



ADA TRANSITION PLAN FOR CITY MAINTAINED ROAD SYSTEM



City of Kingsburg
February 2020

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I. EXECUTIVE SUMMARY

This transition plan has been prepared in order to comply with The Americans with Disabilities Act (ADA) of 1990. The intention of the Plan is to define the policies for identifying and prioritizing deficiencies in pedestrian facilities within the City of Kingsburg's (City) public roadway rights-of-way. The Plan also sets forth strategies to address the identified deficiencies. The goal of these policies and practices is to ensure that pedestrian facilities evaluated in this plan are safe and accessible for all users.

The ADA Transition Plan (Plan) is required by the Department of Justice to address the following aspects of accessibility:

1. If a public entity has responsibility or authority over streets, roads or walkways, its ADA Transition Plan shall include a schedule for providing curb ramps or other sloped areas where pedestrians walk across curbs. In addition, priority will be given to walkways serving entities covered by the ADA, including State and local government offices and facilities, transportation, places of public accommodation, and employers, followed by walkways serving other areas;
2. The ADA Transition Plan shall identify physical obstacles in the public entity's right of way that limit the accessibility of its programs or activities to individuals with disabilities; this is achieved by providing a survey of the existing conditions of curb ramps and sidewalk locations and identifying if the locations are compliant or not;
3. The ADA Transition Plan shall describe the methods that will be used to make the facilities accessible, and;
4. The ADA Transition Plan shall specify the schedule for taking the steps necessary to achieve compliance with the ADA and, if the time period of the ADA Transition Plan is longer than one year, identify steps that will be taken during each year of the transition period.

The Plan focuses on all areas of pedestrian usage of City maintained roadway facilities. The areas were evaluated by performing a physical field review. Each ramp and sidewalk location was assigned a unique identifier and catalogued accordingly. Ramp locations were only identified where one of the following conditions existed: existing compliant ramp and existing non-compliant ramp, and no ramp. Sidewalk locations were only identified where a sidewalk currently exists. In some instances within the City, entire neighborhood areas lacked sidewalk or ramp improvements.

The Site Survey included an evaluation of both curb ramps and sidewalk locations along the study roadways. Six areas of compliance were evaluated for curb ramp/intersection areas, including whether each ramp has a lip and detectable warning system, both longitudinal and wing slopes, the width of each ramp, and the top of ramp landing slope.

In addition to the data collected for curb ramps, six pieces of data were collected for sidewalk locations, including sidewalk width, slopes for the west/south end, middle, and east/north end, sidewalk location uplift and the percentage of the sidewalk location uplift along the sidewalk location run.

Through this data collection, a database was built using a rating system for each ramp and sidewalk location. First the ramp or sidewalk location is identified as either compliant or non-compliant. For example, if one piece of collected information was found to be non-compliant, the sidewalk or curb ramp location was therefore categorized as non-compliant. Then the location is given a rating by ranking the physical proximity of the ramp or sidewalk to known frequented routes of persons with disabilities. Ramps or sidewalk locations near community facilities, such as government, post office, or libraries, or within two blocks of a combination of bus stops/schools, major streets, and commercial areas, were given a rating of “4” while ramps or sidewalk locations located in residential neighborhoods more than two blocks from major streets or other services were given a rating of “0”.

The intention of the Plan is to allow City Staff to efficiently and effectively identify areas where improvements are needed and to make the necessary improvements to curb ramp and sidewalk locations.

If you have any questions regarding the City’s plan or have concerns in regards to improvements in your neighborhood or around your business you can contact the Kingsburg Department of Public Works at (559) 897-5821 or reach the City Engineer by email at dpeters@peters-engineering.com

II. PROJECT BACKGROUND

Introduction

Goals and Objectives:

The Americans with Disabilities Act (ADA) of 1990, along with its implementing regulations, and the California Government Code Sections 4450 et seq. prescribe that facilities shall be made accessible to persons with disabilities. The Federal Highway Administration has reaffirmed that the Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities (ADAAG) shall apply to the design of Caltrans facilities under Title II of the ADA, which applies to the operations of State and local governments.

The goal of the Plan is to outline what has been accomplished to date, what is currently being done, and what the ongoing efforts will be to ensure that the City creates accessible paths of travel in the public right of way for people with disabilities.

To this end, the preparation of the Plan includes a site survey, which identified deficiencies and outlined needs. This survey- has been provided as a GIS layer for inclusion in the City’s database. The priority designations will assist City staff in choosing projects and a schedule of implementation for approval by the Board of Supervisors. The City has recently updated the grievance/complaint form, which is required by law for handling complaints.

The City also provided opportunities for interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the development of this Plan by participating in public meetings and having the opportunity to make comments or recommendations along the way.

City of Kingsburg Commitment:

The City has made a significant and long-term commitment to improving the accessibility of the public right of way. These improvements will be constructed using the current City of Kingsburg Standard Details for ramps and sidewalk locations.

Improvements in the public right of way can be characterized in the following ways:

1. Maintenance, Minor Upgrades, and Repair Projects and Programs
2. Capital Projects for Alterations
3. Capital Projects for New Construction
4. Improvements made during private land development improvement projects
5. Improvements made to existing roadway facilities previously constructed

Maintenance, Minor Upgrades, and Repair Projects and Programs:

Work that specifically addresses spot areas that are limited to normal maintenance, minor upgrades, and repairs in the public right-of-way will maintain accessibility of the public right- of-way.

Capital Projects for Alterations:

Work that, under the ADA, would be considered an alteration of existing public right-of-way will provide new accessible features and upgrade existing accessible features in the project area to meet current design standards.

Capital Projects for New Construction:

Work that involves creating new public right-of-way will provide accessible features in the project area that meets current design standards. All new projects include ADA approved access features such as ramps, pedestrian actuated signal buttons, detectable warning, etc.

Private Land Development Improvement Projects:

Since 1990, curb ramps have been required to be constructed to meet current ADA standards in all new land development projects of the City. Changes in standards since 1990 have resulted in the existence of many curb ramps which are out of compliance.

Previously Constructed Roadway Improvements:

Some City roadway improvements such as curb ramps exist that were constructed previously and do not meet current standards. These have been incorporated in this Transition Plan.

The City is thoroughly committed in making all sidewalk location and curb ramp areas accessible to all pedestrians including those with disabilities. It is the goal to work within budget and resource constraints while providing accessibility to all users.

This Transition Plan on City Maintained Roadways is intended not only to comply with the ADA requirements, but to also ensure that citizens can travel safely throughout the unincorporated City.

ADA Legislative Requirements/Background

The Americans with Disabilities Act (ADA), enacted on July 26, 1990, provides comprehensive civil rights protections to persons with disabilities in the areas of employment, state and local government services, transportation, telecommunications and access to public accommodations. The ADA is a companion civil rights legislation to the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973. This legislation mandates that qualified disabled individuals shall not be excluded from participation in, denied the benefit of, or be subjected to discrimination under any program or activity.

The legislative requirements of the ADA are divided into five parts, covering the following areas: Employment (Title I), Public Services (Title II), Public Accommodations (Title III), Telecommunications (Title IV), and Miscellaneous Provisions (Title V). Public Services (Title II) will be the focus of this Transition Plan, and is described as follows:

Title II: Public Services:

This Title prohibits state and local governments from discriminating against persons with disabilities or from excluding participation in or denying benefits of public programs, services, or activities to persons with disabilities. Curb ramps, sidewalk locations, and other roadway access issues are required as part of this title. A Transition Plan is intended to outline the methods by which physical or structural changes will be made to effect the non-discrimination policies described in Title II. It is under this Title that a Transition Plan is prepared.

Specifically, construction standards and requirements were implemented to insure that new development would be compliant. In addition, all new capital projects were designed to meet the latest accessibility requirements and standards.

Curb Ramps:

Curb ramps are used by all pedestrians, including those who are visually impaired, disabled, and hearing impaired to safely cross roads where controlled crossings are provided. Design and construction standards for curb ramps have evolved and changed over time as consensus has been forged by all users. This evolving nature of the standards has made it somewhat difficult to keep current of new needs, implement new standards, and to retrofit non-compliant facilities.

Sidewalk locations:

Sidewalk locations provide a safe, protected location for pedestrians to travel adjacent to vehicular traffic. While design standards have maintained a 2% maximum cross slope, construction of sidewalk locations has not always adhered strictly to the standard. Tree root uplift can also be a concern, especially for sidewalk locations in older neighborhoods with mature trees. With most of the retrofitting and reconstruction focused at ramp locations, sidewalk location issues may not be addressed as timely as desired.

City Responsibilities under the ADA

The City has various responsibilities under Title II of the ADA. Title II of the ADA is similar to Section 504 of the Rehabilitation Act of 1973, but differs in that Section 504 applies only to government agencies.

Title II of the ADA, mandates that a public agency such as the City operates each service, program or activity so that the service, program or activity when viewed in its entirety, is readily accessible to and usable by individuals with disabilities. However, as described in Title 28 of the Code of Federal Regulations, Section 35.150(a) (hereafter referred to as the ADA Rules), this does not necessarily require a public agency to make each of its existing facilities accessible to and usable by individuals with disabilities. Nor does it require a public agency to take any action that would threaten or destroy the historical significance of an historic property. If the public agency can demonstrate that a modification would fundamentally alter the nature of its service, program or activity, or cause undue financial and administrative burdens, it is not required to make that particular modification.

Title II dictates that a public agency must evaluate its facilities and public areas to determine whether or not they are in compliance with the nondiscrimination requirements of the ADA. The regulations detailing compliance requirements were issued in July 1991. The requirements include completing a self-evaluation and site survey first to identify any areas not within compliance of the ADA standards. Next, a Transition Plan is to be prepared describing any necessary structural or physical changes needed to make all required areas accessible and compliant with ADA. The City's plan as it relates to curb ramps and sidewalk location accessibility on City maintained roadways per Section 35.150(d)(2) of the ADA Rules accomplished the following:

1. Identifies inaccessible and non-compliant curb ramps and sidewalk locations located in the unincorporated urban portions of the City on City maintained roadways; and
2. Develops a planning schedule and budget for making corrections and repairs; and
3. Develops a repair/request procedure; and
4. Develops a grievance/complaint process; and
5. Implements a public involvement process; and
6. Provides a periodic review of standards and procedures

Site survey of curb ramps and sidewalk locations have been prepared as part of this study. The results are tabulated databases and are included in a Geographic Information System (GIS) file maintained by the City. All curb ramps and sidewalk locations in the urban portions of the City as indicated in the Appendix were evaluated. Six specific pieces of information were collected and catalogued for each curb ramp and sidewalk location. The City's GIS system was used to identify the existing locations of the curb ramps and sidewalk locations, with GIS nodes applied to their location. Each ramp and sidewalk location area was examined with levels and measuring tapes to determined exact slopes, widths, and other measurements. Each curb ramp and sidewalk location was deemed compliant or non-compliant. Each of these items has been thoroughly documented in Arc GIS database and is ready for use within the City's GIS system, as shown in Figure I below.

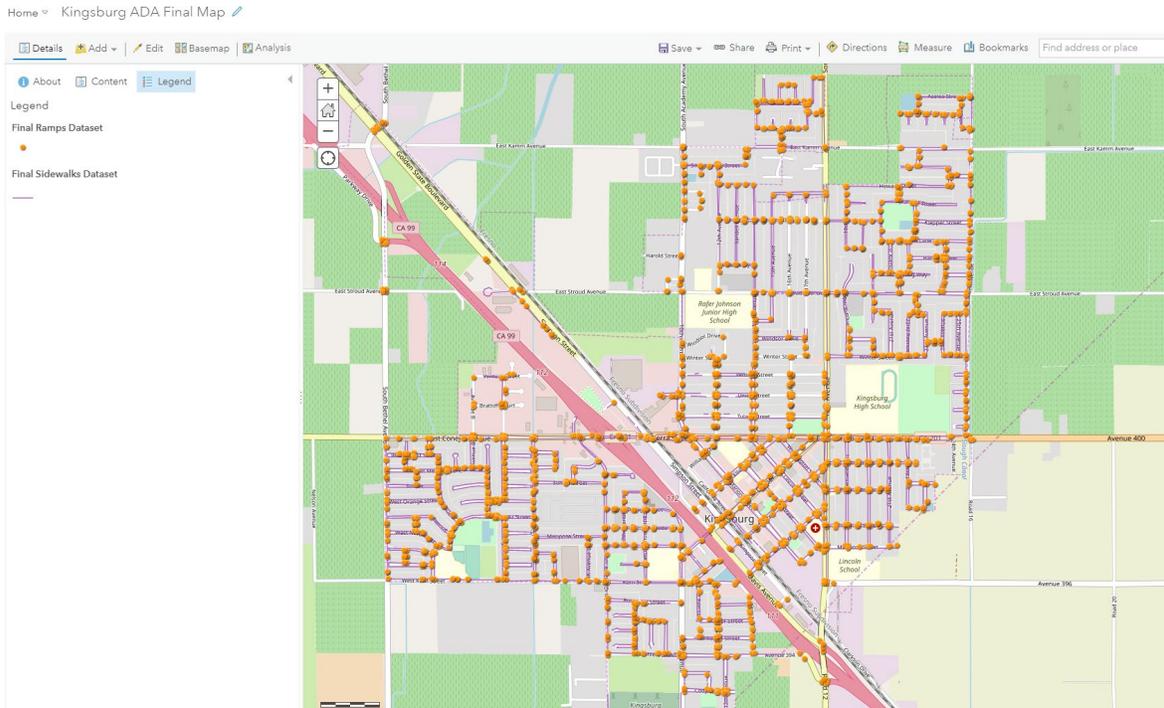


FIGURE I – GIS System

Transition Plan Content and Priorities

A Transition Plan identifies physical obstacles in the public agency’s facilities that limit the accessibility of its programs or activities to individuals with disabilities; describes in detail the methods that will be used to make the facilities accessible; specifies the schedule for taking the steps necessary to achieve compliance in making the facilities accessible; and indicates the official responsible for implementation of the plan.

In addition to the requirements for City facilities, a public agency that has responsibility or authority over streets, roads or walkways, must also develop a transition plan to include a schedule for providing curb ramps or other sloped areas where pedestrian walks cross curbs, giving priority to walkways serving entities covered by the Act. The Department of Public Works and Planning possesses that responsibility for the City.

III. SELF EVALUATION

A self-evaluation form will be distributed to select staff within the Department of Public Works and Planning. The intent of the self-evaluation is to identify how well City Staff understands the procedure for identifying ADA issues and what person or persons are responsible for processing these issues. Their responses will be tabulated in a chart which will be included in the appendix.

Based on results of this survey, the City will provide additional training to their staff on the process and procedures for identifying ADA issues and acknowledge which person or persons are responsible for processing.

IV. SITE SURVEY

Objectives

The objectives of the site survey process involved surveying curb ramp and sidewalk locations throughout the City and prioritizing locations for any necessary corrective action. This was accomplished through exhaustive field data collection.

After all the field data was collected, each ramp and sidewalk location was evaluated, using both the existing condition of the curb ramp or sidewalk location and its physical proximity to frequented routes of persons with disabilities.

Existing Condition:

The existing condition factors upon which each ramp and sidewalk were rated are shown in Table II and III. The ramp and sidewalk locations were deemed compliant only if all measurements met the minimum standards.

The database is too large to feasibly be presented within this Transition Plan.

Physical Proximity Rating:

The factors upon which the physical proximity to frequented routes of persons with disabilities of the curb ramp or sidewalk location was rated are shown in Table I below.

TABLE I – CURB RAMPS & SIDEWALK – PHYSICAL PROXIMITY RATING

RATING	EVALUATION FACTORS	STANDARDS
4.	Known frequented routes of persons with disabilities	Located within two blocks of a government facility, post office, library, or a combination of the other evaluation factors. Highest rating.
3.	Transit Stop or School	Located within two blocks of a transit stop or school location.
2.	Commercial Business	Located within two blocks of retail/office/industrial businesses.
1.	Major Street access	Located within two blocks of an arterial or collector street.
0.	Residential Neighborhood / Rural Area	Located in a rural area or residential neighborhood without meeting any of the above criteria. Lowest rating.

GIS Mapping:

Using previously developed City GIS information an AutoCAD file was created and overlaid with aerial photos from Google Earth to assist with locating existing curb ramps and sidewalk locations for analysis. GIS nodes were created at each curb ramp location and the length of each sidewalk location run. Using these coordinates and aerials, it was possible to

identify the locations for review and link the database of the collected information to the AutoCAD file as GIS layers. The layers and databases developed for this plan will be incorporated into the City's GIS system. Figure II is an example.



FIGURE II – GIS Map view near SR 99 and SR 201

Methodology/Field Procedure

The site survey for curb ramps and sidewalk locations was completed in the spring of 2019. Data was collected within the city limits and on city maintained roadways. Using City GIS information, a smart-level, tape measure, and an iPad, information was gathered about each curb ramp and sidewalk location. Ramp locations were identified where one of the following conditions existed: existing compliant ramp, existing non-compliant ramp, or no existing ramp. Sidewalk locations were only identified where a sidewalk currently exists. In some instances within the City, entire community areas lacked sidewalk or ramp improvements. Evaluation factors for curb ramp locations consisted of checking ramp and sidewalk slopes and cross-slopes, ramp and sidewalk widths, presence of detectable warning systems (DWS) within the ramp area, and the existing type of curb and gutter. Evaluation factors for sidewalk locations consisted of checking cross slopes at three

locations along the sidewalk location run, verifying sidewalk location width, identifying uplifts, and estimating a percentage of uplifts within the sidewalk location run.

Survey Results

Results from the field survey and location rating information are compiled in Tables IV – V listed below. The data is broken down between ramp and sidewalk locations.

Curb Ramp Existing Condition Ratings:

Survey data was compared to the evaluation factors shown below in Table II to determine compliance.

TABLE II - CURB RAMPS – EXISTING CONDITION EVALUATION FACTORS

EVALUATION FACTORS	STANDARDS
Lip	Must be flush between gutter and ramp. If no lip, must not be greater than 5%
Slope	Longitudinal ramp slope must be 8.33% or less (1:12)
Width	Ramp width must be 4’0” or greater
Landing	Top of ramp landing must be 4’ by 4’ Square and must be less than 2%
Wings	Slopes on transitions adjacent to ramps must be 10% or less
Detectable Warning (DW)	Detectable Warning surface must be present – full ramp width and 36” in length

Sidewalk Existing Condition Ratings:

Based on the information gathered from the survey, a compliant or non-compliant rating was assigned to each sidewalk location based on the evaluation factors shown in Table III below.

TABLE III - SIDEWALK – EXISTING CONDITION EVALUATION FACTORS

EVALUATION FACTORS	STANDARDS
W/S Slope	West/South end of sidewalk location cross slope must be 2% or less
M Slope	Middle of sidewalk location cross slope must be 2% or less
E/N Slope	East/North end of sidewalk location cross slope must be 2% or less
Uplift	Are there any uplifts present in sidewalk location that are estimated to be over 3/8”
% Uplift	An estimate of the amount of sidewalk location in the run needing to be replaced due to uplift

Proximity Rating:

Physical proximity ratings were determined using the process of Table I. Ratings are displayed in Tables IV and V below.

TABLE IV- CURB RAMPS - PROXIMITY RATINGS

Ramp Proximity Rating	Quantity	Percent of Total
4 Points - Highest Priority	83	6.3%
3 Points	363	27.6%
2 Points	73	5.5%
1 Point	613	46.6%
0 Points - Lowest priority	184	14.0%
Total	1,316	100%

TABLE V- SIDEWALKS - PROXIMITY RATINGS

Sidewalk Proximity Rating	Quantity	Percent of Total
4 Points - Highest Priority	61	5.3%
3 Points	274	23.8%
2 Points	61	5.3%
1 Point	506	43.9%
0 Points - Lowest Priority	168	21.7%
Total	1,151	100%

V. FINAL TRANSITION PLAN

Evaluation of Ramps and Sidewalk Locations

This Transition Plan identifies a priority list by using the proximity ratings of non-compliant curb ramps and sidewalk locations. This priority list will assist in understanding which ramps or sidewalk locations are most in need of replacement, as shown in Tables VI and VII below.

TABLE VI - SUMMARY OF RATINGS AND POINTS

Ramp Status	Quantity	Percent of Total
Ramp Does Not Exist	251	19.1%
Compliant	48	3.7%
Non-Compliant	1,017	77.2%
Total	1,316	100%

TABLE VII - SUMMARY OF RATINGS AND POINTS

Sidewalk Status	Quantity	Percent of Total
Compliant	104	9.0%
Non-Compliant	1,047	91.0%
Total	1,151	100%

The above tables show that a significant number of ramps and sidewalk locations are in need of repair or installation. The City can access the actual ramp and sidewalk locations by searching the GIS database prepared as a part of this plan. This will better assist the City in reviewing the locations with the highest priority rating and initiating the construction process for upgrades.

VI. PUBLIC OUTREACH

The Americans with Disabilities Act of 1990 (ADA) stipulates involving the community, particularly those with disabilities, in the development and improvement of services. Participation by the disability community is essential for a key station plan. In highway planning, public involvement is important in the development of access at sidewalk locations, curb ramps and street crossings.

The City of Kingsburg held one public informational meeting on February 5, 2020 to introduce the ADA Transition Plan to the public and provided opportunities for feedback. The meeting was properly noticed on the City's website. A draft copy of the report was available for review and any comments from the public were answered.

The City will continue its efforts to provide services in the most integrated setting possible. The City's Transition Plan was designed to enhance the quality of life for anyone who may require special accommodations due to developmental, emotional, medical or physical considerations.

VII. CAPITAL IMPROVEMENT PROJECTS

Repair/Replacement - Schedule

The City of Kingsburg plans capital improvement programs approximately five years into the future.

The City will replace and/or repair existing curb ramps or install new ramps as part of the capital improvement program. A majority of these project sites are in areas where significant numbers of ramps that need upgrades are located.

As additional funds become available from other sources, the city will prioritize these funds for investment in ADA infrastructure as appropriate. In addition, new development will require ADA compliance for approval, to ensure accessibility in all newly constructed areas.

Ongoing and Near-Future Projects

- Mehlert Avenue Reconstruction
- 18th Avenue Sidewalks
- Sierra St & Bethel Ave Roundabout

Post Construction Survey Methodology

For all projects, including public works and privately funded work within the City right of way, City staff should use the following methodology for review and approval of ramp and sidewalk location construction:

- Review and approval of ramp and sidewalk location design in conformance with City of Kingsburg Standard Plans
- Prior to placement of concrete, check form boards for compliance with plans.
- After ramp construction, check the 6 criteria areas as identified in Figure II, including lip occurrence and slope, ramp slope, wing slope, ramp width, landing dimensions and slope, and placement of detectable warning.
- After sidewalk location construction, check that the cross slope is less than 1.5%, check that the longitudinal slope is less than 5%, and check that the sidewalk is at least 4' in width.
- A 2' Smart level or similar device should be used to check slope.
- An imperial tape measure should be used to measure dimensions.

If the constructed ramp fails to meet any of the requirements detailed in the City Standard Plans, then the ramp or sidewalk location must be removed and reconstructed until it meets the standard requirements.

IX. COMPLAINT AND GRIEVANCE PROCEDURE

To the maximum extent practicable, staff will endeavor to resolve complaints at the lowest level. Where phone calls, direct contact or web access complaints are brought forward, they will be dealt with quickly and fairly. In addition, staff will log the calls to keep an ongoing record of complaints that can be used in helping to set future projects and priorities.

Where staff is not able to resolve a complaint, a grievance procedure has been developed that provides for anyone with a disability to file a complaint or grievance. They can file the complaint if they believe they have been the subject of disability related discrimination on the basis of denial of access where sidewalk locations cross curbs.

Any person with a disability, who believes that they have been the subject of disability-related discrimination on the basis of denial of access where sidewalk locations cross curbs, would fill out the grievance form (Appendix C) with all the information requested. The grievance form would be filed with the Public Works ADA Coordinator within 60 working days of the alleged disability-related discrimination. A response would be returned to the complainant.

Should the complainant not be satisfied with the determination of the ADA coordinator, they could appeal to the City Public Works Director.

X. TRANSITION PLAN PROGRAM IMPLEMENTATION

The City is thoroughly committed in making all sidewalk location and curb ramp areas accessible to all pedestrians including those with disabilities. The City will work within existing budgets and resource constraints and to complete as much of the Plan as possible within limits.

During the implementation of the Plan the City will continue to make necessary repairs to curb ramps and sidewalk locations. This has been a standard practice of the Department of Public Works, and is generally done on a request/complaint basis. Generally, these requests come from citizens with disabilities who wish to get to shopping areas, medical facilities, bus stops, transportation, and other facilities or areas to accommodate their activities of daily living. The Plan will develop and implement a repair/complaint procedure that formalizes the current process. When requests come into the Department of Public Works ADA Coordinator, they will be logged into a Curb Ramp Request database and will be entered by date and time received. They will also develop and implement a similar formal grievance procedure.

Public Works will make available to applicants, participants, residents, and other interested parties, information contained in the Transition Plan. Public Works will also provide opportunities for interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the development of the Transition Plan by submitting comments and making specific recommendations.

Responsible Individual

The Department of Public Works ADA Coordinator responsible for the development and implementation of the City's Transition Plan with respect to curb ramps and sidewalk locations can be reached via phone at (559) 897-5821.

XI. APPENDICES

Appendix A – Staff Survey

Appendix B – ADA Grievance / Complaint Intake Form

Appendix C – Grievance/Complaint Procedure

APPENDIX "A"

City of Kingsburg Staff Survey Form Americans with Disabilities Act (ADA) Program

The City of Kingsburg is in the process of developing the City's ADA Self Evaluation and Transition Plan. The following is a program survey, which is requesting to be completed by Department of Public Works staff members.

Please take a moment to complete the Program Survey Form and return it to **William Washburn** by **August 15, 2019**. Thank you for assistance in completing this survey form.

Access Element	Don't Know	No or Disagree	No Opinion	Yes or Agree	Suggested Improvements/Comment
A. General Requirements					
1. Has the City designated an employee to coordinate efforts to comply with and carry out responsibilities under ADA?					
2. Do you know who the City's designated ADA Coordinator is? If yes, please provide name.					
3. Is the name and address of the ADA Coordinator posted and noticed in your work place?					
4. Do you know the City's complaint procedures and process for submitting an ADA Grievance?					
5. Has the City taken steps to ensure that all employees and consumers been instructed and notified regarding their rights under ADA?					
6. Has the City provided information to the public, in an accessible format, explaining its policy to provide accessible policies, programs, services or activities and practices?					

Access Element	Don't Know	No or Disagree	No Opinion	Yes or Agree	Suggested Improvements/Comment
B. Policy Requirements					
7. Do your department's policies ensure that persons with disabilities are provided access to programs, services and activities?					
8. Do your department's publications, service announcements and advertisements make known that they are available in alternative formats (e.g. large print, audio, Braille, captioned)?					
C. Communication Requirements					
9. Has your department reviewed its policies to ensure that it is accommodating persons with disabilities?					
10. Are facilities to accommodate persons with disabilities properly signed and noticed?					
E. Facility Checklist					
11. Are ADA facilities properly considered in the design or redesign of City facilities for which you have involvement?					
12. Are grievance procedures or complaint procedures noticed and posted at your site? If yes, where?					
13. Are individuals with disabilities included in or have an opportunity to participate in all programs, activities and services provided by your department?					
14. Are individuals with disabilities accommodated in your workplace?					

Access Element	Don't Know	No or Disagree	No Opinion	Yes or Agree	Suggested Improvements/Comment
15. Have you made accommodations for individuals with disabilities (employees, members of the public, etc)?					
16. Have you been provided training or information regarding the requirements of the Americans with Disabilities Act? If yes, describe:					
17. Would you like additional training regarding the Americans with Disabilities Act? If yes, describe:					
18. Have you received any awards or special recognitions regarding programs or services for individuals with disabilities? If yes, describe:					
19. Do you have access to current City policies, procedures, or practices?					
20. Are there any issues or information with regard to persons with disabilities or accessibility that require attention?					

OPTIONAL

Name, Title of Person Completing Survey:

Phone Number: _____

E-mail: _____

APPENDIX "B"

CITY OF KINGSBURG

Department of Public Works
1200 Kern Street
Kingsburg, CA 93631
(559) 897-5821

Americans with Disabilities Act (ADA) and California Building Code Title 24 Grievance/Complaint Intake Form

(Please print or type information)

Complainant Name: _____ Email _____

Date: __/__/__ Address: _____

Telephone No.: Home (____)____-____ Work (____)____-____ Cell (____)____-____
Fax (____)____-____ TTY (____)____-____

Specific Location of Alleged Violation: _____

Complaint Description: _____

(For official use only)

Date/Time received: __/__/__ __:__ am/pm

Received by: _____
Name Department Phone #

Received via: Mail E-mail Phone Fax In-person Other

Complainant is County Employee: Yes No

Property Owner: _____

Address: _____

Phone: Home (____)____-____ Message/Other (____)____-____

Date/Time inspected: __/__/__ __:__ am/pm Inspected by: _____

Notice Provided to Owner: Yes No Date: __/__/__

Intake/Referral (7 business days): Complainant Notification: __/__/__

Outside of Fresno County jurisdiction: Yes No

Referred to: _____ Date __/__/__

Comments: _____

Review Process (15 business days): Yes No Date: __/__/__

Department Contact: _____

Determination Response (30 business days): Date: __/__/__

Response made by: _____ ADA/CL Notified: __/__/__

Comments: _____

ALL FORMS, CORRESPONDENCE AND DOCUMENTATION ARE TO BE RETAINED FOR 5 YEARS.



CITY OF KINGSBURG
AMERICANS WITH DISABILITIES
ACT and CALIFORNIA BUILDING
CODE TITLE 24
GRIEVANCE/COMPLAINT PROCEDURE

GRIEVANCE/COMPLAINT DEFINITION

This Grievance/Complaint Procedure was established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability regarding access to City of Kingsburg facilities, services, programs, etc.

The City of Kingsburg Human Resources Department governs employment-related complaints of discrimination, including on the basis of disability. They can be reached at (559) 897-5821.

GRIEVANCE/COMPLAINT ("Complaint") PROCESS

Disability discrimination complaints may be submitted verbally or in writing. Complaints shall contain the complainant's name and contact information. Complaint should also contain the date, location, and description of the problem or violation.

The Complaint should be submitted by the Complainant or his/her designee(s) as soon as possible, but no later than 60 calendar days after the discovery of the alleged violation.

Submit Complaints to:

Mary Colby

1401 Draper Street

Kingsburg, CA 93631

Phone: (559) 897-6550

Email: mecolby@cityofkingsburg-ca.gov

INTAKE/REFERRAL PROCESS

Complaints will be taken on a City of Kingsburg Grievance/Complaint Intake Form. The complainant will be notified of receipt of the Complaint. In the event a Complaint is submitted verbally to a member of the Public Works Department, no additional notice of receipt will be required.

Within seven (7) business days of receipt of the Complaint, the ADAAC will determine if the Complaint is within the City's jurisdiction and will notify the complainant of the following:

- Within the City's jurisdiction - the Complaint will be referred to the appropriate section or department.
- Outside the City's jurisdiction - the complaint will be advised that the matter is outside of the City's jurisdiction and the Complaint will be forwarded to the appropriate entity (e.g. City of Visalia, County of Fresno) or the complainant will be provided contact information for that entity.

REVIEW PROCESS

Within 15 business days of the referral, the complainant will be contacted by the department assigned the referral to discuss possible resolution and/or to request additional information if needed.

DETERMINATION

Within 30 business days following the Review, the assigned department representative will provide a response to the complainant. The response will serve to provide the complainant the determination made in regard to Complaint, including the anticipated timeline of expected resolution, if applicable.

Every reasonable attempt will be made by the City of Kingsburg to remedy the Complaint in a timely manner in accordance with all lawful codes, ordinances, regulations and City policies.

RETENTION OF DOCUMENTATION:

All forms, correspondence and documentation are to be retained for three (3) years.