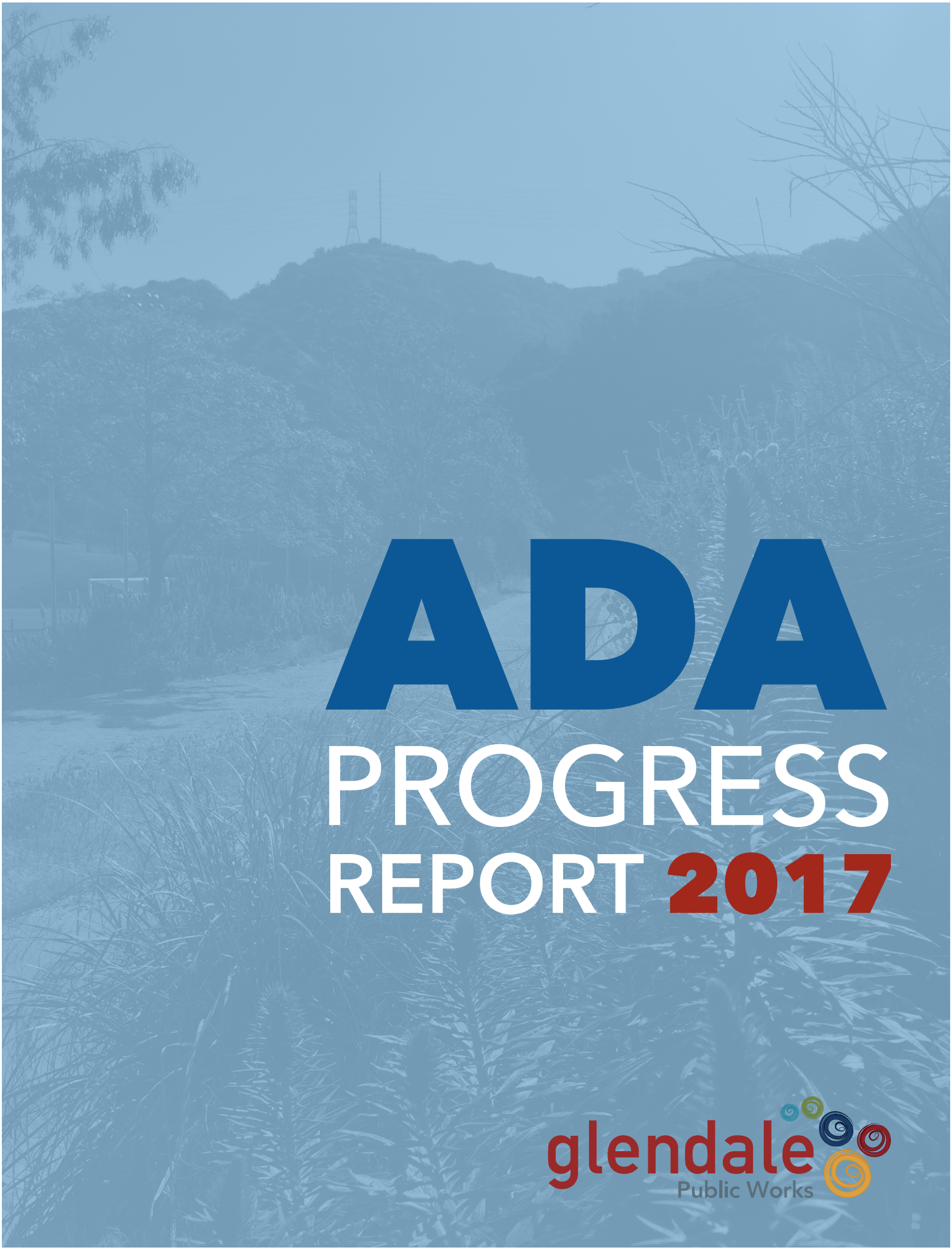

ADA PROGRESS REPORT 2017

glendale
Public Works

ADA Self-Evaluation Update
March 2017

Since completing the Americans with Disabilities Act (ADA) Title II Self-Evaluation in 2007, the City of Glendale has worked continuously to make ADA improvements a priority in all City projects. Ten years later, in 2017, the City has made great progress towards removing both the structural and non-structural barriers that may limit access to the City's programs, facilities, and services. In addition to making many of the improvements specified in the self-evaluation document, the City has also made extensive ADA accessibility improvements at facilities and locations throughout the community.

This has been demonstrated by the City of Glendale's investment in an ongoing Capital Improvement Project that is devoted specifically to making Citywide ADA facility modifications and improvements. This considerable investment has allowed the City to make additional improvements above and beyond the accessibility improvements being made as a component of other major projects. In addition, this project helps to expand and promote uninterrupted access to community services for individuals with disabilities.

However, the Capital Improvement Project only accounts for a fraction of what the City allocates annually for ADA improvements. Most major projects have one or several ADA improvement components. As the City is completing projects at various locations throughout the community, City staff are constantly considering what accessibility improvements can be made at a specific site. As a part of this on-going and iterative process, the City of Glendale has made countless improvements to accessibility ranging from adding sidewalk curb ramps to modifying the height of public counters in City offices.

The City continues to staff an ADA Committee that serves as a liaison to the various departments and is responsible for hearing complaints, as outlined in the City's ADA grievance procedures. The City's ADA Coordinator is tasked with responding to the grievant with a prompt and equitable resolution. Any member of the public may file a grievance with the City and the ADA Coordinator is tasked with making an initial decision. If the complainant were to appeal the decision made by the ADA Coordinator, the City's ADA Committee would review the case and decide on the proper accommodation decision.

One of the recommendations made in the 2007 self-evaluation was for the City to develop an ongoing barrier removal implementation plan and to document the City's progress, initiatives, and funds expended. In the near future, staff intends to develop a system to track the organization's efforts on an ongoing basis. However, the list below outlines a number of the substantial ADA improvements the City of Glendale has made over the last decade.

ADA Improvement Highlights
2007 - 2017

Accomplishments

- The Public Works Department recently completed the FY 14-15 ADA Curb Ramp and Pavement Repair Program project. This project consisted of the replacement of damaged concrete curbs, gutters, sidewalks, and driveway aprons; the upgrade of existing curb ramps; and the construction of new curb ramps in Glendale. The north central portion of Glendale was the project location for this phase of the program. Specifically, the project boundaries were north of the SR-134 freeway, south of the Verdugo Mountains, east of Brand Boulevard, and West of Geneva Avenue. The project also included improvement of an alley between Maryland Avenue and Louise Street in downtown Glendale, along with minor modifications to the intersection of Brand Boulevard at Colorado Street.
- As part of the Cañada Boulevard Infrastructure Improvements and Honolulu Avenue Pavement Rehabilitation project, the Public Works department installed ADA compliant curb ramps. Similarly, ADA compliant curb ramps were installed as part of the Glendale Avenue Wastewater Capacity and Street Improvements Project.
- The City made numerous ADA upgrades to the facility that now houses the Museum of Neon Art (MONA).
- Safety enhancements at the Grandview Avenue and Sonora Avenue at-grade railroad crossing included widening the sidewalks to provide adequate clearance to meet ADA requirements.
- The City provided $50,000 in funding to assist with the Glendale YMCA ADA Rehabilitation and Access Mobility Project.
- The City constructed ADA compliant curbs along Grandview Ave, Pacific Ave, San Fernando Rd, and Glenoaks Blvd. The project included installation of new curb ramps and replacement of substandard curb ramps and broken sidewalks.
- As a component of the East Glenoaks Boulevard and Adjacent Streets Rehabilitation Project, the City completed the construction of ADA compliant curb ramps and sidewalks.
- The City made facility modifications and improvements to help Fire Station 26 and the Casa Verdugo Library meet ADA standards.
- The "Mountain Do" Trail in Glendale has been constructed to be a three quarter mile trail that meets ADA standards, which includes exercise and fitness stations. The trail was completed in 2013 with an estimated cost of $196,102. The ADA accessible trailhead is located at the Glendale Sports Complex at 2200 Fern Lane, Glendale, CA 91208.
- The City repaired and replaced concrete hardscape in the western portion of Glendale.
- The renovation of Brand Library included modifications to enhance the accessibility of the facility.
- The newly renovated Maple Park Community Center boasts approximately 18,400 square feet of community rooms, an expanded computer lab, new elevators, a modernized gymnasium, ADA accessible group picnic areas, and improved security.
- The Glendale City Hall received a series of ADA Upgrades in 2011 and 2012.
- As part of the ADA Curb Ramp Installation and Sidewalk Repair Program, the City completed the removal and replacement of broken sidewalks caused by roots of street trees, installation of ADA compliant curb ramps, and removal of dead street trees. The work covered the western tip of the City, south of the I-5 freeway and the area north of Kenneth Road between Grandview Avenue and Brand Boulevard. This repair program ensures uninterrupted access to the City for individuals with disabilities.
- The City of Glendale allocated more than $70,000 in funding for ADA improvements at the Glendale Adventist Medical Center's Center for Mission and Community Development.
- New bus pads and bus stop upgrades have improved ADA access at existing bus stop locations throughout the community.

Coming Soon

- In the coming years, Glendale will continue to upgrade City facilities to make them more accessible, attractive, and functional for the Glendale public and building occupants. In FY 2016-17, several interior improvements related to the Americans with Disabilities Act will take place in City buildings including Glendale City Hall and the Perkins Building. Specifically, every public counter at the Perkins Building will be modified to provide improved accessibility. At City Hall, the sidewalk and walkways approaching the building will be upgraded to provide improved building access. In addition, the building interior doors will be replaced to be ADA compliant.
- As part of the Central Library renovations, the City is making a number of ADA improvements to eliminate any remaining barriers in the space, such as adding ADA compliant restroom facilities and an ADA compliant elevator connecting all three levels of the building.
- The City is also completing an ADA compliant walkway at the Wilson Mini-Park.

As demonstrated by these examples, the City of Glendale is dedicated to eliminating barriers and improving accessibility throughout the community and in all the services and programs that the City provides. For more information on current or completed projects, please contact the City's ADA Coordinator Shea Eccleston-Banwer at SEccleston@Glendaleca.gov or (818) 548-3900.

ADA Coordinator

Shea Eccleston-Banwer, Public Works Manager

ADA Committee

1. Chris Agus, Building Code Specialist III, Community Development
2. Mike Grant, Principal Assistant City Attorney, City Attorney's Office
3. Armine Jimenez, Senior Administrative Analyst, Information Services
4. Sarkis Oganesyan, Civil Engineer II, Public Works
5. Koko Panossian, Park Services Administrator, Comm. Services and Parks
6. John Takhtalian, Deputy City Manager, Management Services
7. Kevin Todd, Facilities Management Administrator, Public Works
8. Tracy Wassif, Civil Engineering Assistant, Glendale Water and Power
9. Jay Wollenhaupt, Library, Arts & Culture Administrative Manager, Library
10. Miah Yun, Asst. City Attorney, City Attorney's Office

Americans with Disabilities Act (ADA) Study of City of Glendale Programs, Services and Events

Americans with Disabilities Act (ADA)
Title II Self-Evaluation

February 2007

Prepared by
Disability Access Consultants, Inc.
(800) 743-7067

City of Glendale

613 East Broadway
Glendale, California 91206

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The City of Glendale ADA Title II Self-evaluation was prepared by Disability Access Consultants, Inc. with the collaboration and assistance of the Parks, Recreation and Community Services Department, City of Glendale staff and input by other interested individuals and community members.

Mr. Koko Panossian, Administrative Analyst, served as the primary contact and facilitator for the Americans with Disabilities Act (ADA) Self-evaluation of programs, services, activities and events of the City of Glendale.

Disability Access Consultants, Inc.
(800) 743-7067

Purpose of the Evaluation

The purpose of this City of Glendale Americans with Disabilities Act (ADA) Title II Self-evaluation is to document the results of the City of Glendale's review of access to programs, services, activities and events by individuals with disabilities in order to determine if any discriminatory or potentially discriminatory practices, policies or procedures exist. This report contains findings and recommendations based on the review of programs, services, activities and events provided by City of Glendale

As evidenced by this study, the City of Glendale is committed to complying with the tenets of Title II of the Americans with Disabilities Act, and other federal and state statutes and regulations to provide public programs, services and activities accessible to persons with disabilities

Prior ADA Self-Evaluation and Transition Plans

The City of Glendale conducted previous accessibility studies to identify physical or structural barriers that are barriers for accessibility for individuals with disabilities. The current study of selected park sites conducted by Disability Access Consultants, Inc. updates and/or augments selected accessibility surveys that were conducted previously. The City previously conducted an ADA Title II Self-Evaluation of City programs, services and activities in 1992.

Current ADA Self-evaluation and Transition Plan

To further the City's commitment to provide programs, services and activities in a nondiscriminatory manner for individuals with disabilities, the City decided to conduct an Americans with Disabilities Act (ADA) Self-evaluation of programs, services, activities and events and to update transition/barrier removal plans of selected facilities. The ADA Self-evaluation provides a current benchmark for accessibility efforts by the City and provides a framework for implementation of the plan addressed by the current findings.

The Self-evaluation was started in June 2007 under the direction of Koko Panossian, Administrative Analyst, of the Parks, Recreation and Community Services for the City of Glendale. To assess potential structural barriers at Parks, Recreation and Community Services sites, an initial phase of inspections was completed in July 2007 of selected sites. Additional sites to be inspected were added in August of 2007.

Classification of the City of Glendale

The City of Glendale is classified as a "public entity" pursuant to Title II of the Americans with Disabilities Act.

Focus of Updated ADA Self-Evaluation

Barriers that deny or limit access to programs, services or activities may be structural or nonstructural. Nonstructural barriers may be due to policies, practices or procedures that may inadvertently limit, segregate or discriminate against individuals with disabilities.

The focus of this Self-evaluation targets access to the City's programs, services and activities in nonstructural or programmatic areas as defined by Title II, subtitle A. Structural barriers are referenced in the transition plan by site and are contained in detail in individualized Transition/Barrier Removal reports of sites inspected. Selected Parks, Recreation and Community Services sites were inspected by Disability Access Consultants, Inc. to identify structural barriers to accessibility. It is important to note that some structural barriers may be addressed by using a programmatic methodology. Findings, recommendations and other pertinent information from the study has been loaded into the Accessibility Database System (ADS) software developed by Disability Access Consultants, Inc.

Date of Self-Evaluation

The ADA self-evaluation and transition/barrier removal plans were prepared using information and input obtained from June 2007 to November 2007.

Self-Evaluation Updates

This Self-evaluation is an on-going, dynamic document that will need periodic review and updating. In its continuing efforts to maintain compliance, the City has several mechanisms in place to provide for an ongoing update of the Self-evaluation. The City's designated ADA Coordinator is empowered with oversight responsibility for implementation of the requirements of the ADA.

Although the survey of programs, services and activities solicited comments from City staff and members of the public from July 2007 to November 2007, it is anticipated that additional comments and input may be received on both the survey of programs and the survey of facilities. The City should design a method to collect and incorporate additional applicable comments in the study or in the implementation plan.

Location of Self-Evaluation

The ADA Self-evaluation will be maintained and made available for public inspection by Koko Panossian, Administrative Analyst or the City's ADA Coordinator, Mike Wiederkehr. The ADA Self-evaluation should be available in alternate formats, as requested.

Designated ADA Coordinator

Mr. Mike Wiederkehr is designated as the ADA Coordinator for the City of Glendale. The address and contact information for the ADA Coordinator is:

Mike Wiederkehr
City of Glendale
633 E. Broadway, Room 101
Glendale, CA 91206-4394
Phone: (818) 548-3222
Fax: (818) 548-3215
Email: MWiederkehr@ci.glendale.ca.us

The City offers alternate methods and accommodations to provide access to review or provide input into the City's plan.

Requests for information from the ADA Coordinator can be sent by email, phone, mail, and fax. The ADA Coordinator currently does not have a direct TTY number. Information is available in alternate formats upon request.

Self-Evaluation Format

Information collected during the self-evaluation process was reported by areas and categories, not individually by departments. This Self-evaluation provides an overall summary and profile of findings and recommendations.

General Information about the City of Glendale

The City of Glendale is governed by a five member City Council. According to the City of Glendale website, the city was incorporated in 1906 and consisted of 1,486 acres. By 1920, the City had grown through nine annexations to over 7,000 acres. From 1920 to 1930, ten annexations brought the total area to 12,294 acres. The period from 1930 to 1950 established many small annexations

culminating in the 2,160 acre Whiting Woods and Verdugo Mountains annexations. This brought the area of the City to 15,140 acres or 23.6 square miles. Two major annexations, New York Avenue (in the La Crescenta area) and upper Chevy Chase Canyon, and several smaller annexations enlarged the City to 29.2 square miles by 1952. Since 1952, twenty-seven annexations have occurred. The largest of these was the 662.8 acre Inter-Valley Ranch, now known as the George Deukmejian Wilderness Park. Currently the City consists of 30.5 square miles.

The City of Glendale is divided into 34 neighborhoods which are delineated by streets, washes, and mountain ridges. Each neighborhood has a unique history and character and as these neighborhoods developed, they combined to form the City of Glendale as we know it today.

In addition, the City of Glendale is divided into Census Tracts. These are geographical areas for statistical purposes. Tract boundaries were established cooperatively by a local committee and the United States Bureau of the Census.

The population density in the City has also increased over time as available land has been developed. The overall density for the city is 6,373 people per square mile, but this varies widely as hillside areas have densities as low as 1,133 people per square mile while some Census Tracts near downtown exceed 30,000 people per square mile.

City Organization, Departments, Committees

Organization and Departments

The City of Glendale departments include:

- Administrative Services
- City Attorney
- City Clerk
- City Council
- City Treasurer
- Community Development and Housing
- Development Services
- Fire
- GTV6
- Glendale Water and Power
- Library
- Management Services
- Parks, Recreation and Community Services
- Planning
- Police
- Public Works

Committees Directly Related to Accessibility

ADA Committee

The City has an active ADA Committee with city-wide representation. ADA Committee members currently include:

- Behrang Abadi, Information Services
- Bobby Aldesco, Deputy City Attorney
- Kelley Alexander, Executive Secretary – Management Services
- Yasmin Beers, Deputy City Manager
- Imelda Bickham, Director of Information Services
- Madalyn Blake, Director of Community Development
- George Chapjian, Director of Parks and Recreation
- Cindy Cleary, Assistant Director of Libraries
- Matthew Doyle, Director of Human Resources
- Jess Duran, Assistant Director of Community Development and Housing
- Bill Fox, City Auditor
- John Hickman, Facilities Maintenance Supervisor
- Scott Howard, City Attorney
- Vacant, Director of Libraries
- Ardashes Kassakhian, City Clerk
- Michael Matlock, Public Safety Business Administrator
- Robert McFall, Assistant City Manager
- Kirk Palmer, Police Lieutenant
- Koko Panossian, Administrative Analyst, Parks, Recreation & Community Services
- Jairo Rivera, Administrative Analyst – Community Development
- John Takhtalian, Assistant to the City Manager
- Kevin Todd, Project Manager
- Janet Tubbs, Project Manager - Facilities
- Vacant, Director of Glendale Water and Power
- Michael Wiederkehr, Public Works Administrator
- Jay Wollenhaupt, Senior Administrative Analyst – Library
- Stephen Zurn, Director of Public Works

Internet Steering Committee

The City also has a twenty-one member Internet Steering Committee and includes goals to enhance accessibility for individuals with disabilities.

Methodology for Self-Evaluation

A City of Glendale staff member was designated to provide oversight representation and direction regarding the study of City programs, services, activities and events. Mr. Koko Panossian, Administrative Analyst, was designated as the City staff member to serve as the City contact for the ADA Self-evaluation.

Several methods were used to provide comprehensive input regarding the public's accessibility to programs, services and activities offered by the City, including:

- Staff interviews
- Review of policies, procedures and other documents
- Survey of departments and agencies

- Survey of facility users
- Survey of organizations representing individuals with disabilities
- Review of the previous efforts by the City
- Visits to selected sites
- Inspection of selected sites
- Information posted on the website
- Public postings and notices requesting input at City locations in conspicuous locations

Relevant policies, procedures and documents were reviewed. Data was collected regarding programs, services and activities for compliance with the requirements of Title II of the ADA. Surveys were distributed as one measure to determine the level of ADA compliance within the organization. Selected staff interviews were conducted. Public postings and notices were displayed in City locations asking for input in the study. Announcements were also made in local newspapers and on the City of Glendale website.

Koko Panossian sent an email to all departments and other selected individuals on June 15, 2007 requesting input in regards to programs and services. A list of events and programs by departments was attached. Surveys for Facility Users and a Site and Program Administrator's Survey was also attached. Administrators were requested to complete the survey for their programs and events. Facility surveys were to be available to members of the public at all sites by each department and email recipient. As indicated in the email to City staff, the Public Notice and Posting (Appendix A) regarding the study was to be posted in accessible public areas in conspicuous locations.

Transition/Barrier Removal Plan

The term "transition plan" comes from the terminology in the 1990 Americans with Disabilities Act (ADA) that describes how public entities would be "transitioning" into compliance during the timelines of 1992 to 1995. The term barrier removal plan is used in addition to the term transition plan, as public entities are no longer transitioning into compliance during the three years set aside in the law. The transition/barrier removal plan identifies the noncompliant barrier that may deny access to goods and services, the proposed method to remove the barrier, the identity of the responsible person to oversee the implementation of the plan and the projected schedule for barrier removal of "structural" barrier. The self-evaluation, on the other hand focuses on programmatic barriers that may deny access to programs services and activities. The two plans work congruently to remove the structural and programmatic barriers.

Public entities, such as the City of Glendale, are required to provide access to City programs, services and activities for the recipients of services. Thus, the City must provide access for individuals with disabilities and document areas of noncompliance. Documentation is incorporated into the plan as barriers are removed. Plans are updated, for example, as the city acquires additional properties, remodels facilities or removes properties from its inventory list.

The following facilities were inspected by Disability Access Consultants, Inc.:

Phase 1 - Inspected from June 4th - June 20th, 2007

- Babe Herman Baseball Field
- Brand Park
- Chess Park
- Deukmejian Wilderness Park
- Dunsmore Park
- Elk Mini Park
- Emerald Isle

- Fremont Park
- Glorietta Park
- Griffith Manor
- Harvard Mini Park
- Mayors Bicentennial Park
- Montrose Park
- Nibley Park
- Palmer Park
- Pelanconi Park
- Scholl Canyon
- Scholl Canyon Ball Fields
- Scholl Tennis and Golf
- Sparr Heights Sr. Center
- Sports Complex
- Verdugo Adobe Park/Museum
- Verdugo Park
- Windsor Mini Park
- Youth & Family Services

Supplemental Phase - Inspected from August 13th - August 17th, 2007

- Glenoaks Park
- Milford Mini Park
- New York Park
- Oakmont View Park
- Piedmont Park
- Wilson Mini Park

Findings

The City of Glendale demonstrated its ongoing commitment to enhance its accessibility to City programs, services and activities by conducting an Americans with Disabilities Act (ADA) Self-evaluation and transition/barrier removal plans.

The findings and recommendations for the City buildings inspected are contained in the Accessibility Database System (ADS) software. The City also has hard copy and PDF copies of one format of the noncompliant findings and recommendations. The ADS software program provides the City with a tool to update its plan, document progress, estimate costs and schedule barrier removal. Different report formats can be printed from the ADS Accessibility Software provided by Disability Access Consultants, Inc.

Recommendations

The City should develop methods and procedures to update and maintain a current plan, budget funds, schedule, implement, document, and monitor barrier removal activities.

Funds should be allocated for ADA projects and removal of ADA and Title 24 barriers to accessibility.

Opportunities for Input

Title II of the ADA requires opportunity for input into the self-evaluation process by individuals with disabilities, organizations representing individuals with disabilities and other interested individuals.

Many opportunities were provided for input into the self-evaluation process. Input collected from within the City's organizational structure through selected interviews, document reviews, selected site assessments and surveys. Notices requesting input and the identity of, and contact information for, the ADA Coordinator (Appendix A) were posted at City sites for ninety (90) days and on the website.

The content of the notice is included in the public notice section of this Self-evaluation.

Notices with information regarding the rights of individuals with disabilities (Appendix A) were posted at City sites and were placed on the City website.

Notices and postings regarding the ADA Self-evaluation and opportunities were posted on the City of Glendale website and at City locations.

Survey forms (Appendix B) were available at City sites to afford members of the public an opportunity to provide input. Those surveys were available in alternate formats. In addition to posted City contact phone numbers, email addresses were also provided. The phone number, address and email information was also provided for Disability Access Consultants, Inc. to provide an alternate and additional contact.

The initial public comment period for the Self-evaluation was from June 2007 to November 2007. Input comments have also been received by email and phone by calling City Departments or Disability Access Consultants, Inc. at 1-800-743-7067 or by email at bthorpe@proada.com.

Surveys for Organizations Representing Individuals with Disabilities

Community organizations representing individuals with disabilities and other interested individuals were provided opportunities for input via phone call, email or written input. Two types of surveys were available and are contained in Appendix B. Surveys were available for Organizations Representing Individuals with Disabilities or for Facility Users. The option to complete both surveys was available. The survey included questions regarding contact with City programs, if there were any current complaints or problems, what information or resources the organization could provide that would assist the City and what general guidance or assistance the organization could provide. A full version of the survey is included in Appendix B.

Surveys for Facility Users

Surveys were available for facility users to provide input. Surveys were made available to the users of City facilities. Surveys were available at city locations and on the website. The surveys included questions regarding accessibility, signage, accommodations, and the availability of auxiliary aids and equipment. The survey also asked the respondent to rate the City's attitude towards individuals with disabilities.

Survey questions included:

1. Have you ever requested an accommodation for a disability?

2. Have you experienced any exterior barriers, non-accessible areas, or non-accessible programs? (Examples: no accessible parking spaces, difficulty reaching an accessible entrance, steep ramps, uneven sidewalks, etc.).

3. Have you experienced any interior barriers, non-accessible areas, or non-accessible programs inside the facility? (Examples: stairs only to the facility, narrow doorways, protruding objects in the hallways, lack of assistive devices, missing or inappropriate signage, lack of interpreters, etc.).

4. Is accessible seating provided for individuals with disabilities at programs, community events, etc. held at the facility?

5. Are you aware of any programs, services, or activities that are not accessible to individuals with disabilities?

6. Are you aware of any areas and elements of the facility that are not accessible to individuals with disabilities?

7. Is information provided regarding accommodations, auxiliary aids, assistive listening systems, interpreters, alternate formats, specialized equipment, or assisted services, etc.?

8. Is there adequate directional and informational signage provided at the facility?

9. Are auxiliary aids, interpreters, and specialized equipment available at the facility?

10. Do you know who to contact to request accommodations for yourself, a relative, or a friend with a disability?

11. Is the attitude of the City of Glendale (or its employees) towards you, or someone you know with a disability, generally helpful, supportive, positive, and proactive in solving accessibility issues?

12. Other Comments:

Responses to Surveys by Facility Users and Organizations

The following comments were received during the public input process by interested individuals, community members and organizations. The comments are not ranked by order of importance. The comments received have been summarized and placed in similar categories. For example, comments regarding the lack of accessible parking spaces and related comments are grouped together. Comments listed are public comments received and are not recommendations of Disability Access Consultants, Inc. Comments and questions were accepted and recorded, even though some comments are not related to the ADA or the focus of the study.

Comment/Response	**Number**
Not enough accessible parking spaces at City facilities	20
No accessible parking at some of the parking lots	7
Sidewalks uneven	5
Sidewalks do not connect to each other	2
Uneven pavement in parking areas	2
Route is not accessible around City hall	2
City hall lacks signage	2
Changed signage at City Hall is not correct	1
Maps for City Hall are not accurate	1
Curbs at intersections difficult to use wheelchairs	1
Gaps at curbs in intersections	1
Tree roots and other hazards in sidewalks	4

Accessible parking is not located on an accessible route to the facility	8
Wading pools are not accessible at parks	1
There are many barriers in sidewalks	2
Curb cuts are not accessible	3
Curb cuts and curb ramps are not compliant	1
More exterior lighting is needed around City Facilities	2
The sidewalk is raised two inches at Freemont Park	1
There is not compliant parking in Parking Lot # 3	1
What happened to the 1994 site survey?	1
The City Council Chambers are not accessible	1
The City Council Chambers does not have Title 24 accessible seating	2
Concerns with City administration (not removing barriers, attitude, knowledge)	5
Concerns with City administration (previous studies not implemented or used)	3
Are all city facilities now in a transition plan?	1
Signage is not adequate or does not describe the accessible route	7
I can't hear the audible signals	1
All sidewalks need to be checked for broken concrete and tree roots	1
Some ADA training has been provided, but more needs to be done	1
The ADA Coordinator is not involved with our concerns	1
The City needs to hire someone to be in guard shacks to assist and more rangers should be hired	1
The Mommy & Me Club can't enjoy some of the parks	1
22 single family homes were demolished and nothing rebuilt	1
City Hall does not have accessible signage	1
Accessible seating is not provided for wheelchairs	6
Thanks for asking for my opinion; I appreciate the opportunity to give you suggestions	1
I have a disability and I am glad that the City wants to help me	1
No TDD number on publications or on website; no TDD-TTY in directory	4
Voting areas not accessible	4
I am not sure who to contact about a complaint or a concern; I do not know where to get a complaint form	2
Most areas of the City are accessible	4
The attitude of the City has been helpful; open to input by public	3
The City had previous studies and have not done work to correct the problems	1
The ADA Coordinator never comes to meetings	1
The ADA Coordinator needs assistance	1
9 of 27 Parking Lots do not comply with the ADA	1
Public transportation is not accessible	1
Public transportation often lacks wheelchair lifts and does not have door sensors	1
Climate Control is a problem in buses	1
Copies of consultant reports regarding public transportation should be acted upon	1
The new jail is not compliant and does not have accessible cells or communication	1
There are 86 taxi cabs licensed in the City of Glendale that do not have appropriate signage.	1
The City has 47 Para transit vehicles without first aid kits and do not have their wheelchair lifts inspected	1
The Dial A Ride program has CHP inspection reports for 6 vehicles that do not have tie down or edges for wheelchairs that are dangerous	1

The Glendale B-Line has wheelchair lifts that do not work and door sensors that do not work. 7 of 13 vehicles had Class A deficiencies and 10 out of 13 have ADA violations.	1
The City of Glendale does not have an adequate disaster plan	1
The Glendale High School is a site used by the City of Glendale and does not have an effective disaster plan.	1
Verdugo Park is one of the disaster locations and it does not have an accessible bathroom or parking	1
14 of 25 parking lots do not have accessible parking spaces	1
Pelanconi Park only has one accessible parking space	1
Pacific Edison is not accessible for persons with disabilities	1
Parking lot # 1 has 59 parking spaces and only one is accessible	1
Parking lot # 30 has 321 parking spaces and has only 4 accessible spaces	1
Parking lot # 31 has 165 spaces and only 2 accessible	1
Parking lot # 34 has 218 spaces and 1 accessible	1
Glendale need to develop an effective emergency evacuation plan	1
The City of Glendale is a great place to live. I appreciate the opportunity to give you my thoughts. I am happy they are continuing to help handicapped people.	1
Thanks for listening to may comments. If you give us more parking, we will be very pleased.	1
Who prosecutes people to park in accessible parking spaces that should not park there?	1
Thanks for caring and listening to me	1
Please repaint the faded parking spaces	1

Lack of a sufficient number of accessible parking spaces, sidewalks and curbs represented the largest percentage of comments by the public.

Surveys for City Program and Site Administrators

A survey was developed for use to gather input in a time effective process. A complete version of the Survey for Program and Site Administrators is contained in Appendix B.

As indicated in the survey section requesting the name and title of the person completing the survey, eleven (11) City of Glendale Administrative and Program Surveys were returned.

Specific findings and recommendations are contained in the subject area of the ADA Self-evaluation. For example, the accommodations for individuals with disabilities that are listed by the survey recipient are listed in the section of the report under “Accommodations to Access Programs, Services and Activities”. The identity of the ADA Coordinator, as another example is discussed in the “Designation of the ADA Coordinator” section of the report.

The comments are compiled from the individual surveys from site and program administrators and placed in one document for easier reading. As indicated, comments are addressed in the report in the appropriate section.

A survey for Program and Site Administrators was distributed and stated that “The City of Glendale is conducting an Americans with Disabilities Act Self-evaluation. This survey has been developed to gather input regarding the City’s provision of programs, services and activities for individuals with disabilities. Your assistance in completing this survey is appreciated. If needed, please fill out a separate survey for each program and facility or attach information as needed.”

Eleven (11) surveys were received from Program and Site Administrators. The following is a summary of survey comments and input (survey contained in Appendix B):

Name of person completing this form and title:

- Behrang Abadi, IT Applications Analyst
- Bobby Aldesco, Deputy City Attorney
- Jackie Bartlow, Sr. Administrative Analyst, Development Services
- Jake Amal, Env. Program Administrator
- Jay Kreitz, Police Public Safely Business Adm
- Jeff Hamilton, Senior Planner
- Jess Duran, Assistant Director
- Sam Engel, Neighborhood Services Administrator
- Shea Eccleston-Banwer, Administrative Analyst
- Zizette Ayad, Community Relations Coordinator
- Levon Pilavjian, Administrative Assistant

Please list programs, services, activities and special events you are responsible for:

- Earth Day
- Public Works Week Event
- Police Day
- Police Memorial Event
- Citizen's Police Academy
- Community Service Worker & Education Program for person convicted of crimes.
- Legal advisory and services to City council and all City departments
- Merchant Associations special events
- Farmer's Market
- Cesar Chavez Commemorative Event
- Annual Commemorative Events
- Unity Fest
- Planning Department Services
- Community Service Worker Program
- Community Outreach and Education programs
    - Poster Contest for Elementary School Children
    - Adopt-a-block activities for persons to volunteer to care for public facilities
    - Junior Ambassadors – An environmental service club for middle school age children
    - Winter Holiday Home Decorating Recognition
    - "Gem" property care & maintenance recognition
    - Jewel Neighborhood Recognition Program
    - Great American clean-up Day
    - Foothill community Clean-up Day
    - Clean & Beautiful Glendale Week (a weeklong series of community beautification)
    - Summer Night on the Plaza (a party to raise funds for other events)
    - Maple Park Community Festival
    - Pacific Park Community Festival
    - Litter Index (annual survey of Glendale neighborhoods to determine volume of liter)
    - Sponsor Recognition Dinner
    - Helping Hands Program (a program to provide basic 1-time property fix up
    - My Hometown Photo contest
- Community Needs Assessment

- First time buyer, rental and loan rehabilitation programs and assistance. City website: This contains information regarding City events, services, policies, etc. City Intranet: resources such as policies and procedures, City news, etc. for internal staff. Custom applications: such as the FSR and ESR – automated forms for submitting service requests to various departments.
- Exchange: oversee the City's email servers
- Special Events; Youth Events; Youth & Teen Programs; Skate Park Programs & Activities; Senior Services, classes and excursions; Park Ranger Program; Adult and Youth sports; Youth & Family Services and Therapeutic Recreation

Are the events, programs or activities you are responsible for provided at one site or at multiple sites within the City? Please describe:

- One site: Civic Center Campus
- Police Facility
- City Hall
- Multiple
- Multiple, most of the time they are held at city park – depending on project turnout it could be Verdugo, Brand or Scholl Parks
- Multiple sites within the city
- Generally they are in MSB 101, MSB 103, MSB 105 or MSB 106. Occasionally they are offsite at various locations including the Civic Auditorium, Sparr Heights community Center, Brand Library and the schools.
- Not applicable – most of the activities I'm responsible for take place in the "virtual" world, not a physical location. If I had to answer though, I'd say one site since all of our servers are in one physical location.
- Programs are provided at three sites:
    - Administrative offices, 141 N. Glendale Ave., Room 202
    - Neighborhood Services office, 141 N Glendale Ave. Room 114
    - Verdugo Jobs Center (VJC), 1255 S. Central Ave
- Community Educational Events are conducted at parks, community centers and schools.
- I am not directly responsible for the events, programs, and activities. However they are held at various locations which include community centers, parks, Civic Auditorium, and sports fields

List the site where your office is located:

- MSB
- Police Facility
- City Hall, 2nd Floor
- City Hall, MSB Building
- 633 E Broadway RM 204, Glendale, CA 91206
- City Hall
- MSB 103, 633 Broadway
- Gene Perkins Office Building, 141 N Glendale Ave, Suite 114, Glendale CA 91206
- Perkins Building
- Administrative Offices, 141 N Glendale Ave
- Parks Admin office at 613 E Broadway, Room 120, Glendale, Ca 91206

How do recipients access or request information about your programs, services or events (come to your office, call, email, other, etc.)?

- Call
- US mail
- Website
- Email
- GTV6
- Events are advertised on GTV-6, council proclamation, street banners and the city web site.
- Flyers, email, banners, newspaper ads, local TV PSA's. Office Visits, Local organizations.
- In person at the office, on the internet, by phone, by email and by Postal mail
- Come to office, at NS events operated at off-site facilities where events might be taking place, visit website, telephone, email, visit other city facilities where NS materials are displayed
- Via the website. If a user is unable to find the information they are looking for, they will contact us via an online form which generates an email to us. Some users have called us via phone in the past, though such inquiries are rare.
- Walk-in, call, email, internet, news paper, including City Views publication, flyers, US Mail, Public Schools (student's take home folders), Flyers at public counters of non-profit organizations, Government access cable television (GTV-6)
- Individuals may call the Parks Admin office or any of the phone numbers related to the programs, services, or events. They may come to the office and ask for information or look through the various brochures we offer including the Leisure Guide.

Hours of operation by program (if applicable):

- 10:30-1:30
- Police Day – Saturday
- Police Memorial – Thursday morning
- Citizen's Police Academy – evenings (monthly)
- 8:00AM-5:00PM Weekdays
- Varies by weekend
- Usually 11AM to 3PM
- It varies based on the type of event
- We are open to the public from 7am until 3:30pm
- We are open to the public from 7 a.m. until 3:30 p.m. in the Permit Services Center, MSB 101. Our Departmental counter at MSB 103 is open from 7:30 a.m. until noon. Occasionally we will have private meetings with developers, or the public later than this. Planning Commission hearings don't begin until 5 p.m. and go until 7 or 8, typically. Design Review Board hearings start at 1 p.m. and occasionally continue past 5 p.m. Other regular hearings typically occur during normal business hours. Special outreach meetings typically begin after 5 p.m.
- Our systems run 24/7, we're available during core business hours and have limited hours on weekends.
- 7:30am-5:30pm
- Parks Admin office is open 7:30AM-5:30PM (M-Th) & 8AM-5PM (F); Parks and community centers are open from 7AM -10PM.

What organizations or groups utilize all or part of your site? (Describe use and location):

- GUSD schools
- Private schools (local K-8)
- City Employees

- Street Fairs, Farmer's market; locations are public right of way, Merchant Associations and Glendale Farmer's Market
- The parks are used by residents, public or private groups or agencies requesting use of the site
- I don't have a specific site or the programs and events.
- We share the MSB with Public Works Administration, Public Works Engineering, Public Works Building and Safety, and Public Works Transportation. Various groups use rooms MSB 105 and MSB 106 for hearings and meetings.
- Committee for a Clean and Beautiful Glendale
- Across the board. Although we cater our public website to the citizens of Glendale, anyone with an Internet connection can utilize our resources.
- The department's offices are used by the general public, with a significant number of seniors utilizing the administrative offices for the Section 8 housing program and youth utilizing the VJC for the youth employment programs. The VJC training rooms are also used by private businesses and private or public educational institutions
- There are many individuals and organizations that utilize all of our sites. Some include youth groups such as American Youth Soccer Organization (AYSO) and Little League as well as seniors.

Any recent or current complaints from employees or public regarding accessibility for individuals with disabilities at your site? (If so, please describe):

- Dr. Espiritu visited the jail and had some complaints about phone accessibility.
- Not recently. The entry doors to the Gene Perkins building are unwieldy for people to use, especially those in wheelchairs, or those using walking assist devices. We used to get complaints about this but we haven't lately. The doors have not changed.
- There have been no complaints; however, there have been questions from parents asking about accommodations for their autistic child such as bringing an aid.

Are you aware of any barriers to program accessibility? Please describe:

- Events can get crowded, but no barriers
- The only issue is when the event is rained on and the grass being wet may impact wheelchairs, walkers, crutches, canes, etc.
- No, staff has always tried to accommodate special requests
- The inside office door to Neighborhood Services must remain open because it is a barrier to accessibility. We are recommending that it be replaced with a glass door with a glass side panel so it can be seen-through.
- Yes. Our website can stand to use alternative methodologies to be more standards compliant, thereby making it more accessible.

What would you consider to be the highest priority to make programs, services, activities or events offered by the City of Glendale more accessible for individuals with disabilities?

- Transportation to events
- Awareness raising of ADA issues; sensitivity to requests for ADA accommodations
- Access to city communication outlets; websites, phone systems, GTV-6, etc.
- To have wheelchair ramps
- Perhaps better or expanded access for sight-impaired individuals. I don't know what we can do currently to accommodate them. I'm not sure how we'd assist them in reviewing plans for proposed development or reviewing the many maps we use.
- It is difficult to assess how to address all of the disabilities that might need to be accommodated at a particular event. Example: You can you make a community-wide photo contest accessible to a person who is visually impaired?

- I'm not sure. My first instinct is to say make the website as accessible as possible and point people to it, but the sheer amount of content we have in the City would make it difficult for a person with a motor or vision disability to navigate through it all, even with the aid of adaptive technology.
- Physical modifications to buildings, conspicuous signage and sensitivity training.
- To make classes work well for everyone, including those with disabilities.

Respondents could answer yes, no, don't know (DK) or not applicable (NA). Questions and the number of responses are included in the following summary:

QUESTION	YES	NO	DK	NA	COMMENTS
1. Do you know who the designated ADA Coordinator for the City is?	10	1	0	0	If yes, name person: Mike Viederkehr Yasmin Beers Mike Wiedeker Koko Panossian Mike Wiederkehr Mike W Formerly Yasmin Beers, currently Mike Wiederkehr Michael Wrederker
2. Have you posted and noticed the name and address of the ADA Coordinator?	2	3	5	1	If yes, where: We did not receive direction to do this City website under ADA resources City Web site
3. Do you already have an Accessibility Survey or report for your site?	2	6	3	0	If yes, please attach to the survey. Partially, we have a survey of the VJC In progress
4. Have you posted and noticed the rights afforded individuals with disabilities?	3	4	4	0	If yes, where: MSB Café Flyers In our public meeting notices and in funding agreements with non-profit organizations
5. Do you have a Telecommunications Device for the Deaf (TDD/TTY) at your site?	4	5	1	1	If yes, state location, number, and if they are operable: dispatch by request only Perkins Room 202 Yes, we have one at the counter of the administrative offices (818-247-9704) and at the VJC (818-409-7236). In addition, the VJC employs a VRS (www.sorenson.com).
6. Is your staff trained regarding the use of a TDD/TTY?	6	3	1	1	If yes, state when and how: February 07 By request only Yes, staff is self-trained

QUESTION	YES	NO	DK	NA	COMMENTS
7. Are assistive listening devices available for individuals with hearing impairments at your site?	1	7	2	1	If yes, state location, number fixed or portable, and if they are operable: By request only
8. Are accessibility grievance procedures available for employees and members of the public?	4	2	5	0	Not at the site
9. Are grievance procedures or uniform complaint procedures noticed and posted at your site?	2	5	4	0	If yes, where: Front desk City website lists the form
10. Do you have emergency evacuation plans posted at your site that includes procedures for individuals with disabilities?	2	2	6	1	If yes, where: We have a general plan, but nothing with special procedures for persons with disabilities
11. Have you reviewed your website for accessibility for vision-impaired persons?	2	8	1	0	If yes, when: Recently Spring 2007
12. Are individuals with disabilities included in or have an opportunity to participate in all programs, activities, and services provided by your site?	11	0	0	0	We try as much as we can. Always We try to accommodate individuals with disabilities. If unable, we recommend other services or locations.
13. Are individuals with disabilities served or located in segregated areas of your facility?	0	10	1	0	
14. Do you require persons with disabilities to receive or participate in services at an alternate location?	1	9	1	0	If yes, describe: We don't require, but we recommend other services or locations.
15. Do you provide transportation for your programs, services or activities?	3	6	0	2	If yes, describe transportation and its accessibility: Buses with Wheelchair lifts Only or the Community Service Worker Program
16. Do you follow a specific procedure or policy for use of the facility by organizations or members of the public?	1	3	1	6	If yes, describe: Street events
17. Do you offer programs at your site that are not offered at other sites in the City?	4	2	1	4	If yes, describe: All 3 We're the only place planning activities and hearings are conducted. Most of our activities are 1-time that occur on City property somewhere else.

QUESTION	YES	NO	DK	NA	COMMENTS
18. Have you made accommodations for individuals with disabilities (employees, members of the public, etc)?	8	2	1	0	If yes, describe: Transportation Building is new and built to ADA standards Keep activities at ground level Special parking and seating arrangements As needed. All outreach materials have been updated to include language about requesting special accommodations. Ergonomic workstations and voice recognition software, although I'm not sure if carpal tunnel qualifies as a disability? Yes, primarily for employees with carpel tunnel syndrome.
19. Do you have a statement of accommodations in your literature or on public notices?	6	4	1	0	On flyers
20. Do you have any programs offered or located at a different site?	5	4	1	1	If yes, describe each branch or satellite facility: Verdugo Park, Earth Day Pac Edd., Alex Theatre, Verdugo Park Only special events. Sites are not known in advance – a list is not possible Yes, the Verdugo Jobs Center (VJ) at 1255 S. Central Avenue, which is a two-story stand alone building, where employment services are available.
21. Do you have any employees with disabilities at your site (if known)?	2	7	1	1	
22. Are you aware of any community members or recipients of services with disabilities who utilize your site?	6	2	3	0	We have citizens that have various disabilities access our facility
23. Have you provided training or information to your staff regarding the requirements of the Americans with Disabilities Act?	3	5	0	3	If yes, describe: Patrol training But not lately I provided the ADA sensitivity training packet to my staff At our administrative offices, nothing formal. At the VJC, we have a designated, trained ADA Compliance Analyst.

QUESTION	YES	NO	DK	NA	COMMENTS
24. Would you like additional training regarding the Americans with Disabilities Act?	7	3	0	0	
25. Does your site offer any exemplary programs or services for individuals with disabilities?	3	7	0	1	If yes, describe: Unified Response website is fully standards compliant. We will take all future efforts in the same direction Yes, we offer an internet based VRS at the VJC.
26. Have you received any awards or special recognitions regarding programs or services for individuals with disabilities?	0	10	0	0	If yes, describe:
27. Do you have any construction or remodeling projects currently underway or planned for the next 2 years?	4	4	1	1	If yes, describe: Remodeling of secretaries office areas The building footings are being seismically upgraded. Yes, the department plans to relocate to the old Police Building, which will be a retrofit project.
28. Do you have any volunteers?	6	4	0	0	Not in the office, but in the community
29. If you have volunteers, have they received training on providing services or activities for individuals with disabilities?	0	3	2	5	
30. Do you have access to current City policies, procedures or practices?	9	0	1	0	
31. In your opinion, what is the *highest priority* for making your facility or facilities more accessible (if applicable)? (Please provide as much detail as possible) The City Hall complex is easily traversed by people with disabilities, due to large crowd, special accommodations may have to be made for blind attendees. For the Merchant association Events – ADA compliant restrooms; for Farmer's Market – adequate sidewalk clearance Getting around the city, i.e. streets, sidewalks, alleys Probably more training to staff about what is currently available in the City to assist Americans with Disabilities Fix broken elevator in Perkins as there are no ramps to go between floors Parking					
32. Other Comments (if more space is needed, please write on the back of the survey or attach additional sheets): If more information is needed, Pam Cook may be able to provide assistance. Her number is (818) 548-3798.					

Additional copies of the survey, in hard copy or electronic format, can be obtained from Disability Access Consultants, Inc. (DAC) by calling 1-800-743-7067 or by sending an email request to bthorpe@proada.com.

Thank you for your input!

Please return this survey by June 30, 2007 to Koko Panossian, Administrative Analyst, City of Glendale or to Barbara Thorpe, Disability Access Consultants, Inc., 2775 Feather Blvd, Oroville, CA 95965 or by email to ***bthorpe@proada.com***

Notice to the Public of the Self-Evaluation

Public notices of the Self-evaluation process and study were posted from June 2007 to November 2007 in conspicuous locations throughout the City. A copy of the notice is located in Appendix A.

Summary of Findings and Recommendations

This section of the Self-evaluation contains *findings* by Disability Access Consultants, Inc. about the extent to which the City of Glendale's policies and practices provide access to the City's programs, services and activities. It also includes *recommendations* by Disability Access Consultants, Inc.

Designation of ADA Coordinator

The regulations implementing the ADA require any public entity with fifty or more employees to designate at least one employee to coordinate ADA compliance (28 CFR §35.107(a)).

Findings

The City has a designated ADA Coordinator to oversee the development, implementation and monitoring of the ADA Self-evaluation and Transition Plan.

Ninety-one percent (91%) of the administrative survey respondents knew the City had an ADA Coordinator. The majority of the respondents knew the identity of the ADA Coordinator.

Recommendations

Information regarding the identity of the City's ADA Coordinator should continue to be provided to staff, posted at all City locations, incorporated into new employee orientation packets, and placed in frequently used publications, on the website and in staff and public directories.

It is recommended that the City publish the name, address, e-mail address and phone numbers of the City of Glendale ADA Coordinator in appropriate public notices, brochures, pamphlets and other documents frequently distributed to the general public. Publications should also include the TDD/TYY and/or the California relay phone number.

At the time of the ADA Self-evaluation the ADA Coordinator did not have a designated and posted TDD/TTY number.

Posting of Identity of ADA Coordinator and Notice of Rights

Federal regulations require public entities to make available to interested persons the name, office address and telephone number of the ADA coordinator (28 CFR §35.107(a)).

In addition, Section 35.106 requires a public entity to disseminate sufficient information to applicants, participants, beneficiaries and other interested persons to inform them of the rights and protections afforded by the ADA. Furthermore, in providing for notice, the City must comply with the requirements for effective communication in Section 35.160.

A copy of the public rights notice is located in Appendix A.

Findings

The identity of the ADA Coordinator and the notice of the rights afforded individuals with disabilities were posted and noticed at the commencement of the study. The identity of the ADA Coordinator, address, phone number, fax number were noticed and posted.

One administrative survey respondent stated that they had previously posted and noticed the name and address of the ADA Coordinator.

Recommendations

The City should provide ongoing notice of the identity of the City of Glendale ADA Coordinator on its website and in frequently used publications or documents accessed by the general public and by recipients of programs, services and activities.

The notice may also be provided in newspaper advertisements, on applications, at program sites, in program handbooks, in regular mailings, on legal notices, on radio announcements, in requests for proposals/qualifications, on facility use agreements, and in contracts.

The notice should include the name, title, address and phone numbers of the ADA Coordinator. The notice should include a TDD/TTY number and/or California Relay number to ensure equally effective communication. Although not required, it is recommended that the notice include the e-mail address for the ADA Coordinator.

Notices should be posted in conspicuous locations on a regular basis.

Information regarding the requirement to post the identity of the ADA Coordinator, notice of rights in accordance with the ADA and related information should be sent to each department by the ADA Coordinator or other appropriate official. A standard notice should be given as an example. Each department could add specific information applicable to the provision of programs, services and activities.

Posting and notice requirements should be updated if the identity of the ADA Coordinator changes or if more than one ADA Coordinator is designated.

Statement of Accommodations on Public Notices

Statements of accommodations should be available on public notices and agendas. The City is required to provide Title II information in alternative formats to ensure that that information is accessible to people with disabilities.

Findings

Public City Council Agendas currently have an ADA compliance statement. A sample of an ADA compliance statement from a City of Glendale agenda is:

> "In compliance with the Americans with Disabilities Act (ADA) of 1990, auxiliary hearing aids, sign language translation, and Braille transcripts are available upon request. Assisted listening devices are available same-day upon request. At least 48 hours (or two business days) notice is required for requests regarding sign language translation and Braille transcription services. If you have any question about matters on the agenda, or requests for assistance, please contact the office of the City Clerk at (818) 548-2090 during regular business hours."

Recommendations

Another sample statement may include the following statement with the phone and TDD/TTY numbers:

> "Individuals who need auxiliary aids and or services for effective communication or to participate in programs and services of City of Glendale are invited to make their needs and preferences known to the ADA Coordinator or the alternate Contact Person. This notice is available in accessible alternate formats from the ADA Coordinator."

Statement of Nondiscrimination

All public entities are required to provide information to applicants, participants, beneficiaries, employees and other interested persons of the rights and protections afforded by Title II of the ADA (26 CFR §35.106).

Findings

Publications containing statements of nondiscrimination in regards to access to programs, services and activities were found in only limited cases.

The City of Glendale employment application contains a statement of nondiscrimination.

Recommendations

Nondiscrimination statements should be posted on frequently used publications for the public.

A sample nondiscrimination notice should also be utilized. A notice, such as the following sample, could be utilized:

> "The City of Glendale does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services or activities. The City does not discriminate on the basis of disability in its hiring or employment practices. Questions, concerns, complaints or requests for additional information regarding the Americans with Disabilities Act may be forwarded to the City's ADA Coordinator (provide contact information)."

Policies, practices and procedures for nondiscrimination should refer to members of the public, in addition to employees, and address nondiscrimination in regards to access to all programs, services and activities for individuals with disabilities and not be limited to employment. The City should consider adopting a general nondiscrimination policy for access to programs, services, activities, applicants and employees.

Statements of nondiscrimination should be included on selected publications, brochures describing programs, services and activities offered by the City, new employee materials, recruitment materials; publications and frequently used forms and documents.

Departments should be directed to include the statement in selected publications, documents and forms.

Contracts and vendors that provide printing and publication services should be notified of required statements, required font and required contrast for accessible publications.

The new employee orientation packet and volunteer information should include a statement of nondiscrimination by the City in regards to the public's access to programs, services, activities, recruitment and employment.

Request for information, such as requests for a Driver's License, may be discriminatory. Request for this information should be specific to particular job requirements.

Customer Satisfaction and Input

The regulations which implement the ADA require public entities to provide an opportunity to interested persons and organizations to participate in the Self-evaluation process. For three years after completion of the Self-evaluation, the public entity must keep records of any problems identified. (28 CFR §35.105)

Findings

Some evidence of customer satisfaction methods and opportunities for public input was found.

Recommendations

Conduct periodic customer satisfaction surveys or gather input from recipient of services using an alternate method. An additional emphasis should be made to survey individuals with disabilities and organizations representing individuals with disabilities on an ongoing basis.

Grievance/Uniform Complaint Procedures

A public entity that employs fifty or more people must adopt and publish grievance procedures which provide for the prompt and equitable resolution of complaints alleging any action that would be prohibited by the ADA (28 CFR §35.107(b)).

Findings

The City has a grievance/complaint procedure that provides for prompt resolution of complaints and additional opportunities for input.

Information regarding the complaint process is available on the City's website. Form ADA-1 is available on the website for input regarding accessibility needs or concerns. The form lists the former ADA Coordinator and needs to be updated.

Requests, concerns or complaints should be addressed to:

Mike Wiederkehr
ADA Coordinator
City of Glendale
633 E. Broadway, Room 101
Glendale, CA 91206-4394

Recommendations

The City should continue to make efforts to inform staff and the public of the existence of the City's ADA Coordinator, grievance procedures, the steps for handling grievances, and the City policies for remediation of grievances.

Information regarding complaint procedures should be readily available to members of the public in addition to employees and applicants. Procedures should outline the steps needed to resolve a complaint.

Grievance procedures should be a part of the new employee orientation packet.

Grievance procedures should be available in accessible alternate formats.

A method to collect data and collect a profile of complaints should be developed. The status of the complaint and the time from complaint to resolution should be documented to assist with interventions and staff development to reduce or eliminate repeated complaints.

Complaint procedures and forms should be available at all City buildings and in all departments.

The City might consider the centralization of complaint handling to assist with the tracking of complaint resolution. A centralized database and analysis of types and locations of complaints may also assist with developing profiles to assist with targeting quality control and training measures. Centralized record keeping of such information will help the City to regularly update its compliance efforts, and plan for additional compliance implementation for training and budget considerations.

The ADA Coordinator or designated staff can develop updated reports based on a profile of concerns or complaints to determine the needs for proposed training materials, agenda items, and proposed budget expenditures.

Procedures should continue to be developed, implemented and institutionalized to provide consistency for complaint resolution and record keeping.

Grievance procedures should also provide an alternate point of contact other than the ADA Coordinator.

Access to Programs, Services and Activities

A public entity may not adopt official policies that are discriminatory or engage in practices that are discriminatory. This prohibition applies to policies that are explicitly exclusionary and to those which appear to be neutral but have a discriminatory effect (28 CFR §35.130(b)(3)).

The following programs and services were reviewed:

Administrative Services/Human Resources

- **Employment Services -** Accept and receive applications for City employment at City Hall and conduct examination processes (written, oral interview, performance, etc) for City jobs.

- **Enterprise Services -** Provide Live Scan, passport and notary services to the public at the 140 N. Isabel Street location (the old Police Building).

Community Development and Housing

- **Community Needs Assessment -** Conduct annual public hearings and focus group meetings at various venues in the community.

- **Grants to CDBG Sub-recipients -** Provide federal grant funds to non-profit organizations throughout the City to provide a variety of social services.

- **Homeless Housing Placement Program -** Provide eligibility intake, case management and housing placement. Services are conducted at the Achieve Glendale center.

- **Homeless Employment Counseling Program -** Provide case management, including employment counseling, job development and job placement. (At Achieve Glendale.)

- **Facade Improvement Program -** Perform application intake and eligibility and provide grants to commercial property owners to improve their building facades. Services are conducted at the CD&H Office.

- **Residential Rehabilitation Loans and Grants Program -** Perform application intake and eligibility and provide loan and grant financial assistance, including handicapped grants, to single-family and multi-family property owners. (At CD&H.)

- **First Time Homebuyer Program -** Perform application intake, eligibility, financial counseling, and issue down payment loans to qualified buyers. (At CD&H.)

- **First Time Homebuyer Workshops -** Conduct homebuyer workshops at various locations in the community.

- **Section 8 Housing Choice Voucher Program -** Provide intake eligibility and verification, individual/family needs assessment, unit inspections and long term rental assistance payments. (At CD&H.)

- **Emergency Rental Assistance Program (ERAP) -** Provide eligibility intake, individual/family needs assessment counseling and temporary, emergency financial assistance. Services are conducted at the Verdugo Jobs Center (VJC).

- **Family Self-Sufficiency Rental Assistance Program -** Provide intake eligibility and verification, individual/family needs assessment, and employment and training case management for tenants assisted under the Section 8 Housing Choice Voucher Program. (At VJC.)

- **Low-Income Family Rental Assistance Program (LIFRAP) -** Provide intake eligibility and verification, individual/family needs assessment, employment and training case management and three-year rental assistance for low income families. (At VJC.)

- **Verdugo Jobs Center (VJC) -** Provide self-help resource services, information and referral counseling, case management, job training, classroom training, workshops, job fairs, and youth employment. (At VJC)

- **Workforce Investment Board (and Sub-committee) Meetings -** Convene policy board and conduct public meetings to direct and implement workforce development programs. (At VJC)

- **Glendale Youth Alliance -** Conduct youth employment programs, including recruitment, eligibility intake, basic skills training, counseling and job placement. (At VJC.)

Fire Department

- **Fire Service Day -** Annual Event hosted at all Fire Stations, with main events like Pancake Breakfast, outside vendor participation and auto extrication demo occurring at St. 21.

- **Fire Station Tours** - at Stations 21-29, Verdugo Communications Center- Station tours provided throughout the year by firefighters to children coming with their classmates and teachers.

- **Jr. Fire Picnic -** Annual Event hosted at Verdugo Park for top scoring 5th grade students in the Jr. Fire Program. Attended by approximately 250-300 GUSD students.

- **Children's Burn Foundation "Fire Safety Trailer" -** Firefighters tow the trailer to local schools to teach 3rd-4th graders about fire safety. Trailer is shared between the Glendale, Burbank and Pasadena Fire Departments. The trailer has ramps that allow wheel chair access to the first floor of the trailer.

Glendale Water and Power

- **Landscape Gardening Classes -** GWP hosts a series of landscape classes throughout the year. These are 3 1/2 hour classes. Classes are held on Saturdays at the Perkins Community Room. Classroom set up.

- **Children's Live Production on Water Conservation -** GWP will host a live production by the National Theatre for Children at the Central Library's auditorium.

- **Energy and Water Expo -** Informational booths are available for residents to visit. Educational conservation displays are featured, GWP equipment is on display, demos by GWP staff, children's arts and crafts section, and event's location changes each year. 2005 event was held at GCC parking lot A

Information Services

- Bill Payment
- Job Application Submittal and Processing
- Maps
- Permit processing
- Request for Services

Library

- **Teen Services: Central Library**

    - **Teen Book Club -** The teen book club meets once a month in the teen area to discuss single titles.

    - **Daily High School Book Club -** The teen librarian visits Daily High School twice a month to share books with the students. We were the only library in Southern California to win the Great Stories Club grant, a project funded by Oprah's Angel Network.

    - **Teen Advisory Committee -** This committee is an advisory council that seeks teen input on the teen collection, programming and policies. We also periodically make field trips to local book stores to purchase materials for the teen collection.

    - **Teen Web Committee -** This committee was an advisory committee to create the library and then city teen web site. It has been on hiatus since last October.

    - **Teen Volunteers -** Teen complete community service hours.

    - **Teen Knitting Club -** The knitting club meets twice a month. Teens of varying skill levels attend and learn new techniques, share projects, and socialize.

    - **Anime Club -** The anime club meets once a month in the auditorium. We preview anime titles.

- **Teen Summer Reading Program -** All Glendale Library teen patrons are encouraged to participate. For every book a teen reads, they may complete an entry form for a weekly raffle prize. Eligible reading material includes books and graphic novels. One grand prize winner will be chosen at random at the end of the summer.

- **Teen Read Week -** Host National event with well known speakers

- **Author's Visits -** Regularly scheduled

- **Los Angeles Times Festival of Books -** Advisory Council members attend annual Festival at UCLA

- **Other Teen Related programs -** Local bands, authors, high school classes, etc.

- **Adult Services - Central Library**

  - **Film Program -** A feature film is presented in the Library's auditorium every Tuesday.

  - **Learning Center Computer Lab Workshops -** Classes are held in the library's computer lab to teach computer skills to people of all ages. Classes include the Senior Computer Club, Introduction to Word, Intermediate Word, Spanish Language introduction to computers and the Internet, etc.

  - **Booked Solid: Central Library Book Group -** This book group meets the second Tuesday of every month, 7pm-8pm to discuss books. All adults are welcome.

  - **Auditorium Rental -** The Auditorium is used for a variety of rental events. Many are open to the public. Capacity: 200.

- **Adaptive Services - Central Library**

  - **Braille Talking Books -** Partnership with the Braille Institute to provide talking books to visually impaired patrons.

  - **Large Print Book Collection -** Over 8500 large type books are available for the visually impaired.

  - **Adaptive Equipment -** An adaptive workstation is available at the Central Library that includes zoom text, read aloud and voice recognition software.

- **Children's Room Services - Central Library**

  - **Barks & Books -** School-age children practice their reading skills with Library guest dogs.

  - **Computer Club -** Online activities and keyboarding practice for children in grades 4-8. Sessions are led by an instructor in the Library's learning lab and in the Children's Room computer area.

  - **Creature Features -** Films are presented in the Library auditorium for children ages 4 and older and their families. (Summer Activity)

  - **Family Storytime -** Stories and crafts for children ages 4 and older and their families.

- **Grandparents & Books -** Volunteer grandparents read stories to children visiting the Children's Room. Monthly grandparent training sessions/meetings are also conducted.

- **Homework Help -** Homework help services for students in 1st – 8th grade. (Fall – Spring)

- **Hora De Pijamas -** Stories in Spanish and English for children ages 3 and older and their families. (Summer Activity)

- **Middle School Advisory Board -** Middle school students meet monthly to plan programs of special interest to their peers.

- **Mother Goose & Me -** Books, music and activities for children ages 6-17 months and their caregivers.

- **Nursery Tales -** Stories, songs and rhymes for children ages 3-5 and their caregivers.

- **Play with Me -** Children and their parents engage in creative play in a group environment. Age appropriate toys and activity materials are provided by the Library and are geared to the following age groups: 6-17 months, 18 months - 3 years, and 3 – 5 years.

- **Puppy Tales -** Stories, nursery rhymes and songs for children ages 18 months – 3 years and their caregivers.

- **Thursday's the Day -** Book and craft activities for children in 4th – 8th grade.

- **Snacktime Readers -** A book discussion group for children in 4th – 8th grade and their parents.

- **Wow It's Wednesday -** Stories and crafts for children ages 6 and older.

- **Summer Reading Program -** Rewards children who are read 8 books or read independently during the 8 week summer period. Includes special public programs and a final celebration.

- **Class Visits -** Various days and times. Local schools schedule a 30-60 minute visit to the library during the library's closed morning hours. The Children's Librarian leads the class of 25-35, along with the teacher and adult classroom volunteers, on a tour of the library. This tour introduces the facility, services and collection to the visiting students and adults. Following the tour, the class sits in the Children's Room for stories; library/library card promotion/orientation; and a question and answer session. The class then searches the library and finds books and materials to check out.

- **Literacy Services: Central Library**

  - **Glendale Public Library Adult Reading Program -** Began in 1987. Since then more than 1250 adult learners have participated in the Library's free and confidential program. The Adult Reading Program uses a "learner-based" format. Learners are assessed for reading ability and interviewed about their goals, job opportunities, family and education backgrounds. Staff help tailor a reading program specifically for each learner. Tutors attend a six-hour introductory training to familiarize them with literacy materials, lesson planning and working with adult learners and are then matched to

adult learners. Tutors are required to meet with their learners at least once a week over six months time.

- **Literacy Readiness Classes -** At the Central Library and offsite locations (businesses, convalescent homes, businesses) offer limited English speakers preparation for one-to-one tutoring by becoming more familiar with everyday English & grammar in a group setting.

- **Family Reading -** This component focuses on learners with children under five years of age and empowers parents to be their children's first tutors. Learners receive one-to-one tutoring & their families attend monthly group meetings at the Central Library.

- **Adult Reading Program -** The English Language Literacy Intensive Project (ELLI). Staff work with the Glendale Unified School District at school sites to target children "at risk of non-promotion" due to language barriers. Families of these "at risk" students are invited to participate in ELLI at their children's schools. Participants receive children's literature to build home libraries and attend a series of programs designed to increase the children's reading, writing and listening abilities.

- **Casa Verdugo Branch Library Programs**

  - **Preschool Storytime -** Stories, songs and finger plays for children ages 3-5 and their families.

  - **Homework Help -** Homework help services for students in 1st – 8th grade. (Fall – Spring)

  - **Class Visits -** Various days and times. Local schools schedule a 30-60 minute visit to the library during the library's closed morning hours. The Children's Librarian leads the class of 25-35, along with the teacher and adult classroom volunteers.

  - **Critique and Support Group -** A support group of writers meets twice a month. All adults welcome.

  - **Summer Reading Program -** Rewards children who are read 8 books or read independently during the 8 week summer period. Includes special public programs and a final celebration.

- **Montrose Branch Library Programs**

  - **ABC, Baby and Me -** Benefits babies four to eighteen months, their parents, and caregivers. Those in attendance enjoy stories, finger plays, felt board presentations, and songs related to the alphabet. In addition, most children in this age group have gained some strength in the neck area so lap-sit activities are also offered (i.e. activities with a parachute or a bouncing-lap activity).

  - **Before You're Two -** Benefits children between fifteen to twenty-three months, their parents, and caregivers. Children this age are eager to test their abilities by standing or walking, accomplishments that are encouraged in this program. In addition to different physical activities (i.e. stand-up version of Head and Shoulders, Knees, and Toes), stories and songs will continue to play a key role in the story time experience.

- **Lots of Tots -** Program for children between two to three years of age, their parents, and caregivers. Children between these ages are exposed to stories with more character development, songs, and crafts, all related to the letter of the day.

- **Bubbly Preschoolers -** Is an exciting program for children between three to five years, their parents, and caregivers. The participants enjoy stories, crafts, and fun with the word of the day.

- **Programs -** Occasionally performers are hired to present a program, varying from magic, dance, singing, and storytelling, to programs involving live animals. Depending on the animal, children are sometimes allowed to hold or touch them. Sometimes the programs are held in the meeting room and the children sit on the floor. There are a few chairs around the edges for parents. If we are expecting a very large crowd, we hold the program in the adult reference area. Again, the children sit on the floor and parents sit or stand at the rear.

- **Crafts -** The children's librarian presents a variety of craft programs for children of varying age levels. Sometimes these are formal programs held in the meeting room, and sometimes they are more informal events held in the children's area. Parent of very young children usually assist their child. Older children generally complete crafts themselves with some assistance from the librarian or a library page or volunteer.

- **Chapter Book Chat -** Is a monthly introductory level book discussion group that encourages students to offer their opinions on the book of the month. This program is best for students reading at a third or fourth grade reading level.

- **Class Visits -** All school classes may schedule a visit to the library. Most of these visits are from preschools, and the program is similar to story time with the addition of a library tour. Classes are always accompanied by the teacher plus aides/parents/volunteers. Sometimes elementary school classes come with their teacher to do research or take a library tour. These classes usually work in the children's room, assisted by children's librarian as needed.

- **Teen Programs -** A variety of programs appealing to teens including knitting, scrap-booking, poetry, and book discussions. The programs may be held in the meeting room or in the public area.

- **Homework Help -** Homework help services for students in 1st – 8th grade. (Fall – Spring)

- **Summer Reading Program -** Rewards children who are read 8 books or read independently during the 8 week summer period. Includes special public programs and a final celebration.

- **Brand Library And Art Center Programs**

  - **Brand Galleries -** 4-6 art exhibitions per year; consists of art work in both the atrium gallery and skylight gallery. Works can be two and three dimensional, installed on the walls and floor. Each gallery exhibition also has one reception in the gallery courtyard. The gallery is open during regular library hours when there is an exhibition.

  - **L.A. Opera Program -** Speakers from the Los Angeles Opera League present a series of talks focusing on the magical and powerful world of opera. The talks are held on Thursdays at 7:30 pm in the Brand Library Recital Hall.

- **Music Series -** This is an annual series that produces 3-4 music concerts per year. The concerts are held in the Brand Library Recital Hall, and a reception is held in the gallery courtyard. The concerts are scheduled throughout the year and are usually scheduled for Thursday nights, or Sunday afternoons.

- **Dance Series -** This annual series usually produces 3 dance performances per year. The concerts are held in the Brand Library Skylight Gallery, and a reception is held in the gallery courtyard. The dance performances are generally scheduled in the spring and are usually scheduled for Sundays at 3pm. Sometimes they are scheduled on consecutive Sundays. (Annual dates are determined based on the gallery exhibition schedule).

- **Lecture Series -** Brand Library sponsors music related lectures. The lectures are generally held on Thursday nights, and most recently Saturday afternoon, in the Brand Library Recital Hall. This is a sporadic series but there have been 3-4 per year.

- **Special Events -** A variety of events are sponsored by other City of Glendale Departments and are either for staff only, or open to the public. They are held in the recital hall or art galleries.

- **Recital Hall Events -** There are generally 80-100 Recital Hall rentals each year. The majority of them are free and open to the public and usually consist of student piano recitals. The rentals are during times when the library is not open: Wednesday, Friday, and Saturday nights, and Sunday all day. Occasionally, there are rentals on Mondays. These events take place in the Brand Library Recital Hall, and the gallery courtyard is often used for receptions. The occupancy of the Recital Hall is 150.

- **Gallery Rentals -** Occasionally the gallery is rented for special events. These are often gala events for specific organizations and generally not open to the public.

- **Chevy Chase Branch Library Programs**

  - **Chevy Chase Book Group -** This book discussion group meets the fourth Wednesday of the month, 6:45-8pm. All adults are welcome.

  - **Tots at Chevy Chase -** Stories, music, finger plays and crafts for very young children and their families.

- **Grandview Branch Library Programs**

  - **Preschool Story Hours -** Librarian sits on the floor with pre-schoolers and their parents or care-givers to read stories and play games. The “sponge” activity is a march around the library to pre-recorded music; with the children ringing bell bracelets as they march.

  - **Grandparent and Books -** An adult volunteer sits at a table and reads to and shares stories and related conversation with any interested listeners. The volunteer usually has around half-dozen middle and upper elementary grade children, and often a parent or two.

  - **Holiday Crafts -** On the Wednesday afternoon before a major holiday, volunteer Sue Mills will spend up to two hours (usually 3-5pm) conducting a craft program related to the holiday. We generally have to put two tables together for this event. On the average, she attracts a dozen or so at a time. She also allows parents to participate.

- **Homework Help -** Homework help services for students in 1st – 8th grade. (Fall – Spring)

- **Summer Reading Program -** Rewards children who are read 8 books or read independently during the 8 week summer period. Includes special public programs and a final celebration.

- **Internet Practice Session -** Usually the third Thursday of the month (on vacation in May). Reservations required. Up to five adults may sign up for an internet workshop-like session with the children's librarian. After a brief introduction to the Internet, and Library computer policies, the students receive individual guidance as they practice their search skills at one of the library's public computer terminals.

- **Class Visits -** Various days and times. Local schools schedule a 30-60 minute visit to the library during the library's closed morning hours. The Children's Librarian leads the class of 25-35, along with the teacher and adult classroom volunteers, on a tour of the library. This tour introduces the facility, services and collection to the visiting students and adults. Following the tour, the class sits in the Children's Room for stories; library/library card promotion/orientation; and a question and answer session. The class then searches the library and finds books and materials to check out.

- **Pacific Park Branch Library Programs**

  - **Barks and Books -** School-age children practice their reading skills with Library guest dogs.

  - **Saturday Surprises -** Stories and crafts for ages 4 and older.

  - **Tot Story time –** Story times for ages 2-5.

  - **After School Stories and Crafts -** Stories and crafts for ages 6 and older

  - **Grandparents and Books -** Adult volunteers read stories for everyone.

  - **Poetic Generations -** Write your own poetry with teaching artist Tina Demirdjian. Includes a public poetry reading at the Alex Theatre for registered students from grades 5-7.

  - **Hora de Cuentos -** Stories in Spanish/Cuentos en Espanol. Ages 2-5/Edades de 2 a 5.

  - **Homework Help -** Free help with math, science, history and English for students in 4th to 12th grades.

  - **Summer Reading Program -** Rewards children who are read 8 books or read independently during the 8 week summer period. Includes special public programs and a final celebration.

  - **Book Club -** Books, conversation and refreshments in a library setting.

  - **Clases de Computación en Español/Computer Classes in Spanish -** Classes held in the library's computer lab.

Management Services

- **COMMITTEE ON THE STATUS OF WOMEN**
  - **Jewels of Glendale 2006** - Luncheon fundraiser at Civic
  - **Gathering of Sisters 2005 -** Health fair at Pacific Park Community Center
  - **Take Back the Night 2006 -** Rally/march at Perkins Plaza
  - **ACCW 2-day Quarterly meeting -** Two day business meeting and "retreat" for a statewide organization of CSWs held at the Police Community Room
  - **Women's Words of Wisdom Salon -** Community forums held in various restaurants or locations around the city to raise awareness; two so far (August 2005 and Sept 2005) and two planned (September 2006 and October 2006)
  - **Monthly meetings -** Business meetings of the CSW held in Council Chamber
  - **"Rosie Goes to Wall Street" -** An economic literacy and non-traditional careers workshop for girls from 14 – 18 which will be held in collaboration with other departments.
- **Other Annual Events**
  - **Week of Remembrance -** The City of Glendale sponsor's an annual **Week of Remembrance** events (Armenian Genocide and Man's inhumanity to Man) in order to honor and commemorate victims of war, genocide and other atrocities to mankind.
  - **Cesar Chavez -** The City of Glendale sponsor's an annual event to commemorate and honor Cesar Chavez" for his leadership and commitment to improve the lives of his fellow men and women.
  - **Unity Fest -** The **Unity Fest** event, which is sponsored by the City of Glendale, is a festival representing the diverse cultures of Glendale.

Neighborhood Services Programs

- **Graffiti Removal -** Upon request or personal observation, City staff removes graffiti from publicly accessible surfaces
- **Community Service Worker Program -** Provide work for citizens who need to complete Court ordered Community Service time
- **Centralized RFS Intake -** City staff takes requests for service from citizens
- **Problem solving and Code Enforcement Office Conferences -** Citizens who have property violations are able to participate in meetings with City staff to assist them in correcting the violations
- **Re-inspection Fee Hearings -** Citizens who have re-inspection fees owed due to property violations are able to participate in meetings with City staff to establish fee payments
- **Fee Payments -** City staff takes payments from citizens

- **Meetings for the Committee for A Clean & Beautiful Glendale -** City staff hosts & supports citizen committee at regularly scheduled meetings

- **Community Festivals & Information Fairs -** These events are joint projects between Neighborhood Services & Parks & Rec. These information fairs help residents learn about housing habitability issues & local community services. Live entertainment, refreshments, are provided

- **Great Graffiti Paint Out & Community Clean-Up Day & Foothill Clean-Up Day (and other neighborhood clean-up activities) -** Volunteers are teamed up with City staff to help clean up trash, litter & graffiti throughout the community. Barbecue, entertainment & prizes are provided

- **Summer Night on the Plaza -** Neighborhood Services & CCBG sponsor this event which features food from local restaurants & bakeries & live entertainment.

- **"I Love My Neighborhood" Poster Contest** - Neighborhood Services & CCBG sponsor this event along with GUSD. An award ceremony is hosted at the Civic Auditorium for parents, teachers & children, with winning posters

- **Code Compliance -** By citizen request or observation, field staff enforces City regulations for building, housing habitability, zoning, municipal codes, state & federal laws

- **Newsracks Compliance -** By citizen request or observation, field staff enforces City regulations

- **Shopping Cart Containment Compliance -** Oversees initial & annual cart containment Inspections

- **Rental Housing Inspection -** Field Staff inspect rental housing on property for basic habitability standards on a volunteer basis

- **"Adopt-a-Block" -** Volunteers adopt a particular section of the City, pledging to clean it once a month, removing litter and graffiti

Parks, Recreation and Community Services

- **Life-long Learning Classes**
  - Adult Dance
  - Adult Fitness & Wellness
  - Adult Special Interest
  - Adult Visual Arts
  - Children's Visual Arts
  - Children's Dance
  - Children's Fitness
  - Children's Performing Arts
  - Children's Special Interest

- **Park Ranger Program**
  - California Trails Day
  - Campfire Programs
  - Junior Park Ranger Program
  - Monthly Hike
- **Seasonal Day Camp Programs**
  - Arts Camp
  - Counselor in Training Program
  - Flag Football Camp
  - Gymnastics/Cheer/Dance Camp
  - Skate Camp
  - Sports Camps
  - Spring Break Fun for Youth
  - Spring Spectacular Camp
  - Summer Blast Camp
  - Summer Discover Camp
  - Summer Spectacular Camp
  - Theatre Camp
- **Senior Classes**
  - Aerobic Line Dance
  - Beginning Guitar Class
  - Classical Guitar Lessons
  - Contemporary World Problems
  - Diet and Nutrition
  - Drama Class
  - English Class
  - Fun With Words
  - Genealogy
  - Health and Fitness
  - Lip Reading
  - Memoir & Me
  - Philosophy & Ethic
  - Quality of Life
  - Quilting Class
  - Roman Civilization
  - Senior Aerobics
  - Senior Fitness
  - Senior Weight Training
  - Simple Life
  - Sketching Class
  - Slow Stretch
  - Stichery
  - Tai-Chi for Seniors
  - Woodcarving Class
  - World Religion
- **Special Events**
  - 3 on 3 Youth Basketball Tournament
  - Adult Summer Invitational Softball Tournament
  - Club Maple Charity Invitational Softball Tournament
  - Cool Coaster Competition
  - Cruise Night
  - Easter Eggstravaganza
  - Halloween Hoopla
  - Hike & Trail Run

  - Holiday Tree Lighting Ceremony
  - Maple Park Costume Contest
  - Montrose Spooktacular
  - NFL Punt Pass and Kick
  - Pacific Community Center Celebration
  - PCF Days of Winter
  - Penny Carnivals
  - Santa In the Park
  - Summer Concert Series
  - Summer Moonlight Movies
  - U.S. Junior Olympic Skills Competition
  - Winter Blast Camp
  - Winter Invitational Softball Tournament
  - Winter Wonderland
- **Senior Services**
  - Care Management
  - Excursions for Seniors
  - Health Services
  - Home Delivered Meals
  - Legal Assistance
  - Medicare & Medical Counseling
  - Senior Café
  - Transportation Services & Bus Pass Sales
- **Youth Sports & Skate Classes**
  - Beginning Skate Class
  - Beginning Skate Spring Camp
  - Drop-By Skate Class
  - Friday Night Lights
  - Kidz Love Soccer
  - Youth Tennis Classes
- **Teen Programs**
  - Anger Management Classes
  - Coffee House
  - Equinox Dance
  - Teen Drop-In
- **Family Events**
  - Community Book & Music Exchange
  - Family Fun Nights at Pacific Community Center
  - Family Nights at Sparr Heights Community Center
  - Sparr Summer Fun
  - Tot Time
- **Therapeutic Recreation**
  - Club Maple
  - Get Fit, Not Fat
- **Youth Programs**
  - Park N' Play
  - Parks Creating Futures
  - Youth Chess Club
- **Youth & Family Services**
  - Case Management
  - Information & Referral
  - Outreach

- **Aquatics & Adult Sports**
  - Adult Basketball league
  - Adult Open Play Badminton
  - Adult Open Play Volleyball
  - Adult Slow-pitch Softball
  - Adult Soccer League
  - Adult Tennis Classes
  - Community Water Polo Team
  - Family Swim Day
  - Get Into The Swim This Summer
  - Glendale Gator Swim Team
  - Junior Life-guarding Academy
  - Recreation Swimming
  - Splish Splash Family Fun Day
  - Swim Lessons
  - Wading Pools

- **Arts and Culture Programs and Services for the Public**

  - **Monthly Arts and Culture Commission meetings – 4th Thursday of the month -** Held in City Council chambers

  - **Unity Fest** (may also be listed in City Manager's office report) - Free cultural festival held in Verdugo Park. Main stage has entertainment (music, dance). 10 x 10 booths rented and used by arts and craft vendors. Food court with seating.

  - **Annual Open Studio Tour** (generally in July) - Annual event in which local artists, businesses and arts organizations open their studios, etc. to the public to see artwork. A map listing all sites is produced and distributed in print and on the web. Additionally a gallery exhibition of all participants is held in Brand Library Art Galleries. The open studio tour lasts one day; the exhibition usually about one month. There is a free reception for the public in the gallery preceding the tour.

  - **Annual reception for Diamond Awards winners -** Nomination forms are broadly distributed throughout the city. They are returned to staff who presents them to a selection committee. The winners are honored during a reception and given an award.

  - **Artist Market (currently on hiatus) -** Artists and crafts people are invited to sell their wares one day per month at a downtown location. To date the locations have included the Glendale Marketplace and the plaza near California Pizza Kitchen. The vendors are responsible for providing their own booth, set up, etc.

  - **Periodic workshops, receptions and special events -** Periodically we host a training or workshop, reception or special event. Examples include Arts Tune Ups, regional free workshops for artists and arts organizations to learn about different facets of arts management; temporary installation of large scale mural in library that may have a reception and art lecture/demonstration for kids.

  - **Public art elements -** On occasion we will invite artists interested in a public art competition to attend a "pre-bid" meeting, preferably at the site under consideration. We also have issued RFP/RFQ to artists soliciting applications for public art projects. On 2 occasions we have hired an artist to produce a tile making workshop at a park site. Neighborhood kids and their families are invited. Once fired by the artist, the tiles are integrated into the park design.

- **Bi-monthly calendar of events -** On a bi-monthly basis, we produce and publish a calendar of events. It is distributed in print and on the web.

- **Brand Studios**

  - **Contract classes (may also be listed through Customer Service office) -** Each quarter there are a broad diversity of classes offered at Brand Studios through the Contract Class program.

  - **Public rentals, i.e. birthday parties, workshops, etc. -** As requested, part or all of Brand Studios are rented. Uses have included birthday parties for children, voting, meditation workshops and health screenings for seniors.

- **Public Works**

  - **Earth Day** - Annual event reaching out to the Community with various booths in Verdugo Park

  - **Public Works Week Event -** Annual event with children playing games and eating lunch in the Plaza

Findings
There is no evidence of intentional discriminatory practices or intentional exclusion of individuals with disabilities or of practices to segregate individuals with disabilities or limit access to City programs, services or activities. In fact, there is evidence of ongoing efforts by the City to accommodate individuals with disabilities. Programs such as the Therapeutic Recreation Services Program provide inclusionary and comprehensive services designed specifically for adults with developmental disabilities and include Club Maple, Get Fit and the Pastimes Programs.

Recommendations
The City should continue to provide programs, services and activities that include individuals with disabilities.

The ADA Coordinator should continue to monitor programmatic access.

Additional and ongoing training should be provided regarding the requirements of the Americans with Disabilities Act and accommodations that provide equal access to programs, services and activities.

Meetings and events open to the public should be held in buildings that meet accessibility requirements, or in the accessible portion of the building with accessible elements that serve the area where the meeting or event is held. For example, parking, restrooms and drinking fountains that serve the area where the meeting and event is held should also be accessible.

Information regarding the facility should include information regarding accessible features and elements of the site. For example, accessible parking, accessible restrooms and other items and elements should be indicated on documents and on the website. Indicating accessible paths of travel and accessible entrances also provides valuable information for individuals with disabilities. A contact number and email address should be provided for additional assistance.

Eligibility Criteria

Public entities cannot use eligibility criteria that tend to exclude or screen out persons with disabilities (28 CFR §35.130(b)(8)).

Findings

No discriminatory practices were noted regarding eligibility criteria for program access.

Recommendations

Program eligibility criteria should be reviewed as they are drafted or modified to ensure that eligibility criteria do not put additional burdens or requirements on individuals with disabilities.

The City should continue to ensure that all eligibility criteria allow for accommodations for individuals with disabilities.

Accommodations to Access Programs, Services and Activities

The ADA prohibits public entities from excluding persons with disabilities from programs, activities or services offered by the public entity. The law allows a public entity to use both structural and nonstructural methods to achieve accessibility to programs, services and activities (28 CFR §35.150(a)(1); (b)(1)).

Findings

City staff provided examples of accommodations that were made by employees of the City to afford individuals with disabilities the opportunity to have equal access to programs, services and activities.

Some departments, such as the Parks, Recreation and Community Services have information on their website regarding "Special Needs Accommodations". For example, the Programs and Services section of the Parks, Recreation and Community Services section of the website contains the following statement:

> SPECIAL NEEDS ACCOMMODATIONS
>
> The Parks, Recreation & Community Services Department will provide any reasonable accommodation toward the inclusion of a participant. Please contact our Therapeutic Recreation Coordinator at (818) 548-3798 two weeks prior to the start of the program. Ample time is required to determine the needs of each request."

City staff reported numerous accommodations for individuals with disabilities that included, but are not limited to: transportation, relocating activities to accessible locations and floors, ergonomic workstations, large print and voice recognition software.

Some City staff also reported adding accommodation statements to materials and flyers and outreach materials.

Reasonable accommodations policies, forms or regulations were not readily evident. The City does have an Americans with Disabilities Act Accessibility Request Form (ADA-1) that is available on the City website that provides members of the public with a method to notify the ADA Coordinator of any problems or concerns. The form and its methodology also provides for an additional method of input regarding the current study of City programs, services and activities. An email address, phone and fax number is available. No TTD/TTY number is noted on the form or in the directions.

Survey comments indicated a need for more information and training. Some staff stated that budget assistance was needed for providing materials, forms and information in alternate accessible formats. Some staff stated a need to understand how to accommodate an individual with a disability and indicated that more information and training would be beneficial.

The City Council agenda continues to include a statement regarding requests for accommodations for compliance with the ADA. However, the statement does not list a TTY/TDD number.

An ADA accommodations statement was noted on the City Council agendas.

Recommendations

Information about how to request accommodations should appear on all public notices, announcements and agendas. Information should be disseminated to all departments and divisions regarding the statement for accommodations requirement.

Requests for the length of preparation time requested by the City should not be unnecessarily long. For example, the "special needs accommodations" statement on the Parks, Recreation and Community Services website requests an advance notice of two weeks. Requiring an advance notice of two weeks may be considered discriminatory as it would require a higher level of planning by individuals with disabilities than for individuals without disabilities. It is recommended that the City shorten the timeline requirements requested to prepare for an accommodation request.

The City should provide training for staff and volunteers regarding accommodations for individuals with disabilities. All staff, and in particular frontline staff such as receptionists and staff with high public contact, should receive training on interacting and accommodating individuals with disabilities.

Additional training materials and videos should be purchased or developed to assist with training efforts.

The City of Glendale ADA Accessibility Request form (Form ADA-1) should be available using several methods and should be available in an alternate format. The ADA Coordinator should maintain records of requests, concern and comments and the status and method to resolve the concerns.

The City should assist departments with planning and budgeting for selected accommodations, such as large print, cassettes, cd-roms, Braille materials, etc.

A centralized method for producing alternate formats may provide a cost savings and reduce the timelines for the production of alternate formats.

Equally Effective Communication

Public entities must ensure that applicants, participants and members of the public with disabilities have communication access that is equally effective as that provided to persons without disabilities (28 CFR §35.160(a)).

Auxiliary Aids and Services

Findings

Some staff interviewed stated they would like more information regarding effective communication and auxiliary aids for individuals with disabilities.

When asked about utilization of assistive listening systems, some staff stated that they did not use any assistive listening systems nor did they have assistive listening systems available. Some staff stated that the use of assistive listening systems were not applicable for their department.

Recommendations

The City should provide staff training and information regarding auxiliary aids and effective communication to employees and volunteers.

The City's policy directives should require equally effective communications for programs, services and activities provided for the public by City of Glendale.

The City could purchase a portable indoor-outdoor assistive listening system that could be checked out from the ADA Coordinator on an as-needed basis. Information should be sent to departments regarding the availability of assistive listening systems.

Interpreter Services

Findings

Interpreter services are generally handled individually by departments. A City-wide contract for interpreters for departments to select or request interpreter services from is not available.

Recommendations

The City should consider a City-wide contract for interpreter services that departments could utilize as needed. A City-wide contract may afford the individual department quicker access to qualified interpreters at a lower cost.

Interpreters should be provided as determined through the request for accommodation process or in circumstances where an interpreter is known to be required.

The City must ensure that those individuals utilizing a language other than English and are deaf, are also provided interpreter services that specialize in signing for that language.

Telecommunications Devices for the Deaf

Findings

The majority of the respondents stated they did not have a TDD/TTY. Some respondents stated that they did not know if their department had a TDD/TTY and some said having a TDD/TTY not applicable.

TTY/TDD numbers were not found to be available in some departments, City publications, website pages or in staff or service directories.

The following departments currently have TTY phones:

- Verdugo Job Center – 818-409-7236
- Community Development and Housing – 818-247-9704
- City Clerk – 818-550-4466
- Fire Station 21 – 818-409-7177

City staff members are currently exploring budgeting and types of TDD/TTY units.

Recommendations

All staff responsible for responding to incoming telephone calls should be trained in the proper use and protocol of TDD/TTYs. Information and training should be provided on an ongoing basis.

The City should install additional telecommunications devices for the deaf (TTY/TDD) phone lines in several areas or purchase a network compatible system that would reside on the server.

Departments with high public use should purchase a unit or a network system. The City might consider the purchase of a network PC compatible TTY/TDD system that would allow individual computers to be networked and access TTY/TDD calls, instead of purchasing separate TTY/TDD units that require a dedicated line. The advantages of the networkable system are allowing the user to transfer calls, conduct conference calls and utilize voice mail.

Employees who communicate with the public should become familiar with the use of TDD/TTY communications and how to maintain the TDD/TTY in an operable condition. The development of TDD/TTY help sheets noting abbreviated words commonly used in TDD/TTY communications would be helpful to staff when communicating via TDD/TTY. Posting the help sheet near TDD/TTY's would also be helpful to the user.

Procedures should be developed and institutionalized to ensure that TDD/TTY and other communication devices are maintained in working and operable order at all times.

The City may wish to purchase additional back up TDD/TTYs for replacement, in the event that permanently located TDDs may be temporarily out of commission.

Publication of all TDD/TTY numbers must be provided in program literature, in phone directories and on selected publications.

Website

Findings

The City has a website development process for reviewing website accessibility to meet W3C protocols.

The City has a twenty-one (21) member Internet Steering Committee that is comprised of information services staff and other City staff with oversight responsibilities in representative areas.

According to Information Services staff, the Unified Response website is fully standards compliant and future efforts are planned to continue to enhance the City website for accessibility. In addition, information services staff stated that they have released a fully compliant section of the website for the Fire Department and is currently preparing to release two fully compliant areas for the Police Department (Human Resources and the Canine). Staff report ongoing efforts to update other departments with acceptable accessibility protocols.

Information regarding City program, services and activities is readily available on the website. The City website contains many helpful features to enhance accessibility to the website.

Recommendations

The City should continue to enhance its website accessibility.

The website development team and the Internet Steering Committee should continue to develop and refine procedures to design, maintain, update and monitor website accessibility. Software programs are also available to assist the City to maintain an accessible website.

Alternate Formats

Findings

The majority of the departments did not have alternate communication formats available and stated a limited understanding of the requirements and types of accessible alternate formats.

The majority of the departments did not have a procedure to produce accessible alternate formats.

Staff who were interviewed stated that additional information regarding accessible alternate formats were needed.

One department stated they were planning to provide information in accessible alternate formats in the future. Comments included the need for additional procedures, staff and funding to produce materials.

Comments also included the need to provide a centralized approach or department in the City that would have the equipment, materials and information needed to assist other departments with the production of accessible alternate formats.

Some respondents provided examples of alternate accessible formats and accommodations that have been utilized to provide access for individuals with disabilities. Examples included provision of audiocassettes, large print, information that was sent via e-mail, screen readers, Braille, and pictograms.

Recommendations

The City should consider a method to centralize a department, possibly connected to information services or printing, that would provide documents and materials in alternate accessible formats. The centralized approach to developing and maintaining alternate accessible formats may be more cost effective and timely.

The City should continue to provide staff training regarding the requirements for accessible alternate formats, what accessible alternate formats are and how to provide accessible alternate formats. Procedures should be put in place for the development of accessible alternate formats.

The City should produce accessible alternate formats for high use areas where the probability for a request for an alternate format is high.

Public meetings should be captioned

It is recommended that the City consider contracting out selected services to organizations that have the ability to develop Braille documents for brochures, pamphlets, applications, documents and other public information written in text.

Availability of Online Information and Services

Information regarding City of Glendale programs, services and activities should be available in alternate formats to assist individuals with disabilities.

Findings

The accessibility of City of Glendale information, meetings, agendas and minutes is significantly enhanced due to the online availability of documents and videos of meetings that are archived. The GTV6 video indexed archives of City Council meetings dated June 6, 2006 and later are available on the City of Glendale website.

The video archives of meetings provide a significant step to improve accessibility of actual meetings in addition to other methods of providing information to members of the public. Meetings are also broadcast live on cable channel 6 (GTV6). The City should be commended for its readily accessible videos and documents.

As indicated on the City of Glendale website, agendas and minutes are available on-line for the following:

Organization	Agendas	Minutes
Airport Authority	✓	✓
Arts and Culture Commission	✓	✓
Commission on the Status of Women	✓	✓
Committee for a Clean and Beautiful Glendale	✓	
Community Development Block Grant Advisory Committee	✓	✓
Glendale Building and Fire Board of Appeals	✓	✓
Glendale City Council	✓	✓
Glendale Civil Service Commission	✓	✓
Glendale Housing Authority	✓	✓
Glendale Parks, Recreation and Community Services	✓	✓
Glendale Planning Department: Environmental Planning Board	✓	
Glendale Planning Department: Alternatives Assessment Panel	✓	✓
Glendale Planning Department: Board of Zoning Appeals	✓	
Glendale Planning Department: Design Review Board 1	✓	
Glendale Planning Department: Design Review Board 2	✓	
Glendale Planning Department: Historic Preservation Commission	✓	
Glendale Planning Department: Planning Commission	✓	
Glendale Planning Department: Zoning Administrator	✓	
Glendale Redevelopment Agency	✓	✓
Glendale Water and Power Department	✓	✓
Rental Housing Issues Working Committee	✓	✓
Transportation and Parking	✓	

In addition to agendas and minutes, information regarding the following areas is also available:

- Jobs and employment
- Licenses and permits
- Maps and zoning
- Public safety
- Housing
- Online services for GWP online billing, streaming video, bulky item pick-up and library catalogs

Forms, such as permit applications and others are available to be printed.

A directory is available to assist with accessibility to City officials. City officials can be contacted and online feedback submitted.

It was noted that a significant percentage of public notices that were reviewed from various departments did not have a statement of accommodations informing individuals of the availability of alternate formats or other accommodations that are available to participate in the meeting, public hearing, program, service or activity.

Recommendations

Public notices regarding meetings and other methods for input should have a statement of accommodations that includes who to contact for an accommodation. A TTY/TDD number should also be included. Meetings and videos should be captioned. The methods for submitting information should also be expanded to include a method for online input in addition to appearing in person and submitting written comments.

Terminology

City publications should be reviewed to see if the word "handicapped" is used. The words "individuals with disabilities" or "persons with disabilities" should replace "handicapped". The term "disabled person" should also be avoided. Information regarding acceptable terminology in "people first language" should also be provided to City staff. Publications should be updated as they are reprinted.

It is recommended that the ADA Coordinator disseminate information regarding acceptable terminology to be utilized by departments and agencies.

Staff Training

On-going compliance with the ADA can only be achieved if City staff and officials receive ongoing and updated training about the rights of persons with disabilities and the obligations of public employees under the ADA. Although training is not required by the ADA, training regarding the requirements of the ADA is recommended.

Findings

There is evidence of staff development activities for City staff regarding roles and responsibilities regarding the Americans with Disabilities Act and related civil rights legislation. City staff also stated that they had provided ADA sensitivity training packets to staff. Some staff reported informal training for City staff.

Staff development activities were also being planned by the City of Glendale ADA Committee.

Recommendations

The City should provide training regarding the ADA and related civil rights legislation. Members of the ADA Committee should be involved with the design and provision of the suggested training activities. Suggested training topics include, but are not limited to:

- Requirements of the ADA for the City of Glendale
- Individuals with Disabilities
- Acceptable Terminology and Expressions
- Noncompliance Consequences
- Accessible vs. Compliant
- Barriers – Programmatic or Physical
- Providing Services for Individuals with Disabilities
- Leased Sites
- Special Events
- Accessible Locations for Meetings
- Events & Voting
- Auxiliary Aids and Services

- Construction & Remodeling
- Community Donations and Construction Projects
- City of Glendale Responsibilities
- Notice of the ADA Coordinator
- Notice and Rights Posted for individuals with disabilities
- TDD/TTY
- Assistive Listening
- Grievance Complaint Procedures
- Statement of Accommodations
- Individuals with Disabilities Participation
- Use of City Facilities By Organizations and Individuals
- Reasonable Accommodations
- Statement of Accommodations
- Effective Communication
- Alternate and Accessible Formats
- Accessible Websites
- Volunteers
- Staff Development

The City should provide staff training in additional formats other than a classroom session, if needed. Training methodologies could include videos (captioned) that could be viewed at the training or checked out by departments and agencies.

Additional training videos should be purchased and maintained for checkout, or borrowed from a variety of agencies, such as the Department of Rehabilitation.

Handouts and training materials should be prepared, if needed, in alternate accessible formats.

The ADA Coordinator should continue to provide or coordinate additional ADA training to all management and staff who have regular contact with the public.

New Employee and Volunteer Orientation

Findings

New employee and volunteer information did not contain information regarding nondiscriminatory practices and information regarding accommodations.

Recommendations

The City should add information as to the identity, title, address, phone number and e-mail address of the ADA Coordinator to new employee orientation and volunteer information.

The City should develop training materials and videos for new employees and volunteers regarding information and requirements of Title I and Title II of the ADA. Materials could also be offered on providing accommodations for individuals with disabilities.

Outreach Materials and Activities

The ADA does not specifically state how a public entity provides for accessibility to the City's programs, services and activities. One method is to disseminate information in a variety of locations and formats to enhance the access to programs, services and activities of the City.

Findings
No specific outreach activities were noted regarding providing activities and materials for individuals with disabilities.

Individuals with disabilities are depicted in a limited number of City publications. Individuals with disabilities were included in selected website areas.

Recommendations
The City should consider including additional pictures and references to individuals with disabilities in publications, brochures and materials.

Organizations representing individuals with disabilities and areas with an increased population of individuals with disabilities could be targeted for input regarding additional methods to disseminate information regarding programs, services and activities of the city.

In City publications, areas or services that are accessible should be indicated with descriptive text and the International Symbol of Accessibility.

Distribution and Location of Publications

Publications, documents and brochures are required to be accessible for individuals with disabilities.

Findings
Most publications, brochures and documents were displayed in departments and areas that were accessible for individuals with disabilities. In some cases, publications and brochures were located in literature racks that were either mounted too high to be reached from a wheelchair, or in areas that were partially blocked. Displays should also allow for retrieval of the information without utilizing a tight pinching or grasping motion and be within a compliant reach range.

Recommendations
Provide information to departments regarding the placement of brochures, pamphlets and information in accessible locations and in accessible containers or displays for individuals with disabilities. Requirements for reach ranges and clear floor space to access publications would be helpful.

Counters and areas that are lowered for access by individuals with disabilities should be maintained and kept clear of display and work items.

Fees and Surcharges

Public entities may not charge a fee or add a surcharge to a fee to cover the cost of making its facilities, programs, services or activities accessible to persons with disabilities. (28 CFR §35.130(f)).

Findings
There was no evidence of fees charged to individuals with disabilities that were not charged to individuals without disabilities to access programs, services and activities.

Recommendations
The ADA Coordinator should continue to randomly review policies and practices to ensure that fees and surcharges are not charged to individuals with disabilities that are not charged to individuals without disabilities.

Emergency Evacuation Procedures

The City is required to plan to meet the needs of persons with disabilities in an emergency and provide access to emergency shelter services.

Findings

The City of Glendale has its own Emergency Operations Center (EOC). The EOC serves the functions of situation analysis and incident support for large scale emergencies and major disasters.

The Glendale Residents Informed and Prepared (GRIP) program is run by the Emergency Services Coordinator and assists organizations, associations and businesses within the City of Glendale to prepare for disasters and other emergencies. A phone number of (818) 548-2121 is provided for more information.

The City of Glendale has a local natural hazards mitigation plan that has utilized a community profile. The City of Glendale Mitigation Action Plan also has a risk assessment component, action items and plan maintenance.

The Glendale Local Natural Hazards Mitigation Plan was developed as the result of a collaborative effort between various City Departments and their consultant, public agencies and non-profit organizations, the private sector and local citizens, in addition to regional and state organizations.

The City of Glendale updated its Emergency Plan in December 2007. Information regarding the plan is available on the website or from City staff.

Section 8589.6 of the Government Code allows for a voluntary registry for individuals that may need additional assistance during a local, state, or national disaster for those who are registered. The list may include, but is not limited to: persons with disabilities, elderly, those for whom English is not a first language or are not skilled in the language, long-term health care facilities, residential community care facilities, and residential care facilities for the elderly.

Emergency evacuation routes were posted at the majority of the sites inspected. At the time of this study, the City was enhancing emergency evacuation and hazard prevention plans.

Recommendations

The City should provide additional training and information regarding emergency evacuation procedures, particularly with regard to the evacuation of persons with disabilities.

The City should make sure that evacuation routes and procedures continue to be posted at all City sites in accordance with ADA regulations.

All staff should be made aware of the location of the posted evacuation routes within their facilities.

The City should develop procedures and a mechanism to monitor the posting of emergency evacuation routes and procedures.

The City should consider the development of a voluntary registry for individuals that may need additional assistance.

The Emergency Plan should contain specific provisions to provide prescriptions, medical supplies and equipment and transportation for individuals with disabilities in an emergency.

Shelters should be surveyed to determine that they are accessible for individuals with disabilities prior to be designated as an evacuation shelter.

Designated evacuation shelter sites should also be inspected on a regular basis to determine that the shelter continues to be accessible for persons with disabilities.

Organizations Representing Persons with Disabilities

The ADA does not require the City staff or teams to directly participate with organizations representing persons with disabilities. The City of Glendale, however, has an opportunity to network and develop collaborative partnerships with individuals and organizations representing persons with disabilities. Through the network, partnerships, and the City of Glendale ADA Committee, the City has provided an additional mechanism for public input to ensure that current and future programs, services and activities are accessible.

Findings

Information regarding the representation of individuals with disabilities on committees was not available.

Recommendations

The City should continue to include individuals with disabilities on committees and advisory boards.

Policies for the Use of City Facilities

Findings

The City has an application and agreement for the use of City facilities and conference rooms. The application includes procedures for use of city facilities and special events.

Recommendations

The City should consider the inclusion of a nondiscrimination clause in such a policy. The inclusion of non-discriminating language in policy and on forms would help ensure that outside groups and organizations would agree to abide by all applicable local, state and federal laws and City policy regarding nondiscriminatory practices during the utilization of City facilities.

Facilities Leased by the City

Under Title II of the ADA, the City is responsible for providing access to its programs, services and activities in both owned and leased facilities.

Findings

According to City staff, the City does not currently lease space for its programs, services and activities.

Recommendations

The City should review the accessibility of sites that may be leased in the future prior to engaging in a lease and establish a procedure for a pre-lease inspection.

If the City decides to lease space, the ADA Coordinator should be trained to conduct or have a designee or consultant conduct a field inspection of the prospective building to assess the building for a general, functional level of accessibility. The ADA Coordinator could utilize an abbreviated checklist to determine general accessibility of facilities that the City is considering to lease. A more comprehensive inspection could be conducted if the initial review appears to be favorable.

Selection of Contractors and Contracted Services

Public entities cannot use contract procurement criteria that discriminate against persons with disabilities (28 CFR 35.130(b)(5)). Contractors should be held to the same nondiscrimination rules that apply to City employees.

Findings

No discriminatory or exclusionary practices were evident in the selection of contractors and contracted services.

Recommendations

The City should continue to monitor use of standard agreements and leases by all City departments.

It is recommended that the City consider one or more of these avenues to maintain compliance when contracting for services or when leasing facilities:

- Include ADA compliance requirements in new requests for proposals.
- Review ADA requirements when contracts or leases are negotiated, revised or renewed.

Maintenance of Accessible Features

The ADA requires (35.133) public entities to maintain their accessible features and elements.

Findings

No formal policies or procedures to maintain accessible features were found. There is evidence, however, of maintenance of some accessible features at City sites.

Recommendations

The City should consider developing procedures or policies to maintain accessible features that require general maintenance. A few examples include re-striping of parking, vegetation or items that interfere with sidewalks, elevators and paths of travel.

Planning and Budgeting for Accessibility

There is not a specific requirement in the ADA for planning and budgeting for barrier removal. There is a requirement for public entities to incorporate a projected schedule for barrier removal into the transition/barrier Removal plan. A City that is budgeting or seeking funds to use for ADA barrier removal and to improve access to programs, services and activities shows intent to implement the barrier removal/transition plan.

Findings

There is evidence that the City of Glendale is incorporating the removal of barriers to accessibility on an ongoing basis and plans to remove additional barriers to City programs, services and activities.

There are numerous examples of ongoing barrier removal by the City. City Council agendas document the allocation of funds to remove barriers. For example, $337,450 was approved to renovate restrooms at Carr Park. Another agenda item allocated an additional increase in the scope of work of $261,000 in addition to the $703,000 previously allocated for the Fiscal Year 2007-2008 for the ADA Curb Ramp Installation and Sidewalk Repair Program.

A mechanism exists for departments to request funds for nonstructural and structural accessibility items. The City's budget process provides opportunities for departments to request funds during the review process and throughout the year.

Recommendations

The City should develop a method to maintain an ongoing barrier removal implementation plan and document the City's progress, initiatives and funds expended.

It is recommended that the City contract for an independent review of plans, remodeling efforts and new construction for accessibility requirements for the Americans with Disabilities Act Accessibility Guidelines (ADAAG) and Title 24 of the California Building Code. It is important and required that the accessibility barrier removal efforts meet federal and state accessibility codes.

The ADA Coordinator, or designated staff, should be empowered with the authority to make recommendations and monitor the current City of Glendale ADA Self-Evaluation and Transition Plan.

In addition to the removal of structural barriers, departments should consider budgeting for accessibility items, especially in the area of communication, such as TTY/TDD's and alternate formats.

Implementing Compliance Recommendations

The City of Glendale has demonstrated an ongoing commitment to provide equal access to its programs, services and activities to maintain and enhance compliance with the requirements of the Americans with Disabilities Act. This commitment is evident throughout the organizational structure and is demonstrated by its outreach efforts and involvement of the community. The City continues to embrace a concept of full and equal access for all of the people it serves.

As further evidence of its efforts for compliance with the Americans with Disabilities Act and related accessibility legislation, the City of Glendale has continued to prioritize and develop funding projections for implementation of the ADA Self-evaluation and barrier removal/transition plan.

Implementation of the recommendations in the Self-evaluation will continue to require planning, resources, staff training, interdepartmental coordination and collaboration throughout the organizational structure and the public.

Appendix A - Public Notice and Posting

Public Notice and Posting
City of Glendale

The City of Glendale is in the process of conducting an Americans with Disabilities Act (ADA) self-evaluation and transition plan. Areas to be evaluated include facility and program accessibility, accommodations for individuals with disabilities, and administrative policies and procedures.

Individuals who would like to provide input are invited to complete a survey. Surveys are available for organizations that represent individuals with disabilities, community members, employees, and other interested individuals who wish to participate in the evaluation.

Your comments and opinions are important to us and will provide valuable information regarding how the City of Glendale can better serve individuals with disabilities. Surveys can be mailed to you or are available at:

City Hall
City of Glendale
613 E. Broadway
Glendale, CA 91206

Please contact Koko Panossian, Administrative Analyst, if you have questions or comments or would like to request a survey in an alternate format.

Phone: (818) 548-2000
Fax: (818)548-3789
kpanossian@ci.glendale.ca.us

Information regarding the Americans with Disabilities Act can be obtained from the ADA Coordinator.

The City of Glendale complies with the Americans with Disabilities Act of 1990, Public Law 101-336, which prohibits discrimination on the basis of disability.

PUBLIC NOTICE
Americans with Disabilities Act (ADA)

The City of Glendale is committed to achieving full compliance with the Americans with Disabilities Act.

City of Glendale DOES NOT:

- Deny the benefits of City programs, services and activities to qualified individuals with a disability on the basis of a disability.
- Discriminate on the basis of disability in access to or provision of programs, services, activities of the City, or application for employment or employment to qualified individuals with disabilities.
- Provide separate, unequal or different programs, services or activities, unless the separate or different programs are necessary to ensure that the benefits and services are equally effective.

The City of Glendale operates its programs so that, when viewed in their entirety, they are readily accessible to or usable by individuals with disabilities.

In accordance with Section 35.106 of the Americans with Disabilities Act, all participants, applicants, organizations and interested individuals are advised and noticed that the ADA Coordinator for the City is:

Mike Wiederkehr
City of Glendale
633 E. Broadway, Room 101
Glendale, CA 91206-4394
Phone: (818) 548-3222
Fax: (818) 548-3215
Email: MWiederkehr@ci.glendale.ca.us

Appendix B - Surveys

City of Glendale
Survey for Program and Site Administrators

The City of Glendale is conducting an Americans with Disabilities Act Self-evaluation. This survey has been developed to gather input regarding the accessibility for individuals with disabilities regarding the City's programs, services, activities and events. Your assistance in completing this survey is appreciated. If needed, please fill out a separate survey for each program and facility or attach information as needed.	
Name of person completing this form and title:	Date
Please list programs, services, activities and special events you are responsible for:	
Are the events, programs or activities you are responsible for provided at one site or at multiple sites within the City? Please describe:	
List the site where your office is located:	
How do recipients access or request information about your programs, services or events (come to your office, call, email, other, etc.)?	
Hours of operation by program (if applicable):	
What organizations or groups utilize all or part of your site? (Describe use and location):	
Any recent or current complaints from employees or the public regarding accessibility for individuals with disabilities at your site or regarding access to your programs, services, activities or events? (If yes, please describe):	
Are you aware of any barriers to program accessibility? Please describe:	
What would you consider to be the highest priority to make programs, services, activities or events offered by the City of Glendale more accessible for individuals with disabilities?	

**DK = Don't Know NA = not applicable*

QUESTION	YES	NO	DK	NA	COMMENTS
1. Do you know who the designated ADA Coordinator for the City is?					If yes, name person:
2. Have you posted and noticed the name and address of the ADA Coordinator?					If yes, where:
3. Do you already have an Accessibility Survey or report for your site?					If yes, please attach to the survey.
4. Have you posted and noticed the rights afforded individuals with disabilities?					If yes, where:
5. Do you have a Telecommunications Device for the Deaf (TDD/TTY) at your site?					If yes, state location, number, and if they are operable:

QUESTION	YES	NO	DK	NA	COMMENTS
6. Is your staff trained regarding the use of a TDD/TTY?					If yes, state when and how:
7. Are assistive listening devices available for individuals with hearing impairments at your site?					If yes, state location, number fixed or portable, and if they are operable:
8. Are accessibility grievance procedures available for employees and members of the public?					
9. Are grievance procedures or uniform complaint procedures noticed and posted at your site?					If yes, where:
10. Do you have emergency evacuation plans posted at your site that includes procedures for individuals with disabilities?					If yes, where:
11. Have you reviewed your website for accessibility for vision-impaired persons?					If yes, when:
12. Are individuals with disabilities included in or have an opportunity to participate in all programs, activities, and services provided by your site?					
13. Are individuals with disabilities served or located in segregated areas of your facility?					
14. Do you require persons with disabilities to receive or participate in services at an alternate location?					If yes, describe:
15. Do you provide transportation for your programs, services or activities?					If yes, describe transportation and its accessibility:
16. Do you follow a specific procedure or policy for use of the facility by organizations or members of the public?					If yes, describe:
17. Do you offer programs at your site that are not offered at other sites in the City?					If yes, describe:
18. Have you made accommodations for individuals with disabilities (employees, members of the public, etc)?					If yes, describe:
19. Do you have a statement of accommodations in your literature or on public notices?					
20. Do you have any programs offered or located at a different site?					If yes, describe each branch or satellite facility:

QUESTION	YES	NO	DK	NA	COMMENTS
21. Do you have any employees with disabilities at your site (if known)?					
22. Are you aware of any community members or recipients of services with disabilities who utilize your site?					
23. Have you provided training or information to your staff regarding the requirements of the Americans with Disabilities Act?					If yes, describe:
24. Would you like additional training regarding the Americans with Disabilities Act?					
25. Does your site offer any exemplary programs or services for individuals with disabilities?					If yes, describe:
26. Have you received any awards or special recognitions regarding programs or services for individuals with disabilities?					If yes, describe:
27. Do you have any construction or remodeling projects currently underway or planned for the next two years?					If yes, describe:
28. Do you have any volunteers?					
29. If you have volunteers, have they received training on providing services or activities for individuals with disabilities?					
30. Do you have access to current City policies, procedures or practices?					
31. In your opinion, what is the ***highest priority*** for making your facility or facilities more accessible (if applicable)? (Please provide as much detail as possible)					
32. Other Comments (if more space is needed, please write on the back of the survey or attach additional sheets):					

Additional copies of the survey, in hard copy or electronic format, can be obtained from Disability Access Consultants, Inc. (DAC) by calling 1-800-743-7067 or by sending an email request to bthorpe@proada.com.

Please return this survey by June 30, 2007 to Koko Panossian, Administrative Analyst, Parks, Recreation & Community Services, City of Glendale, Glendale, CA 91206, or to

Barbara Thorpe, Disability Access Consultants, Inc., 2775 Feather River Blvd, Oroville, CA 95965 or by email to bthorpe@proada.com.

Thank you for your input!

Survey for Program and Facility Users – City of Glendale

Name of Person Completing Form (optional):	Date:
Address (optional):	
Phone (optional):	
Name of City of Glendale Facility, or Type of Program or Service you are providing input on:	

What is your relationship to the City of Glendale? (Circle **all** that apply.)

Visitor Contractor Participant of a Program, Service, or Activity

Community Member Employee Other:

Circle **all** programs, services, or activities in which you participate at the facility.

Voting Meetings Classes Work (Volunteer) Work (Employee)

Recreation Sporting Events Other (please describe):

Key: NA =Not Applicable, DK=Don't know

QUESTION	YES	NO	NA	DK	COMMENTS
1. Have you ever requested an accommodation for a disability from the City?					
2. If an accommodation was requested, was your accommodation made by the City?					If yes, what accommodations were made?
3. Have you experienced any <u>exterior</u> barriers, nonaccessible areas, or nonaccessible programs? (Examples: no accessible parking spaces, difficulty reaching an accessible entrance, steep ramps, uneven sidewalks, etc.)					If yes, please describe.
4. Have you experienced any <u>interior</u> barriers, nonaccessible areas, or nonaccessible programs inside the facility? (Examples: stairs only to the facility, narrow doorways, protruding objects in the hallways, lack of assistive devices, missing or inappropriate signage, lack of interpreters, etc.)					If yes, please describe.
5. Is accessible seating provided for individuals with disabilities at programs, community events, etc. held at the facility?					If no, please describe.

QUESTION	YES	NO	NA	DK	COMMENTS
6. Are you aware of any programs, services, or activities that are **not accessible** to individuals with disabilities?					If yes, please describe.
7. Are you aware of any areas and elements of the facility that are **not accessible** to individuals with disabilities?					If yes, please describe.
8. Is information provided regarding accommodations, auxiliary aids (such as assistive listening systems, interpreters), alternate formats, specialized equipment, or assisted services, etc.?					If no, please describe.
9. Is there adequate directional and informational signage provided at the facility?					If no, please describe.
10. If you have requested auxiliary aids, interpreters, or specialized equipment, was your request accommodated?					If no, please describe.
11. Do you know who to contact to request accommodations for yourself, a relative, or a friend with a disability?					If yes, who would you contact?
12. Is the attitude of the City of Glendale (or its employees) towards you, or someone you know with a disability, generally helpful, supportive, positive, and proactive in solving accessibility issues?					Please describe.
13. Other Comments (if more space is needed, please write on the back of the survey or attach additional sheets):					
14. What do you feel is the **highest priority** for accessibility in the City of Glendale Accessibility Plan?					
15. Would you like a copy of the City of Glendale ADA Transition Plan or Self-Evaluation?					

Thank you for your input.

Please return this survey to Disability Access Consultants, Inc at 2775 Feather River Blvd, Oroville, CA 95965. Comments can also be emailed to bthorpe@proada.com or by phone to (800) 743-7067 or faxed to 530-533-3001.

If you have questions or comments to address directly with the City of Glendale, please call Koko Panossian, (818) 548-2000.