information services within the following disciplines: Building, Code Enforcement, Customer Service, Drainage/Grading Review, Fire Safety, Encroachments, Land Development/Subdivisions, Planning (Current, Environmental and Comprehensive), Sanitation, Stormwater/NPDES, and Well & Septic.

### ADA Self-Evaluation Contact:

DeWayne Starnes, Deputy Director  
 2550 Ventura Avenue  
 Santa Rosa, CA 95403

Telephone number (707) 565-1900  
 Fax number (707) 565-1103

Program/Activity	Facility Name and Location
Board of Zoning Adjustments	PRMD Hearing Room, 2550 Ventura Avenue
Design Review Committee	PRMD Hearing Room, 2550 Ventura Avenue
Project Review Advisory Committee	PRMD Hearing Room, 2550 Ventura Avenue
General Plan Hearings or other Citizen Committees	PRMD Hearing Room, 2550 Ventura Avenue, Wells Fargo Center of the Performing Arts
Planning Commission	PRMD Hearing Room, 2550 Ventura Avenue
Board of Building Appeals	PRMD Front Conference Room, 2550 Ventura Avenue
Airport Land Use Commission	PRMD Hearing Room, 2550 Ventura Avenue

Program/Activity	Facility Name and Location
Environmental Review Committee	PRMD Hearing Room, 2550 Ventura Avenue
Landmarks Commission	PRMD Hearing Room, 2550 Ventura Avenue
Land Use Advisory Panel	PRMD Front Conference Room, 2550 Ventura Ave 2550 Ventura Avenue

### Notice Requirements

- A notice of non-discrimination based on disability is included in the BZA and Planning Commission Agendas.
- Notice that all persons have a right to participate in Permit and Resource Management Department meetings and programs, regardless of disability is accomplished through posting and distributing the the BZA and Planning Commission Agendas, which also includes information about the availability of modifications provided for persons with disabilities.

### Public Meetings

- Permit and Resource Management Department requires that public meetings and special events are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences. 72 hours advance notice is required.
- Assistive listening devices are available for Permit and Resource Management Department meetings and programs. 72 hours advance notice is required.

### Emergency Evacuation Procedures

- The Permit and Resource Management Department has a means of alerting people with disabilities of an activated alarm. In the event of an emergency evacuation staff would assist persons with disabilities. Visual and audible fire alarms provide a means of alerting people with hearing and visual disabilities of an activated alarm. The emergency evacuation procedures are also documented in PRMD Emergency Action Plan's "6.0 Evacuation Procedures" packet.

## Probation Department

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### Description of Programs and Services

The Probation Department, an integral part of the justice system, is charged with the responsibility of community protection through the provision of mandated direct services to the Courts. Duties include the supervision, control, and correction of offenders who are granted formal probation. The Probation Department uses a combination of constructive authority and supportive guidance with probationers, and relies on community treatment resources to meet the specialized needs of both juveniles and adults.

Programs and services they provide are:

### Probation Services:

- Adult Probation: intake, investigation, supervision and monitoring of adult probationers.
  - Special caseloads include:
    - Domestic Violence
    - Drug Court / SACPA
    - Mental Health Court/ FACT
    - Jail Services
    - Jail Alternatives
  - Contracted services include:
    - Non-Violent Alternatives
  
- Juvenile Probation: intake, investigation, supervision and monitoring of juvenile probationers and juvenile offenders requiring diversion services.
  - Special caseloads include:
    - School supervision
    - Intensive supervision
    - Home Treatment Program
    - Mentally-Ill Offender Crime Reduction Program (MIOCR)
  - Contracted services include:
    - KIDS project diversion services
    - JJCPA project diversion and probation services
    - Circles Across Sonoma girls groups
    - MIOCR family treatment

- Non-Contracted services include:
  - Volunteer Center
  - California Offender Program Services
  - Teen Court
  - Recourse Mediation Service
  - Alive at 25

### **Institutions**

- Juvenile Hall
  - Contracted Services include:
    - ART Bus
- Community Detention
- Probation Camp
- Sierra Youth Center
  - Contracted Services include:
    - High School Assistance Dog Program
- Supervised Adult Crew (SAC)

### **Administration**

- Client services include:
  - Collections (Restitution)
- Contracted Services include:
  - Delinquent Collection Services

### **ADA Self-Evaluation Contact:**

Probation Department  
Administration

Lisa Hansley, Department Analyst

Telephone number (707) 565-3611

Fax number (707) 565.2503

Adult Probation Services

Gale Reeder, Division Director

Telephone number (707) 565-3372

Fax number (707) 565.2878

Juvenile Probation Services

Meredith Helton, Division Director

Telephone number (707) 565-6310

Fax number (707) 565-6308

Juvenile Hall

Jesse Irizary, Supervisor

Telephone number (707) 565-6206

Fax number (707) 565-6389

Probation Camp and Supervised Adult Crew

Brian Willits, Division Director

Telephone number (707) 887.0288

Fax number (707) 887-1115

Contractors

Circuit Rider Productions Inc.

Nancy Lesa, Ph.D., Executive Director

Telephone number (707) 838-6641

Fax number (707) 838-4503

Drugs Abuse Alternatives Center (DAAC)

Michael Spielman, MFT, Executive Director

Telephone number (707) 571-2233

Non-Violent Alternatives

Susan Schramm, LCSW

Telephone number (707) 523-9361

Fax number (707) 576-7490

Petaluma People Services Center (PPSC)

Ron Kirtley, Executive Director

Telephone number (707) 765-8488

Fax number (707) 765-8482

R House

Mimi Donohue, Executive Director

Telephone number (707) 571-2215

Restorative Resources

Jessalyn Nash, Executive Director

Telephone number (707) 823-8080

Social Advocates for Youth (SAY)

Tom Bieri, LCSW, Executive Director

Telephone number (707) 544-3299 ext 218

Fax number (707) 544-6837

Sonoma County Adult and Youth Development (SCAYD)  
 Cecilia Belle, MFT, Executive Director  
 Telephone number (707) 793-9030  
 United Against Sexual Assault of Sonoma County (UASA)  
 Gloria Young, Executive Director  
 Telephone number (707) 545-7270  
 Fax number (707) 545-8136

West County Community Services (WCCS)  
 Bruce Alfano, Executive Director  
 Telephone number (707) 869-0654

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Juv Prob Services: Court Officers	7425 Los Guillicos Rd, Dept A
Juv Prob: Intake Services	7425 Los Guillicos Rd, Dept A
Juvenile Hall	7425 Los Guillicos Rd, Dept A
Juv Prob: Early Intervention	7425 Los Guillicos Rd, Dept A
Juv Prob: General Supervision	7425 Los Guillicos Rd, Dept A
Juv Prob: School Supervision	7425 Los Guillicos Rd, Dept A
Juv Prob: Intensive Supervision	7425 Los Guillicos Rd, Dept A
Juv Prob: Investigation Services	7425 Los Guillicos Rd, Dept A
Juv Prob: Non-Contracted Services	7425 Los Guillicos Rd, Dept A
Probation Camp	Probation Camp
Camp Recreational Activities	Probation Camp
Camp Educational Services	Probation Camp
Camp Vocational Activities	Probation Camp
JH Education	7425 Los Guillicos Rd, Dept A
SYC Girls Circles	538 Eliza Way
SYC Therapy	538 Eliza Way
Sierra Youth Center	538 Eliza Way
Juv Prob Svcs: Placement	7425 Los Guillicos Rd, Dept A

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Adult Prob: Mental Health/ Fact	600 Administration Dr, Rm 104J
Camp Counseling Services	Probation Camp
JH Recreation	7425 Los Guillicos Rd, Dept A
JH Entertainment Events	7425 Los Guillicos Rd, Dept A
SYC Mural Project	538 Eliza Way
SYC Girl Scouts	538 Eliza Way
SYC Weekend Work Crew	538 Eliza Way
SYC Yoga Classes	538 Eliza Way
SYC Academic Program	538 Eliza Way
A2D: Drug Outpatient	Various
Assertive Community Treatment: Family Treatment	Various
Circles Across Sonoma: Female Offender Treatment	Various
Home Treatment Program: Sex Offender Treatment	Various
Moral Reconation Therapy: Diversion	Various
JH Arts and Crafts	7425 Los Guillicos Rd, Dept A
JH Health Services	7425 Los Guillicos Rd, Dept A
JH Community Detention	Various
JH Counseling Services	7425 Los Guillicos Rd, Dept A
SYC Assistance Dog Institute	538 Eliza Way
Families In Action: Diversion	Various
Family Coaching: Family Intervention	Various
Functional Family Therapy: Family Intervention	Various
Regional Assessment & Referral	Various



<b>Program/Activity</b>	<b>Facility Name and Location</b>
Program: Diversion	
Restorative Conferencing: Restorative Justice	Various
Youth Empowerment Program: Gang Intervention	Various
Adult Probation Services	600 Administration Dr, Rm 104J
Jail Services	NCDF – 2254 Ordinance Rd
Jail Alternatives	1000 Coddington, Suite 102
Adult Probation: Investigations	600 Administration Dr, Rm 104J
Adult Probation: Supervision	600 Administration Dr, Rm 104J
Adult Probation: Domestic Violence	600 Administration Dr, Rm 104J
Adult Probation: SACPA	600 Administration Dr, Rm 104J
Adult DV-Teaching Non- Violence	Various
Adult DV- NOVA	Various
Adult Probation: DUI Court	600 Administration Dr, Rm 104J
Adult Probation: Gang Supervision	600 Administration Dr, Rm 104J
Adult Probation: Sex Offender Supervision	600 Administration Dr, Rm 104J
Adult DV – Ananda	Various
Adult Probation: Counseling Services	Various
MyStrength: Violence Prevention	Various
Vocational Counseling	Various
Admin – Collection Services	Various
Supervised Adult Crews	300 Fiscal Drive
Probation Administration	600 Administration Dr, Rm 104J

### Customer Service

- The Kids Project, Supervised Adult Crews, Circles Across Sonoma, Functional Family Therapy have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program.
- Supervised Adult Crews, Circles Across Sonoma, Functional Family Therapy have established a process for responding to requests for modification.

### Printed Information

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

Type of Information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Readers
Probation Camp brochures					X	

X indicates auxiliary aids or services currently available.

- Individuals with disabilities are portrayed in the Probation Camp Program brochures and documents as well as the Circles Across Sonoma’s website.

### Website

- Circles Across Sonoma publicizes information about the accessibility of its programs, services, and facilities and the right of people with disabilities to participate through its website.

### Public Telephones and Communication Devices

- The Circles Across Sonoma has access to and is aware of TDD/TTY services for communicating by telephone with individuals with hearing disabilities. The TDD number is 707-545-5543, located in their administrative office. Staff members have been trained in the use of this device.

### Training and Staffing

- Staff members are aware and advised at staff meetings and orientations that it may be necessary to modify Circle Across Sonoma’s and Functional Family Therapy’s policies or practices to enable people with disabilities to participate in and benefit from a program.

- Staff members are trained regarding the Circle Across Sonoma's and Functional Family Therapy's obligations and policies that enable persons with disabilities to participate in programs and activities.
- Staff members have received training in disability issues and have experience working with people with disabilities. Staff members have worked with organizations such as Center for Resources for Independence, Becoming Independent, and North Bay Regional Center.

### **Public Meetings**

- The Adult Probation Division, Probation Camp Program, and Circles Across Sonoma require that public meetings and special events are held in accessible locations.
- Auxiliary aids and services for Circles Across Sonoma programs (such as sign language interpreters) are available at public meetings, interviews, and conferences with seven days notice.
- Assistive listening devices are available for Circles Across Sonoma programs and services.

### **Use of Consultants**

- Outside consultants are notified of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the County's policy regarding accessibility for individuals with disabilities. Circles Across Sonoma Program works with organizations such as Center for Resources for Independence, Becoming Independent, and North Bay Regional Center.

### **Auxiliary Aids**

- The following auxiliary aids and services are available at the Juvenile Division:

Wheelchair-accessible table  
Writing instruments and paper  
Adjustable keyboard levels  
Foot pedals  
Dictation/ transcribing equipment  
Other Accessible/Adaptive Equipment

## Public Defender

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### Description of Programs and Services

The Public Defender has the mandated responsibility of defending any person who is not financially able to employ counsel and who is charged with the commission of any contempt or offense triable in the superior courts. The Public Defender also represents qualified individuals in probate and welfare proceedings and may represent any person who is not financially able to employ counsel in proceedings relating to the nature or conditions of detention prior to adjudication.

Government Code Section 27706 sets forth the types of cases which can be handled by a County Public Defender. These include:

- Criminal Cases upon request or by appointment of the court
- Contempt cases
- Appeals
- Cases involving mental health guardianships and conservatorships
- Juvenile cases
- Civil litigation in which the person is being persecuted or unjustly harassed
- Prosecute actions for the collection of wages and other demands where the sum does not exceed one hundred dollars

### ADA Self-Evaluation Contact:

Donna Gomes, Administrative Services Officer  
600 Administration Drive, Room 111-J  
Santa Rosa, California 95403

Telephone number (707) 565-3869

Fax number (707) 565-3357

Program/Activity	Facility Name and Location
Law Office	HOJ - 600 Administration Dr, Rm 111J & Courtrooms within the Hall of Justice & Jail
Law Office	JJC – 7425 Rancho Los Guillicos Rd, Dept E & Courtrooms within the JJC facility + Juvenile Hall

## **Public Meetings**

- Auxiliary aids and services (such as sign language interpreters) are available within reasonable notice.
- Assistive listening devices are available for Public Defender's interviews within reasonable notice.

## **Emergency Evacuation Procedures**

- The Public Defender's Office has a means of alerting people with disabilities of an activated alarm which is provided within the Hall of Justice. In the event of an emergency evacuation, the HOJ Building Evacuation Team has been trained and is able to assist persons with disabilities. Visual and audible fire alarms provide a means of alerting people with hearing and visual disabilities of an activated alarm.

## Regional Parks Department

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### Description of Programs and Services

The mission of the Regional Parks Department is to enhance the quality of life in Sonoma County by providing recreational, social and cultural opportunities for the public; and leading in the preservation, conservation, restoration and promotion of the natural, scenic, and historical resources in Sonoma County.

#### ADA Self-Evaluation Contact:

Administrative Division  
Administrative Services Officer  
Telephone number (707) 565-3370  
Fax number (707) 579-8247

Park Operations Division  
Parks Manager  
Telephone number (707) 565.2041  
Fax number (707) 579-8247

Aquatics  
Aquatics Specialist  
Telephone number (707) 565.2824  
Fax number (707) 579-8247

Volunteer Program  
Volunteer Coordinator  
Telephone number (707) 565-3356

Bodega Bay Division  
Supervising Park Ranger  
Telephone number (707) 875-3540  
Fax number (707) 875.2171

Central Division  
Supervising Park Ranger  
Telephone number (707) 443-1625

North Coast Division  
Supervising Park Ranger  
Telephone number (707) 785.2377  
Fax number (707) 785-3741

Spring Lake Division  
 Supervising Park Ranger  
 Telephone number (707) 539-8092  
 Fax number (707) 538-8038

Environmental Discovery Center  
 Environmental Discovery Center Coordinator  
 Telephone number (707) 565-6144

Maintenance Division  
 Park and Grounds Maintenance Manager  
 Telephone number (707) 849.0174  
 Fax number (707) 579-8247

Planning Division  
 Senior Park Planner  
 Telephone number (707) 565.2041  
 Fax number (707) 579-8247

Recreation and Cultural Services  
 Public Facilities Manager  
 Telephone number (707) 565-3341  
 Fax number (707) 579-8247

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Supervised Swimming (Aquatics)	Cloverdale Veterans Building, Healdsburg Veterans Building, Spring Lake Regional Park
River & Lake Access	Various Locations (8)
Picnicking	Various Locations (28)
Fishing	Various Locations (23)
Coastal Beach Access	Various Locations (10)
Camping	Various Locations (5)
Walking	Various Locations (15)
Tolay Fall Festival	Tolay Lake Regional Park
Playgrounds	Various Locations (9)
Hiking	Various Locations (26)

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Cycling	Various Locations (11)
Athletic Fields	Various Locations (8)
Volunteer Program	2300 County Center Drive, Suite A-120 + 45 Locations
Visitor Centers/ Interpretive Info	Gualala Point Regional Park, Spring Lake Regional Park
Spud Point Marina	Spud Point Marina – 1818 Westshore Rd, Bodega Bay
Mountain Biking	Various Locations (17)
Improved Boat Launching	Doran Beach Regional Park, Hudeman Slough, Spring Lake Regional Park & Westwind Regional Park
Hard Courts	Various Locations (6)
Environmental Discovery Center (EDC) Programs	Foothill Regional Park, Helen Putnam Regional Park, Spring Lake Regional Park, Tolay Lake Regional Park
Off Leash Dog Parks	Ernie Smith Community Park, Ragle Ranch Regional Park, Sonoma Valley Regional Park
Recreational & Cultural Services	2300 County Center Drive, Suite A-120 + Veterans Building
Equestrian	Various Locations (15)
Docent – Ranger Led Walks	Various Locations (9)
Camping Reservations	2300 County Center Drive, Suite A-120 + Some parks
Administration Division	2300 County Center Drive, Suite A-120 + Some parks
Veterans' Advisory Council Meetings	All Veterans Buildings (7)
Park Planning Division	2300 County Center Drive, Suite A-120, Board of Supervisors Hearing Room,



Program/Activity	Facility Name and Location
	PRMD Hearing Room, all (7) Veterans Buildings, Local Granges & Meeting Halls, Schools, and Parks
Spud Point Marina Advisory Commission Meetings	Bodega Bay Grange Hall, 1370 Bodega Avenue, Bodega Bay
Ranger Division Offices	Various Locations (5)
Park & Recreation Advisory Commission Meetings	Board of Supervisors Hearing Room + Occasionally at Veterans Buildings & parks

### Customer Service

- The Environmental Discovery Center has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program.
- The Environmental Discovery Center, Park Operations and Planning Division have established an informal process for responding to requests for modification of facilities, programs and services. Requests are submitted to the program manager for the Environmental Discovery Center. Requests for other facility modifications are usually made verbally to either a park ranger or planning division staff. These requests are often followed up in writing. Requests are processed by the park operations and planning managers, and staff are assigned to process the request. Both divisions oversee that the necessary modifications to the program or facilities are made to allow persons with disabilities to participate.
- The Administrative, Camping Reservations and Veteran’s Buildings Reservations do have an informal process for responding to requests for modifications to programs and services we offer to the public.

### Printed Information

- Individuals with disabilities are portrayed in the Environmental Discovery Center brochures and programs.
- Individuals with disabilities are portrayed in the Park Pass Promotion brochures and programs.

### Televised and Audiovisual Public Information

- The Environmental Discovery Center has 15 different videos for program presentations. All 15 videos are audiovisual and include closed captioning.

- Individuals with disabilities are portrayed in the Environmental Discovery Center program commercials.

### **Website**

- The Planning Division publicizes information about the accessibility of its programs, services, and facilities and the right of people with disabilities to participate through its website.
- The Planning Division and Recreation and Cultural Services insure that its website is usable by individuals with disabilities.
- The Planning Division and Recreation and Cultural Services produce all documents posted to the website for downloading in an approved accessible format.
- Camping Reservations is 508 compliant with non-flash versions for the public. ISD training in progress.

### **Public Meetings**

- The Environmental Discovery Center, Planning Division and Recreation and Cultural Services require that public meetings and special events are held in accessible locations.
- Assistive listening devices are available for Recreation and Cultural Services programs and services.

### **Tours and Trips**

- The Environmental Discovery Center requires that destinations for trips that it provides are accessible to people with disabilities.

### **Transportation Services**

- The Environmental Discovery Center provides accessible transportation upon request or based on perceived need. Individuals with visual disabilities are transported door-to-door and sign language interpreters are available when deemed necessary.

### **Automated Electronic Equipment**

- Computers, microscopes are available for public use at the Environmental Discovery Center. Upon request, and staff members provide assistance to ensure that this equipment is accessible to and usable by individuals with disabilities.

## Auxiliary Aids

- The following auxiliary aids and services are available at the Environmental Discovery Center:
  1. Wheelchair-accessible table
  2. Writing instruments and paper
  3. Movable light source
  4. Computers/ Microscopes
- The following auxiliary aids and services are available at Doran Beach, Spring Lake Park and Healdsburg Beach
  1. Surf Wheelchairs
- The following auxiliary aids and services are available at Spring Lake Park and Hudeman Slough
  1. Transfer Modules
- We also offer electronic gate cards for disabled access at Foothill Regional Park that allow individuals with disabilities to drive into areas of the park with vehicle restrictions to enhance their access and use of the park.

## Retirement Association

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### Description of Programs and Services

The Sonoma County Employees' Retirement Association (SCERA) is a public employee retirement system that was established by the County of Sonoma on January 1, 1946. SCERA is administered by the Board of Retirement ("Board") to provide retirement, disability, death, and survivor benefits for its employees' under the California State Government Code, Section 31450 et.seq. (County Employees' Retirement Law of 1937).

The purpose of the Sonoma County Employees' Retirement Association is to provide and protect retirement benefits for its members and beneficiaries.

### ADA Self-Evaluation Contact:

Leslie Garritson, Assistant Retirement Administrator  
433 Aviation Blvd, Suite 100  
Santa Rosa, CA 95403

Telephone number (707) 565-8113  
Fax number (707) 565-8102

Program/Activity	Facility Name and Location
Retirement Board Meetings	433 Aviation Blvd, Suite 100
Retirement Appointments	433 Aviation Blvd, Suite 100
Classes for Association Members	433 Aviation Blvd, Suite 100

### Customer Service

- The Retirement Association has established a process for responding to requests for modification. Requests are submitted to the Assistant Retirement Administrator, who oversees that the necessary modifications to the program are made to allow that individual to participate.

### Website

- The Retirement Association programs publicize information about the accessibility of its programs, services, and facilities and the right of people with disabilities to participate through its website.
- The Retirement Association insures that its website is usable by individuals with disabilities.

- The Retirement Association produces all documents posted to the website for downloading in an approved accessible format.

### **Notice Requirements**

- A notice of non-discrimination based on disability is included in the Meeting Agendas.
- Notice that all persons have a right to participate in the Retirement Association meetings, programs, and activities regardless of disability is accomplished through posting and distributing the Meeting Agendas, which also includes information about the availability of modifications provided for persons with disabilities.
- The public is advised that Retirement Association is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

### **Public Meetings**

- The Retirement Association requires that public meetings and special events are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with three days notice.

## Sheriff's Department

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### Description of Programs and Services

Since 1850 the Sonoma County Sheriff's Department has been providing law enforcement, court security services and detention services to the citizens of Sonoma County. The Sheriff's Department is responsible for primary law enforcement services for the County of Sonoma and for the Town of Windsor and City of Sonoma.

Many other services such as Crime Prevention, serving of Civil processes, and the participation in many law enforcement task forces the Sheriff's Department is committed to providing professional law enforcement and detention services.

Two programs that the Sheriff's Department offers are:

- Community Volunteers (Volunteers in Policing and Search and Rescue Volunteers)
- Community Outreach program (which includes the Sonoma County Sheriff's Department Community Oriented Policing Program, law enforcement Chaplaincy Program, Tomorrow's Leaders Today Program, Leadership Santa Rosa and the Citizen's Academy).

### ADA Self-Evaluation Contact:

Lieutenant Lorenzo Duenas  
2796 Ventura Ave  
Santa Rosa, CA 95403

Telephone number      (707) 565-3007  
Fax number              (707) 565-8839

<b>Program/Activity</b>	<b>Facility Name and Location</b>
MADF- Volunteer Services	2777 Ventura Avenue
MADF – Community Outreach	2777 Ventura Avenue
MADF – Institution Services	2777 Ventura Avenue
NCDF – Volunteer Services	2254 Ordinance Road
NCDF – Community Outreach	2254 Ordinance Road
NCDF – Institution Services	2254 Ordinance Road
Main Office – Community	2796 Ventura Avenue

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Volunteers	
Main Office – Community Services	2796 Ventura Avenue
Main Office – Community Outreach Program	2796 Ventura Avenue
Windsor Police Department – Community Outreach	9291 Old Redwood Hwy – Windsor
Windsor Police Department – Community Services	9291 Old Redwood Hwy – Windsor
Sonoma Police Department – Community Outreach	175 First Street West – Sonoma
Sonoma Police Department – OES	175 First Street West – Sonoma
Sonoma Valley Substation – Community Outreach Program	810 Grove Street, Unit B – Sonoma
Sonoma Valley Substation – Community Services	810 Grove Street, Unit B – Sonoma
River Substation – Community Volunteers	16255 First Street – Guerneville
Coroner – Community Service	3336 Chanate Road
Larkfield – Community Volunteers	620 Larkfield Center
Larkfield – Graffiti Removal Program	620 Larkfield Center
Larkfield – Community Services	620 Larkfield Center
Marine Unit – Community Outreach	3333 Skagg Spring Rd - Geyserville
Marine Unit – Community Education	3333 Skagg Spring Rd – Geyserville
Marine Unit – Community Services	3333 Skagg Spring Rd - Geyserville
DVSA – Victim Advocates	Undisclosed Location
Magnet – Community Outreach	Undisclosed Location

## **Customer Service**

- The Sheriff's Department has established a process for responding to requests for modification. Requests are submitted to the Personnel Lieutenant or Administrative Captain, who oversee that the necessary modifications to the program are made to allow that individual to participate.

## **Notice Requirements**

- Notice is included in Citizen Complaint policy and pamphlet regarding procedures for filing a disability discrimination complaint. It is then forwarded to the proper authority and processed through a formal procedure.

## **Public Telephones and Communication Devices**

- The Sheriff's Department has access to and is aware of a relay service for communicating by telephone with individuals with hearing disabilities. The Sheriff's Department currently has an individual that uses a CAPTEL telephone with technical assistance. This program is computer aided and transcribes all telephone conversation for the persons with a hearing impairment. The telephone number is (888) 269-7477.

## **Training and Staffing**

- Staff members are aware that it may be necessary to modify the Sheriff's Department policies or practices to enable people with disabilities to participate in and benefit from a program. In addition, new policies, laws, or procedures are trained accordingly.

## **Public Meetings**

- The Sheriff's Department requires that public meetings and special events are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) can be requested at public meetings, interviews, and conferences with two days notice.
- Assistive listening devices can be obtained for the Sheriff's Department programs and meetings upon advance request.



## **Emergency Evacuation Procedures**

- The Sheriff's Department has a means of alerting people with disabilities of an activated alarm. In the event of an emergency evacuation, staff would assist persons with disabilities. Visual and audible fire alarms provide a means of alerting people with hearing and visual disabilities of an activated alarm.

## Transportation And Public Works Department

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### Description of Programs and Services

The Transportation and Public Works Department provides road construction and maintenance services and directly provides or administers contracts for the provision of various public utility services. As part of the County's reorganization efforts, the Surveyor Division, permitting, and environmental functions were transferred to the new Permit and Resource Management Department at the beginning of FY 94-95. The Airport Enterprise Fund and the Northern Sonoma County Air Pollution control District became new divisions within this department in FY 94-95. Programs the Transportation and Public Works Department offer are:

#### Airport

The Airport Enterprise Fund finances the operation, maintenance, and various capital projects of the Sonoma County Airport. Sonoma County Airport is a commercial service airport with facilities for airline passenger service, business and recreational aircraft plus law enforcement, emergency medical service and fire fighting aircraft.

#### Integrated Waste (Refuse)

This Enterprise Fund finances Integrated Waste Management activities throughout the County and is a division of the Sonoma County Transportation and Public Works Department. Activities include: acquisition, maintenance and operation of one sanitary landfill, including a methane gas recover-electrical generating facility, and five transfer stations; regulation of seven commercial refuse haulers; and development, administration and implementation of the Sonoma County Integrated Waste Management Plan. This division also provides staff support to the [Sonoma County Waste Management Agency](#), a joint powers agreement.

#### Roads

The Road Fund is the financing vehicle for maintenance and construction activities within the public right-of-way including roads, bridges and sidewalks, as well as other public works planning and management functions, including transit facilities and vehicles, and small water systems. The Road Division consists of the following programs:

- Land Development
- Traffic Engineering

- Information Technology
- Public Rights-of Way Acquisitions
- Road Maintenance
- Design and Construction of Capital Improvements

**ADA Self-Evaluation Contact:**

2300 County Center Drive, Suite B100  
 Santa Rosa, California 95403

Assistant Airport, Steve Lange  
 Telephone number (707) 565-7243  
 Fax number (707) 542-5303

Engineering Division, Kevin Howze  
 Telephone number (707) 565-2537  
 Fax number (707) 565-3183

Refuse Division, Trishi Pensenti  
 Telephone number (707) 565-7958  
 Fax number (707) 565-7940

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Roadway System County – wide	Roadway System County-wide
Disposal & Recycling Services Sites	33549 Annapolis Rd, Annapolis 166 Alexander Valley Rd, Healdsburg 13450 Pocket Rd, Guerneville 500 Mecham Rd, Petaluma 4376 Stage Gulch Rd, Sonoma
Right of Way Section	2300 County Center Dr, Suite B100
Construction Section	2300 County Center Dr, Suite B100
Materials Testing Lab	2688 Ventura Avenue
Road Maintenance	2175 Airport Blvd
Airport (missing)	

## Notice Requirements

- Notice that all persons have a right to participate in the Airport Division programs and meetings regardless of disability is accomplished through posting and distributing the public notices, and agendas for public meetings, which also includes information about the availability of modifications provided for persons with disabilities.
- The public is advised that the Airport Division is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
- Persons with disabilities are referred to the County ADA Coordinator if they want to file a disability discrimination complaint.

## Public Meetings

- The Airport Division and Refuse Division require that public meetings and special events are held in accessible locations.
- Auxiliary aids, assistive listening devices and services (such as sign language interpreters) are available at public meetings, interviews, and conferences within two days notice.

## Training and Staffing

- Staff members are aware and advised at staff meetings that it may be necessary to modify the Roads Division policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members are trained regarding the Roads Division's obligation and policies that enable persons with disabilities to participate in programs and activities. Training is provided through a consultant for ADA accessibility related to public rights-of-way issues.

## Use of Consultants

- Outside consultants who work for the Roads Division are notified of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the County's policy regarding accessibility for individuals with disabilities. Consulting engineering services are required to meet ADA design requirements and regulations by Caltrans and the County.
- The Roads Division monitors outside consultants to ensure they fulfill their obligations to provide accessible programs or services through a plan check process both by the Department of Transportation and Public Works and Permits and Resources Management Department.

## U.C. Cooperative Extension

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### Description of Programs and Services

The University of California Cooperative Extension (UCCE) is a statewide system that makes available University of California research results and other educational information available locally to government and private agencies, industries, and the public via UC Advisors, Specialists, and Program Representatives. Sonoma County UCCE programs are a partnership between the United States Department of Agriculture, the University of California, and the County of Sonoma. The Sonoma County University of California Cooperative Extension is a department in Sonoma County government.

The U.C. Cooperative Extension program provides Farm services through an agreement between the County and the University of California. The University provides agricultural research and education through ten university professionals which are paid for directly by the State. The County provides support staff and operational costs.

### ADA Self-Evaluation Contact:

Allie Stabler, Office Manager  
133 Aviation Blvd, Suite 109  
Santa Rosa, CA 95403

Telephone number (707) 565-2621  
Fax number (707) 565-2623

Program/Activity	Facility Name and Location
University of California Cooperative Extension (UCCE)	133 Aviation Blvd, Suite 109

### Notice Requirements

- A notice of non-discrimination based on disability is included in the U.C. Cooperative Extension publications, flyers, and newsletters such as: Annual Report 2005 – 2006 document and “Making 4-H More Accessible” handbook.
- Notice is included in the Annual Report 2005 – 2006 and “Making 4-H More Accessible” handbook regarding procedures for filing a disability discrimination complaint. Inquiries regarding the University’s

nondiscrimination policies are directed to the Affirmative Action/ Staff Personnel Services Director.

### **Website**

- The U.C. Cooperative Extension publicizes information about the accessibility of its programs, services, and facilities and the right of people with disabilities to participate through its website.
- The U.C. Cooperative Extension insures that its website is usable by individuals with disabilities. This is provided in the Federal Statement.
- The U.C. Cooperative Extension produces all documents posted to the website for downloading in an approved accessible format.

### **Public Telephones and Communication Devices**

- The U.C. Cooperative Extension has access to and is aware of the California Relay Services for communicating by telephone with individuals with hearing disabilities.

### **Training and Staffing**

- Staff members are aware and advised that it may be necessary to modify U.C. Cooperative Extension policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members have received training in disability issues and have experience working with people with disabilities.

### **Public Meetings**

- The U.C. Cooperative Extension requires that public meetings and special events are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with two weeks notice.

### **Emergency Evacuation Procedures**

- The U.C. Cooperative Extension has a means of alerting people with disabilities of an activated alarm. In the event of an emergency evacuation, the Emergency Team Leaders would assist persons with disabilities. Visual and audible fire alarms provide a means of alerting people with hearing and visual disabilities of an activated alarm. The Emergency Action Plan details the processes and procedures.

## Water Agency

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### Description of Programs and Services

The Sonoma County Water Agency was created as a special district in 1949 by the California Legislature to provide flood protection and water supply services to portions of Sonoma and Marin counties. Legislation enacted in 1995 added the treatment and disposal of wastewater to the Agency's responsibilities.

The Sonoma County Water Agency is a regional leader in water resources management. The Agency continues to adapt its mission in response to changing opportunities, keeping the Agency at the forefront of developments in the water industry.

They provide an array of services including, but not limited to, naturally filtered drinking water, flood protection services, distribution of recycled water, recreational opportunities and wastewater treatment.

Programs and services they offer are:

- Water Supply
- Sanitation
- Flood Protection Services
- Water Conservation
- Environmental Resources
- Water Education

### ADA Self-Evaluation Contact:

Ken Goddard, Water Agency Coordinator  
404 Aviation Blvd.  
Santa Rosa, CA 95403

Telephone number       (707) 521-1892

Fax number               (707) 523-1948

<b>Program/Activity</b>	<b>Facility Name and Location</b>
Water Site Tours	3951 Stewarts Pt, Skaggs Springs Rd. (Hydroelectric Power Plant/Warm Springs Dam), Pump Station Facilities (9765 Wohler Rd, 10290 Westside Rd), Water Education Bldg. (9765 Wohler Rd)
Waste Site Tours	Various Locations
Meetings	404 Aviation Blvd, 2150 West College Ave, 1315 Airport Blvd (Windsor)

### **Customer Service**

- The Water Agency has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program.
- The Water Agency has established a process for responding to requests for modification. In the Water Education Department, the requests are submitted to the educator, who oversees that the necessary modifications to the program are made to allow that individual to participate.

### **Public Meetings**

- The Water Agency requires that public meetings and special events are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences within reasonable notice.

### **Tours and Trips**

- The Water Agency requires that destinations for trips that it provides are accessible to people with disabilities. They make accommodations as deemed necessary.

### **Transportation Services**

- The Water Agency provides accessible transportation upon request or based on perceived need.



## 4.0 Transition Plan

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

This Transition Plan combines the findings of the facility surveys, public rights-of-way surveys, policy assessments, and program evaluations. Specific policy and program recommendations can be found in Section 3. The specific architectural modifications required to make programs accessible are listed in the Sonoma County—Facility Reports (please see Appendix F). Each facility report contains a complete list of architectural barriers and barrier removal actions. Not all of these barriers must be removed in order to provide program access. The first priority is to remove those barriers limiting access to programs.

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

This transition plan is divided into two parts; facilities, which includes buildings, parks, and their related grounds, and the public pedestrian rights-of-way, which includes sidewalks, curb cuts, and signalized intersections that fall within the County's area of responsibility.

### 4.1 Facilities

#### A. Program Barrier Removal Priorities

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

- Level of use by the public: Does the facilities receive a high level of public use;

- Program uniqueness: Some programs are unique to a building, facility, or park and cannot occur at another location;
- Geographic distribution: By selecting a range of facilities that are distributed throughout the County, the County can ensure maximum access for all residents;
- Citizen rights: Facilities where services are provided to exercise citizen rights– voting, right to a trial, access to elected officials, etc.
- Citizen responsibilities: Facilities where taxes are paid, permits and licenses are obtained, and where services are obtained
- Social need: Facilities that meet social needs such as homeless shelters, health clinics, etc.
- Identified complaints: Efforts should focus on identified accessibility complaints.

## **B. Prioritizing Access to Programs, Activities and Services**

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

## **C. Priorities for Barrier Removal within Facilities**

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

1. Priority One: The highest priority is placed on those barrier removal items that provide accessibility at the main entrance of a facility or improve a path of travel to the portion of the facility where program activities take place. Examples:

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

- Entrance stairs
- Entrance doors

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

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

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

- Drinking fountains
- Public telephones
- Vending machines

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

#### **D. Transition Plan for Facilities**

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

- Identification of the barriers to program access
- Identification of the specific barrier removal action(s)
- Identification of a schedule for barrier removal and
- Identification of responsibility for ensuring barrier removal

The facility reports appended to this document provide the identification of barriers and the specific barrier removal actions. The County 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 Sonoma County ADA Coordinator.

## **E. Phasing Schedule for Facilities**

Because Sonoma County has a large number of facilities, it is impossible to immediately remove all barriers to program access. Barriers in facilities will be removed systematically, County-wide, based on established program priorities. It is the intent of the County to address barriers to accessibility in public buildings and parks based upon on the immediate necessity of programmatic access, degree of complexity, and overall cost.

Sonoma County 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 County 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 County. 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 tables describe the priorities and schedule for barrier removal in public facilities. This preliminary schedule represents a 12 year plan for barrier removal. It is the County'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 County will then revise the following schedule for the removal of the remaining barriers. This revised schedule will be available for review on the County's web site, <http://www.sonoma-county.org/>.

### **Facility Group One**

Administration Building  
Administration Campus – Path of Travel  
Chanate Campus – Path of Travel  
Hall of Justice  
Juvenile Justice Center  
Los Guilicos Campus – Path of Travel  
Agriculture Building  
Animal Shelter  
Cloverdale Veterans Building  
Healdsburg Veterans Memorial Beach  
Cloverdale River Park  
Crane Creek Regional Park  
Doran Beach Regional Park

Ernie Smith Community Park  
Foothill Regional Park  
Sonoma County Airport – Terminal  
1315 Airport  
Annapolis Transfer Station  
Central Disposal Site  
Guerneville Transfer Station  
Healdsburg Transfer Station  
Pump Station – Healdsburg  
Fairgrounds Grounds  
Fairgrounds Dairy Barn  
Fairgrounds Dorfman Ring  
Fairgrounds Racing Grandstand  
Fairgrounds Showcase Café  
Fairgrounds Garden Building and Courtyard

### **Facility Group Two**

County Jail (MADF)  
Human Services Building  
La Plaza B  
Valley of the Moon Children's Home  
Norton Center  
Norton Center Annex  
Gualala Point Regional Park and Visitor Center  
Helen Putnam Regional Park  
Hood Mountain Regional Park  
Hudeman Slough Boat Launch  
Kenwood Plaza Park  
Larson Park  
Maddux ranch Park  
Maxwell Farms Regional Park  
Sonoma Transfer Station  
Sonoma County Airport – Administration  
Sonoma County Airport – Hangar  
Fairgrounds Grace Pavilion  
Fairgrounds Hall of Flowers  
Fairgrounds Poultry and Rabbit Barn  
Fairgrounds Restroom Houses  
Fairgrounds Swine Barns  
Fairgrounds Jamison Livestock Judging Arena

### **Facility Group Three**

Petaluma City Hall  
Public Health Clinic - Chanate  
Sheriff Administration  
Sheriff Substation  
Youth Camp  
Guerneville Veterans Building  
2350 Professional Drive  
Chanate Hall  
Orenda Center  
Permit and Resource Management Dept. (PRMD)  
Cotati Veterans Building  
Occidental Veterans Building  
Petaluma Veterans Building  
Santa Rosa Veterans Building  
Sebastopol Veterans Building  
Moran Goodman Park  
Pinnacle Gulch  
Ragle Ranch Regional Park  
Riverfront Regional Park  
Running Fence-Watson School  
Shaw Park  
Shiloh Ranch Regional Park  
Soda Springs Reserve  
Sonoma Valley Regional Park  
Spud Point Marina  
Steelhead Beach Regional Park  
Stengel Beach  
Stillwater Cove Regional Park  
Fairgrounds Finley Hall  
Fairgrounds Kraft Hall  
Fairgrounds Sheep and Goats Barn

### **Facility Group Four**

Sonoma Veterans Building  
Coroner  
La Plaza A  
Larkfield Substation  
404 Aviation  
433 Aviation  
CMP Plant  
Sierra Youth Center  
Data Processing

Public Health Main  
Bird Rescue Center  
Childcare Center  
Guerneville Library  
Los Guilicos – Classrooms A-K  
Los Guilicos – House 1 – Wildlife Center  
Los Guilicos – House 2  
Los Guilicos – House 2 – Modular  
Los Guilicos – House 3  
Los Guilicos – House 4  
Los Guilicos – House 5  
Unity House  
Westside Regional Park  
Wohler Bridge Fishing Access  
Arnold Field Park  
Spring Lake Regional Park  
Tom Schopflin Fields  
Los Guilicos Complex – Hood Mountain  
Transit Office and Bus Maintenance  
Fairground Administration Building  
Fairground Chris Beck Arena  
Fairground Founders Grove  
Fairground Garrett Building  
Fairground Golf Course  
Fairground Lyttle Cow Palace  
Fairground Parents Rest Station  
Fairground Superintendent's Office

## 4.2 Pedestrian Rights-of-Way (PROW)

### A. Transition Plan for PROW

Safe and inviting pedestrian paths of travel encourage interaction between citizens; strengthens neighborhoods, and contributes to the vitality of the community at large. In this time of rising energy costs and the associated environmental impact of motorized vehicle use, pedestrian paths of travel become even more important.

People with disabilities depend on a safe and accessible pedestrian system to conduct their daily lives. Many of the elements and conditions that go unnoticed by the non-disabled public pose significant impediments to disabled persons. Ambulatory pedestrians can simply walk around an obstruction in the sidewalk or step off a curb face without much notice; however for individuals who use wheelchairs, these ordinary features become a major impediment. A sighted person can duck under an overhanging tree limb, but to a blind person, the presence of the limb is not readily apparent and may cause physical injury. As compared to the general population, people with disabilities are generally more reliant on pedestrian networks. A large portion of the disabled population does not drive and depends on self-mobility or public transportation to get around. These factors, coupled with an aging population (where disabling conditions increase dramatically) highlight the importance of pedestrian systems that will serve all populations within the community, both in the present and into the future.

A PROW Transition Plan must include (at a minimum) an assessment of existing sidewalks and a schedule for curb ramp installations where an existing pedestrian walkway crosses a curb or other barrier. The DOJ Title II regulations require state and local government entities to prioritize the installation of curb ramps serving locations as follows:

1. State and local government offices and facilities
2. Transportation facilities
3. Places of public accommodation (private-sector facilities covered by Title III)
4. Places of employment
5. Residential areas

Recent case law has held that PROW Transition Plan requirements must go beyond simply installing curb ramps. In *Barden v. the City of Sacramento*,



the Court held that the use of sidewalks by pedestrians is a program or activity subject to the ADA. The settlement provides that pedestrian rights-of-way be made accessible to individuals with vision and/or mobility disabilities. This will include installation of compliant curb ramps at intersections, improvements in crosswalk access, and removal of barriers that obstruct the sidewalk, including narrow pathways, abrupt changes in level, excessive cross slopes, and overhanging obstructions.

Similar cases to Barden include *Lonberg v. Riverside* where a mandated performance schedule for curb ramp installation was imposed on the County by the court.

In summary, for the County to meet the program access obligations, removing right-of-way impediments beyond simply installing curb ramps is required. This plan outlines a roadmap for Sonoma County to follow in order to make its PROW facilities accessible to individuals with disabilities.

## **B. Surveys of Existing PROW Conditions**

As part of the PROW Transition Plan process, Sonoma County has completed inventories of existing conditions. The purpose of taking these inventories was to collect baseline data regarding accessibility to pedestrian facilities within the County. In turn, this inventory data will be used to strategize on priorities for the improvement of accessibility of pedestrian facilities throughout the County. The inventory can be summarized as follows:

### **Curb Ramps**

In 2008, portions of the County were surveyed to determine the presence or lack of pedestrian ramps and to determine the level of compliance of each ramp. The collected data has been entered into the County's Geographical Information System (GIS) and will be used during the prioritization process.

### **Sidewalks and Driveway Crossings**

In 2008, portions of the County were surveyed to examine accessibility barriers at driveways and sidewalk cross slopes. The collected data has been entered into the GIS and will be used during the prioritization process.

### **Obstructions**

In 2008, portions of the County were surveyed to examine impediments along sidewalks. The survey checked for elements such as protruding or overhanging objects or vegetation, obstructions due to placement of poles or utility boxes, and lifted or displaced sidewalk. The collected data has been entered into the GIS and will be used during the prioritization process.

## Traffic Signals

In 2008, portions of the County were surveyed to determine pedestrian accessibility to pedestrian traffic signals. The collected data has been entered into the GIS and will be used during the prioritization process.

### C. Pedestrian Rights-of-Way Prioritization

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

The County will prioritize PROW projects in the following order:

1. Government offices and facilities
2. Bus stops and transportation facilities
3. Places of public accommodation such as commercial and business areas
4. Facilities containing employers
5. Other areas such as residential neighborhoods and underdeveloped regions of the County.

Additional levels of prioritization may be developed for replacing existing curb ramps. For example:

- Repair of hazardous conditions
- Distance from a County-operated program or building
- Distance from a bus stop
- Proximity to a facility serving disabled clients
- Level of pedestrian traffic
- Lack of feasible alternate routes
- Distance from non-County owned public facilities

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

The County has established a 12 year time frame to remove PROW barriers that limit program accessibility. The ADA Title II regulations states that if a Transition Plan will take more than one year to fully implement, it must contain interim steps that will be done to provide program accessibility. An interim action the County may want to consider is to publish accessibility maps on the County website that show the most accessible routes to follow.

### **Priority One – PROW Serving County Facilities**

Administration Campus\*  
Chanate Campus\*  
County Fairgrounds  
County Parks  
County Veterans Buildings  
Los Guillicos Campus\*

### **Priority Two – PROW Serving Transportation Facilities**

Boyes Hot Springs Park and Ride  
Cloverdale Park and Ride  
Cotati Park and Ride  
Geyserville Park and Ride  
Guerneville Park and Ride  
North Windsor Park and Ride  
Occidental Park and Ride  
Penngrove Park and Ride  
Petaluma Park and Ride - E. Washington  
Sebastopol Park and Ride  
Southern Healdsburg Park and Ride

### **Priority Three – PROW Serving Public Accommodations – County Signalized Intersections**

Airport Blvd and Aviation Blvd\*\*  
Airport Blvd and Brickway Blvd\*\*  
Arnold Dr and Boyes Blvd  
Arnold Dr and Grove St  
Arnold Dr and Leveroni Rd  
Arnold Dr and Mission Dr  
Arnold Dr and Petaluma Ave  
Arnold Dr and Verano Ave  
Arnold Dr and Watmaugh Rd  
Guerneville Hwy and Willowside Rd  
Leveroni Rd and Fifth Street West

Mark West Springs Rd and Ursuline Rd  
Napa Rd and Eighth Street West  
Old Redwood Hwy and Airport Blvd  
Old Redwood Hwy and Lavell Rd  
Old Redwood Hwy and Mark West Springs Rd\*\*  
Old Redwood Hwy North and Main Street  
Old Redwood Hwy and Wikiup Dr\*\*  
Petaluma Blvd N and Skillman Ln  
Petaluma Hill Rd and Adobe Rd  
Petaluma Hill Rd and Crane Canyon Rd  
Petaluma Hill Rd and East Cotati Rd  
Petaluma Hill Rd and Roberts Rd  
Petaluma Hill Rd and Synder Ln  
Petaluma Hill Rd and Valley House Dr  
River Rd and Fulton Rd  
Santa Rosa Ave and East Robles Ave  
Santa Rosa Ave and Todd Rd  
Sebastopol Rd and West Ave  
Stony Point Rd and Mecham Rd  
Stony Point Rd and Todd Rd  
Rohnert Park Expressway and Petaluma Hill Road  
Rohnert Park Expressway and Stony Point Road

**Priority Three – PROW Serving Public Accommodations – Commercial and Industrial Zones**

Airport Industrial Zone  
Larkfield Commercial Zone  
Wikiup Commercial Zone

**Priority Four – Residential**

County Urban Residential Zones

\*Same as Campus path of travel in Section 4.1E

\*\*County signalized intersection located in a commercial or industrial zone.

## 5.0 ADA Policy and Complaint Procedure

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

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

All complaints must be submitted by the complainant or his/her designee to the Equal Employment Opportunity Manager at the below location or, upon approval of a request to submit in an alternative method, by telephone at (707) 565-2107 (Voice) or by fax at (707) 565-3770; or via e-mail at [ada@sonoma-county.org](mailto:ada@sonoma-county.org). Complaints should be submitted as soon as possible, but no later than 60 calendar days, after the date of the alleged violation or discriminatory act.

*County of Sonoma*  
*ADA Coordinator*  
*c/o Department of Human Resources*  
*575 Administration Drive, Suite 116B*  
*Santa Rosa, CA 95403*

The ADA Coordinator will investigate and resolve complaints consistent with the ADA Grievance Procedure. The ADA Coordinator will acknowledge complaints within 15 calendar days, and when requested, in an alternate format accessible to the complainant. Wherever possible, the County of Sonoma will provide reasonable accommodation to resolve grievance concerns. If any grievance resides outside of the County's jurisdiction, the complainant will be notified and when possible, referred to the appropriate agency.

## 6.0 ADA Toolkit

### Introduction

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

#### **If you need any additional assistance, please contact:**

Maggie Martin, EEO/ADA Analyst  
(707) 565-3323  
[mmartin2@sonoma-county.org](mailto:mmartin2@sonoma-county.org)

Taryn Lewis, EEO Manager/ADA Coordinator  
(707) 565-2107  
(707) 565-3949 TTY  
[ada@sonoma-county.org](mailto:ada@sonoma-county.org)

Nadine Jaillet, Administrative Assistant  
(707) 565-2693  
[njaillet@sonoma-county.org](mailto:njaillet@sonoma-county.org)

## Federal Accessibility Standards and Regulations

### U.S. Department of Justice

The U.S. Department of Justice provides many free ADA materials including the Americans with Disability Act (ADA) text. Printed materials may be ordered by calling the ADA Information Line [(800) 514-0301 (Voice) or (800) 514-0383 (TDD)]. Publications are available in standard print as well as large print, audiotape, Braille, and computer disk for people with disabilities. Documents, including the following publications, can also be downloaded from the Department of Justice website (<http://www.ada.gov/>).

- ADA Regulation for Title II: This publication describes Title II of the Americans with Disabilities Act, Pub. L. 101-336, which prohibits discrimination on the basis of disability by public entities. Title II of the ADA protects qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all state and local governments. This rule adopts the general prohibitions of discrimination established under section 504, as well as the requirements for making programs accessible to individuals with disabilities and for providing equally effective communications. It also sets forth standards for what constitutes discrimination on the basis of mental or physical disability, provides a definition of disability and qualified individual with a disability, and establishes a complaint mechanism for resolving allegations of discrimination.
- Title II Technical Assistance Manual (1993) and Yearly Supplements. This 56-page manual explains in lay terms what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance.
- Accessibility of State and Local Government Websites to People with Disabilities. A 5-page publication providing guidance on making state and local government websites accessible.

### 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](mailto:pubs@access-board.gov). In addition to the guidelines, guidance material is also available to assist staff in understanding and implementing federal accessibility guidelines.

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

### **Guidelines and Standards for Facilities**

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

- **Recreation Facilities: ADAAG Amendments:** The Access Board is issuing final accessibility guidelines to serve as the basis for standards to be adopted by the Department of Justice for new construction and alterations of recreation facilities covered by the Americans with Disabilities Act (ADA). The guidelines include scoping and technical provisions for amusement rides, boating facilities, fishing piers and platforms, golf courses, miniature golf, sports facilities, and swimming pools and spas.

### **Guidance Material and Advisory Reports for Facilities**

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

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

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

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

appropriate systems for different types of applications.

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

### **Guidelines for Transportation**

- **ADA Accessibility Guidelines for Transportation Vehicles:** This publication provides minimum guidelines and requirements for accessibility standards for transportation vehicles required to be accessible by the Americans with Disabilities Act (ADA) of 1990, including over-the-road bus and tram systems.
- **ADA Accessibility Guidelines for Transportation Vehicles; Over-the-Road Buses:** This publication outlines the amendments to the accessibility guidelines for over-the-road buses (OTRB) made by the Architectural and

Transportation Barriers Compliance Board and the Department of Transportation to include scoping and technical provisions for lifts, ramps, wheelchair securement devices, and moveable aisle armrests. Revisions to the specifications for doors and lighting are also adopted. The specifications describe the design features that an OTRB must have to be readily accessible to and usable by persons who use wheelchairs or other mobility aids.

### **Guidance Material for Transportation**

- **Manuals on ADA Accessibility Guidelines for Transportation Vehicles:** This technical assistance document is one of a series provided to help in understanding the background and underlying rationale of the Americans with Disabilities Act Accessibility Guidelines for Transportation Vehicles (Vehicle Guidelines) and how the guidelines may apply in a particular case. The documents in this series include:
  - Buses, vans, and systems
  - Over-the-road buses and systems
  - Automated guideway transit vehicles and systems
  - Trams, similar vehicles, and systems
- **Securement of Wheelchairs and Other Mobility Aids:** As a public or private transit authority, the responsibility of safe, efficient service from public agencies who offer transportation services has been enlarged to affording ridership to people using a wide variety of mobility aids. In considering not only the many types of mobility aid devices, but also the variety and sizes of lifts, and the numerous makes of buses and vans, it can be easily seen that there is no single, definitive solution to accessibility on mass transit vehicles. This publication reports on the experience of two transit accessibility leaders who have taken the initiative to involve the ridership in needs assessment and have established policies, educated operators, and informed the public to achieve greater accessibility in their bus transit systems.

### **Guidelines and Standards for Communication**

- **Standards for Electronic and Information Technology:** The Access Board is issuing final accessibility standards for electronic and information technology covered by section 508 of the Rehabilitation Act Amendments of 1998. Section 508 requires the Access Board to publish standards setting forth a definition of electronic and information technology and the technical and functional performance criteria necessary for such technology to comply with section 508. Section 508 also requires that

individuals with disabilities, who are members of the public seeking information or services from a federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

### **Guidance Material for Communication**

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

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

## 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, ([www.iccsafe.org](http://www.iccsafe.org)) or at various bookstores that carry technical books.

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

### Division of State Architect

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

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

For further technical assistance contact DSA's Access Compliance Program at 1130 K Street, Suite 101, Sacramento, California 95814 (916) 322-4700.

### Resources for Providing Accessible Programs and Facilities

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

Federal programs, services, and resources for people with disabilities, their families, employers, service providers, and other community members.

- American Association of Museums: Accessible exhibit design publications are available for purchase from AAM's website (<http://www.aam-us.org>), including Everyone's Welcome (available in a variety of formats), which addresses museum programs and the ADA, The Accessible Museum, which offers model programs of accessibility for older people and people with disabilities, and What Museum Guides Need to Know to provide access to blind and visually impaired visitors.
- Beneficial Design: Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal consultation, standards development, and serves as a rehabilitation information resource. Contact Beneficial Designs, Inc. at 2240 Meridian Blvd, Suite C, Minden, NV 89423-8628, (775) 783-8822, (<http://www.beneficialdesigns.com/>).
- Smithsonian Institution: The Accessibility Program has developed the Smithsonian Guidelines for Accessible Exhibition Design (1996), which are available for downloading from their website: (<http://www.si.edu/opa/accessibility/exdesign/start.htm>).
- Further information is available from the Smithsonian Accessibility Program at the Arts and Industries Building, Room 1239 MRC 426, Washington, D.C. 20560 (202) 786-2942.
- National Center on Accessibility: The Center (<http://www.ncaonline.org/>) is a cooperative project between the National Park Service and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the research activities of the NCA is the National Trails Surface Study. This study is primarily the result of questions that NCA has, for many years and continues to receive from organizations, agencies and individuals who desire to make their trails accessible; are interested in an unobtrusive surface that blends and is friendly to the environment; and provides a quality trail experience for people with and without disabilities. NCA also publishes What is an Accessible Trail?, which summarizes the federal guidelines for outdoor developed areas and is available for downloading from its website. The NCA website also has information on campground accessibility, accessible picnic tables, access to beaches, and inclusion of people with disabilities in aquatic venues.



- National Center on Physical Activity and Disability: <http://www.ncpad.org/>) The Center provides information and resources on physical activity to help people with disabilities find ways to become more active and healthier. The Center also provides information on how to provide access to fitness centers, schools, recreation facilities, camps, and health and leisure services.
- California State Parks Accessibility Guidelines: A State outdoor recreation resource:  
([http://www.parks.ca.gov/pages/21944/files/ca\\_stateparksaccessguiderev\\_titlepagewithdisclaimer.pdf](http://www.parks.ca.gov/pages/21944/files/ca_stateparksaccessguiderev_titlepagewithdisclaimer.pdf))

### **Resources for Assistive Technologies (General)**

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

#### **ABLEDATA**

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

#### **CALIFORNIA ASSISTIVE TECHNOLOGY SYSTEM (CATS)**

- CATS is a statewide project of the California Department of Rehabilitation that promotes access to assistive technologies, related services, and information to enable people with disabilities to be successful, independent, and productive. CATS maintain several directories on their website (<http://www.atnet.org>) including:
  - On-site and remote real-time captioning services
  - American Sign Language (ASL) Interpreters
  - Ergonomic office equipment vendors
  - Augmentative and assistive communications manufacturers and vendors
  - Organizations that provide low-cost and donated computers for organizations that provide services to people with disabilities
  - Assistive technology vendors and service providers for:
    - Hard of Hearing/Deaf
    - Learning Disabled
    - Mobility/Physical/Orthopedic
    - Speech/Language
    - Visually impaired/Blind

## **INTERNATIONAL COMMISSION ON TECHNOLOGY AND ACCESSIBILITY**

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

## **ALTERNATIVE FORMAT COMMUNICATIONS**

- Resources to produce standardized publications such as applications and registration forms in Braille, audiotape, large-print text, and accessible electronic media will be assembled. Information regarding Braille Services and other accommodations for people with visual disabilities is available by contacting:
  - Lighthouse for the Blind and Visually Impaired (415) 258-8496
  - American Council of the Blind: ACB (<http://www.acb.org/>) is a national organization advocating on behalf of persons who are blind or have low vision. ACB also publishes A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired, which is available online, in regular print, large print, Braille, or on cassette tape. ACB is located at 1155 15th St. NW, Suite 1004, Washington, DC 20005 (800) 424-8666 or by email at [info@acb.org](mailto:info@acb.org).
  - National Center on Accessibility: NCA publishes What are Alternative Formats? How Do They Apply to Programs and Services?, which is available for downloading from their website (<http://www.ncaonline.org/>).
  - National Center for Accessible Media: NCAM is a research and development facility dedicated to the issues of media and information technology for people with disabilities in their homes, schools, workplaces, and communities. Developers of Web- and CD-ROM-based multimedia need an authoring tool for making their materials accessible to persons with disabilities. NCAM has developed two such tools, version 1.0 and 2.01 of the Media Access Generator (MAGpie), for creating captions and audio descriptions for rich media. Media Access Generator (MAGpie) is available for downloading from NCAM's website (<http://ncam.wgbh.org>).

## American Sign Language Interpreters

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

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

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

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

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

## Assistive Listening Systems and Devices

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

- See the on-line directory of augmentative and assistive communications manufacturers and vendors available at the California Assistive Technology System website (<http://www.atnet.org>).
- See also the Assistive Listening Systems Technical Bulletins available on the U.S. Access Board's website (<http://www.access-board.gov/>).

## Closed Caption Machine

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

- See the on-line directory of On-site and remote real-time captioning services available at the California Assistive Technology System website (<http://www.atnet.org>).
- TDI: TDI's (formerly known as Telecommunications for the Deaf, Inc.) mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI's on-line resources (<http://www.tdi-online.org/>) include information about media access such as captioning, Internet, video, and more.

## Optical Readers

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

## Text Telephone (TDD)

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

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

## Transportation

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

- American Association of State Highway and Transportation Officials: AASHTO is the organization that maintains the "Green Book" for design of roads and highways and has begun to address accessibility of pedestrian networks. Several AASHTO publications, which can be ordered from the AASHTO website (<http://www.transportation.org/>), address accessible circulation systems, including: AASHTO Guide for the Planning, Design, and Operation of Pedestrian Facilities, 1st Edition and Guide for the Development of Bicycle Facilities, 3rd Edition.
- Federal Transit Administration: FTA regulates and enforces requirements of the ADA covering transportation facilities and systems. FTA maintains a technical assistance line on ADA questions at (888) 446-4511 and on their website (<http://www.fta.dot.gov/>).

### **Enlarging Printed Materials**

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

### **Guide to Disabilities and Disability Etiquette**

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

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

### **Lending Library of Assistive Technology Equipment**

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

- DisabilityInfo.gov's online resources for High School: Guidelines for Accessing Alternative Format, inclusion materials, educational technology, A comprehensive list including college preparatory materials, transition

issues for children with special needs and more.

<http://www.disabilityinfo.gov/digovpublic/public/DisplayPage.do?parentFolderId=79>

- Accessibility Connections Community Map: A Directory of Bay Area Assistive Technology Services is an on-line service available at <http://www.cforat.org/home/bard/>.
- American Association of People with Disabilities: The American Association of People with Disabilities (<http://www.aapd-dc.org/>) is the largest nonprofit, nonpartisan, cross-disability organization in the United States.
- American Foundation for the Blind: The American Foundation for the Blind is committed to improving accessibility in all aspects of life—from cell phones to ATMs, on web sites and in workplaces. Services include assistance in making products and services accessible to people with visual impairments. AFB offers expert consulting services and accessible media production. AFB provides objective product evaluations of adaptive technologies through its assistive technology product database (<http://www.afb.org/>) Local assistance is available through the American Foundation for the Blind-West, 44 Montgomery Street, Suite 1305, San Francisco, CA 94040 (415) 392-4845 or by email at [sanfran@afb.net](mailto:sanfran@afb.net).
- Adaptive Environments: This educational non-profit organization is committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages and abilities. Adaptive Environments provides education and consultation to public and private entities about strategies, precedents and best practices that go beyond legal requirements to design places, things, communication and policy that integrate solutions to the reality of human diversity (<http://www.adaptenv.org/>).
- The Arc: The Arc (formerly Association for Retarded Citizens of the United States) is the country's largest voluntary organization committed to the welfare of all children and adults with mental retardation and their families (<http://www.thearc.org>). Local information is available from Arc California, 1225 Eighth Street, Suite 590, Sacramento, CA 95814 (916) 552-6619 or by email at [arcca@quicknet.com](mailto:arcca@quicknet.com).
- Bay Area Outreach and Recreation Program: BORP was founded in 1976 by people with disabilities to create access to the outdoors, to fitness, to sports, and to recreation for a population who'd been left out. BORP offers a number of competitive sports programs, as well as outdoor adventures, family outings, and integrated cycling. BORP staff have extensive experience in providing recreation services to people with

disabilities, including involving disabled immigrants and minorities in recreation programs. BORP (<http://www.borp.org/>) is located at 830 Bancroft Way, Suite 205, Berkeley, CA 94710 (510) 849-4663 or by email at [info@borp.org](mailto:info@borp.org).

- Center for Independent Living: The Center for Independent Living (CIL) is a national leader in helping people with disabilities live independently and become productive, fully participating members of society. The staff and board, most of whom have disabilities, are strongly committed to supporting others in their efforts towards self sufficiency. For assistance with programs and for information, contact CIL at 710 4th Street, San Rafael, CA 94901, phone (415) 459-6245 TTY/TDD: 7-1-1 on at their website (<http://www.marincil.org/>).
- Disability Resources, Inc.: Disability Resources, Inc. is a national nonprofit organization that provides information about resources for independent living. DRI maintains an on-line directory of assistive technology resources (<http://www.disabilityresources.org/>).
- Environmental Health Network: EHN's focus is on issues of access and developments relating to the health and welfare of the environmentally sensitive and to promote public awareness of environmental sensitivities and causative factors. EHN provides information environmental and chemical sensitivities at EHN, P.O. Box 1155, Larkspur, California, 94977-1155 (415) 541-5075 and on its website (<http://users.lmi.net/wilworks/>).
- National Association of the Deaf: NAD is a national consumer organization representing people who are deaf and hard of hearing. NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website (<http://www.nad.org/>).
- National Federation of the Blind: NFB is a national organization advocating on behalf of persons who are blind or have low vision. NFB provided on-line resources (<http://www.nfb.org/>) for technology for the blind, including a technology resource list, a computer resource list, screen access technology, sources of large print software for computers, and sources of closed circuit TV (CCTV's).
- National Organization on Disability: The National Organization on Disability promotes the full and equal participation and contribution of America's 54 million men, women and children with disabilities in all aspects of life. NOD maintains an on-line directory of information and links including transportation-related resources (<http://www.nod.org/>).
- Paralyzed Veterans of America: PVA is a national advocacy organization representing veterans. PVA's Sports and Recreation Program promotes a

range of activities for people with disabilities, with special emphasis on activities that enhance lifetime health and fitness. PVA's website: ([http://www.pva.org/site/PageServer?pagename=sports\\_main](http://www.pva.org/site/PageServer?pagename=sports_main)) provides information on useful sports publications and a list of contacts.

- State Council on Developmental Disabilities, 1507 21st Street, Ste. 210, Sacramento, CA 95814-5299 (916) 322-8481), email: [scdd@dss.ca.gov](mailto:scdd@dss.ca.gov) or website (<http://www.scdd.ca.gov/>).
- State Office for Deaf Access, Department of Social Services, 744 P Street, MS 6-91, Sacramento, CA 95814 (916) 653-8320, email: [deaf.access@dss.ca.gov](mailto:deaf.access@dss.ca.gov) or website ([http://www.dss.cahwnet.gov/cdssweb/OfficeofDe\\_189.htm](http://www.dss.cahwnet.gov/cdssweb/OfficeofDe_189.htm))
- State Office of Services to the Blind, California Department of Social Services, 744 P Street, MS 6-94, Sacramento, CA 95814 (916) 657-3327, email: [BlindAccess@dss.ca.gov](mailto:BlindAccess@dss.ca.gov) website: [www.dss.cahwnet.gov/cdssweb/blindservi\\_187.htm](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. Information about the Sports and Leisure Channel is available on UCP's website ([http://www.ucp.org/ucp\\_channel.cfm/1/15](http://www.ucp.org/ucp_channel.cfm/1/15)).
- United Spinal Association: United Spinal Association is a membership organization serving individuals with spinal cord injuries or disease. Formerly known as the Eastern Paralyzed Veterans Association, the organization expanded its mission to serve people with spinal cord injuries or disease regardless of their age, gender, or veteran status. Information on accessibility training and consulting services and recreational opportunities for people with spinal cord injuries or disease is available on their website (<http://www.unitedspinal.org>).
- World Institute on Disability: WID is an international public policy center dedicated to carrying out research on disability issues and overcoming obstacles to independent living. WID maintains an on-line information and resource directory on technology, research, universal design, and the ADA (<http://www.wid.org/resources/>).



## Resources for Persons with Disabilities in Sonoma County

### Alzheimer's Association

1211 N. Dutton Avenue, Suite A  
Santa Rosa, CA 95401  
(707) 573-1210 Voice  
Website: [www.alz.org/norcal/](http://www.alz.org/norcal/)

Advocates for people with Alzheimer's and other related dementias, and for their families

### Assistance Dog Institute

1215 Sebastopol Road  
Santa Rosa, CA 95407  
(707) 545-3647 Voice  
(707) 545-0800 Fax  
Email: [info@assistancedog.org](mailto:info@assistancedog.org)  
Website: [www.assistancedog.org/](http://www.assistancedog.org/)

Trains and provides service-dogs for people with mobility issues

### Becoming Independent

1425 Corporate Center Parkway  
Santa Rosa, CA 95407  
(707) 524-6600 Voice  
(707) 526-6711 TTY  
(707) 527-1206 Fax  
Website: [www.becomingindependent.org](http://www.becomingindependent.org)

Various programs for adults with developmental disabilities, including senior programs

### California Human Development Corporation/ Growth Opportunities

2421 Lomas Avenue  
Santa Rosa, CA 95404  
(707) 571-7637 Voice  
(707) 571-1147 Fax  
Email: [allen.mcqueen@chdcorp.org](mailto:allen.mcqueen@chdcorp.org)  
Website: [www.chdcorp.org/index.php](http://www.chdcorp.org/index.php)

Personalized services, developmental disabilities

Canine Companions for Independence

2965 Dutton Avenue  
Santa Rosa, CA 95402  
(707) 577-1700 Voice  
(707) 577 – 1756 TTY

Website: [www.caninecompanions.org](http://www.caninecompanions.org)

Enhances the lives of people with disabilities by providing highly trained assistance dogs and ongoing support to ensure quality partnerships

Disability Services and Legal Center

980 Hopper Avenue  
Santa Rosa, CA 95403  
(707) 528-2745 Voice  
(707) 528-2151 TTY  
(707) 528-9477 Fax

Website: <http://www.cri-dove.org>

Disability Services and Legal Center (formally Community Resources for Independence) is a non-profit corporation established in 1976 by a group of disabled and non-disabled individuals to advance the rights of persons with disabilities to equal justice, access, opportunity and participation in our communities.

Council on Aging

30 Kawana Springs Road  
Santa Rosa, CA 95404  
(707) 525-0143 Voice  
(707) 525-0454 Fax

Email: [information@councilonaging.com](mailto:information@councilonaging.com)

Website: [www.councilonaging.com](http://www.councilonaging.com)

Provide services that support the independence and well-being of older adults, and to be a strong advocate for the quality of life of elders locally and nationally.

Department of Rehabilitation, State of California

50 D Street, Suite 425  
Santa Rosa, CA 95404  
(707) 576-2233 Voice  
(707) 542-6365 TDD  
(707) 576-8212 TDD

Website: [www.dor.ca.gov](http://www.dor.ca.gov)

Vocational Rehabilitation

Earle Baum Center  
4539 Occidental Road  
Santa Rosa, CA 95401  
(707) 523-3222 Voice  
(707) 526-6711 TTY  
(707) 527-1206 Fax

Email: [ebc@earlebaum.org](mailto:ebc@earlebaum.org)

Website: [www.earlebaum.org](http://www.earlebaum.org)

The Earle Baum Center of the Blind (EBC) is a nonprofit regional community center, serving the blind and visually impaired from the Golden Gate Bridge to the Oregon border. Their mission is to provide opportunities for people who are blind or visually impaired to improve and enrich their personal, social and economic lives.

Early Learning Institute  
484 Rohnert Park Expressway  
Rohnert Park, CA 94928  
(707) 591-0170

Email: [eli@earlylearninginstitute.com](mailto:eli@earlylearninginstitute.com)

Website: [www.earlylearninginstitute.com](http://www.earlylearninginstitute.com)

Early Learning Institute (ELI) is dedicated to providing and promoting developmental services, education and support to young children and their families.

Easter Seals Northern California, Inc.  
5540 State Farm Drive  
Rohnert Park, CA 94928  
(707) 584-1443 Voice  
(707) 584-1889 (TTY)

Website: <http://noca.easterseals.com>

Easter Seals provides services to children and adults with disabilities and other special needs and support to their families.

Goodwill Industries of the Redwood Empire  
651 Yolanda Avenue  
Santa Rosa, CA 95404  
(707) 523-0564 Voice  
(707) 523-0552 Fax

Email: [information@gire.org](mailto:information@gire.org)

Website: [www.gire.org](http://www.gire.org)

Vocational services for people with disabilities

North Bay Regional Center

2351 Mendocino Avenue

Santa Rosa, CA 95403

(707) 569-2000

(707) 525-1239 TTY

(707) 542-9727 Fax

Email: RickB@nbrc.net

Website: <http://www.nbrc.net>

Services for people of all ages with developmental disability incurred prior to age 18

Old Adobe Developmental Services

235 Casa Grande Road

Petaluma, CA 94954

(707) 763-9807 Voice

(707) 782-9607 Fax

Email: webmaster@oadsinc.org

Website: [www.oadsinc.org](http://www.oadsinc.org)

Various programs for adults with developmental disabilities

Redwood Empire Industries

1695 Piner Road

Santa Rosa, CA 95403

(707) 542-5609 Voice

(707) 542-9766 Fax

Email: mary.biggs@chdcorp.org

Website: [www.chdcorp.org/disability\\_services\\_rei.php](http://www.chdcorp.org/disability_services_rei.php)

REI's primary aim is to help people with disabilities realize their full potential as adults and become productive, active members of their community.

Santa Rosa Junior College Disability Resources Department

1501 Mendocino Avenue

Santa Rosa, CA 95401

(707) 522-2657 Voice

(707) 527-4278 TTY

Email: cpansini-evans@santarosa.edu

Website: <http://online.santarosa.edu/presentation/page/?35762>

Disability Resources Department at Santa Rosa Junior College provides people with disabilities equal access to a community college education through specialized instruction, disability related support services, and advocacy activities.

## Appendices



## **Appendix A: Self-Evaluation Questionnaire**

# COUNTY OF SONOMA

## AMERICANS with DISABILITIES ACT PROGRAMS/SERVICES SELF-EVALUATION QUESTIONNAIRE

### BACKGROUND:

The purpose of this questionnaire is to gather data on how your department's programs<sup>1</sup> are, or are not, accessible to people with disabilities. Questions are in the areas of:

- Description of the program
  - A. Customer service
  - B. Outreach and information
  - C. Training and staffing
  - D. Programs
  - E. Accessible/adaptive equipment, and
  - F. Facilities
- Explanation of terms

Your participation in completing this questionnaire will assist your department in improving its ability to serve the needs of people with disabilities. Please see page 18 for explanations of terms and acronyms.

### INSTRUCTIONS:

Please fill out a separate questionnaire for each program or service offered by your Department. For example, Health Services operates programs/services in many Divisions. A separate questionnaire needs to be filled out for each program. "Programs", when used in this questionnaire, refers to programs, activities and services offered to the public by the county.

After completing the questionnaire, please send it via email to [christinet@migcom.com](mailto:christinet@migcom.com)

If you have any questions, please email or call Christine Tran at (510) 845-7549. Supporting materials such as forms, brochures, etc. can be sent to Christine Tran at:

MIG, Inc.  
800 Hearst Ave.  
Berkeley, CA 94710

Deadline is August 15, 2007



## General description of the programs

Department/Division:

Name and title of person completing this questionnaire:

Telephone number:

Fax number:

Program name(s):

Date program questionnaire filled out:

Please give a brief description of each program(s):

## A. CUSTOMER SERVICE

### Policies and practices that may limit the participation of individuals with disabilities in your programs

- A1** Does your department have a process for determining whether a specific modification to include a person with disabilities would fundamentally alter the nature of the program you offer? Yes\_\_\_ No\_\_\_

If yes, please briefly describe this process:

*Example: an individual with a mobility impairment requests to participate in a sand volleyball program. Sand volleyball is exclusively played on a sand surface, therefore modifying the surface would result in altering the fundamental nature of the program.*

- A2** Does your department have a process for determining whether a specific modification to include a person with disabilities would create an undue burden to the program you offer? Yes\_\_\_ No\_\_\_

If yes, please briefly describe this process:

Sonoma County Program Accessibility Questionnaire

**A3** Does your department have a process for determining whether a specific program modification to include a person with disabilities would cause a direct threat to the participant or others?

Yes\_\_\_ No\_\_\_

If yes, please briefly describe this process:

*Example: An adult individual with tuberculosis wishes to tutor elementary school children in a volunteer mentor program operated by a local public school board. Title II permits the board to refuse to allow the individual to participate on the grounds that the mentor's condition would be a direct threat to the health or safety of the children participating in the program, if the condition is contagious and the threat cannot be mitigated or eliminated by reasonable modifications in policies, practices, or procedures.*

**A4** Does your department have a formal process for responding to requests for modifications that would allow people with disabilities to participate in your programs?

Yes\_\_\_ No\_\_\_

If yes, please briefly describe the process you have established:

**A5** Is there a staff person assigned to review and approve program modifications requests?

Yes\_\_\_ No\_\_\_

If yes, please state who the staff person is:

**A6** Do you keep a record of the modifications that have been previously offered?

Yes\_\_\_ No\_\_\_

If yes, please briefly describe the process you have established:

**A7** Does your department charge an additional fee to people with disabilities for modifying programs? Yes\_\_\_ No\_\_\_

If yes, please briefly describe what you charge and how you determine the fees:

*Example: An individual with a hearing impairment requires the services of an American Sign Language interpreter at a public meeting in order to understand the presentation and fully participate in the meeting. The cost of the interpreter must be borne by the agency because a fee cannot be charged to an individual to pay for the cost of providing additional services that may be required as a result of their disability.*

## **B. OUTREACH AND INFORMATION**

### **Notice Requirements**

**B1** How do you notify all people (employees, applicants, participants, beneficiaries, volunteers, visitors, and other interested parties, including those with visual and/or hearing disabilities) of their right to participate in your programs regardless of their disability?

**B2** How do you notify all persons about any special procedures used for individuals with disabilities?

**B3** How do you notify all persons that your meetings, hearings, 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?

**B4** How do you notify all persons about how and with whom to file a disability discrimination complaint and what procedures are they told to follow?

### **Printed Information**

**B5** List the names of the documents that you publish. (i.e. brochures, rules and regulations, permit applications, press releases, etc.) Please provide a sample copy of the document or publication.

**B6** Are all the program documents controlled centrally? Yes \_\_\_ No \_\_\_

**B7** How do you make documents and publications available to individuals with visual disabilities? Do you use (check all that apply):

Audiotape?

Large print?

Braille?

Computer disk?

Some other media? If so, please list them:

**B8** Do you make the content of documents and publications available in simple, easy-to-understand language for individuals with learning disabilities?

Yes  No

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

**B9** Do you portray individuals with disabilities in your documents and publications?

Yes  No

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

### **Televised and Audiovisual Public Information**

**B10** Does your department prepare audiovisual or televised presentations or website demonstrations/webinars for the public or make audiovisual presentations to the public?

Yes  No

If no, go on to question B14.

**B11** How do you make audiovisual, televised or online presentations prepared or presented by your department to the public accessible to individuals with disabilities? (i.e. captioning, alternative formats, web sites and documents that can be translated with a screen reader, etc.)

**B12** List the audiovisual presentation (film, videotape, or television).

Name of presentation: \_\_\_\_\_

Is the presentation captioned? Yes  No

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

Name of presentation: \_\_\_\_\_

Is the presentation captioned? Yes\_\_\_ No\_\_\_

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

Name of presentation: \_\_\_\_\_

Is the presentation captioned? Yes\_\_\_ No\_\_\_

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

**B13** Do you portray individuals with disabilities in audiovisual presentations?

Yes\_\_\_ No\_\_\_

If yes, provide a sample copy of the presentation.

### **Website**

**B14** Does your department's website include any information about the programs you offer?

Please list your department's website address: \_\_\_\_\_

Yes\_\_\_ No\_\_\_

If yes, please describe briefly what information is provided:

**B15** Does your department's website include information about the accessibility of facilities where programs or services are offered? Yes\_\_\_ No\_\_\_

If yes, please describe briefly what information is provided:

**B16** How does your department ensure that its website is usable by individuals with disabilities?

**B17** Does your department provide documents on its website for downloading by the public?  
Yes \_\_\_ No \_\_\_

If yes, do the documents meet federal accessibility standards for electronic and information technology?

### **Public Telephones and Communication Devices**

**B18** How do you communicate by telephone with individuals with hearing disabilities?

If you use Text Telephones (TTYs) or Telecommunication Devices for the Deaf (TDDs), list location, telephone number, and organization or TTY/TDD directories in which the TTY/TDD number is listed.

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

If you use a relay service, have you performed outreach to persons with hearing disabilities?

Yes \_\_\_ No \_\_\_

If yes, how?

**B19** Have staff been trained in operating TTY/TDDs and in other means of communicating over the telephone with a person with a hearing or speech disability?

### **C. TRAINING AND STAFFING**

**C1** Are there staff members who have contact with the public and need to be aware of your department's obligations and policies that enable people with disabilities to participate in department programs or activities?

**C2** How are these staff members informed/trained regarding the obligations of accessible service delivery?

**C3** Does anyone on your staff have experience working with people with disabilities?

Yes\_\_\_ No\_\_\_

If yes, describe:

**C4** Does your department offer or participate in training regarding the provision of appropriate modifications for people with disabilities?

Yes\_\_\_ No\_\_\_

If yes, describe:

**C5** Are there staff members in your department who provide emergency services to the public? Yes\_\_\_ No\_\_\_

If yes, have they had training in emergency evacuation including communicating in emergency situations with people who have hearing or speech impairments?

## **D. PROGRAMS**

### **Program Admission and Eligibility Requirements**

**D1** Are any of the programs directed specifically toward people with disabilities?

Yes\_\_\_ No\_\_\_

If yes, please briefly describe the programs:

**D2** If any of the department's programs (activities or services) have eligibility requirements for participation, do they contain (check all that apply):

\_\_\_ physical or mental fitness or performance requirements?

\_\_\_ safety standards?

\_\_\_ testing requirements?

\_\_\_ educational requirements?

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- income level requirements?
- credit rating requirements?
- requirements based on disability?
- requirements that prohibit participation because of disability?
- insurability requirements?

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

- D3** If you have any such eligibility requirements, do they or could they have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities?  
Yes\_\_\_ No\_\_\_

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

When you alter or eliminate discriminatory policies, how do you communicate these policy changes to department staff and the public?

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

*Example: The medical school at a public university may require those admitted to its program to have successfully completed specified undergraduate science courses. Another example is a public entity may impose legitimate safety requirements necessary for the safe operations of its services, programs, or activities. However, the public entity must ensure that its safety requirements are based on real risks, not on speculation, stereotypes, or generalizations about individuals with disabilities.*

- D4** Are there any limitations or ratios for the number of people with disabilities who may participate in or be admitted to any department program?  
Yes\_\_\_ No\_\_\_

If yes, explain:

- D5** Do you administer your programs, services and activities in the most integrated setting



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possible? Yes\_\_\_ No\_\_\_

*Example: Museums generally do not allow visitors to touch exhibits because handling can cause damage to the objects. A municipal museum may offer a special tour for individuals with vision impairments on which they are permitted to touch and handle specific objects on a limited basis. (It cannot, however, exclude a blind person from the standard museum tour.)*

- D6** Does your program use any criteria (for example, good health, residency, letters of recommendation) or written and/or oral tests (including level of skill or achievement, or other factor being tested) in the admission process?  
Yes\_\_\_ No\_\_\_

If yes, list and describe them:

- D7** Are there any forms required for admission to the program (for example, tests and/or the submission of other admissions criteria such as certificates)?  
Yes\_\_\_ No\_\_\_

If yes, describe or attach the forms:

- D8** Do the forms listed in D7 above contain a notice that your organization does not discriminate against people with disabilities?  
Yes\_\_\_ No\_\_\_

- D9** Is an interview required prior to an applicant's entrance into the program?  
Yes\_\_\_ No\_\_\_

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

- D10** Please describe any proposed alternatives you have that would ensure that your programs, services and activities, when viewed in their entirety, are accessible. For example, relocating activities to an accessible location, modifying or redesigning equipment, making home visits or providing other alternative methods for delivering services.

### Public Meetings

**D11** Do you hold public meetings, hearings, and conferences in accessible locations?

Yes\_\_\_ No\_\_\_

**D12** Are interpreters, readers, and/or adaptive equipment provided when requested, for meetings, interviews, conferences, and for public appearances by and with department officials and public hearings? Yes\_\_\_ No\_\_\_

If yes, how much advance notice do you request?

**D13** Do you ensure that individuals with hearing disabilities who do not read sign language can participate effectively in meetings, conferences, and hearings via assistive listening devices or other means? Yes\_\_\_ No\_\_\_

### Tours and Trips

**D14** Does your department provide tours of your facilities or organize trips for members of the public? Yes\_\_\_ No\_\_\_

If no, go to question D17.

If yes, list and describe them:

**D15** How do you provide accessible facility tours to persons with:

Visual disabilities?

Hearing disabilities?

Mobility disabilities?

Learning disabilities?

**D16** Do you require that trip destinations be accessible to people with disabilities?  
Yes\_\_\_ No\_\_\_

**Transportation Services**

**D17** Do you provide transportation to volunteers, program participants, visitors, and others who participate in your programs? Yes\_\_\_ No\_\_\_

If no, go to question D19.

**D18** What procedures does your department follow to make transportation accessible to persons who have:

Visual disabilities?

Hearing disabilities?

Mobility disabilities?

Learning disabilities?

**Use of Consultants or Contracted Employees to Provide Services to the Public**

**D19** Do you use consultants to conduct programs on behalf of your department?  
Yes\_\_\_ No\_\_\_

If no, go to question D23.

**D20** How do you ensure that consultants are aware of their obligations to facilitate participation of individuals with disabilities in programs or activities operated on behalf of your department?

**D21** How do you monitor your consultants to ensure they fulfill this obligation?

**D22** Does your department consult or work with any outside organizations that assist people with disabilities? Yes\_\_\_ No\_\_\_

If yes, please provide a list of organizations and what their process is for assisting people with disabilities:

### **Emergency Evacuation Procedures**

**D23** What equipment and/or procedures do you use to notify individuals with disabilities of emergencies and evacuation procedures? List equipment and/or procedures specific to individuals with:

Visual disabilities:

Hearing disabilities:

Mobility disabilities:

Learning disabilities:

### **Special Events and Private Events on Public Properties**

**D24** Does your department organize special events or do you help facilitate private events on public property? Yes\_\_\_ No\_\_\_

If no, go to question D26.

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

**D25** How do you ensure that both private entities and your staff are aware of their obligations to facilitate participation of individuals with disabilities in these special events or private events held on public properties?

### **Maintenance of Accessible Programs and Ongoing Accessibility Improvement**

**D26** Have you had requests for improving accessibility to your department's programs or facilities? Yes\_\_\_ No\_\_\_

If yes, describe:

- D27** Would the implementation of any measure to improve accessibility for people with disabilities to your programs pose an undue financial or administrative burden?  
Yes\_\_\_ No\_\_\_

If yes, list alternative means that would not pose a financial or administrative burden:

- D28** Would the implementation of any measure to improve accessibility for people with disabilities to your programs fundamentally alter the nature of your programs?  
Yes\_\_\_ No\_\_\_

If yes, list an alternative means that would not fundamentally alter the nature of the program:

- D29** Would the implementation of any measure to improve accessibility for people with disabilities to your programs cause a direct threat?  
Yes\_\_\_ No\_\_\_

If yes, list an alternative means that would not cause a direct threat:

## **E. ACCESSIBLE/ADAPTIVE EQUIPMENT**

### **Automated Electronic Equipment**

- E1** Do you allow the public to use electronic equipment (i.e. copying machines, personal computers, microfilm readers, etc.) in your programs?  
Yes\_\_\_ No\_\_\_

If no, go to question E3.

- E2** How do you ensure that electronic equipment is accessible to and usable by individuals with disabilities?

**Auxiliary Aids**

**E3** Are auxiliary aids (such as tools, access to using equipment, moveable light sources, adjustable worktable levels, paper and pen, etc.) provided to assist people with disabilities?  
Yes \_\_\_ No \_\_\_

If yes, describe:

**F. FACILITIES**

List all facilities, or portions of facilities, used for department programs. (NOTE: Facilities leased or otherwise made available from another organization must be included.)

**F1 Where are the Programs/ Services/ Activities located?**

Program: \_\_\_\_\_

Building/Location Address: \_\_\_\_\_

Room name(s) and number(s) \_\_\_\_\_

Other location identifiers \_\_\_\_\_

Program: \_\_\_\_\_

Building/Location Address: \_\_\_\_\_

Room name(s) and number(s) \_\_\_\_\_

Other location identifiers \_\_\_\_\_

Program: \_\_\_\_\_

Building/Location Address: \_\_\_\_\_

Room name(s) and number(s) \_\_\_\_\_

Other location identifiers \_\_\_\_\_

Program: \_\_\_\_\_

Building/Location Address: \_\_\_\_\_

Room name(s) and number(s) \_\_\_\_\_

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Other location identifiers \_\_\_\_\_

Program: \_\_\_\_\_

Building/Location Address: \_\_\_\_\_

Room name(s) and number(s) \_\_\_\_\_

Other location identifiers \_\_\_\_\_

Program: \_\_\_\_\_

Building/Location Address: \_\_\_\_\_

Room name(s) and number(s) \_\_\_\_\_

Other location identifiers \_\_\_\_\_

Program: \_\_\_\_\_

Building/Location Address: \_\_\_\_\_

Room name(s) and number(s) \_\_\_\_\_

Other location identifiers \_\_\_\_\_

Program: \_\_\_\_\_

Building/Location Address: \_\_\_\_\_

Room name(s) and number(s) \_\_\_\_\_

Other location identifiers \_\_\_\_\_

**F2** Are any of the programs/services offered to the public held after normal business hours?  
Yes\_\_\_ No\_\_\_  
Which locations:

**F3** Are you aware of any physical barriers that limit access for people with disabilities to the programs/services offered at these buildings/locations? Yes\_\_\_ No\_\_\_

If yes, what are these barriers and where are they located in these buildings/locations?

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**F4** Have you had requests for accessibility improvement at these locations?  
Yes\_\_\_ No\_\_\_

If yes, list the location and requests for improvements:

Building/Location Address: \_\_\_\_\_

Request for improvements \_\_\_\_\_

Building/Location Address: \_\_\_\_\_

Request for improvements \_\_\_\_\_

Building/Location Address: \_\_\_\_\_

Request for improvements \_\_\_\_\_

Building/Location Address: \_\_\_\_\_

Request for improvements \_\_\_\_\_

**F5** If there are physical barriers, can the programs/services be relocated to an accessible space in these buildings/locations or elsewhere? Yes\_\_\_ No\_\_\_  
If yes, where could the programs/services be located?

**F6** Approximately how many public visits are made to this program for the entire year?  
Please list by facility.

**F7** Of these total visits, how many are made by people with known disabilities?

Thank you for completing this questionnaire. If you have any questions about this questionnaire or program accessibility in general, please contact Christine Tran at (510) 845-7549 or [christinet@migcom.com](mailto:christinet@migcom.com). **DEADLINE IS AUGUST 15, 2007.**



## EXPLANATION OF TERMS

<b>Term</b>	<b>Explanation</b>
Adaptive aids	Tools or services required for people with disabilities to have access to programs and information: qualified interpreters or other effective methods of making aurally delivered materials available to individuals with hearing impairments; qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments; acquisition or modification of equipment or devices; and other similar services and actions.
ASL	American Sign Language. Manual (hand) language with its own syntax and grammar used primarily by people who are deaf.
Auxiliary aids	See adaptive aids.
Hearing impairment	Partial or total deafness.
Learning disabilities	Any form of physical or mental disability that delays development or acquisition of knowledge.
Mobility disabilities/mobility impairment	A condition limiting physical ability; generally considered to include lack of a limb or loss of limb use due to disease, amputation, paralysis, injury, or developmental condition; or limitation of movement due to cardiovascular or other disease.
TDD	A Telecommunication Device for the Deaf allows a person to transmit typed messages over the phone lines to another person with a TDD. Most TDD's include a keyboard for typing messages to send and a display and/or printer to receive messages.
TTY	See TDD. TTY stands for Text Telephone and is a registered trademark for a specific kind of TDD.
Visual disabilities	Loss or partial loss of vision.
Webinar	Web seminar. Live or recoded meeting on the web.

## **Appendix B: Community Interest Group (CIG) Meeting Minutes**

Meeting #1: November 8, 2007

Meeting #2: February 14, 2008

Meeting #3: August 6, 2008

Meeting #4: January 13, 2009

Meeting #5: September 22, 2009

# County Of Sonoma Community Interest Group (CIG) ADA Self Evaluation And Transition Plan

Thursday November 8, 2007  
3:00 – 5:00 PM

## **Attendees**

CIG members: Elizabeth Clary, Scott Kies, Margaret Warnecke Merck, Anthony Tusler, Shirlee Zane

Sonoma County Staff: Wayne Hovey, Richard Van Anda, Karen Martin

MIG Consultants: Tim Gilbert, Cecilie Rose

## **Introduction**

The meeting was started at 3:00 PM by Wayne Hovey. Tim Gilbert from MIG facilitated the meeting. Please see Table 1 for the locations of where people sat during the meeting. The CIG is a knowledgeable group with diverse experiences working with the disabled community. Members are interested in helping the County in a proactive way. The CIG members are:

Elizabeth Clary is the Community Options and Support Supervisor for North Bay Regional Center (NBRC). As one of 21 Regional Centers in the state under contract with the State of California, NBRC coordinates services for over 7000 persons with developmental disabilities in Napa, Solano and Sonoma counties aged 0 and up. It is the funding source for over 1700 service providers. A key part of her job is to ensure services are provided to NBRC consumers in the least restrictive environment.

Scott Kies is an Orientation and Mobility Specialist with the Earle Baum Center of the Blind.

Carin Lawrence was unable to attend the meeting. She is Chief of Services at Becoming Independent, which serves people with developmental disabilities in Sonoma County. Services include employment, independent living, and educational pursuits.

Margo Warnecke Merck is the president of Community Housing Development Corporation in Santa Rosa, a grassroots community organization committed to developing and expanding housing opportunities for people with disabilities. She is also active with several other organizations committed to providing accessible housing.

Anthony Tusler has over 20 years of in-depth experience on Disability issues, including working on the 504 evaluation for Sonoma State University, and working with the World Institute on Disabilities.

Shirlee Zane is on the Council on Aging of Sonoma County. She is also on the City of Santa Rosa's ADA Committee and the Metropolitan Transportation Commission's Elderly and Disabled Advisory Committee.

### **Status of the Self Evaluation and Transition Plan (SETP)**

The SETP is being done in two phases. During Phase 1 MIG will perform a review of County policies and recommendations for how programs, activities and services are provided. The staff is currently reviewing the assessment of Programs and Policies. This will be passed onto the CIG once County staff have reviewed the draft.

Phase 2 will include the completion of the Self Evaluation, a survey of County facilities, prioritization of improvements and a schedule for the completion of accessibility projects. The list of facilities for Phase II has been compiled.

MIG will be starting facility surveys in early 2008. It will take approximately 18 months to complete the SETP.

### **Roles and Responsibilities of CIG members**

The purpose of the CIG is to represent the Sonoma County disability community and advise the ADA Transition Plan subcommittee on the development of the Sonoma County SETP. Members will assist the County's ADA Transition Plan subcommittee in gaining perspective and plan acceptance within the community for the project, as well as assisting in setting priorities for future corrective action.

CIG members will have access to work items. The CIG is a committee, not a commission, and is an advisory body to Sonoma County Staff.

Tim Gilbert handed out a graphic timeline that illustrates project milestones. The SETP will include facilities surveying, programmatic access, and County policies. It has not yet been determined how many CIG meetings will be held. There will be two phases of the SETP, and there will be one more CIG meeting during the first phases of the SETP.

There will also be public involvement beyond this group, including two public meetings. The CIG members will help with public outreach and involvement in these public meetings.

### **History of the SETP**

The original SETP was completed in 1992. Since then, staff has been using dollars set aside to spend on issues indentified in this original plan. The plan is out of date and needs to be updated. In addition, there is a need to centrally track all ADA projects.

*Question:* How much is spent per year on ADA projects?

Where does the money come from?

What projects have been done so far?

What projects remain unfinished?

*Answer:* The money comes from the general fund.

**Action item:** Wayne Hovey will send out documentation on the history of the Sonoma County ADA plan. (This action item has been completed).

*Question:* Are any repairs lagging?

*Answer:* No.

## **Process of the SETP**

There is a database being developed that will track compliance issues within County facilities. MIG will survey 42 parks, 208 County owned facilities (over 1,300,000 square feet), and 31 leased facilities (over 250,000 square feet). Survey work will only include parts of buildings in which the public has access.

The County is developing a County strategic plan now. The County's strategic plan includes a section on facility needs which connects to the SETP.

*Question:* Which codes are being used for the facility surveying?

*Answer:* ADA and Title 24 of the California State Building Code.

*Question:* Will policy work include employment?

*Answer:* No, employment is covered under Title I of the ADA. The SETP only covers Title II. It does not cover Title I.

**Comment:** Employment should be touched on, even though it is not the focus.

*Question:* What is covered in the Programs, Activities, and Services evaluation?

*Answer:* The survey covered all aspects of Title II of the ADA: outreach, customer service, notice requirements, printed information, televised and audiovisual public information, telephones and communication devices, training and staffing, contractors, emergency evaluation procedures, tours and trips, special events, automated electronic equipment, and adaptive equipment. The survey results are a snapshot of departmental access policies and procedures.

*Question:* How will MIG verify that the information on the surveys is correct?

*Answer:* Each department will be completing a survey. Completing the survey is an educational tool. MIG summarized each department response. Based on the replies to the survey, MIG created Action Steps for the County to correct deficiencies, and summarized what each department is doing. Departments are currently providing

feedback the Programs, Evaluation, and Services report for their department.

*Question:* Will departments make presentations to the CIG?

*Answer:* The departments will not be making presentations to the CIG.

*Question:* What motivates staff to follow through on recommended action?

*Answer:* There is support from the top down, and bottom up. The Board of Supervisors is in support of the plan, as well as department supervisors, and the ADA liaisons. Wayne Hovey will work with staff as necessary and foster positive relations with members of each department. MIG stressed that departments were not going to be judged on what they were or were not doing, and that the surveys were a snapshot in time.

Some departments have a lot of contact with people with disabilities and some do not by the nature of their work. Regardless of how much contact with the public and members of the public with disabilities, it is important that all departments are trained and prepared to interact with people with disabilities.

*Question:* Who filled out the survey?

*Answer:* It varies with each department. Reports have been sent back to each department and are being checked for accuracy.

**Comment:** It would be helpful to have a standing committee to monitor progress on action items identified in the survey.

*Question:* What are accessibility standards for the web?

*Answer:* ISD is aware of 504 standards for website accessibility. Individual departments also have individual responsibility for documents they post on the web.

*Question:* What is the public process for public involvement?

*Answer:* Invitations to public meetings will be sent to a list of local organizations. The CIG will also help with public outreach. Copies of the SETP will also be sent to organizations serving the public, as well as those specifically serving people with disabilities.

**Comment:** Organizations to contact: Council on Aging, CRI, Becoming Independent, Department of Education. Offering free food will increase participation at public meetings. Newspaper ads, meals on wheels newsletter (???*exact name of newsletter?*), are also good ways of contacting the public.

*Question:* How will actions be prioritized in the SETP?

Can we go beyond ADA requirements and also include universal design?

Can repairs be expanded to home construction?

*Answer:* Prioritization will be based on several factors: geographic distribution, uniqueness the facility, how many people use it, cost and severity of problem, planned repairs of replacement of the facility.

**Comment:** It is important to have flexibility in the scheduling of repairs. For example, if

there are four curb ramps at an intersection that are out of compliance, the curb ramp that is most dangerous should be fixed first.

**Comment:** This prioritization should include the County Risk Manager.

A copy of the Resources for the County of Sonoma was distributed.

**Action Item:** Cecilie Rose will send out an electronic copy of the Resources Chapter to CIG members. (This action item has been completed)

**Action Item:** CIG members will provide feedback by **December 14<sup>th</sup>** on this document, especially other organizations to include.

**Comment:** San-Serif fonts are easier to read for people with visual impairments.

**Comment:** We need to look at this the SETP not only now, but 10 years from now. The County strategic plan, health care, and other systems need to be tied in. This is an important opportunity for introducing system change.

**Comment:** Mental health clients need to be included in the celebration of this project. They need to be included in public outreach and included in a positive way.

Tim Gilbert noted that MIG has extensive experience in the area of social marketing. MIG is also involved in the Santa Rosa Strategic plan, the Santa Rosa Bicycle and Pedestrian plan, and also works with the State of Department of California Park and Recreation.

**Question:** What will be the relationship between this County ADA plan and Cities within the County? Will there be a forum on the web?

**Answer:** There is no formal relationship between these ADA plans.

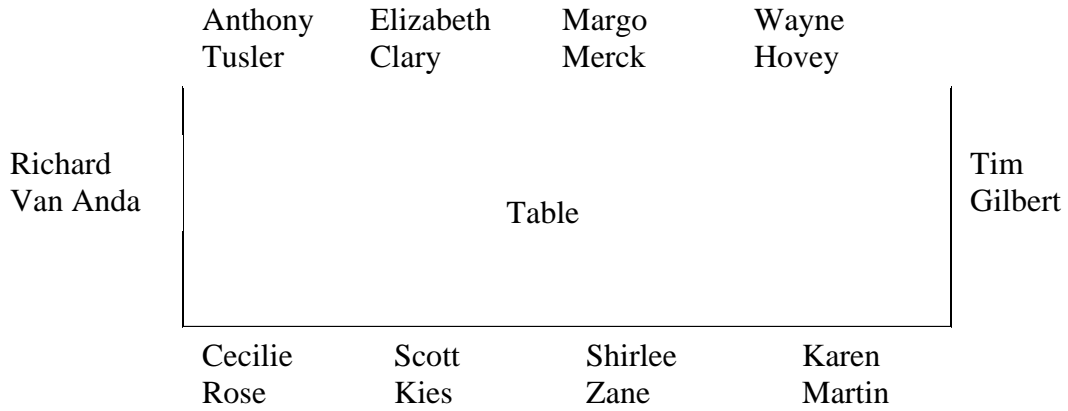
**Comment:** The more rural areas of the County receive fewer services. They feel a lack of commitment from the City Centers.

**Comment:** The committee liked the County's idea to hire an ADA Coordinator and was pleased with the County's proactive approach and awareness.

**Comment:** The committee understands the test for "usability" and "universal design" over trying to comply with all of the ADA requirements.

**Comment:** The committee wants to not only consider today's issues, but think 10 years from now when there will be an even larger elderly population in the County.

Table 1  
Where People Sat During the Meeting



**Acronyms**

- ADA Americans with Disabilities Act
- CIG Community Interest Group
- SETP Self-Evaluation and Transition Plan Update



# County of Sonoma Community Interest Group (CIG) ADA Self Evaluation and Transition Plan

Thursday February 14<sup>th</sup>, 2008  
3:00 – 5:00 PM

## **Attendees**

CIG members: Elizabeth Clary, Scott Kies, Carin Lawrence, Margaret Warnecke Merck, Anthony Tusler, Shirlee Zane

Sonoma County Staff: Wayne Hovey, Taryn Lewis, Yona Miller

MIG Consultants: Tim Gilbert, Cecilie Rose

## **Introduction**

The meeting was started at 3:00 PM by Wayne Hovey. Tim Gilbert from MIG facilitated the meeting. Please see Table 1 for the locations of where people sat during the meeting. The meeting focused on how to do successful outreach for the March 26th public meeting, and how best to organize the public meeting.

## **Meeting Outreach**

We discussed how best to promote the meeting. The group came up with several email lists, publications, senior housing, and other service organizations.

**Action Item:** MIG will follow-up on sending the flyer to these organizations, distributing them in individual mailboxes when appropriate, and putting ads in local papers. (See separate list).

**Action item:** Shirley Zane will send contact list of Senior Citizen Organizations to Cecilie.

CIG members will help with meeting publicity by handing out copies of the flyer when possible such as with monthly billing statement.

## **Meeting Format**

There will be butcher paper on the wall for note taking, as well as a facilitator and transcriber for the meeting. MIG will bring maps of County facilities.

**Comment:** The flyer needs more pep. It needs to have a catch to attract more attention.

**Action item:** MIG will re-design the flyer based on feedback from CIG. (This action item has been completed)

*Comment:* People want to be listened to, not lecture at. The meeting should not be dominated by a long PowerPoint.

*Comment:* Small groups of 8-10 people can be a good way of getting quiet people to share. If there are small groups, it would be helpful to have one county Staff person ready to take notes for each small group. Each group can give a report-back.

*Comment:* Assistive listening devices are not always in working order:

**Action Item:** Regional Parks will test that the assistive listening device in the room works.

*Comment:* “world cafe’s” a café-like set up where people have refreshments and small tables, is a successful way set up the meeting space. There is one discussion leader per table. It created a relaxed environment.

*Comment:* the time for the meeting, 4:00 – 6:00 PM, is a good time to host the meeting.

*Comment:* It will be tough getting participation from Petaluma. Residents do not want to get on highway 101 if they can avoid it. It would be helpful to have the draft plans and a comment card on the County website.

*Comment:* It is useful to hand out comment cards at the meeting.

**Action item:** MIG will hand out comment cards at the public meeting.

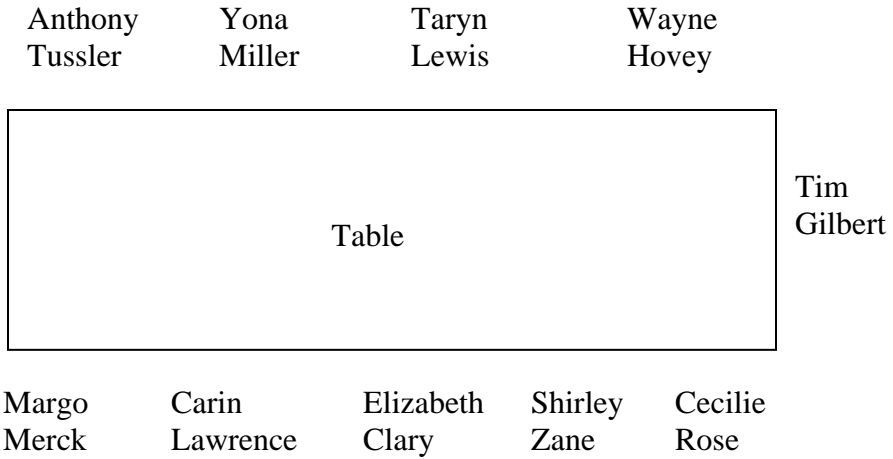
*Comment:* Asking people “what is your experience with access” is a good way to get discussion going.

*Comment:* It would be useful to have interactive exercises, such as placing a dot on a chart to ask participants where they heard about the meeting, or dots on maps to indicate where people live, or have access issues.

*Comment:* Input should be specific and simple.

*Comment:* Large maps of the County and County properties would be useful. There will be some areas where there is overlap between City and County properties, such as a bus stop where the County maintains the Road, but the bus stop is maintained by the City. This can get messy and it is important to be clear about City and County boundaries.

Table 1  
Where People Sat During the Meeting



**Acronyms**

- ADA Americans with Disabilities Act
- CIG Community Interest Group
- SETP Self-Evaluation and Transition Plan Update

# County of Sonoma Community Interest Group (CIG) ADA Self Evaluation and Transition Plan Meeting Minutes

Wednesday August 6<sup>th</sup>, 2008  
3:00 – 5:00 PM

## **Attendees**

CIG members: Scott Kies, Margaret Warnecke Merck, Anthony Tusler

Sonoma County Staff: Wayne Hovey, Maggie Lewis, Yona Miller

MIG Consultants: Tim Gilbert, Cecilie Rose

## **Introduction**

The meeting was started at 3:05 PM. There are three main topics for this meeting: update the CIG on progress of the Self-Evaluation and Transition Plan (SETP), the upcoming public meeting, and CIG input on work done to date.

On August 22<sup>nd</sup> there will be a meeting with County Staff to discuss prioritizing the barriers found in the facility surveys. Margo asked if the CIG could sit in and observe this meeting. The County wishes to take the first pass at prioritization internally before receiving input from the CIG and the public.

## **Public Meeting**

### **Feedback and thoughts on the first public meeting:**

- The CIG thought that the first public meeting was valuable.
- The meeting was well attended.

### **Thoughts for second public meeting:**

- People will want something tangible.
- The meeting should also be educational. For example, it would be useful to give a demonstration of how to find the ADA complaint form on the web page.
- One hot topic is contractors who do not fulfill their contracts. It is important for contractors to understand the ADA state and federal codes.
- The meeting should tie to other efforts such as fair housing, barrier removal, etc.

**Action item:** Get copies of existing plans such as the strategic plan.

The CIG suggested the following agenda items:

- Overview of findings
- Discussion of prioritization methods
- How prioritization will be applied to each facility, both which facilities will be fixed first and which barriers within each facility. We should give specific examples.
- Displaying the entire list of barriers and prioritizing that list.

**Action Item:** Wayne and MIG will continue to work on outreach for this meeting, including using the contacts of people who attended the first meeting.

### **CIG Feedback on Work Done to Date (Program Evaluation)**

MIG handed out a draft of Chapter 3, Program Evaluation, and asked for feedback. This email document was also emailed to the CIG.

The program analysis is done two ways: by individual department and overall. The report described what each individual department is doing to promote access. The additional steps needed to make programs accessible written for the County as a whole, not individual departments.

There are several reasons for not listing actions by individual departments. Departments may limit themselves to only the actions listed in the document. The surveys are a snapshot in time. The actions needed may change in the future.

MIG expects that there will be better participation from staff by listing action items for the County as a whole. Individual action items for each department may seem punitive. This division makes for a friendlier document.

***Comment:*** Only listing action steps overall and not for each individual department may lead to overgeneralization.

MIG responded that there will be a chapter which includes an extensive list of resources, such as how to find an interpreter in Sonoma. There is also a Program Access Checklist which departments can use as a guide for maintaining access to their programs, services, and activities. This is a 5 page document that covers the highlights of the extensive survey done for the initial program analysis.

Maggie Martin noted that she is working on getting information about blanket contracts that departments can use for purchases relating to accessibility: Braille printing, hiring interpreters, etc.

### **Steering Committee**

Wayne noted that there is a steering committee made of representatives of the CAO's office and other departments. Richard Van Anda is the liaison to this committee. This committee meets every month or two. They are paying close attention to work on the SETP and are supportive of it. There is a cultural shift in the County towards promoting accessibility.

Anthony Tussler noted that there should be outreach to find "natural leaders" in the organization. The department representatives are in the steering committee, but the natural leaders – people that employees look up to and follow—should also be part of the movement.

**Question:** how much of this document will be on-line?

This document will be part of the public record. Wayne is not sure how much of it will be posted on-line and when. The SETP is a living document. The database will keep the plan alive. Every department will have access to the data.

Tim Gilbert handed out sample a sample facility report and survey tool used to gather data. He noted that MIG is only surveying public places -- places where the public would go to use County services. For example, most staff offices would not be surveyed, but all transaction counters would be. Staff bathrooms would not be surveyed, but all public restrooms would be.

Title I of the ADA covers employee accommodation, and the title II SETP covers public services. Coordination of Title I and Title II of the ADA is done in the Human Resources department.

### **Update on Facility Surveys**

MIG is almost done with facility surveying. The next step is surveying the Public Right-of-Way, sidewalks and transit stops.

Most buildings were built in the 1950's and 1960's. It is a challenge to bring these building up to code. There is one historical building, the Hood House. Historical Buildings can present extra challenges to bring up to current accessibility standards.

### **CIG Feedback on Prioritizing Facilities**

Tim Gilbert asked the CIG how they would prioritize facility improvements. These priorities should be reflected in the budget process. The CIG noted three main priorities:

- ✓ Citizen rights
- ✓ Citizen responsibilities/administration
- ✓ Services.

#### **Citizen Rights**

- What services are required to exercise Citizen rights– voting, right to a trial, etc. What buildings are needed to participate in these activities? This should be used to determine priorities.
- Citizens have rights and responsibilities and should be able to participate and exercise these rights regardless of their disabilities.
- The plan should be prioritized according to the roles of the county.

#### Citizen responsibilities

- Citizens should be able to pay taxes and have access to services such as building permits
- Heavily-used buildings should have a higher priority.
- Disabled citizens should have access to elected officials, including elected officials.

#### Social Need

- Homeless shelters and probation offices should be a priority.
- Efforts should focus on where there are identified complaints. The ADA grievance policy should be visible and closely tracked.

The CIG asked Tim Gilbert what he thought the ideal SETP was. He answered that the ideal plan was the one we are working on now. The CIG mentioned that the SETP should be tied into other plans such as the COPE disaster preparation plan

### **CIG Feedback Physical Surveys Priorities within Buildings**

The CIG thought that prioritization of work within facility should be based on:

- 1) Path of travel to the front door
- 2) Maintenance and safety
- 3) Transaction counters
- 4) Path-of-travel to bathrooms
- 5) Building noise level should be evaluated to see if assisted hearing devices are necessary. The room should be wired for a loop if the number of people who use the building are noise level are high enough.
- 6) Amenities such as water fountains and vending machines.

### **Anticipating future needs in the SETP**

MIG asked the CIG to anticipate future issues, and how the SETP should address them:

The CIG discussed the following potential issues:

- ✓ Development/Housing
- ✓ Transportation
- ✓ The ADA grievance process
- ✓ Coordination and County work

## Development

- The SETP should address transit oriented development. There is a trend towards less suburbanization and more infill development.
- Walkability is very important. There needs to be a focus on accessible pedestrian environments.
- More accessible housing, and “visit-able housing” (entrance and at least one bathroom accessible) for all homes.

## Transportation

- Paratransit should not be a taxi service. This will tax the system too much. It should be a system that runs parallel to current bus service.
- Fluid services for the disabled. The only way you can get a disabled buss pass is to go to an office that is not on the bus route.
- There needs to be more coordination between City and County buses.

## ADA Grievance/Complaints

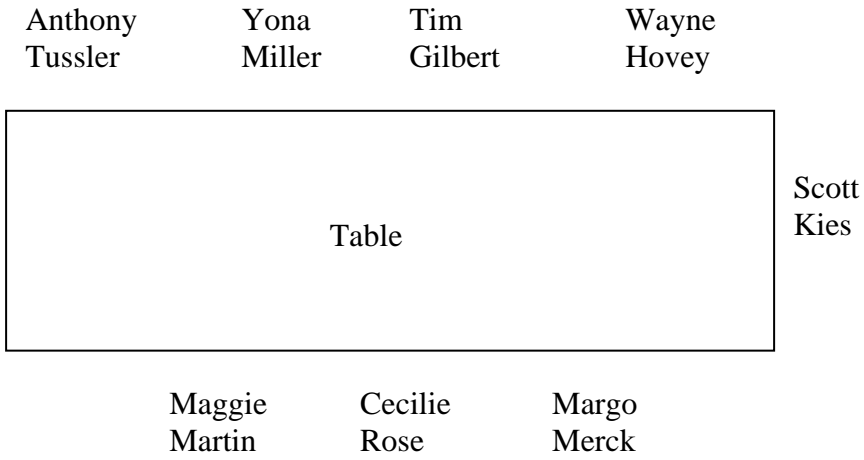
- Continue to make the grievance process visible and streamlined.

## Coordination and County work

- What does the County see its job as? The SETP should streamline government processes to help ensure that departments work together.
- Citizen rights, such as voting and access to government services, and citizen responsibilities, getting permits and paying taxes, should continue be a priority.



Table 1  
Where People Sat During the Meeting



**Acronyms**

- ADA Americans with Disabilities Act
- CIG Community Interest Group
- SETP Self-Evaluation and Transition Plan Update

# County of Sonoma Community Interest Group (CIG) ADA Self Evaluation and Transition Plan Meeting Minutes

Tuesday January 13<sup>th</sup>, 2009  
1:00 – 3:00 PM

## **Attendees**

Please also see seating chart at the end of these minutes.

CIG members:

Marriane McBride, Margo Warnecke Merck, Anthony Tusler

Sonoma County Staff:

Mark Cleveland, Wayne Hovey, Mark Hummel, Margaret Martin, Yona Miller

MIG Consultants:

Tim Gilbert, Yuri Kilburg, Cecilie Rose

## **Introduction**

The meeting started at 1:05 PM with a round of introductions. Shirley Zane resigned from the Committee because she is now on the Sonoma County Board of Supervisors. Our new member is Marriane McBride from the Council on Aging.

## **Status Update**

The self-evaluation of Sonoma's programs has been completed. The County of Sonoma provides over 350 programs, services, and activities. The programs have been evaluated and prioritized. The programs were prioritized in small workshops with County staff. The prioritization criteria and ranks were handed out to the CIG. The prioritization criteria were based on the suggestions from the CIG.

The CIG suggested that the priorities be tied into customer service, and other broader efforts such as training. CIG members also asked if the priorities could be put on line, and if complaints and ongoing issues could be put on the web in the same way that the City of Santa Rosa has done.

**Action item:** The CIG will research how the program priorities can be tied to a broader effort.

The program evaluations and priorities are a snapshot in time. As programs get created and change, the documents will need to be updated. MIG has created a programmatic

checklist that departments can complete yearly to assist with keeping the Self-Evaluation and Transition Plan current.

**Action item:** Send Marianne McBride a copy of the programmatic checklist. (done)

Margo Merck discussed SB2, a new law which required local governments to identify areas where emergency shelters can be built housing elements without acquiring a permit. For example, SB 2 would require identifying shelters that can be built in Veteran's buildings. Margo noted that some post offices can not service as emergency shelters because they are not ADA compliant.

## **Public Meeting**

MIG discussed the public meeting and handed out the draft handouts for the meeting. The public meeting will be in the same building as last time, but in a different room. There will be ASL interpretation and a Spanish translator.

MIG will present a brief PowerPoint at the meeting. The PowerPoint will be similar to the one presented at the first meeting.

MIG will also present a case study of the Santa Rosa Veteran's building, including the path-of-travel from the bus stop to the Veteran's building.

MIG handed out the criteria used to prioritize the programs. MIG also handed out the list of all programs sorted by priority. There will be an opportunity at the public meeting for the public to vote on program priorities.

MIG also distributed a sample comment card, information about priorities for pedestrian rights-of-way, and displayed the large wall maps that will be shown at the meeting.

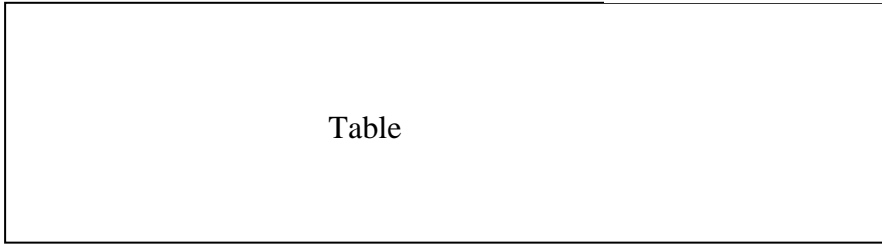
## **Thoughts and comments on the meeting content and draft materials:**

- The CIG suggested enlarging a few pages of the case study on large poster boards.
- People will appreciate a tangible record of their participation. It would be helpful to make "I voted" or "I broke down barriers" stickers.
- CIG members asked if there was going to be captioning for the meeting. Captioning will be especially helpful for people for whom English is a second language.
- The program priorities handout is too long. The departments should be collapsed into categories like public health, human resources, parks, etc. (done).

- Transit is an important topic. It is important to explain the difference between City and County transit.
- Maintaining access during temporary construction zones needs to be addressed in the Rights-of-Way document, including alternate routes.
- The comment card should include a deadline. People should have up to two weeks to send in the comment card. The comment card should also have an email address. (done)
- CD's containing electronic copies of all the materials should be available at the meeting. (done)
- There should be a Facebook event for this public meeting (done)
- Can ADA projects be proposed for funding from the new presidential stimulus package?

Where People Sat During the Meeting

Anthony      Mark      Wayne      Margo      Yuri  
Tusler      Cleveland      Hovey      Merck      Kilburg



Maggie      Mark      Yona      Tim      Cecilie      Marianne  
Martin      Hummel      Miller      Gilbert      Rose      McBride

**Acronyms**

ADA Americans with Disabilities Act  
CIG Community Interest Group  
SETP Self-Evaluation and Transition Plan Update

# County of Sonoma Community Interest Group (CIG) ADA Self Evaluation and Transition Plan Meeting Minutes

Tuesday September 22, 2009  
1:00 – 3:00 PM

## **Attendees**

Please also see seating chart at the end of these minutes.

CIG members:

Elizabeth Clarie, Marianne McBride,

Sonoma County Staff:

Mark Cleveland, Kevin Howze, Wayne Hovey, Mark Hummel, Margaret Martin, Yona Miller, Richard Van Anda

MIG Consultants:

Tim Gilbert, Cecilie Rose

## **Introduction**

The meeting started at 1:05 PM with a round of introductions.

## **Discussion of Draft Plan**

Committee members gave feedback on the draft plan. The plan is easy to read, does not use too many acronyms, and is clearly laid out. The language is accessible.

Training is a key component of this plan.

The public meeting will be on October 13<sup>th</sup> 2009.

**Action item:** Cecilie will email the flyer to the CIG. The CIG will help with promoting the meeting by sending the flyer to their networks.

## **Discussion of Public Meeting**

The CIG discussed the content of this 3<sup>rd</sup> and last public meeting. The meeting should focus on things that the County would like feedback on. Too much information gets confusing and is not helpful to the public.

A list of programs by facilities would be helpful, though this list would be long. It would be helpful to have a wall graphic showing where County programs are located.

**Action item:** MIG will produce a wall graphic for the public meeting indicating where high-priority County programs are located.

The CIG also noted that this meeting should pick up where the last meeting left off. The program prioritization is an important piece of information to convey to the public.

The public meeting should also focus on implementation. The priority list of facilities improvements is essential. The public should understand why certain improvements – such as getting into the building – are done first. For example, it would be helpful to go over which barriers would be removed first in the Veterans' Building.

The Committee noted that it would be helpful to post a copy of the SETP on the website

**Action item:** Wayne will look into posting the SETP on-line. (update: the SETP will be available on the County of Sonoma's website after October 5<sup>th</sup>.)

The CIG said that it would be good to focus on what the County said it was going to do and what it did.

There will be comment cards distributed at the meeting. Comments on the SETP should be postmarked by 10/23/09.

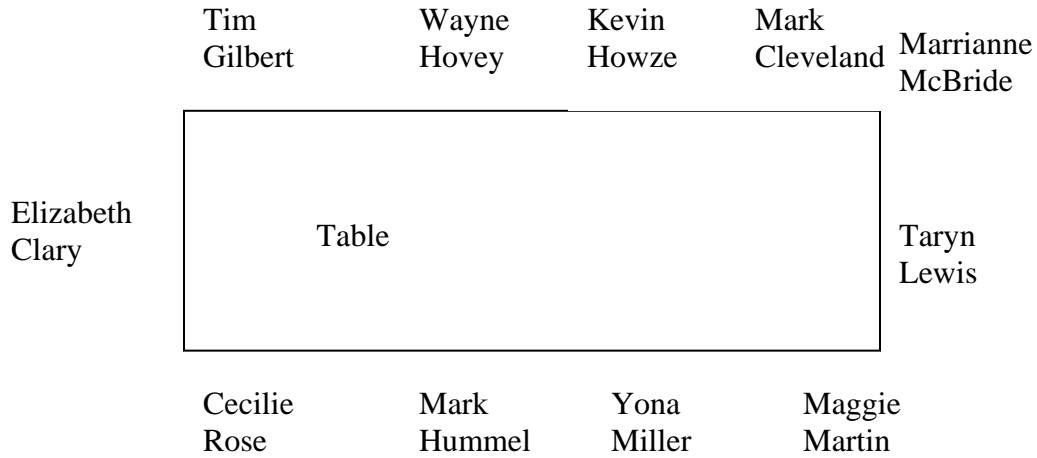
The CIG noted that the PowerPoint presentation should be short and to the point.

### **Next steps**

The County is interested in continuing to work with the CIG as an advisory group on implementing the plan for future improvements. The new involvement of this Community Interest Group would report to the Human Resources Department. The first project is a comprehensive web accessibility project. The project is being implemented by the Human Resources Department.

**Action item:** Cecilie Rose will send Taryn Lewis the contact list for members of the CIG. (Update: this has been done).

### Where People Sat During the Meeting



### Acronyms

ADA Americans with Disabilities Act

CIG Community Interest Group

SETP Self-Evaluation and Transition Plan Update



## **Appendix C: Public Meeting Minutes**

Meeting #1: March 26, 2008

Meeting #2: January 21, 2009

Meeting #3: October 13, 2009

**Sonoma County American with Disabilities Act  
Self-Evaluation and Transition Plan Update  
Public Meeting #1  
Wednesday March 26<sup>th</sup> 2008, 4 – 6 pm**

**Attendees**

Sonoma County:

Wayne Hovey, Robert Kambak, Lori Norton, Donna LaGraff, Taryn Lewis, Jeanne Shaw

Members of the Public:

Elvis Bozrath, Beryl Brown, Robert Brown, Roberta Chan, Edward Corcby, Rick Corbin, Ben Coverdale, Fred Coleman, Belle Cramer, Gail Flatt, Ken Griffin, Larry Hall, Nancy M. Hall, Vaughn Held, Brian Howlett, Diana Tucker, Denise Marks, Mardell Morrison, Nubia Padella, Sybil Roelofs, Kathe Swineford, Lawrence Taylor, Carol Turner, Patie Wegman, Al Bertaina,

Consultants:

Tim Gilbert, Yuri Kilburg, Cecilie Rose

**Overview**

The meeting started at 4:00 PM and was facilitated by Tim Gilbert of Moore, Iacofano, Goltsman, Inc. (MIG). Tim Gilbert explained that public input was vital for the successful preparation on the Self-Evaluation and Transition Plan (SETP). After introductions from County Staff, MIG employees and members of the public, Tim Gilbert gave a brief slide show about the County of Sonoma's Self-Evaluation and Transition Plan update process.

The slide show described the project's goals:

- Document existing conditions
- Establish priorities and action plans
- Provide effective planning tools
- Produce a useable document

MIG has worked with the County to develop a database which documents accessibility barriers in County facilities and incorporates project tracking.

MIG has reviewed County policies including the County Code, as well as evaluated the current level of access to programs and activities. All departments completed a detailed questionnaire. MIG analyze the questionnaire and produce recommendations to increase

access. MIG will also provide staff training to address issues that came up in the evaluation process.

Facility surveys will identify barriers in County buildings, County parks, and County-maintained ROW. The survey is going on now. These reports:

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

Once the surveys and evaluations have been completed, MIG will work with the County to establish criteria for prioritization and produce draft recommendations. The priorities will be reviewed with the Community Interest Group, made up of representative from the senior and disabled community in Sonoma. Once the CIG and County staff have reviewed the priorities, they will be presented at another community meeting.

Tim Gilbert reviewed sample prioritization criteria for barrier removal:

- 1) Facilities with high demand
- 2) Unique facilities
- 3) Geographic distribution of facilities throughout the County

Tim Gilbert gave an example of criteria for prioritizing barrier removal within a facility:

- 1) Building entrance and primary path of travel
- 2) All elements of the “Program” area
- 3) Amenities such as vending machines and drinking fountains

## Questions and Answers

*Public Comment:* The meeting should not be scheduled this late in the month. Many people do not get paid until the first of the month, and can not afford to come to the meeting.

*Question:* Will programs and services be addressed, or only facilities?

*Answer:* Title II of the ADA covers both facilities and programs, services, and activities evaluation. All departments have completed a comprehensive survey about access to their programs. We have also reviewed outreach materials and other written documents used by Sonoma County departments.

*Question:* The process graphic does a good job showing all the phases of the project. Will this process graphic be available?

*Answer:* Yes

*Question:* What is the timeline for this?

*Answer:* The process graphic is available from the County. Contact Wayne Hovey at [whovey@sonoma-county.org](mailto:whovey@sonoma-county.org).

*Question:* What are the jurisdictions of this plan?

*Answer:* County buildings, County parks, and County-maintained ROW will be surveyed for accessibility. Cities must for their own individual plans.

*Public Comment:* What part is involved in getting from your house to the building?

From my house, I need to take two paratransit trips. All the accessible building do not help if I don't have transportation to get to the buildings.

*Public Comment:* Where to Counties and Cities begin and End? It's hard to know which agency to use. Many people are outside paratransit or transit routes all together.

*Public Comment:* Weekend and evening transportation is nonexistent. You need to take a cab if you want to go anywhere.

*Public Comment:* We need benches at every bus stop. It's hard for me and many people with disabilities to wait at a bus stop if you can't sit down.

*Public Comment:* The website needs to show the ADA coordinator's page and ADA information such as TTY numbers. It is a roundabout route to find accessibility information. Only three departments have TTY numbers: Registrar's of voters, Human Resources, and the Community Development Division. There is no TTY number in the main "contact us" page.

*Public Comment:* There is no transparency of information about paratransit: what are the limits? How do you get services? You need to be a sophisticated about how you ask the question to get the right answer.

*Public Comment:* There is a large Hispanic population. Information should also be available in Spanish.

*Public Comment:* The 511 transit information phone line is not available in Sonoma County on weekends.

*Question:* Is there a wheelchair accessible path up to Sugarloaf?

*Public Comment:* When a victim and witness was asked to appear at the District Attorney (DA), the County said that there was no money for an interpreter. They did not meet with the witness. At the trial, the witness was provided with a non-certified interpreter. Lawyers regularly speak with people who they know are deaf and can not understand them. Employers do not know about the contract and budget for interpreters.

*Question:* When you put up a ramp to go up to s sidewalk, who is responsible for the sidewalk?

*Answer:* In most communities, the homeowner is responsible.

*Public Comment:* There needs to be more staff training about all the different kinds of disabilities.

*Public Comment:* We need more busses and longer routes.

*Answer:* There are some County-operated routes.

*Public Comment:* There needs to be more coordination among bus routes and bus operators.

*Public Comment:* There needs to be more advertising of existing accessible features. There needs to be transparency.

*Public Comment:* The ADA needs to be on all agendas. Any repairs that are done should also include and accessibility improvements that are needed. It will make dollars go farther.

*Public Comment:* Both Cities and Counties are trying to do the right thing. The ADA is a minimal standard. There is nothing wrong with doing more. This is the concept of universal design.

*Public Comment:* It should be mandatory to have disabled people on all committee that make decisions.

*Public Comment:* Does the County ADA's office have meetings that people can attend?

*Public Comment:* There are a variety of disabilities. Wheelchair users have different issues than the blind. There should be equal representation from all groups.

*Public Comment:* We should consider a Commission on Disabilities for the County.

*Public Comment:* We need citizen feedback from the disabled community.

*Public Comment:* Doors on bathrooms need to be automated. Bathroom doors are heavy and hard to open, especially if you are using a wheelchair or scooter.

*Public Comment:* The downtown post office is hard to get into. The door is too heavy. I have to struggle to get in or wait until someone will open the door.

*Answer:* Tim Gilbert noted that the top priority was to get into the building.

*Public Comment:* Door pressures are regulated by the ADA

*Answer:* Tim Gilbert noted that all doors now need to be 5 lb of pressure, unless they are a fire door. 5 lbs can be hard to attain sometimes depending on air conditioning and other weather factors. However, you can get close to it if you adjust the door pressure.

*Public Comment:* Better signage about accessible amenities is needed.

*Public Comment:* The Sonoma County Transit building at 490 Santa Rosa Ave does not have an accessible entrance.

*Public Comment:* When transferring from a City to a County bus, you have to pay again. Can they coordinate services?

*Public Comment:* The bus stop is too far away from the library. You have to cross a mall and a big parking lot. Libraries should have bus stops right in front of them.

*Public Comment:* You need to communicate disaster plans and how disabled people will be planned for.

*Public Comment:* Does the SETP address employment?

*Answer:* Tim Gilbert said that employment is covered by Title I of the ADA.

*Public Comment:* Advocacy works if it is persistent. For example, Safeway automatic carts blocked wheelchair users from using the restrooms. I persisted for 6 months and they moved the automatic carts. Don't be shy about speaking up.

*Public Comment:* The County Fair needs work. For example, they put down plops of asphalt, but they did not move the booths. You can't do anything on those plops of asphalt. You need to move the booths to make them on the new accessible path.

*Public Comment:* Many buildings are not accessible. Why are they given building permits?

*Answer:* Tim Gilbert answered that the building officials only inspect for California codes, not the ADA requirements.

*Public Comment:* Can the inspector do more follow-up to make sure what starts out as accessible stays that way?

*Answer:* Tim Gilbert noted that the ADA addresses the requirement to maintain access.

*Comment:* There have been injuries and deaths in the disabled population as a result of these problems.

*Public Comment:* If a County building is inaccessible, who do I report it to?

*Answer:* That falls under the ADA coordinator's jurisdiction.

*Public Comment:* Where do I report problems with on-street parking? There is a whole block downtown with no accessible parking and no curb cuts.

*Answer:* Mardell Morrison, the City of Santa Rosa's ADA coordinator, said that on-street parking is not required per the ADA.

*Public Comment:* There is a blue curb near the library.

*Public Comment:* We need both training and budget for changes to happen.

Answer: This is true. There are some barriers that are considered an “undue burden” to remove. However, this bar is very high. The entire County budget needs to be looked at.

*Public Question:* Accommodating a request is cheaper than being sued.

*Public Question:* Is there a way to find out where disabled people live?

*Answer:* Tim Gilbert noted that high usage is a component of prioritizing sidewalks and curb ramps.

*Public Comment:* Some buildings were grandfathered in the ADA, for example the Silvercrest Senior Residence. New buildings need to comply with codes, but existing ones do no. How long does this grandfather clause last?

*Answer:* Tim Gilbert said that new construction would trigger modifications. Robert Kambak said that you can still process complaints through the ADA. Complaints against the Silvercrest Senior Residence would be processed through HUD.

*Public Comment:* Attitudes against people with disabilities are one of the biggest barriers.

*Public Comment:* How much is available in alternative formats?

*Public Comment:* How hard it is to add a TTY to the County website?

*Answer:* Wayne Hovey from the County said that they are adding fixes as they come along.

*Public Comment (from comment card):* There needs to be a wheelchair-accessible trail up to Lake Ilsanjo.

*Public comment (from comment card):* Provide sign language interpreters for public meetings.

*Note:* Interpreters are available with 72 hours advanced notice.

*Public Comment (from comment card):* Training should be provided to County employees on how to communicate with deaf and inform the employees of the court services available for the deaf so they can refer the person to the correct entity or department.

Tim Gilbert asked participants to imagine stories of positive outcomes they would like to be able to tell 10 years from now.

*Public Comment:* Don’t treat people with disabilities like second class citizens.

*Public Comment:* The County should be barrier free!

*Public Comment:* Seamless transportation. You should be able to go from point A to B – not A to C to D to E to B.

*Public Comment:* You can have all the plans you want, but staff have to commit. Without staff doing their best, the plan won't be usable.

*Public Comment:* There is a Board of Supervisor's election coming up. Please bring this plan up to politicians!



**Sonoma County American with Disabilities Act  
Self-Evaluation and Transition Plan Update  
Public Meeting #2  
Wednesday January 21<sup>st</sup> 2009, 4 – 6 pm**

**Attendees**

Sonoma County:

Wayne Hovey Associate Architect, Robert Kambak County Architect, Lori Norton  
Deputy County Administrator, Taryn Lewis ADA coordinator

CIG Members: Margo Merck, Anthony Tussler

Members of the Public:

Forty members of the public attended.

Consultants:

Patricia Algara, Tim Gilbert, Yuri Kilburg, Cécilie Rose, Christine Tran

**Overview**

The meeting started at 4:00 PM and was facilitated by Tim Gilbert of Moore, Iacofano, Goltsman, Inc. (MIG), a firm contracted by the County to help produce the ADA Self-Evaluation and Transition Plan (SETP) update. Gilbert gave an update on the status of the Self-Evaluation and Transition Plan. He explained that public input is important in the implementation of the SETP update. Gilbert presented a brief power point presentation about the County of Sonoma's Self-Evaluation and Transition Plan update process.

The slide show focused on the following points:

- History of the ADA
- Project Goals
- Community Outreach
- Status of the Self-Evaluation and Transition Plan update
- Policy and Program Review
- Database Development and Project Implementation
- The Surveys that were done and the Reports
- Process of Prioritizing the Barriers

MIG has completed the facility surveys that identified barriers in the County buildings, County Parks, and the County-maintained ROW.

The next step in the SETP update is for MIG to complete the draft plan to be reviewed by the County staff and CIG. The draft will be presented at the next public meeting for community input before it is finalized.

## Questions and Answers

*Public Comment:* City meetings, school board meetings need to be on TV and closed captioned for deaf people. We have parents who are deaf, who have their children attend school and they need to know what's going on with their kids and what's happening at school. It's very important for them to know what's going on with the City as well.

*Question:* Shouldn't the ADA also apply to the SCOE program?

*County Response:* SCOE stands for the Sonoma County Office of Education. It does apply to SCOE, but the distinction is that it is a separate government program that is not included under this plan. However, information brought up in this meeting relating to SCOE should be forwarded to SCOE so that they can work on their plan.

*MIG Response:* Every town in the County, school board, public agencies specifically not part of the County are required to prepare their own accessibility Self-Evaluation and Transition Plans. Therefore, these public agencies must do the same thing as the County of Sonoma. We recognize that there is a gap but the County is doing as much as they can.

*Public Comment and Question:* The Transition Plan was due three years after it was passed, however the County is 15 years behind on this. So I understand that we're catching up. I realize that you did surveys of parking lots but did not bring it up during your presentation. You kept on talking about path of travel but you didn't mention anything about public travel from transit or from parking lots. Why didn't you talk about parking in your Transition Plan? The parking situation is horrendous. Take the County Fairgrounds as an example. How are you bringing parking into the Transition Plan?

*MIG Response:* Every County parking lot used by the public was surveyed. We didn't go into great detail about the depth of the parking surveys in our presentation, but path of travel to the restrooms, to parking lots, to drinking fountains was surveyed as required under Title 24. It is a comprehensive look and I assure you that those surveys have been done.

*County Response:* Again, this is a Transition Plan update. We did our first SETP in 1992 and we've been implementing that for the past 15 years and found that it needed to be redone, therefore we are redoing it.

*Question:* How can someone get a copy of the existing 1992 SETP to compare to the updated one?

*County Response:* We can make it available. Just contact our office. We can pass around a list and for those who are interested in receiving one can write down their contact information.

*Public Comment:* Right now deaf people need TTYs but actually they're obsolete. Most deaf people use video phones now. So now we're doing California relay phones. However, we're still not able to make the phone calls we'd like to make. At this point, TTY is available but this needs to be changed to video phones that bring it up to today's standards. TTYs are obsolete.

*Public Comment:* In relation to that, there needs to be staff training for the people who receive the relay calls because often the deaf people get hung up on. The operators are not familiar with the phone calls, thinking that we are telemarketers. It doesn't do any good if the equipment is there, but deaf people are constantly getting hung up on.

*MIG Response:* You are correct that this is not just about architecture. It's about the whole realm of the County programs, activities and services.

*Public Question:* Are the surveys looking at employment opportunities for the people with disabilities? Is it looking at all County programs? Do you do online filing to set up jobs?

*County Response:* Yes, we make every effort in our announcements, agendas, newsletters to make outreach in all formats. Within each of our announcements, we have a statement asking for any requests. Our office is well trained to accommodate any type of requests.

*Public Question:* Are the prioritization forms and comment cards online or in PDF format?

*MIG Response:* The materials are in PDF format.

*Public Comment:* I am blind. For PDFs, I can read them on my computer but cannot fill out the forms. Please use .txt, .rtf or .docs. Even the .docs can create problems depending on what computer you use. Ideally, it would be great to fill out the forms online or be able to call in and have the person on the phone be able to fill it out for us.

*Public Comment:* In regards to communication difficulties, there weren't many deaf people who attended the last meeting as there are now. When we're talking about training, County departments have no idea that they are required to provide an American Sign Language (ASL) interpreter. I've personally had communication with someone who said that I am responsible to bring my own ASL interpreter. This is not the case and is an issue.

*MIG Response:* Yes, this is a civil rights issue. We need to make sure that the County staff is aware of this and that the public has access to all of the resource guides to review these types of issues.

*Public Question:* For closed captioning, what if a deaf person shows up, are you going to have real time captioning available?

*MIG Response:* We understand that we need to make sure that every public announcement is available to you, but there will not be an ASL interpreter at every meeting unless there is a request.

*Public Response:* But you provided a Spanish language interpreter who was not requested.

*MIG Answer:* Yes, someone did request a Spanish interpreter for this meeting.

*Public Comment and Question:* I want to make a statement about the people who made contact on the ADA study. I know a couple of people who weren't contacted and we had to notify each other or else we wouldn't be here. The outreach wasn't as good as it could have been. It bothers me because some of us live in rural areas and were not reached out to. It makes me question whether you surveyed the sidewalks and curb ramps in those rural areas. Who actually participated in the study and when were they contacted? Where do they live? What did they look at?

*MIG Response:* Our goal is to include everyone we can include and that requires the public and their involvement. We do have a Committee Interest Group (CIG) who works very hard in helping the County in the planning process. Could it be better? It could always be better and I'm sorry you didn't hear about this project but we have been and are very committed to include public involvement. This is not just a study, it is developing a way of doing business that is inclusive. It's also a learning process.

*Public Comment:* One thing we can do is to make available contact information for everyone to get in touch with MIG or the citizens so that feedback is implemented. Maybe you can give the people here contact information so that they can work with the CIG.

*Public Comment:* Regarding closed captioning at County and City meetings, I think that if there are closed captioning or assistive listening devices at every meeting, that the people who need this will have a sense that they are needed and welcomed there. But if they have to request an ASL interpreter or assistive listening devices, it's different than those who don't ask for something. So one thing you can do is to make everyone feel welcomed and have those accommodations already available at every meeting.

*Public Comment:* I would like to ask you if you would consider another meeting. It troubles me to know the people in this County who are visually impaired were not able to make this meeting. I'm an early childhood educator who wants to work with blind babies. I asked the County if there were any programs provided in my interest but they said there were none. I saw an ad eight months ago in Oakland that said "Come and Dance with the Deaf." That's incredible to put them right there in the community and mingle. The County should have programs like that. I would really ask for you to reconsider to have another meeting like this where all is represented.

*Public Comment:* For the visually impaired, I work at the Earle Baum Center. I'm here with my guide dog and I would like to suggest that going to the Earle Baum Center and find volunteer work through that.

*Public Comment:* I understand there's a place in Sebastopol for the visually impaired but there should be more sites in the County.

*Public Comment:* I would appreciate if you validate my thoughts about having a community center where people can gather as one. I mentioned that if I wanted to dance with someone impaired, I would have to go to Oakland because they provide such programs. This County should provide similar programs and not just for adults but for children also.

*Public Comment:* On employment, I hope there are trainings in traumatic brain injury. Please do some training there. The Veterans coming back from the war will need them.

*Public Comment:* I want to clarify my original comment about closed captioning presented on the TV version at school meetings. Someone made a comment about real time captioning and how that needs to be requested. The closed captioning at televised school meetings, County meetings need to be provided regardless.

*Public Comment:* As a physically disabled person, I don't know if there are any issues for the County in County buildings. One of my bugaboos is the heavy doors I encounter. I was thrilled that this building provides automatic doors. I don't have any specific County buildings that aren't accessible but those heavy doors are one thing that impairs me, in my scooter.

Other issues are the bathroom doors that sometimes get too heavy to open and the bathrooms with handicap stalls with diaper changing areas. I have to wait each time somebody is changing their kid's diaper in the accessible stall. I don't know if this is an issue but I want to point this out because it makes a difference.

*MIG Answer:* We looked at all those barriers very carefully. We did a comprehensive architectural survey of County facilities. We also used the guidelines developed for the Outdoor Recreation sites, and the County showed dedication doing a comprehensive survey of surveying the facilities. This role assists the County in removing barriers, as well as providing better access to the programs.

Gilbert instructed members of the public to participant in a "voting exercise" to vote on which programs were the highest priority for access improvements. In addition, comment cards were made available for other comments such as specific sidewalks and curbs which needed to be fixed.

Gilbert also directed the public to look at a sample facility report of the Santa Rosa Veteran's building as an example of the level of detail the County is pursuing for their facility surveys.

After the voting exercise, the question and answer session reconvened.

*Public Comment:* I have an issue about affordable housing, real basic stuff, human needs.

*Public Comment:* There's no disabled seating at the Board of Supervisors meeting. You have to sit in the aisles and that's a fire hazard. You should remove some fixed seats so that wheelchair and scooters can sit there. That would make a difference.

*MIG Answer:* I agree that this is very important. We have surveyed the room and the information is in the survey reports.

*Public Comment:* I work as a deaf interpreter. I work a lot in court with police and I see a lot of lack of knowledge about people's rights, accessibility, things of that nature. If you are handcuffed behind your back, there's no way a person who is deaf can communicate.

That's sensitivity training. In jails, deaf people are not able to make phone calls even with TTY because 800 numbers are not allowed. Even with TTY, they still cannot call out. Even with video phones, that's still an 800 number. That's a real violation of people's rights.

*Public Comment:* The County isn't only required by the ADA but also an ongoing court order requires them to provide TTY and 800 number. Supposedly they worked around that?

*Public Comment and Question:* We've done training with the Sheriff department and it covered a number of these issues. I find it interesting that they're finding a number of these problems that we've repeated and did training on. It goes to show that ongoing training is important, along with technical equipment. There is no question about it. That's why you have to look at the people in the system that worked in the past and talk to them and learn how to continue.

*MIG Response:* There are new technologies that people don't understand. That's why we need to connect with the deaf community to figure out what works and what doesn't.

*Public Comment:* It just occurred to me about the jail situation. What do you think about having an independent funded person at the jail as people are hooked to protect the rights of the disabled person? It can cut down on lawsuits and save the County money.

*MIG Answer:* Like the role of an Ombudsmen. That is a good idea.

*Public Question:* We've also made brochures for the County available in the Supervisor's Office. Not long ago I went there and the brochures were not available. Why are they no longer available? It was a brochure of all the County information. Why keep reinventing the wheel?

*MIG Response:* This has to be an on-going, living process.

*Public Question:* In regards to the CIG, how can a person join that group? Or is it already established and you're not taking new members?

*MIG Response:* It has already been established. It's a group of people who volunteered their time, who represent agencies for people with disabilities.

*Public Question:* Do you have any deaf people on the committee?

*MIG Answer:* That's the one group we don't have represented. We would appreciate assistant from the deaf community to help move the plans forward. We greatly appreciate it and the County would appreciate more ongoing involvement.

*Public Comment:* I would be interested in supporting that group and possibly joining the CIG.

*Public Comment:* I would just like to extend and clarify a thought about having a person represented in the CIG group. I recently attended an awareness session for autistic children and parents brought up how the police interact with autistic teens. My concern as an educator has to do with if you have a parent with an autistic kid, that they are able to share their challenges from a parent's point of view but also how society perceives their disability.

*MIG Answer:* We really do invite participation from the widest possible spectrum from the community.

*MIG Question:* What are some other big issues?

*Public Comment:* Staff trainings.

*Public Comment:* Two votes for sidewalks and curb ramps and as for the County website, making sure that the website is brought up to compliance. We would like state of the art websites for accessibility.

*Public Comment:* I would like representation of each type of disability considered covered under the ADA to be one voice.

*Public Comment:* To me the highest priority is the attitudinal barriers. I would really like to see a commitment to change attitudinal barriers, like Barrier Awareness Day. I think it can be done through training and commitment through ongoing training through staff. That way, when someone goes into a County department, they don't feel marginalize by their disability.

*Public Question:* We got this dismissive feeling today. How can we feel that the County really does care if we feel dismissive?

*MIG Answer:* The County is really interested in having assistance and public involvement.

*Public Question:* Is there a website or a place we can get contact information in the event issues come up? Is there a place with accessibility information?

*MIG Response:* The County does have a website on access on information and programs.

*County Response:* Do you mean all County websites, programs or feedback to this process?

*Public Reply:* Feedback to this process.

*County Response:* The County has accessibility information on its main webpage such as the current policies and grievance procedures, as well as how to access County programs. The Transition Plan will be posted when it is published. The draft is not complete, therefore it is currently not online. As for the old SETP plan, it can be mailed or emailed to you.

*MIG Response:* The SETP document that we're preparing is going to be available to you in PDF format and on the County's website. There will also be another public meeting that will have your feedback on the SETP document.

*CIG Comment:* I think folks should be able to contact MIG or Wayne Hovey with any comments from today's meeting. Please feel free to contact or join in the CIG meetings. We really want participation.

*Public Comment:* I would like to bring to your attention on the issue of electro-sensitivity. It is virtually unheard of in America, but in Sweden it is common. There are people out there who are so sensitive to the microwave and magnetic fields that they have to wear protective suits to not be exposed. For me, there are already places in the community where I feel unwell in places with towers and antennas. The County needs to

keep from putting this around prolifically. Technology is exploding and it comes with unintended consequences.

*Public Comment:* I need some help. I had a stroke and for a long time, I couldn't talk at all. I can do English and Spanish but it is a real difficulty for me. I wished someone was here at the meeting to help me talk about this. When I talk, it's too difficult. It is hard to communicate on the phone and having a person there helps. That way, they can help make the phone call clear for the person having difficulty communicating. They can be trained to repeat to the person on the other line what needs to come across. That's a service you can take advantage of.

*Public Comment:* I've known Rich for many years and he's trying to express that any time he tries to make a business phone call, it automatically goes to a phone tree. Unfortunately, once Rich went through his stroke, numbers don't mean anything to him anymore. So he gets stuck in that tree and is never able to get through to his doctor, his bank, etc. I think what Rich is trying to ask is, is it possible or a way to go straight to the phone operator?

*County Response:* Two suggestions. One is if you need help on finding out services, you can dial 211. That is answered by real people. The other suggestion is that you can contact the ADA Coordinator directly.

*CIG Comment:* There is also an Ombudsman group in the County.

*MIG Comment:* As you can see, it's less about the doorknob or parking stalls, and more about the human beings and the communication that comes out of that. I think we have to be careful about not categorizing things and putting people in a package and to treat people like human beings. It's not about categorizing the deaf, blind, the disabled. We need to help people look at the individual and not the disability. Please keep working with us on the problems, on correcting what's not right. Keep working with the County and this will play out well.

## **Notes from Comment Cards**

Bennett Valley Road has no sidewalks. I am disabled and live near Bennett Valley Road and use it for everything. This street needs sidewalks.

We need more sidewalks and bus stops.

Bus stops are very important.

Have a contact person to help us make our voices heard. With an advocate, I could have avoided an unfair eviction and finished my education. I could have been gainfully employed, paying taxes to support these programs for the last 15 years.



**Sonoma County American with Disabilities Act  
Self-Evaluation and Transition Plan Update  
Public Meeting #3  
Tuesday October 13 2009, 4 – 6 pm**

**Attendees**

**Sonoma County:**

Wayne Hovey Associate Architect, Mark Hummel Major Project Architect, Robert Kambak County Architect, Taryn Lewis ADA Coordinator, Margaret Martin HR Analyst, Yona Miller Admin Aide

**Members of the Public:**

Nineteen members of the public attended.

**Consultants:**

Tim Gilbert, Yuri Jewett, Cecilie Rose

**Overview**

Meeting participants were welcomed and encouraged to review the self-evaluation and transition plan document and maps provided on tables for public review. Wayne Hovey, Associate Architect with the County of Sonoma, started the meeting at 4:30 PM. Hovey thanked the public for coming, and noted that every phase of the plan has been done with public input. The meeting was facilitated by Tim Gilbert of Moore, Iacofano, Goltsman, Inc. (MIG), a firm contracted by the County to help produce the ADA Self-Evaluation and Transition Plan (SETP) update. Gilbert explained that the Americans with Disabilities Act is not a building code, but civil rights legislation. Gilbert gave an update on the status of the Self-Evaluation and Transition Plan. Gilbert presented a background on the ADA, how the SETP was accomplished, and gave some highlights of the SETP.

Facility surveys were conducted that identified barriers in the County buildings, County Parks, and the County-maintained Rights-of-Ways (ROW). The barriers found during the survey process have been prioritized, and the information has been included in the Self-Evaluation and Transition Plan.

**The next steps include:**

- 1) review the comments on this draft from the community
- 2) use the Plan to continue the process of removing barriers to access within the County.

## Questions and Responses

*Public Comment:* What is the deadline for comments on the plan?

*County Response:* Comments are due by October 20, 2009.

*Public Comment:* What is the time frame for getting all this done?

*MIG Response:* High priority items that need to be addressed have been identified, and there is a timeframe for these items. The entire scope of work involves tens of millions of dollars of work. It is beyond our capacity to have a time frame for all this work. Our approach is to first do the items that can be done quickly and inexpensively. The work started the day the reports were completed, and work is ongoing.

*Comment:* I am the Deaf Services Coordinator. I am pleased that the County took on this tremendous effort. I enjoy working with County Staff Maggie Martin and Taryn Lewis. I have read all 235 pages of this document. The work is great, but this project needs a timeline. I have some projects that would get done faster if there was a timeline. For example, I have a training program for emergency American Sign Language for the fire and police department. If there was a timeline to train County workers by, for example, March 2010, then this would get done. Without a timeline this project will not happen.

*Comment:* Where is public transit in all this?

*MIG Response:* While public transit must be ADA compliant, it is not included in this plan.

*Comment:* I have gone through each department on the County website. Each department has its own page. It is not an insurmountable task to have public transit, a phone number, and an email address for the deaf and speech impaired to use on each of these web pages. Of all the departments, only one had all three pieces of information. This is a relatively simple and low-cost item.

*MIG Response:* Public mobility is very important and should be universally available.

*Comment:* I want to raise the issue of Electrical Sensitivity (ES) sensitivity. ES sensitivity contributes to cancer, asthma, and other medical problems, even at low frequencies. We request the following:

- 1) Recognize ES as a disability as Sweden does
- 2) Raise public awareness of ES
- 3) Place a moratorium on all new cell towers and update the wireless ordinance
- 4) Find alternative to the proposed PGE wireless smart meters.
- 5) Make available a map of all wireless (cell tower, wi-fi) locations.
- 6) Create an ES, radiation free safety zone in the County.
- 7) Focus on fiber optics as the technology of the future.

*MIG Response:* Thank you for raising this important issue.

## Notes from Comment Cards

*Comment:* Where is public transit in all this?

*Comment:* I am awed by the breadth of the job. Attached is my experience using services after my stroke. I hope this helps staff learn from my experiences.

*Comment:* If a visually-impaired person wants to serve on the grand jury, can materials be made accessible?

*Comment:* Jury Duty is not accessible due to the fact that if you are disabled and use public transportation, you must schedule your ride 24 hours in advance or take several buses and hope you get to the courthouse on time.

*Comment:* I feel that public transportation issue – both buses and paratransit, are an essential part of this plan to provide accommodation and accessibility for the disabled. Whose administration decision was it not to make it part of the plan?

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

Currently the County has a blanket purchase order for sign language and not since the 1980s has the County attempted to rely on "a pool of interpreters" for interpreting services. I believe historically, the reason for developing the ASL interpreting contract was to avoid the confusion and inability to locate interpreters that in the past resulted from County having to call a long list of people to try and locate an ASL interpreter. It also left County staff with no way to ascertain whether those people on the list were or were not qualified to interpret.

Speaking of qualifications . . . the next statement completely disregards RID certification and seems to promote the use of uncertified (therefore untested) people to interpret.

"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... "

I do not think the County is in the position to "establish" qualifications of interpreters. This would require a review board and qualified assessors of interpreting. We do not use non-certified interpreters for County appointments. Non-certified interpreters are not tested for competence and the risk to the County is too high. I strongly recommend against using non-certified interpreters.

It also suggests that certified interpreters are only necessary for the courts which is not the case. Most RID certified interpreters hold a generalist certification and are presumed

to have entry level skills or above. There is great risk at using a non-certified interpreter for ASL especially when the appointment or meeting involves determination of someone's benefits or health. The statement that "interpreters approved by the courts" would be appropriate for medical emergencies is misleading. Interpreters "approved by the courts" have the specialist SC:L certification that specifically qualifies them for courts.

And last, the plan lists a group of agencies only one of which is local to Sonoma County. Bay Area Communication Access is located in San Francisco and to my knowledge does not and does not wish to provide services in Sonoma County; DCARA does not provide interpreting at all; Hands On Interpreting Services does not exist any more; Hired Hands is based in Fremont and to my knowledge does not and does not wish to provide interpreting in Sonoma County; Interpreting and Consulting Services is based in Benicia; and Partners in Communication is based in San Francisco and to my knowledge does not and does not wish to provide interpreting services in Sonoma County.

*Comment from Comment Card:*

Deafness is an "invisible" disability. There are no obvious signs that a deaf person is disabled – no wheelchair, no white can. Hard-of-hearing people wear hearing aids to increase the volume of speech spoken by others. A deaf person may wear a hearing aide to help pick up loud noises but cannot distinguish between random noises and speech. People may mistake a deaf person for a hard-of-hearing person based on seeing a hearing aid. Deaf people cannot hear! They cannot "hear" words, no matter how loud someone speaks to them.

American Sign Language is the basic language of the deaf, not spoken or written English. Some deaf people are able to lip read, but not all can. Through lip-reading, only 30% of all spoken sounds are visible on the lips; 70% of speech is within the mouth. In order to lip-read, the deaf have to be very familiar with the individual and understand the concept. For instance, a conversation can be about a "baseball game" and the deaf person concentrates on that subject, when in fact, the conversation could have changed to automobiles and they did not know that because no one had bothered to explain it to them. Deaf are still thinking "baseball: and their comments seem strange for the new subject.

The deaf usually stand at attention with little emotion because they do not know what is being discussed, or they will nod their head, like they understand, but in fact they don't understand a word being said. They hope at a later time someone will try to explain conversations and newscasts. They try to fit in, but never completely feel they're a part of the hearing world.

The blind can obtain complicated information through the radio, conversations and other intelligent sources. The deaf get information only from someone who wants to take the time to explain a subject, or a trusted friend or family member who will give them good information.

To compare the blind and deaf, there are two very different handicaps. Would you bring a blind person into a court lineup to identify a person? The deaf could possibly perform this task. It is the same with educational material. The blind can remember and comprehend because of comparing and remembering details; whereas, with the deaf this is almost impossible. They miss out on important verbal information because they cannot hear – the live in a silent world.

Most deaf people have very weak reading and writing skills. They have limited ability to decipher print. Unless they have attended college, the majority of deaf adults' reading comprehension is at the elementary school level.

The whole deaf community deserves the honest assistance from the public. How would you cope going through a whole day hearing “nothing?” It's like living in a world where everyone around you speaks a different language and you are excluded.

There is a huge problem in the judicial and court systems in California regarding the handicapped. My son is deaf and was scammed by a “friend”. The Disability Act of California and the American Disability Act specifically states that a deaf person must be provided with a certified sign language interpreter and fiduciary council. When we went to court, there was no certified sign language interpreter there. The court provided a regular interpreter who did not meet with my son before the hearing. When the hearing was over, the interpreter was out the door and did not even bother to let my son know that it was finished. He sat in the witness chair for several moments, not comprehending what had just happened, until a family member signed that it was ok for him to leave the chair and join us.

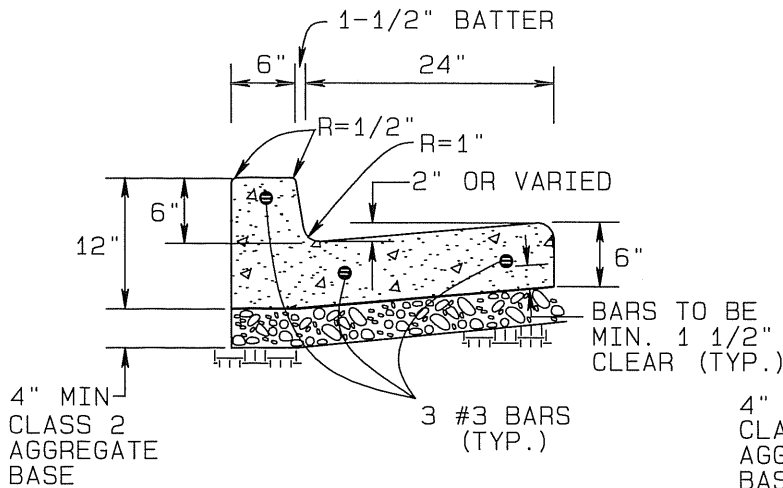
The deaf are very handicapped in understanding financial transactions because they cannot collect enough information to make good decisions. They cannot comprehend the complex writings of contracts, loans or other documents. A local bank, which loaned my son money, thought they communicated very well and gave him an unsecured loan with high interest. This was not his home bank where he had a mortgage and savings account. The CEO refuted my insistence that they cancel the loan and repay all damages. She insisted the deaf were not handicapped “because they can see.” I asked her if they considered the blind “handicapped” and her response was yes, “because they can't see.”

The deaf rely on the honesty of their family and acquaintances. They have to – they cannot hear what is going on around them. In my son's case, a long time acquaintance gained his trust. In my son's mind, she was his friend. The fact she would lie to him, deceive him and steal his money never entered his mind. My son is almost child-like in his trust of his friends.

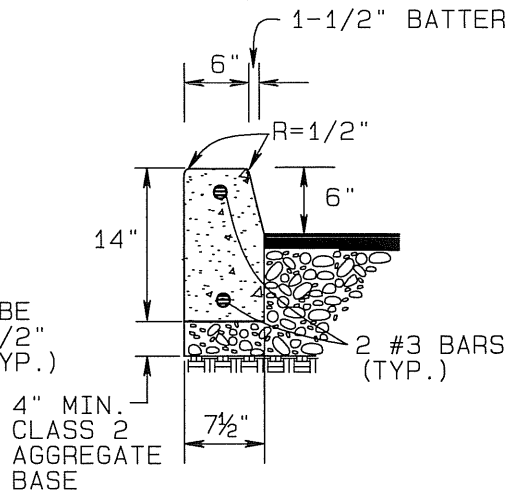
The deaf usually depend upon a friend to interpret situations. **THE DEAF DO NOT HEAR!!!** Their information is often misinformation.

The whole deaf community deserves the honest assistance from the public. The Sonoma County Court system needs to be educated on how the deaf think and communicate so they can protect this segment of the disabled population.

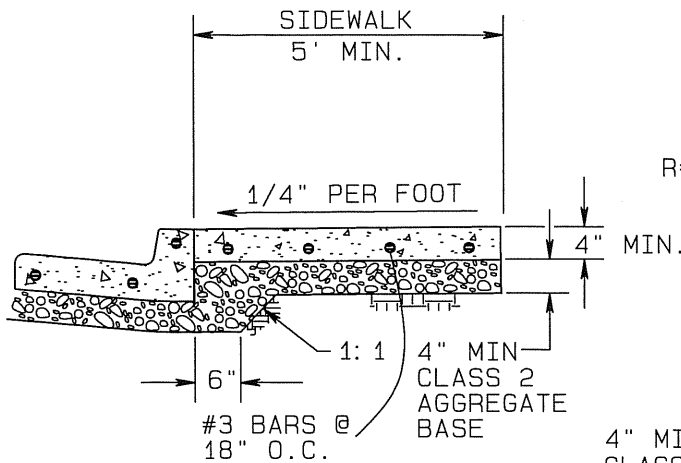
## **Appendix D: County Standard Pedestrian Rights-of-Way Construction Details**



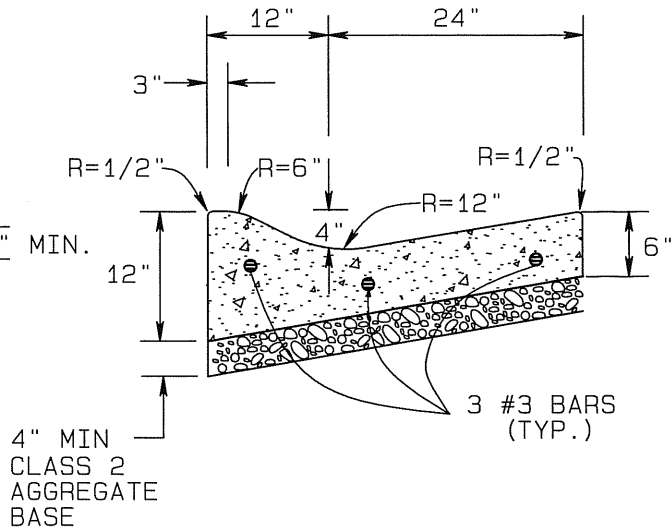
STANDARD CURB AND GUTTER



A1-6 CURB



SIDEWALK



ROLLED CURB AND GUTTER

NOTES:

1. CONCRETE SHALL BE MINOR CONCRETE. CONCRETE CONTAINING SIX SACKS OF CEMENT PER CUBIC YARD MEETS THIS CRITERION.
2. BASE MATERIAL SHALL BE COMPACTED TO A RELATIVE COMPACTION OF 95%.
3. SEE DRAWING 222 FOR REQUIREMENTS RELATED TO WEAKENED PLANES, SCORE MARKS AND EXPANSION JOINTS.
4. WHEN JOINING TO EXISTING SIDEWALKS AND CURBS, DRILL 12" INTO EXISTING SIDEWALKS AND CURBS AND PLACE No.4x24" STEEL BAR INTO EXISTING AND NEW CONCRETE CURB AND GUTTER.

**COUNTY OF SONOMA  
DEPARTMENT OF TRANSPORTATION  
AND PUBLIC WORKS**

**CURB, GUTTER AND SIDEWALK**

DATE: MAY, 2004

REVISED: AUG. 2007

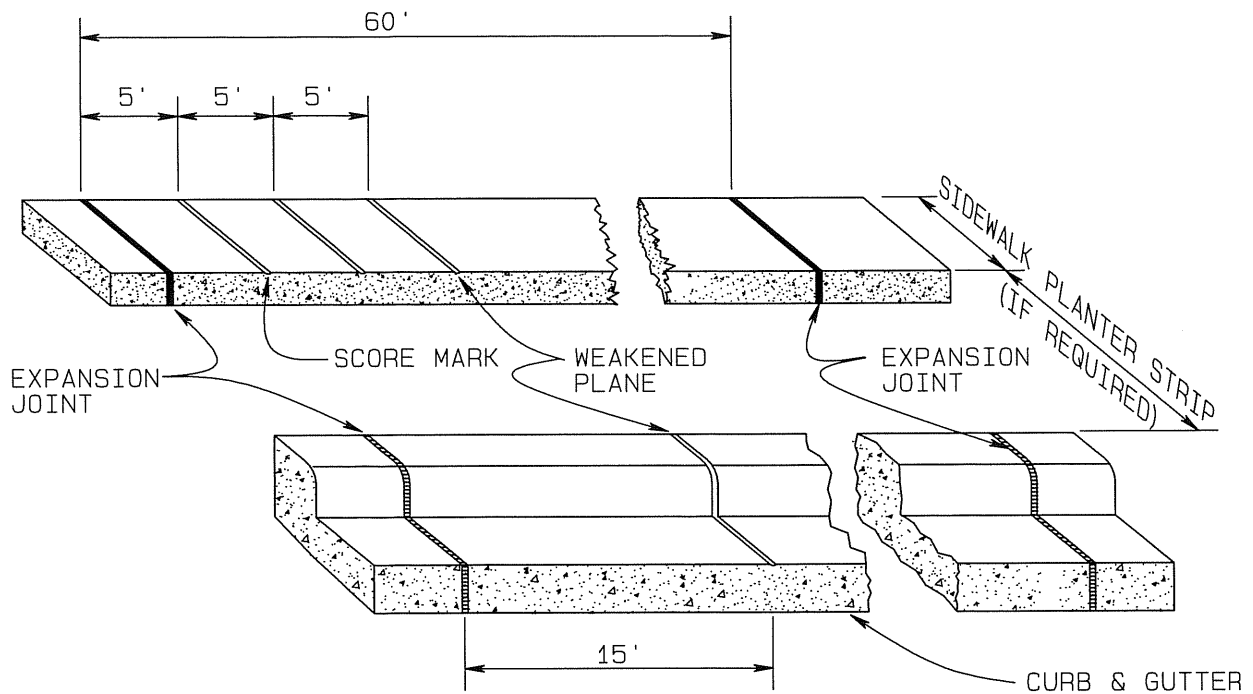
APPROVED BY:

SCALE:  
NONE

DRAWING NO.

**220**





## NOTES

1. WEAKENED PLANE—1/8" WIDE x 1" DEEP IN SIDEWALKS, 1/8" WIDE x 1-1/2" DEEP IN CURB AND GUTTER.
2. SCORE MARK FOR SIDEWALKS 6' AND MORE IN WIDTH SHALL HAVE LONGITUDINAL SCORE MARK ALONG CENTER OF WALK.
3. MATERIAL FOR EXPANSION JOINT SHALL BE 1/2" THICK PREMOLDED JOINT FILLER AND SHALL EXTEND THROUGH THE FULL THICKNESS OF CONCRETE. COUNTY APPROVED MECHANICAL JOINTS MAY BE USED IN WALKS IN LIEU OF EXPANSION JOINTS.
4. EXPANSION JOINTS SHALL BE INSTALLED IN CURB AND GUTTER AT ALL CURB RETURNS, AND AT EACH SIDE OF STRUCTURES. THE EXPANSION REQUIRED AT 60' INTERVALS MAY BE REPLACED WITH WEAKENED PLANE JOINTS IF CURB AND GUTTER ARE PLACED WITH AN EXTRUSION MACHINE.
5. EXPANSION JOINTS SHALL BE PLACED IN THE SIDEWALK AT THE SAME LOCATION AS THOSE IN THE CURB AND GUTTER WHEN THE SIDEWALK IS ADJACENT TO THE CURB AND GUTTER.

**COUNTY OF SONOMA  
DEPARTMENT OF TRANSPORTATION  
AND PUBLIC WORKS**

**WEAKENED PLANES,  
SCORE MARKS AND  
EXPANSION JOINTS**

DATE: MAY 2004

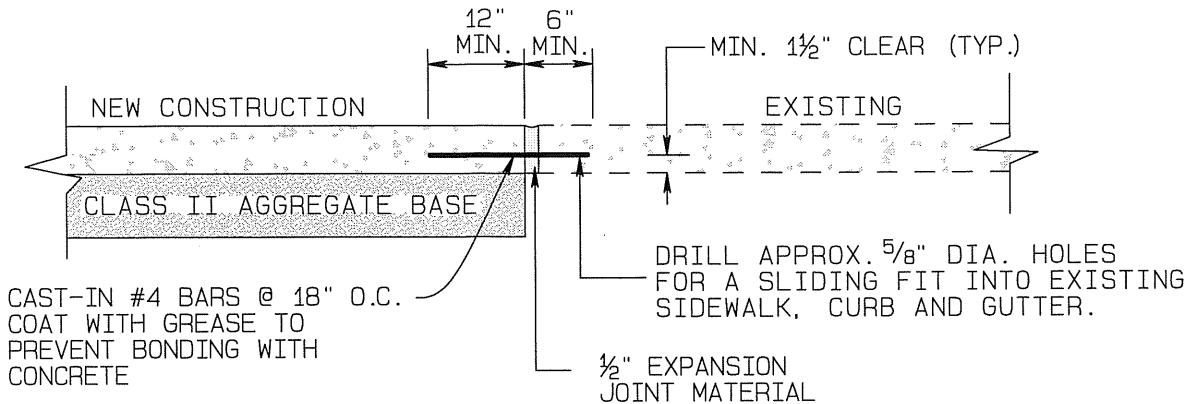
REVISED: JUN. 2005

APPROVED BY:

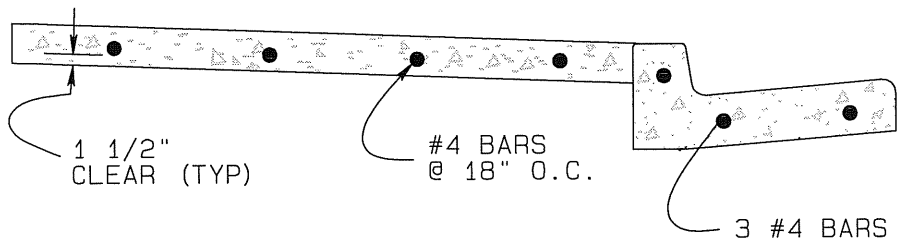
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DRAWING NO.

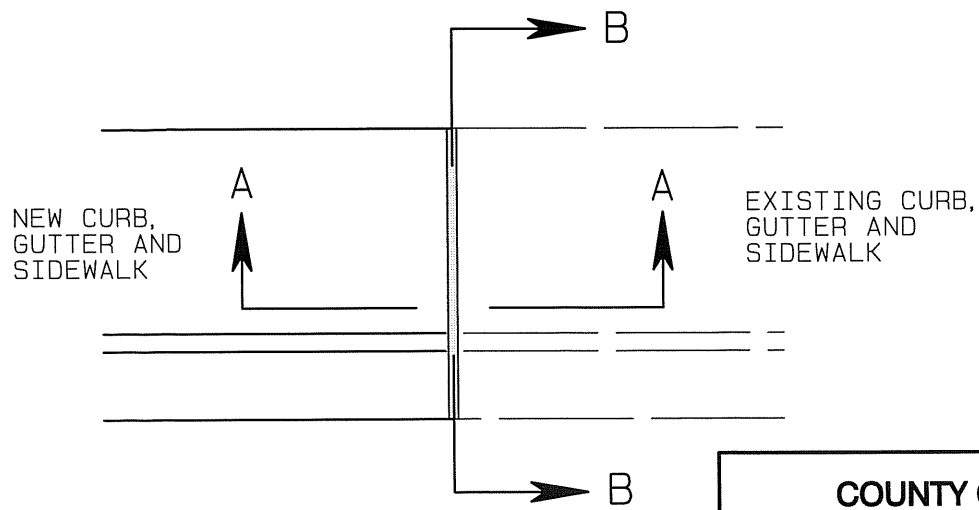
**222**



SECTION A-A



SECTION B-B



PLAN

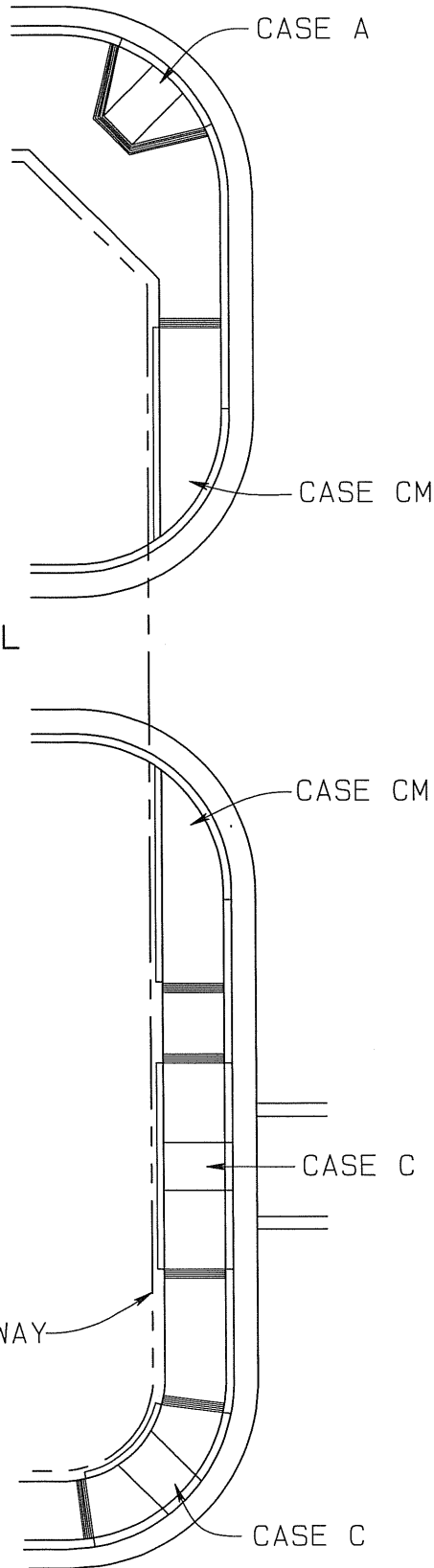
<b>COUNTY OF SONOMA DEPARTMENT OF TRANSPORTATION AND PUBLIC WORKS</b>		
<b>CURB, GUTTER AND SIDEWALK EXPANSION JOINT NEW TO EXISTING</b>		
DATE: MAY 2004	REVISED: APR. 2005	
APPROVED BY:	SCALE: NONE	DRAWING NO. <b>223</b>

PUBLIC ROAD

COMMERCIAL ACCESS

RIGHT OF WAY

PUBLIC ROAD



PUBLIC ROAD

RAMP TYPES PER STATE STANDARD PLANS

COUNTY OF SONOMA  
DEPARTMENT OF TRANSPORTATION  
AND PUBLIC WORKS

PEDESTRIAN RAMPS  
LOCATION OVERVIEW

DATE: MAY 2004

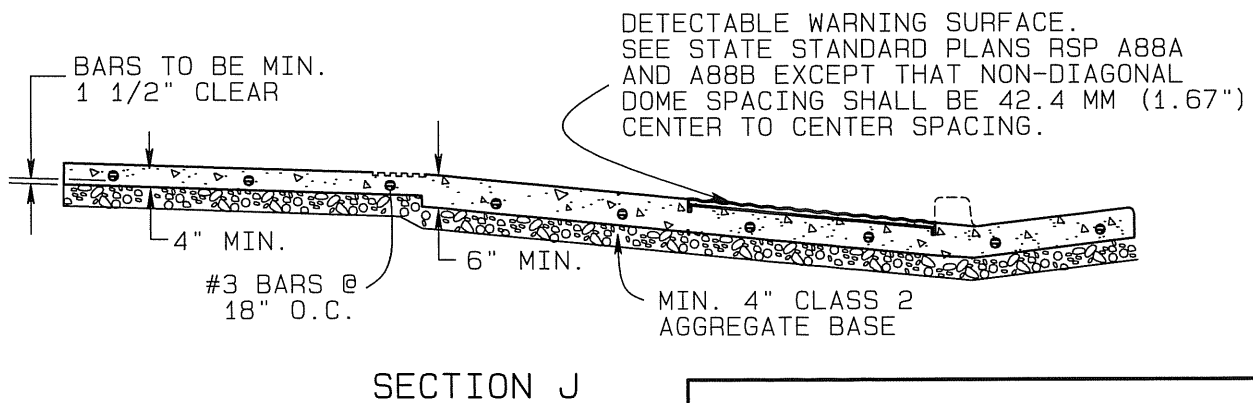
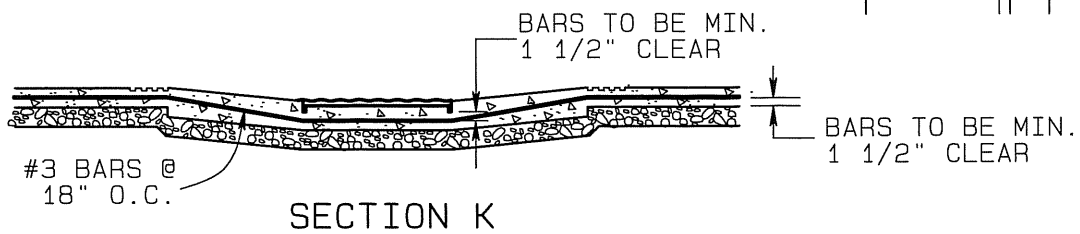
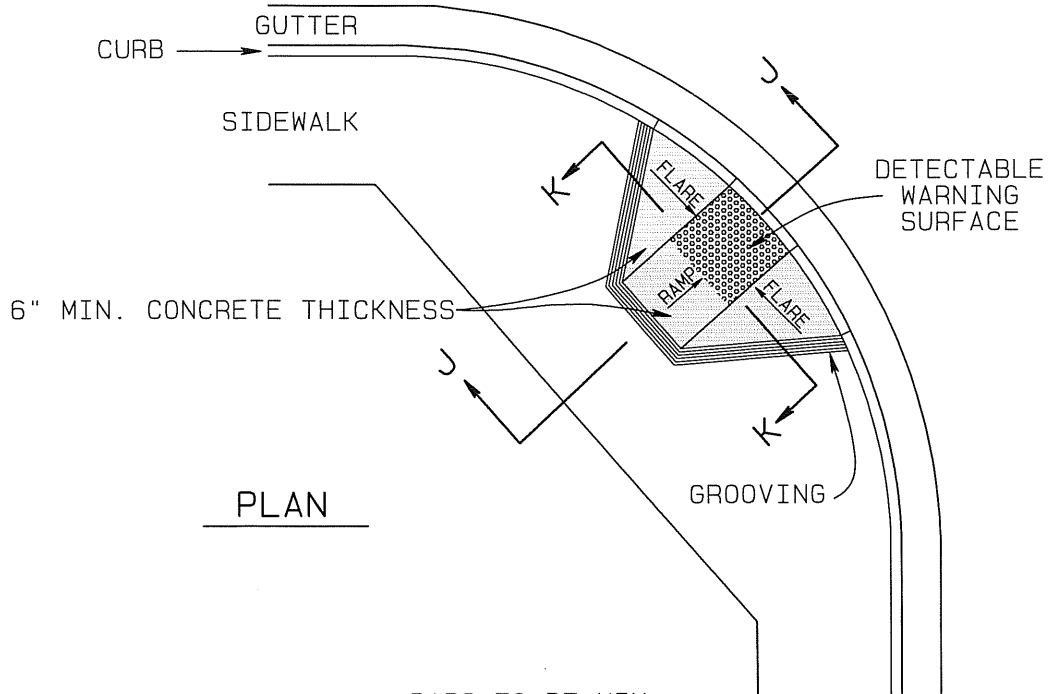
REVISED: MAY 2007

APPROVED BY:

SCALE:  
NONE

DRAWING NO.

**224**



NOTES:

1. THIS DRAWING REPRESENTS TYPICAL CONCRETE AND BEDDING CONSTRUCTION REQUIREMENTS FOR ALL TYPES OF CURB RAMPS.
2. CONCRETE SHALL CONTAIN SIX SACKS OF CEMENT PER CUBIC YARD.
3. SEE GENERAL NOTES ON SONOMA COUNTY DEPARTMENT OF TRANSPORTATION AND PUBLIC WORKS CONSTRUCTION STANDARDS DRAWING 224B.

**COUNTY OF SONOMA  
DEPARTMENT OF TRANSPORTATION  
AND PUBLIC WORKS**

**CURB RAMP  
EXCEPTIONS AND SUPPLEMENTAL  
REQUIREMENTS TO STATE  
STANDARD PLANS A88A AND A88B**

DATE: MAY. 2004

REVISED: JUN. 2006

APPROVED BY:

SCALE:  
NONE

DRAWING NO.

**224A**

GENERAL NOTES:

1. UTILITY PULL BOXES, MANHOLES, VAULTS, AND ALL OTHER UTILITY FACILITIES WITHIN THE BOUNDARIES OF THE CURB RAMP WILL BE RELOCATED OR ADJUSTED TO GRADE AS DIRECTED BY THE ENGINEER PRIOR TO, OR IN CONJUNCTION WITH, CURB RAMP CONSTRUCTION.
2. CONTRACTOR SHALL BE RESPONSIBLE FOR USA NOTIFICATION (PH 800-642-2444) . CONTRACTOR SHALL BE RESPONSIBLE FOR ANY DAMAGE TO COUNTY FACILITIES OR OTHER UTILITIES.
3. DETECTABLE WARNING SURFACES SHALL CONSIST OF TRUNCATED DOME TILES. THE TILES SHALL BE OF VITRIFIED POLYMER COMPOSITE CONSTRUCTION, EMBEDDED TYPE, COLOR SAFETY YELLOW, (FEDERAL COLOR 33538) MANUFACTURED BY ENGINEERED PLASTICS, INC., ARMOR-TILE TACTILE SYSTEMS, WILLIAMSVILLE, NEW YORK, OR APPROVED EQUAL.
4. THE MANUFACTURER OF TRUNCATED DOME TILES SHALL WARRANT THE DETECTABLE/TACTILE WARNING SURFACE TO BE FREE FROM DEFECTS FOR A PERIOD OF FIVE (5) YEARS FROM THE DATE OF COMPLETION. THE INSTALLATION CONTRACTOR SHALL WARRANT THE INSTALLATION TO BE FREE FROM DEFECTS FOR THE SAME PERIOD. COPIES OF THE WRITTEN WARRANTIES SHALL BE SUBMITTED TO THE ENGINEER PRIOR TO INSTALLATION.

**COUNTY OF SONOMA  
DEPARTMENT OF TRANSPORTATION  
AND PUBLIC WORKS**

**CURB RAMP  
GENERAL NOTES**

DATE: MAY, 2004

REVISED: JUN. 2006

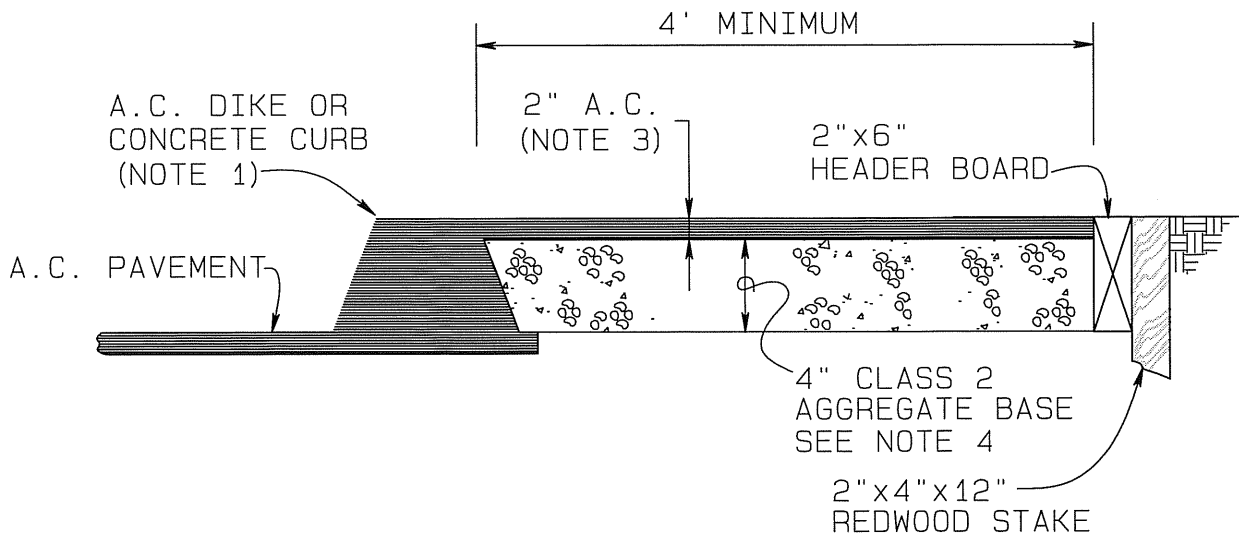
APPROVED BY:

SCALE:  
NONE

DRAWING NO.

**224B**

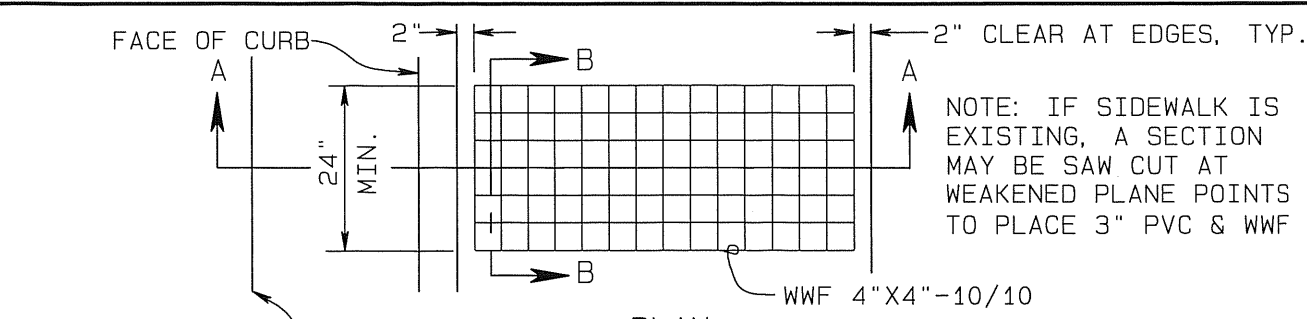




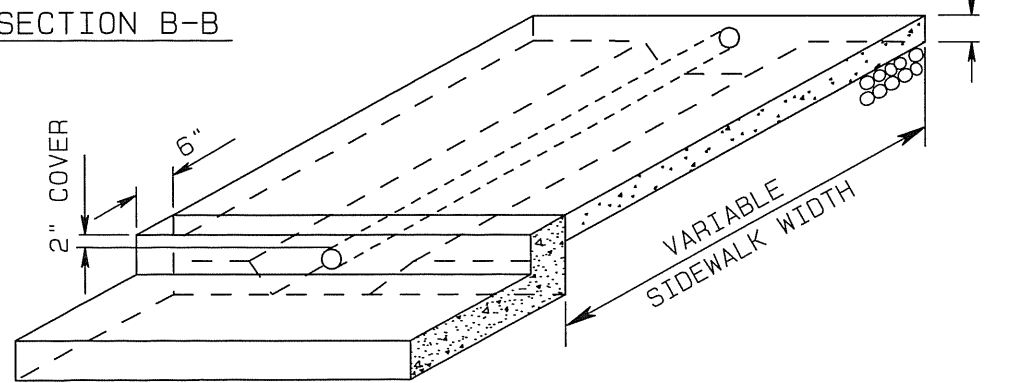
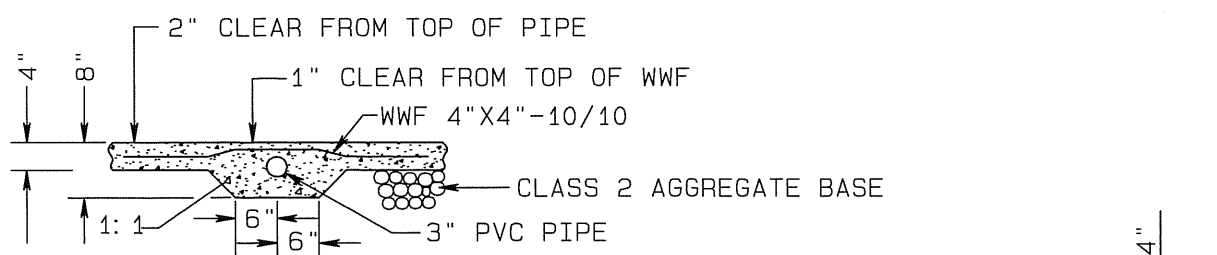
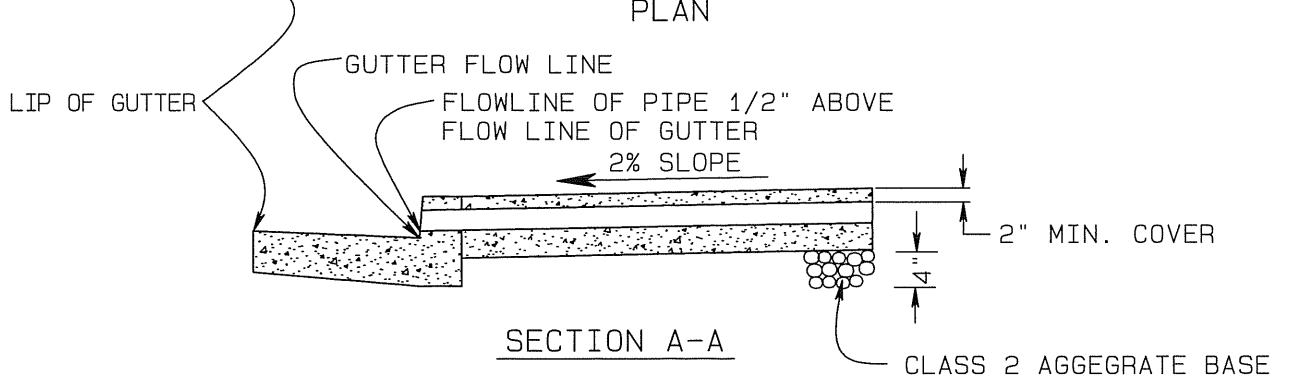
**NOTES:**

1. IF THERE IS NO DIKE OR CURB, AND AC WALKWAY IS ABOVE EXISTING GROUND, INSTALL A 2" X 6" HEADER BOARD ON BOTH SIDES. HEADER BOARD SHALL BE REDWOOD OR PRESSURE TREATED FIR.
2. IF AC WALKWAY IS BELOW EXISTING GROUND, HEADER BOARDS MAY BE ELIMINATED.
3. ASPHALT CONCRETE SHALL BE A MINIMUM OF 2-1/2" THICK AT DRIVEWAYS.
4. INCREASE AGGREGATE BASE TO 6" AT DRIVEWAYS.
5. BASE MATERIAL SHALL BE COMPACTED TO A RELATIVE DENSITY OF 95%.

<b>COUNTY OF SONOMA DEPARTMENT OF TRANSPORTATION AND PUBLIC WORKS</b>		
<b>ASPHALT CONCRETE WALKWAY</b>		
DATE: MAY 2004	REVISED:	
APPROVED BY:	SCALE: NONE	DRAWING NO. <b>228</b>



NOTE: IF SIDEWALK IS EXISTING, A SECTION MAY BE SAW CUT AT WEAKENED PLANE POINTS TO PLACE 3\"/>

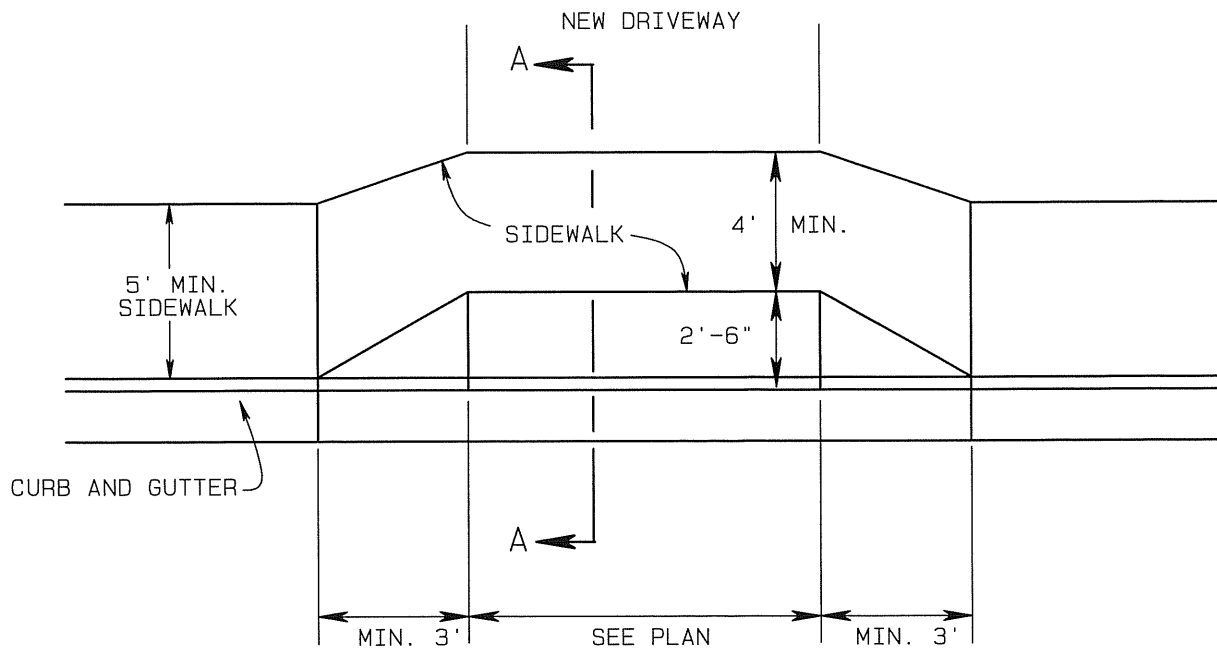


NOTES:

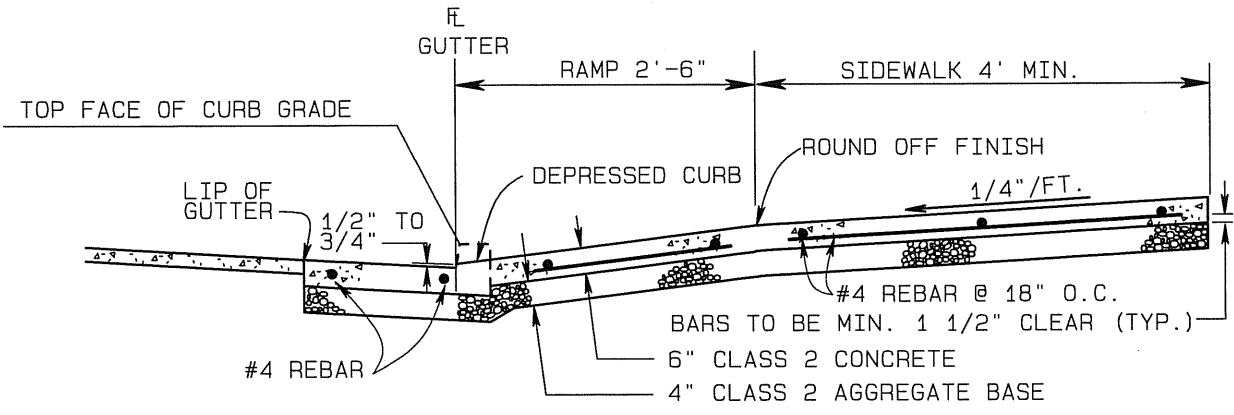
1. LOCATION OF SIDEWALK DRAINS ARE APPROXIMATE AND MAY BE CHANGED BY THE ENGINEER AS REQUIRED BY SITE CONDITIONS.
2. SIDEWALK DRAIN TO BE 3\"/>
3. IF MORE THAN ONE DRAIN PIPE IS PLACED, WIDEN WIRE MESH PLACEMENT AND CONCRETE KEYWAY ACCORDINGLY.

<b>COUNTY OF SONOMA DEPARTMENT OF TRANSPORTATION AND PUBLIC WORKS</b>		
<b>SIDEWALK DRAIN DETAIL</b>		
DATE: MAY 2004	REVISED:	
APPROVED BY:	SCALE: NONE	DRAWING NO. <b>404</b>





PLAN



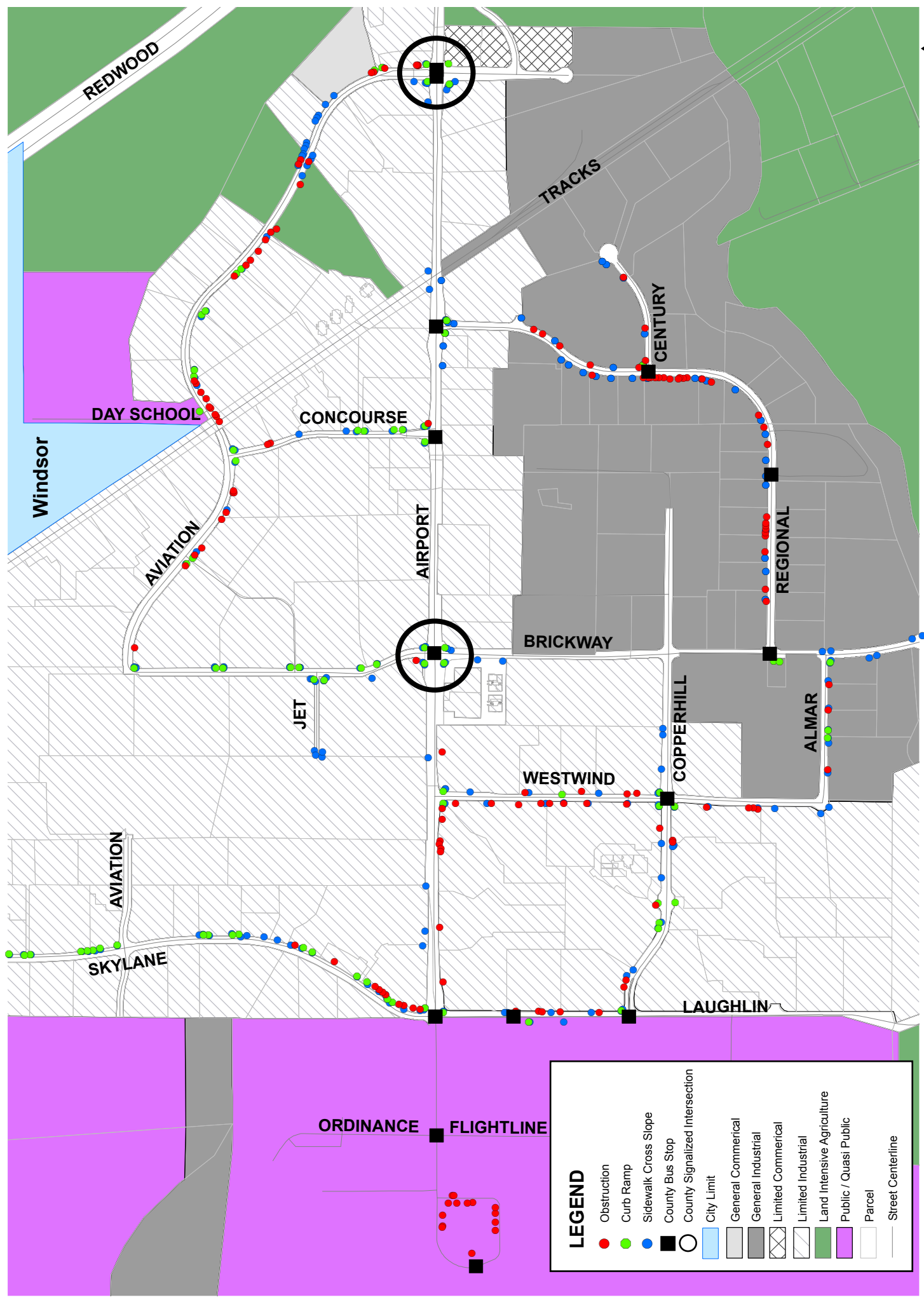
SECTION A-A

NOTES:

1. REBAR TO BE PLACED IN THAT PORTION OF DRIVEWAYS LOCATED WITHIN THE RIGHT OF WAY.
2. BASE MATERIAL SHALL BE COMPACTED TO A RELATIVE COMPACTION OF 95%.
3. CONSTRUCT A WEAKENED PLANE JOINT AT THE CENTER OF THE DRIVEWAY (1/8" WIDE BY 1" DEEP). CONSTRUCT SCORE MARKS AT A MAXIMUM SPACING OF 5 FEET.
4. AS AN ALTERNATE ON COMMERCIAL DRIVEWAYS, THE SIDEWALK GRADE THROUGH THE DRIVEWAY MAY BE DEPRESSED 2". THE SIDEWALK GRADE TRANSITIONS SHALL BE ACCOMPLISHED IN THE 4-FOOT OFFSET SECTION.
5. CONCRETE CONTAINING SIX SACKS OF CEMENT PER CUBIC YARD MEETS THE CRITERION FOR CLASS 2 CONCRETE.

<b>COUNTY OF SONOMA DEPARTMENT OF TRANSPORTATION AND PUBLIC WORKS</b>		
<b>URBAN DRIVEWAY LIGHT USE COMMERCIAL AND RESIDENTIAL</b>		
DATE: MAY 2004	REVISED: MAY 2007	
APPROVED BY:	SCALE: NONE	DRAWING NO. <b>808</b>

## **Appendix E: Pedestrian Rights-of-Way Maps**

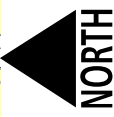
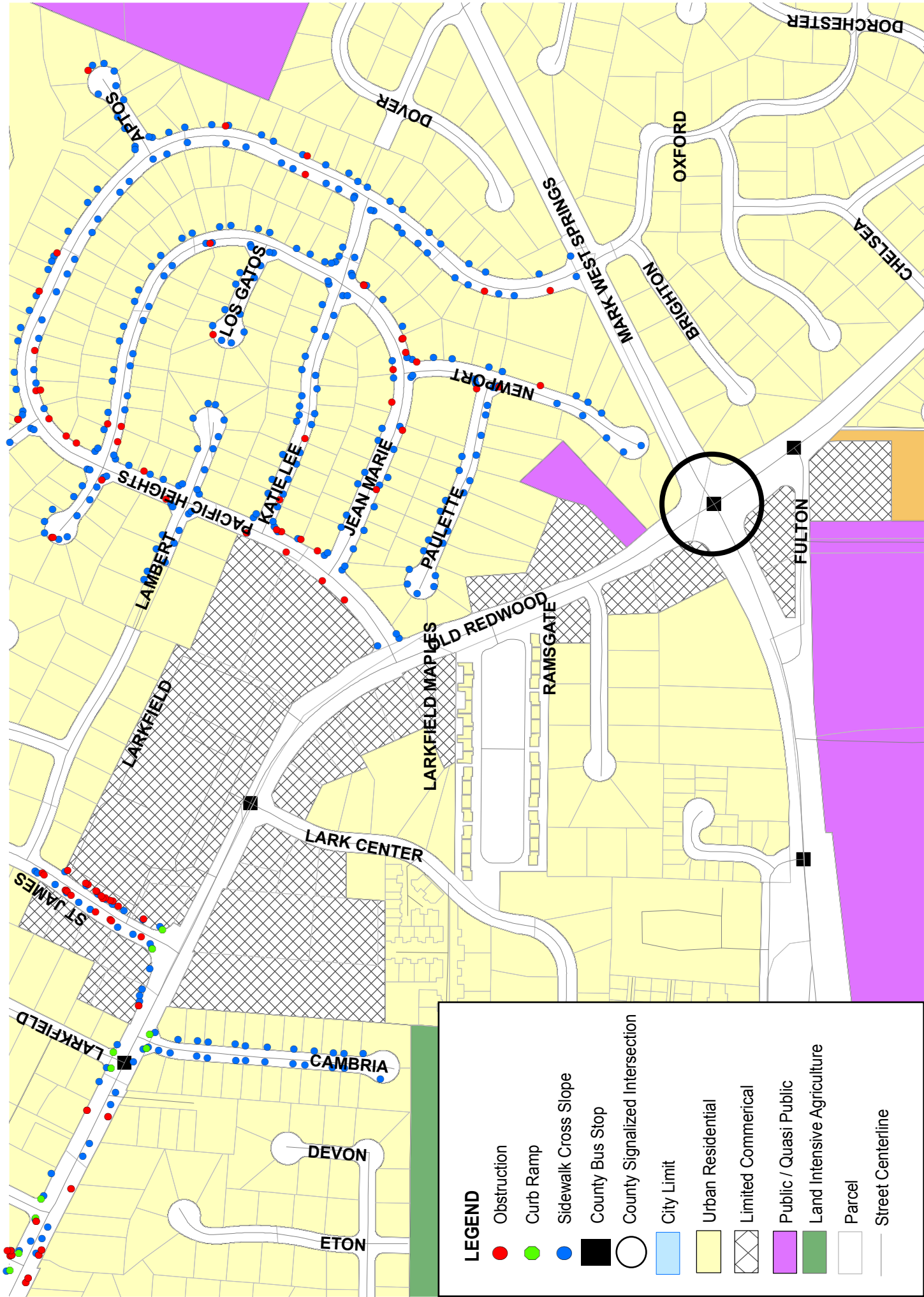


Pedestrian Rights-of-Way  
Airport Industrial Zone

**LEGEND**

- Obstruction
- Curb Ramp
- Sidewalk Cross Slope
- County Bus Stop
- County Signalized Intersection
- City Limit
- General Commercial
- General Industrial
- Limited Commercial
- Limited Industrial
- Land Intensive Agriculture
- Public / Quasi Public
- Parcel
- Street Centerline



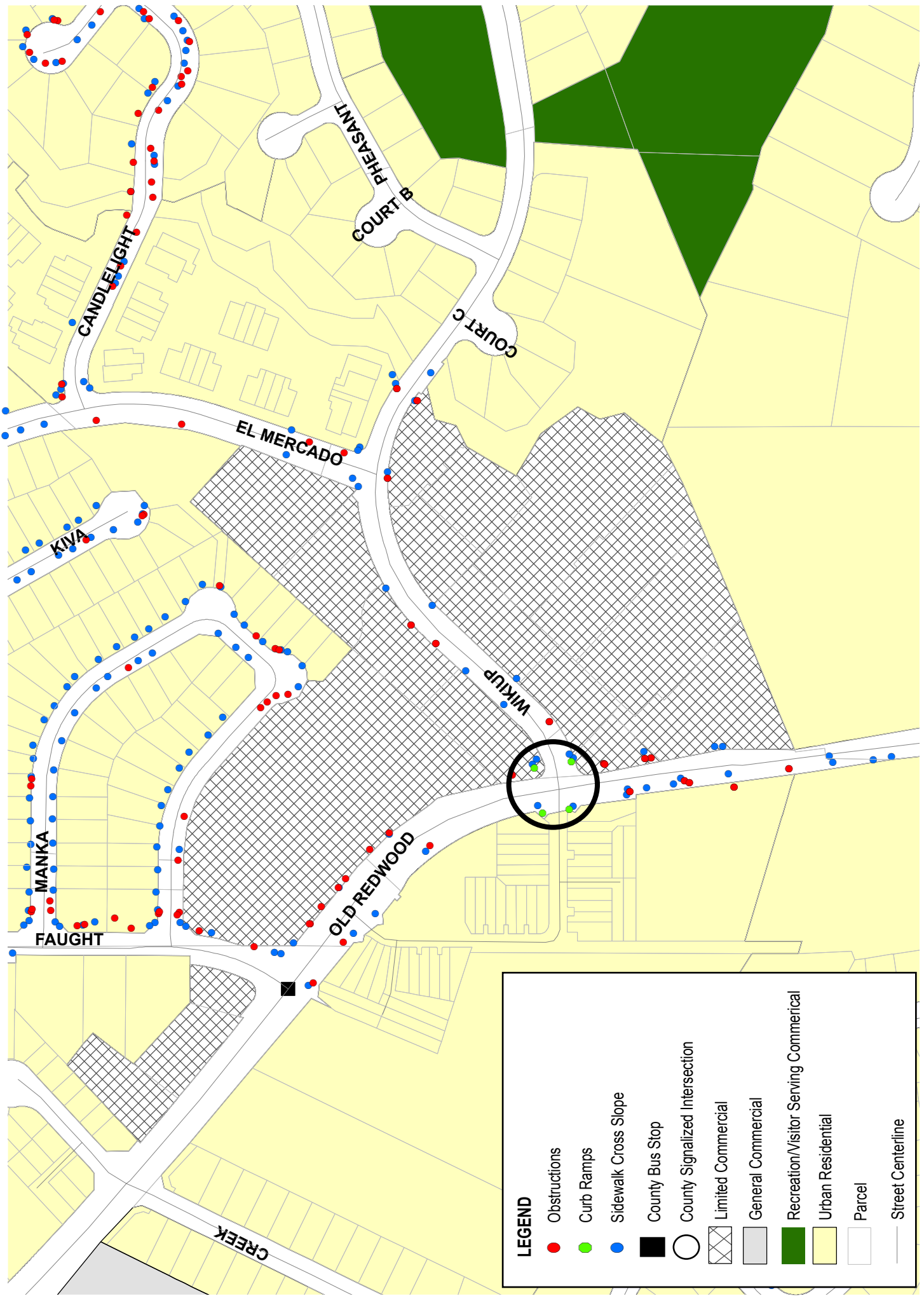


**Pedestrian Rights-of-Way  
Larkfield Commercial Zone**

**LEGEND**

- Obstruction
- Curb Ramp
- Sidewalk Cross Slope
- County Bus Stop
- County Signalized Intersection
- City Limit
- Urban Residential
- Limited Commercial
- Public / Quasi Public
- Land Intensive Agriculture
- Parcel
- Street Centerline

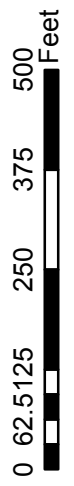




Pedestrian Rights-of-Way  
Wikiup Commercial Zone

**LEGEND**

- Obstructions
- Curb Ramps
- Sidewalk Cross Slope
- County Bus Stop
- County Signalized Intersection
- Limited Commercial
- General Commercial
- Recreation/Visitor Serving Commercial
- Urban Residential
- Parcel
- Street Centerline



## **Appendix F: Facility Reports**

Available upon request from:

Sonoma County Architect  
2300 County Center Drive, Suite A220  
Santa Rosa, CA 95403  
Phone: (707) 565-3211