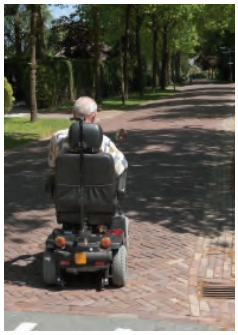


CITY OF CHANDLER

ADA SELF-EVALUATION & TRANSITION PLAN

2015

cole®
2701 E. Camelback Rd.
Suite 175
Phoenix, AZ 85016
602.795.4111

CIVIL ENGINEERING / SURVEYING / PLANNING / LANDSCAPE ARCHITECTURE / ADA TRANSITION PLANNING

Cole Design Group, Inc. and Accessology Too, LLC performed the ADA Self-Evaluation, on behalf of the City of Chandler, for the facilities, parks, programs, activities, practices and public rights-of-way described in this report. The consultants and the City contributed to the content of the ADA Self-Evaluation & Transition Plan. Cole was responsible for the design and drafting of the formal report.

TABLE OF CONTENTS:

01 Introduction

1.1. Federal Accessibility Requirements 8
1.2. City of Chandler Requirements. 9
1.3. ADA Self-Evaluation and Transition Requirements. 10
1.4. Discrimination and Accessibility 11
1.5. Undue Burden 12

02 City of Chandler's Approach to Self-Evaluation

2.1. Scope of Assessment Performed. 14
2.1.1. Facilities, Parks and Pedestrian Access 14
2.1.2. Programs, Services & Activities 16
2.2. Public Outreach 17

03 Self-Evaluation – Programs, Policies, Services & Activities

3.1. Program Evaluation Survey Process 20
3.2. Program Survey – General Recommendations. 21
3.3. Citywide Programs, Services & Activities – Findings & Recommendations 22
3.4. Division and Department Programs, Services & Activities – Findings and Recommendations. 38
3.5. Policy Review – City Administrative Directives 67
3.6. Policies & Practices for Public Rights of Way 70
3.7. Design Standards Review 73
3.8. City Building Codes 74

04 Findings & Recommendations

4.1. Facilities & Parks 76
4.1.1. Prioritization Standards. 76
4.1.2 Priorities for Barrier Removal within Facilities. 76
4.1.3. Summary of Findings for Facilities & Parks 76
4.2. Pilot Study for Public Rights of Way. 77
4.2.1. Introduction 77
4.2.2. Prioritization Standards. 78
4.2.3. Summary of Findings for Public Rights of Way 78

05 Transition Plan

5.1. City Official Responsible 83
5.2. Funding Opportunities 84
5.3. Prioritized Recommendations for Barrier Removal. 86
5.4. Implementation Schedule. 87

06 Current ADA Policy & Grievance Procedure

6.1. Policy 96
6.2. Grievance Procedure 97

07 Appendix

01
INTRODUCTION

01/ INTRODUCTION

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

In 1992, the City of Chandler completed its initial ADA Self-Evaluatio n and Transition Plan. Since that time, significant modifications and amendments have been made to the ADA statutes and the federal regulations implementing the ADA. Accordingly, the City of Chandler has undertaken a comprehensive reevaluation of its policies, programs and facilities to determine the extent to which individuals with disabilities may be restricted in their access to City services, activities and facilities. This document seeks to update the 1992 plan. It describes the process developed to complete the reevaluation of Chandler's activities; provides policy and program recommendations; and presents an updated transition plan for the structural modification of facilities, public rights-of-way and programs to ensure accessibility.

As approved and accepted by the Chandler City Council, this document shall constitute the City's ADA Self-Evaluation and Transition Plan Update (the, or this, "Update") and will guide the planning and implementation of necessary program and facility modifications over the next several years. This is significant in that this Update establishes the City's ongoing commitment to the development and maintenance of policies, programs and facilities that include all of Chandler's citizenry.

1.1 Federal Accessibility Requirements

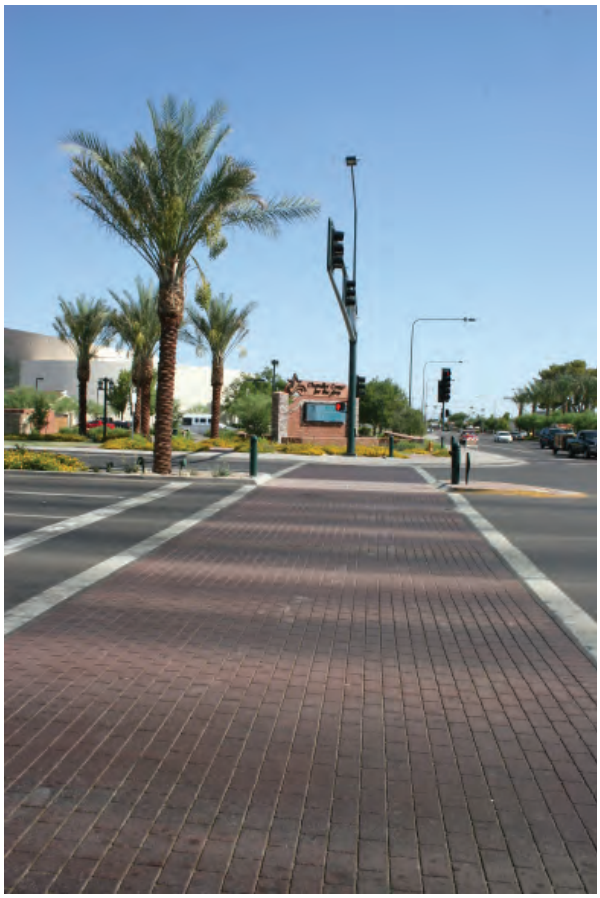
The development of a transition plan is a requirement of the federal regulations implementing the Rehabilitation Act of 1973, which require that all organizations receiving federal funds make their programs available without discrimination toward people with disabilities. The Act, which has become known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

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

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

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

- Deny qualified persons with disabilities the opportunity to participate as members of advisory boards and commissions.
- Deny qualified persons with disabilities the opportunity to participate in services, programs, or activities that are not separate or different from those offered to others, even if the City offers permissibly separate or different activities.



- In determining the location of facilities, make selections that have the effect of excluding or discriminating against persons with disabilities.

Title II of the ADA provides that public entities must identify and evaluate all programs, activities, and services and review all policies, practices, and procedures that govern administration of the entity's programs, activities, and services. This Update, together with the documents, surveys and other data utilized in the preparation of this Update (provided under separate cover), are intended to meet this administrative requirement.

1.2 City of Chandler Requirements

The City of Chandler is obligated to observe all requirements of Title I in its employment practices; Title II in its policies, programs and services; any parts of Titles IV and V that apply to the City and its programs, services or facilities; and all requirements specified in the Americans with Disabilities Act Access Guidelines of 2010 (ADAAG) that apply to facilities and other physical holdings.

Title II has the broadest impact on the City. A self-evaluation is required to examine programs, activities and services; identify problems or physical barriers that may limit accessibility by the disabled; and describe potential compliance solutions.

In addition to the self-evaluation requirement, the Title II regulations require all government entities employing more than fifty (50) people to:

- Designate a person who is responsible for overseeing Title II compliance (ADA Coordinator);
- Develop an ADA complaint procedure;
- Maintain on file for public inspection, for a period of at least three (3) years, information and data acquired in connection with the self-evaluation; and
- Develop a transition plan if the self-evaluation identifies that any structural modifications to existing facilities are necessary to achieve program accessibility.

Such modifications are to be made as expeditiously as possible. A copy of the transition plan is to be made available for public inspection.

1.3 ADA Self-Evaluation and Transition Requirements

The self-evaluation portion of this Update consists of the City's assessment and evaluation of its current services, policies, and practices. It identifies those that may not meet, or are inconsistent with, the requirements of the Title II regulations. To the extent modifications of the services, policies and practices are required; the City is expected to make such modifications.

Thus, as part of the self-evaluation, the City of Chandler has identified its current programs, activities and services; and reviewed the current policies, practices and procedures that govern the administration of its programs, activities and services. Following approval of this Update, non-structural program modifications are expected to be made within the next year or as soon thereafter as is reasonably possible.

The ADA also sets forth specific requirements for preparation of an acceptable transition plan. At a minimum, the elements of the plan should include:

- A list of the current physical barriers in City facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities;
- A detailed outline of the methods to be used to remove these barriers and meet the current standards and accessibility regulations;
- Where structural modifications are required, a schedule for taking the steps necessary to achieve compliance with Title II of the ADA; and
- The name of the City official responsible for the plan's implementation.

The transition plan portion of this City of Chandler ADA Self-Evaluation and Transition Plan Update is set out after the self-evaluation portion is presented.

1.4 Discrimination and Accessibility

Title II of the ADA and its related DOJ regulations link the concepts of ***discrimination*** and ***accessibility***. They identify two types of accessibilities: physical accessibility and program accessibility. ***Physical accessibility*** requires that a facility be barrier-free. Barriers include any obstacles that prevent or restrict the entrance to or use of a facility. ***Program accessibility*** may include physical accessibility, but also entails all of the policies, practices, and procedures that allow people with disabilities to participate in programs and to access important information. Program accessibility requires that individuals with disabilities be provided an equally effective opportunity to participate in or benefit from a public entity's programs and services. Program accessibility may be achieved by either structural or non-structural methods. Non-structural methods include, without limitation, acquisition or redesign of equipment, assignment of aides to beneficiaries, and provision of services at alternate sites. In general, both forms of accessibility must be present to avoid disability discrimination, but there are some exceptions where existing facilities are involved.

Section 35.149 of the regulations provides that "Except as otherwise provided in § 35.150, no qualified individual with a disability shall, because a public entity's facilities are inaccessible or unusable by individuals with disabilities, be excluded from participation in, or be denied the benefits of the services, programs, or activities of a public entity, or be subject to discrimination by any public entity."
Section 35.150(a) provides:

A public entity shall operate each service, program, or activity so that the service, program, or activity, when viewed in its entirety, is readily accessible to and usable by individuals with disabilities. This paragraph does not –

(1) Necessarily require a public entity to make each of its existing facilities accessible to and usable by individuals with disabilities;

(2) Require a public entity to take any action that would threaten or destroy the historic significance of an historic property; or

(3) Require a public entity to take any action that it can demonstrate would result in a fundamental alteration in the nature of a service, program, or activity or in undue financial and administrative burdens.

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

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

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

When choosing a method of providing program access, the City will give priority to those methods that offer such programs to qualified individuals in with disabilities in the most integrated setting appropriate. However, the City's effort to provide equality of opportunity does not guarantee equality of results.

1.5 Undue Burden

Because each service, program or activity must be "viewed in its entirety," program accessibility does not require the City to make each of its existing facilities physically accessible in all instances. In contrast, physical accessibility is a requirement for all new or future facilities used or intended to be used for providing City programs.

The City does not have to take any action that the City can demonstrate would result in a fundamental alteration in the nature of its program or activity, would create a hazardous condition, or would represent an undue financial and administrative burden. The decision that compliance would result in such alteration or burdens must be made by the head of the public entity or his/her designee. For the City, that means the City Manager, who is the chief executive officer of the City, or, if designated by the City Manager, the ADA Coordinator. The decision must be accompanied by a written statement of the reasons for reaching that conclusion.

The determination that undue burdens would result must be based on an evaluation of all resources available for use in the program. For example, if a barrier removal action is judged unduly burdensome, the City must consider other options for providing access to the benefits and services of the program or activity by individuals with disabilities. The determination of "Undue Burden" may not be a permanent determination and may need to be reevaluated later.

02
CITY OF CHANDLER'S APPROACH TO SELF-EVALUATION

In 2014-2015 the City of Chandler conducted an updated self-evaluation, broken down into the three key areas:

- ***Programs, Services and Activities***: this covered Citywide, division and departmental policy and practice review
- ***Facility and Park Sites***: priority sites were selected for assessment
- ***Pilot Study for Pedestrian Access***: priority, limited sites were selected for assessment to identify the best approach for a more expansive public rights-of-way review in future phase(s)

The self-evaluation physical audit was performed of City facilities, parks and a pilot study for pedestrian access to identify barriers and identify recommendations and alterations in order to meet state and federal accessibility standards. The list of facilities surveyed included:

2.1 Scope of Assessment Performed

2.1.1 Facilities, Parks and Pedestrian Access

1. Senior Center
2. Community Center
3. Chandler Municipal Court
4. Airport Terminal
5. Transportation and Development Building (public areas, RR, employee path)
6. Main Police Department (lobby, holding cells)
7. Transit Station-Chandler Mall
8. Chandler Downtown Library
9. Tumbleweed Recreation Center and Park
10. Snedigar Recreation Center & Ballfields
11. AJ Chandler Park
12. Folley Park & Restrooms
13. Arrowhead Meadows Park
14. Desert Breeze Park
15. Transit Station - Snedigar
16. Transit Station - Tumbleweed
17. Nozomi Park
18. Tibshraeny Family Park
19. Espee Park
20. Library - Sunset Branch

Pilot Study for Pedestrian Access – sidewalks, intersections/curb ramps, signals, benches and bus stops and general pedestrian pathways were assessed in limited work study areas to include the following locations:

1. Pilot survey sidewalk study – 6.8 miles
   - Downtown Blocks – Bounded by Delaware St., Frye Rd. & Arizona Ave.

     Street Corridors
     Chandler Boulevard, (McClintock Rd. to Price Blvd.)
     Arizona Ave. (Buffalo St. to Frye Rd.)
     Hartford (Erie St. to Galveston St.)
     Aviation Drive
     Palomino (Dobson Rd. to Hartford St.)
     Downtown Business District

     Street Intersections
     Alma School Rd. & Ray Rd.
     Dobson Rd. & Chandler Blvd.
2. All key pedestrian access pathways outside of physical buildings in Sites 1-20

The detailed and specific compliance issues and modification recommendations to make sites accessible are summarized in this report and provided in the Facility and Compliance Reports.

2.1.2 Program, Service & Activities

The City of Chandler conducted a self-evaluation of the accessibility of all City programs. The City distributed a multi-format questionnaire to managers of City divisions and departments:

City Manager's Office
Chandler Municipal Airport
Buildings & Facilities
Cultural Affairs - Center for the Arts
Cultural Affairs - Library
Cultural Affairs - Museum
Economic Development
Human Resources
Information Technology
City Clerk's Office
City Court
Communications and Public Affairs
Diversity Office
Housing and Redevelopment
Neighborhood Programs
Parks
Recreation
Recreation - Special Events
Fire Health & Medical
City Attorney
City Prosecutor
Accounting
Budget
Environmental Management
Purchasing
Tax and Licensing
Utility Billing Services
Mayor's Office
Police
Transportation & Development

After a collection of the survey information, the surveys were summarized and results are included in Section 3.4. As part of Programs and Services, Design Review Standards were also reviewed with findings in Section 3.7 and Building Codes review in Section 3.8.

The detailed and specific compliance issues and modification recommendations to make sites accessible are summarized in this report and provided in the Facility and Compliance Reports.

2.1.3 Program, Service & Activities

The City of Chandler conducted a self-evaluation of the accessibility of all City programs. The City distributed a multi-format questionnaire to managers of City divisions and departments: After a collection of the survey information, the surveys were summarized and results are included in Section 3.4. As part of Programs and Services, Design Review Standards were also reviewed with findings in Section 3.7 and Building Codes review in Section 3.8.

2.2 Public Outreach

Before the Self-Evaluation began, the ADA Coordinator met with the Mayor's Committee for People with Disabilities to discuss the process to be used for the project. Outreach was conducted through the committee and the Senior Center for a public meeting that was held in December 2014. The meeting was held in an accessible location during the day when public transportation was available. City of Chandler representatives were present and the consultant staff facilitated the meetings. Public participation included persons from the Senior Center.

The format and content of the Self-Evaluation and Transition Plan was discussed. Questions and comments were received regarding specific facilities and parks. Comments commending the City for the work they have done and are doing were received.

Additionally, public outreach was taken out into the community during public right-of-way site review. During field data testing for the pilot study, citizens were often curious about the work being performed. During field inspections, the public was invited to provide feedback. The ADA Liaison for the self-evaluation conducted this outreach effort. Numerous members of the community, many of which were citizens living with a disability, provided feedback. Comments received were similar in nature to the formal public outreach meeting, commending the City for their efforts in completing a self-evaluation and also for their responsiveness to creating access in and around the City.

Also as part of the public outreach process, the ADA Coordinator presented the overview of the Self-Evaluation and Transition Plan to the Mayor's Committee for People with Disabilities, The Mayor's Committee on the Aging and the Human Relations Commission. In addition, the Plan is available on the City's website and staff has met with individuals who have shared comments.

Comments received during these meetings include the need for specialized training for public safety to include interaction with peopole who are deaf or hearing impaired and interaction with service animals. The suggestion for the City to hire a full-time ADA Coordinator was voiced at multiple meetings. Other suggestions were made regarding specific City locations.

03
SELF-EVALUATION - PROGRAMS, POLICIES, SERVICES & ACTIVITIES

3.1 Program Evaluation Survey Process

The self-evaluation of the City's services, programs, and activities required and involved the participation of every City department. The City created a liaison committee comprised of representatives from all departments who met with the ADA Coordinator and consultant staff throughout this process. A survey evaluation questionnaire was distributed to each department representative to complete. A sample of the questionnaire is located in the Appendix.

Additionally, published documentation about programs offered by the City were evaluated and meetings were held to better understand how the programs were operated.

Through this process, the following information was captured:

- Program or service description, including its activities, and all written and unwritten rules or regulations governing the program.
- Program or service eligibility requirements.
- Characterization of program or service participants, along with a description of any participation requirements, and any adaptations made to assist persons with disabilities.
- List of facilities where program or service takes place.
- Summary of program providers' training and experience working with people with disabilities.
- Summary of ADA compliance requirements for concessionaires/special recreation operators and other permittees/special events.
- Summary of transportation procedures and methods used to accommodate persons with disabilities.
- Summary of communication procedures in the area of audio/visual presentations, telephone communication, participant notifications, and documents/publications, including any modifications or equipment used to accommodate people with disabilities.
- Description of emergency evacuation procedures designed to accommodate people with disabilities.
- Methods used to ensure that any automated electronic equipment used in a program or service is accessible to all participants.
- Methods used to ensure that all public meetings relating to a program or service are designed to accommodate persons with disabilities.

Program summary reports for specific City departments and divisions are included in this document. Each Department-specific report includes a description of programs and services, the location(s) of operations, practices that facilitate the participation of persons with disabilities in programs and activities, and recommended action steps necessary for compliance.

3.2 Program Survey – General Recommendations

The ADA Coordinator, or a designee, will follow-up with each department to coordinate future action by the City in light of the findings and recommendations arising from the program self-evaluation portion of this Transition Plan Update. The ADA Coordinator, or a designee, will take the appropriate steps to implement the Transition Plan. In those situations where a policy, program, or procedure creates a barrier to accessibility that is unique to a department or a certain program, the ADA Coordinator, or designee, will coordinate with the department head or program manager to address the removal of the barrier in the most reasonable and accommodating manner. Standard actions that should occur in all departments are as follows:

- Make appropriate modifications to accommodate the needs of individuals with disabilities when providing customer service at City transaction counters. Each type of transaction should have at least one counter that is no more than 36" high.
- Provide accessible facilities such as van parking, path of travel, entry doors, and transaction counters at each customer service location.
- Provide standard equipment at each site where programs are administered to facilitate basic communications access. Equipment may include paper and pencil, a copy machine to enlarge print, and access to TDD or TTY and training about the Arizona Relay System (AZRS) for those who are deaf, hard of hearing, deaf-blind or have difficulty speaking (711).
- Identify and provide training for staff using a relay service that can be used for telephone communications and/or use an alternative method of communication such as email.

- Allow the use of service animals to assist persons in accessing City programs and facilities.
- Assign a staff member to be a greeter at public meetings and events. Identify the staff member as a resource for persons with disabilities who may require assistance.

3.3 Citywide Programs, Activities and Services – Findings and Recommendations

CUSTOMER SERVICE

SELF-EVALUATION FINDINGS

In-person interaction with the public is one of the primary functions of any City department. The City as a whole and almost all departments do not have widely-understood and established procedures for determining reasonable modifications to achieve program accessibility. The Human Resources Division and the City Manager's Office do possess such policies.

No department charges an additional fee to persons with disabilities for modifying programs.

Some departments do not notify the public of their right to participate in programs and meetings, and of how to request auxiliary aids in accessible formats such as assistive listening devices or documents

Most City departments have utilized some form of communication modification, such as paper and pencil or a reader. A TDD or training about the 711 Arizona Relay System is not available at many department locations.

RECOMMENDED ACTIONS:

1. For departments that use outside contracted employees to provide services to the public, a procedure should be implemented to ensure that their work is in compliance with Title II of the ADA and proper training is provided when necessary.

2. Develop criteria for determining reasonable modifications to provide program accessibility, which may include acquisition or redesign of equipment, assignment of aides to persons with disabilities, and provision of services at alternative accessible sites. The following is a suggested approach:

   - Requests for reasonable modification in programs or services should be made to the department responsible for the program or service.
   - The department offering the program or service should meet with the individual with a disability to identify which aspects of the program limit participation and what modifications can be made.
   - The department offering the program or service should consult with the affected program or service staff to determine the reasonable modification. The department offering the program or service may also consult with the City's ADA Coordinator or other resources providing services or information regarding persons with disabilities as appropriate.
   - The department offering the program or service should document the modification(s) that were offered and the response of the person with the disability to the modification(s) offered. This documentation should be filed with the City ADA Coordinator's office.
   - If individuals with a disability are not satisfied with the results of this process, they should be directed to the City's disability grievance procedure.

3. Upon receipt of a proposed modification to enhance accessibility and/or participation by individuals with disabilities in City programs or services, the City should evaluate the following factors:

   - The potential benefit that can be accomplished by the requested modification;

- The immediate and future costs of the requested modification;
- Alternative modifications which provide reasonable access;
- Whether the proposed modification would impose an undue financial or administrative burden;
- Whether the requested modification would require a fundamental alteration in the nature of the program or service at issue;
- The impact of the requested modification on other City programs or services.

PUBLIC OUTREACH AND INFORMATION

Notice Requirements

ADA regulations require the City to inform the public of the rights and protections provided by the ADA.

SELF-EVALUATION FINDINGS

Public notification regarding events and registration often does not include non-discrimination language. In addition, public notification does not always identify a contact person for individuals with disabilities who may request program modifications, or information on how a hearing or speech impaired person could communicate by telephone. Many departments include this language in their meeting agendas.

RECOMMENDED ACTIONS:

1. Increase outreach to persons with disabilities. The City should endeavor to inform the public of the possible modifications it is required to and can provide to make its services, programs, and activities accessible.

2. Include the following notice (or a similar notice) regarding the City's commitment to providing accessible services in all City publications that provide general information about or registration information for City services, programs, or activities. The notice should also be produced in poster-size form and placed in all City departments in a location that will maximize public exposure.

3. There are occasions where non-discrimination language is included on printed agendas, but not on web versions of the meeting agendas. Non-discrimination language should appear on both hard copies and documents posted on the web.

   "The City of Chandler encourages participation from all its citizens. To request an accommodation due to a disability please allow at least 48 hours prior to the scheduled meeting. Contact the City's ADA Coordinator, Leah Powell, at 480-782-4352 (or 711 via AZ Relay Service) or ada.coordinator@chandleraz.gov.

Communication aids and services at City Hall and City Council Chambers also may be requested through the City Clerk at 480-782-2180. Optional forms for requesting a reasonable accommodation are available from the City's website, the City Clerk's Office, and the ADA Coordinator. Complaints that a City program, service, facility or activity is not accessible to individuals with disabilities should be directed to the ADA Coordinator. For more information about the ADA and City services, programs, and activities, please see the City's website (chandleraz.gov) or contact the ADA Coordinator.

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

This publication can be made available in alternative formats for persons with disabilities by contacting:

Leah Powell, ADA Coordinator
Mailing address: Mail Stop 600, PO Box 4008, Chandler, AZ 85244
Physical address: 235 S. Arizona Ave., Chandler, Arizona 85225
Phone: 480-782-4352 or 711 via AZ Relay Service (AZRS)
E-mail: ada.coordinator@chandleraz.gov

Please allow 72 hours for your request to be processed.

PRINTED INFORMATION - ADA COMMUNICATIONS STANDARDS

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

SELF-EVALUATION FINDINGS

Most City departments and offices produce printed information that is available to the public.

While some City departments distribute information about obtaining printed information in alternate formats, other departments do not. Some departments routinely produce printed information in alternate formats upon request.

Most registration forms, permits, and waivers are only available in written form. The City ADA Coordinator can get alternative formats of its documents such as large-print and audio tapes and

readers for individuals who are unable to read the materials.

RECOMMENDED ACTIONS:

1. Provide information to each department on how to produce printed information in alternative formats for persons with various disabilities to ensure that requests are handled in a uniform and consistent manner.

2. Publicize the City's commitment to provide program information in alternative formats on an individual basis as requested, including large-print media and taped announcements available over the telephone.

3. Ensure the uniformity of charges for a publication for all formats of that publication.

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

   "***This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape, or computer disk. Requests can be made by calling 480-782-4352 (Voice) or email: ada.coordinator@chandleraz.gov. Please allow 72 hours for your request to be processed."***

5. Identify and have available a list of interpreters, readers, etc., to be used to accommodate requests for these services.

6. Handle all requests for other alternative formats or lengthy documents on an individual basis.

7. Provide program, facility, permits, and reservation information in a variety of formats upon request (for example, in large-print format for persons with visual disabilities or in simple language for persons with cognitive disabilities). Provide programmatic changes (e.g., staff assistance), upon request to assist in filling out forms or when alternative formats are unavailable or infeasible.

8. Provide an accessible permit, reservation, or registration system in a variety of formats. For example, provide Telephone Device for the Deaf (TDD) service for applications, reservations, and general queries.

9. Produce meeting agendas and other public information distributed at meetings in alternative formats when requested.

GENERAL PUBLICITY AND ADVERTISING

SELF-EVALUATION FINDINGS

Public notification regarding meetings, conferences, and other events generally does not include information regarding accessible locations and the availability of auxiliary aids. Increased outreach to persons with disabilities is needed to inform the public of the services and facilities already available and possible modifications the City is required to and can provide to make its services, programs, and activities accessible.

RECOMMENDED ACTIONS:

1. Take the necessary steps to improve communication and outreach to increase the effective participation of community members with disabilities in all City programs and activities.

2. Publicize efforts to increase participation by persons with disabilities, which might include activities such as distributing program brochures to members of the disability community.

3. A notice that information is available in alternative formats with 72 hours' notice.

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

TELEVISED AND AUDIOVISUAL PUBLIC INFORMATION

SELF-EVALUATION FINDINGS

The City Communications and Public Affairs Department airs meetings on Cable television. These are not closed caption.

The Police Community Action department publicizes its Street Smart videos on local and public television.

RECOMMENDED ACTIONS:

Explore the feasibility of using closed captioning or other alternatives to audio presentations for televised programs and for audiovisual presentations produced by the City (including videos and films) in order to ensure that persons with hearing impairments can benefit from these presentations.

CITY OF CHANDLER WEBSITE

As persons turn to the Internet as their primary source of information regarding services, products, programs, and facilities, the City's website (http://www.chandleraz.gov) takes on increased importance as a communications tool.

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

SELF-EVALUATION FINDINGS

As of 2011 the City of Chandler's website was made to comply with most Section 508 requirements. The website was not evaluated as part of the first phase of this process.

RECOMMENDED ACTIONS:

1. In the near future, the City's web coordinator should plan to implement a document management system. This system will be designed to allow departments to post documents to the web directly, that are also 508 compliant.
2. The website should be professionally evaluated for compliance with all existing .pdfs and attachments.
3. Continue maintaining the current level of access on the website.
4. Continue soliciting feedback from the disabled community.
5. Include the City's Policy on Non-Discrimination on the Basis of Disability on the City's website.

6. List those City agencies, departments, and specialized services that offer TTY/TTD in the website telephone directory (the Contact Us web page), and include the following statement:

   The City of Chandler government offers Text Telephone (TTY) or Telecommunications Device for the Deaf (TDD) services for persons with speech or hearing impairments. Chandler Staff are also trained in the use of the Arizona Relay System for the deaf, or 711.

7. Provide information regarding programs, facilities, permits, and reservations on the City's website in an accessible format. This information should easily be found by new web users.

8. Include the City's statement regarding accessible locations and the availability of auxiliary aids upon request on the website.

9. Continue monitoring the website and industry trends.

11. Check the HTML of all new web pages. Make sure that accessible elements are used, including alt tags, long descriptions, and captions, as needed.

    - If images are used, including photos, graphics, scanned images, or image maps, make sure to include alt tags and/or long descriptions for each.

    - If online forms and tables are used, make those elements accessible.

    - When posting documents on the website, always provide them in HTML or a text-based format or in accessible PDF (even if they are provided in another format, such as Portable Document Format (PDF).

    - Develop a plan for making the existing web content more accessible. Describe the Department's plan on an accessible webpage. Encourage input on improvements, including which pages should be given high priority for change. Let citizens know about the standards or guidelines that are being used. Consider making the more popular webpages a priority.

    - Ensure that in-house staff and consultants responsible for web page and content development are properly trained.

    - Provide a way for visitors to request accessible information or services by posting a telephone number or e-mail address on the home page.

    - Establish procedures to ensure a quick response to users with disabilities who are trying to obtain information or services in this way.

    - Periodically enlist disability groups to test pages for ease of use; use this information to increase accessibility.

    - Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities. One of the most commonly used services is Bobby (http://bobby.watchfire.com), but new products and services are constantly being introduced. Other disability-related Internet resources include:

      www.webaim.org
      www.hisoftware.com
      www.access-board.gov/links/communication.htm
      www.watchfire.com
      www.w3.org

PUBLIC MEETINGS

SELF-EVALUATION FINDINGS

Many City departments are responsible for holding public meetings.

Generally, public meetings are held in locations that are accessible to persons with mobility impairments. However, some City departments indicated that they need training on how to respond to requests for other modifications. Staff reported assistive listening systems are not routinely available at meetings.

RECOMMENDED ACTIONS:

1. Schedule public meetings in accessible locations, whenever possible. An accessible location includes, but is not limited to, the following: accessible restrooms, wheelchair access, accessible parking, an accessible route, temperature control, and the ability to provide access to fresh air for persons with chemical sensitivities.
2. When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate.
3. Make information available to City staff on the types of modification requests that may be made by persons with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like "real-time captioning."
4. Display a notice on meeting agendas indicating the availability of accessibility modifications.
5. Provide agendas in alternative formats, when requested.
6. Provide flexibility in the time limit on speaking for individuals with communication difficulties.
7. Provide assistive listening devices at public meetings, when requested.
8. Publicize the availability of American Sign Language (ASL) interpreters in all meeting announcements. Include the following notice in all meeting publiCity:

   Translators, American Sign Language interpreters, and assistive listening devices for individuals with hearing disabilities will be available upon request. Please make your request at least 72 hours prior to the meeting.

   If you require other modification not listed above, please contact the City ADA coordinator at 480-782-4352 or 711 via AZ Relay Service (AZRS). Or e-mail: ada.coordinator@chandleraz.gov
9. Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments.
10. Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to all City departments and programs.
11. Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and/or the relocation of meetings upon request.

BOARDS, COMMISSIONS AND COMMITTEES

The Boards, Commissions, and Committees were reviewed to determine how a person with a

disability would be able to participate on each board, ensure board meetings are held in an accessible location, and determine the process for getting on a board to ensure people with disabilities have an equal opportunity to participate in civic life. To obtain this information, the City website was reviewed and phone calls were made to determine the following:

- How are meeting notices distributed?
- Do the meeting notices include information on how to request auxiliary aides?
- Where are the meetings held?
- To your knowledge, is the facility accessible by people with disabilities?

Please see the City's current list below.

City Boards, Commissions and Committees	
Airport Commission	Airport Commission Bylaws Subcommittee
Airport Commission Airspace Rules & Regulations Subcommittee	Airport Commission Promotion Subcommittee
Airport Planning and Land Use Subcommittee	Airport Budget and Finance Subcommittee
Architectural Excellence Award Committee	Architectural Review Committee
Arts Commission	Board of Adjustment
Board of Appeals	Citizen Advisory Committee
City Council	Council Subcommittees
Cultural Foundation	Cultural Foundation Special Events Subcommittee
Cultural Foundation Development Subcommittee	Design Review Committee
Domestic Violence Commission	Domestic Violence Public Policy Committee
Domestic Violence Education & Public Awareness Standing Committee	Economic Development Advisory Board
Health Care Benefits Trust Board	Housing and Human Services Commission
Housing and Human Services Subcommittees	Human Relations Commission
Industrial Development Authority	Library Board
Mayor's Committee for People with Disabilities	Mayor's Committee for the Aging
Mayor's Youth Commission	Mayor's Listening Tour – Public Outreach Meeting
Merit Systems Board	Municipal Property Corporation
Museum Advisory Board	Museum Working Group- Standards and Excellence Program for History
Neighborhood Advisory Committee	Park and Recreation Board
Planning and Zoning Commission	Police Complaints & Use of Force Citizen's Review Panel
Public Housing Authority Commission	Public Safety Personnel Retirement Board (Fire)
Public Safety Personnel Retirement Board (Police)	Joint Public Personnel Safety Board
Transportation Commission	Worker's Compensation and Employer Liability Trust Board

SELF-EVALUATION FINDINGS

- All boards, commissions, and committees have a one-page online application form that requests basic personal information, such as name and address, and to what board, commission, or committee they are applying for. No issues were identified with the application itself. There is no information provided about an alternate application process, so an alternate process should be in place for those unable to apply online.
- Public meetings are generally held in locations that are reasonably accessible to persons with mobility impairments. All public meeting notices and agendas include the availability of accessibility modifications. Agendas and notices should state the following:

  The City of Chandler encourages participation from all its citizens. To request an accommodation due to a disability please allow at least 48 hours prior to the scheduled meeting. Contact the City's ADA Coordinator, Leah Powell, at 480-782-4352 (or 711 via AZ Relay Service) or ada.coordinator@chandleraz.gov.
- The City of Chandler has an advisory board, the Mayor's Committee for People with Disabilities, comprised of citizens with disabilities and citizens who represent various disability groups. This board will continue to review the progress of the plan and future updates to help ensure the most pertinent access issues are dealt with in proper priority.

RECOMMENDED ACTIONS:

1. Schedule public meetings in accessible locations, whenever possible. An accessible location includes, but is not limited to, the following: accessible restrooms, wheelchair access, accessible parking, an accessible route, temperature control, and the ability to provide access to fresh air for persons with chemical sensitivities.
2. When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate.
3. Make information available to City staff on the types of modification requests that may be made by persons with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like "real-time captioning."
4. Display a notice on meeting agendas indicating the availability of accessibility modifications.
5. Provide agendas in alternative formats, when requested.
6. Provide flexibility in the time limit on speaking for individuals with communication difficulties.
7. Provide assistive listening devices at public meetings, when requested.
8. Publicize the availability of American Sign Language (ASL) interpreters in all meeting announcements. Include the following notice in all meeting publicity:

   Translators, American Sign Language interpreters, and assistive listening devices for individuals with hearing disabilities will be available upon request. Please make your request at least 72 hours prior to the meeting.

   If you require other modification not listed above, please contact the City ADA coordinator at 480-782-4352 or 711 via AZ Relay Service (AZRS). Or e-mail: ada.coordinator@chandleraz.gov.

9. Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments.

10. Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to all City departments and programs.

11. Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and/or the relocation of meetings upon request.

PUBLIC TELEPHONES AND COMMUNICATION DEVICES

SELF-EVALUATION FINDINGS

The City does not have a main TDD number. A few departments have sufficient demand to install their own TTY or TDD.

RECOMMENDED ACTIONS:

Request that the phone company provide an amplification device, a shelf, and text telephone (TDD/TTY) or an outlet for a text telephone at each site where public phones are available.

Train staff in use of TDD/TTYs and the 711 Arizona Relay System.

PURCHASING ACCESSIBLE/ADAPTIVE EQUIPMENT

Adaptive aids are devices, controls, appliances, or items that make it possible for persons with disabilities to improve their abilities to function independently and participate in programs, services, and activities offered by the City. The Human Resources Division provides adaptive equipment for employees, but if adaptive equipment is needed for the public to participate in a program, the City needs to evaluate the reasonableness of the cost along with possible alternatives.

SELF-EVALUATION FINDINGS

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

RECOMMENDED ACTIONS:

1. Collaborate with community organizations such as the Chandler Center for Independent Living to develop a resource list of assistive technology equipment and sources for acquiring them. See chapter 6, Program Accessibility Guidelines, Standards & Resources.

2. Establish a "Resources Toolkit" of adaptive aids and human resources that should be available for use by individuals participating in City programs. Include information about the availability of specific equipment and/or individuals who are available to provide special services (e.g., ASL translation) in public information materials such as brochures and the City's website.

3. Evaluate furniture and building materials purchases for compatibility with a wide range of disabilities and sensitivities.

4. Select items that are easily adjustable or can be modified to accommodate a variety of physical and ergonomic needs when purchasing items such as furniture, site furnishings, and office systems.

5. Include accessibility as a criterion for selecting

items. Purchasing accessible equipment is a complex task, and the purchasing department is encouraged to consult appropriate experts when making large purchases.

SPECIAL PROGRAMS

Several Community Special Programs in numerous departments were evaluated. Each program was reviewed to determine the eligibility requirements for participation, determine how a citizen with a disability would be able to participate, and how alternative measures could be taken if any area of the program cannot be made accessible.

The Parks and Recreation Division has many different programs for citizens. A master "Standard Operating Procedures" (SOP) is in place to identify how each program can handle participants with varying disabilities. An up-to-date SOP should also be developed for other departments with a number of programs offered to citizens. This will identify potential problems with each program from registration through participation. It is important to ensure participants with disabilities have full participation in events hosted on land owned by the City, even when a vendor or group is leasing the property.

No Paratransit Services were reviewed. If the City has any interest in Valley Metro, a full review of the system should be completed. Even without City ownership or involvement, the Valley Metro is required to have each stop evaluated for compliance and a transition plan developed accordingly. Additionally, each type of equipment offered is required to have accessible features and should be evaluated.

SELF-EVALUATION FINDINGS

Besides the programs noted above, most of the programs reviewed do not have specific eligibility requirements, so these programs were determined to be accessible with a few exceptions. A lack of contact information for auxiliary aides and accommodations, which is required, was the most common issue identified in the programs.

RECOMMENDED ACTIONS:

Ensure departments are using public and printed information standards.

MAINTENANCE OF ACCESSIBLE PROGRAMS AND ON-GOING ACCESSIBILITY IMPROVEMENTS

SELF-EVALUATION FINDINGS

Although many of the City's public programs are accessible to persons with disabilities, it sometimes takes one policy change, or a move to a different location to render the program inaccessible. When changes are made to a program, someone needs to ensure the changes will not affect the level of access provided.

In addition, opportunities for the further improvement of City services and facilities will continue to arise as advances are made in technology and the provision of programs for persons with disabilities. As the City acquires new facilities and develops new programs, it will be necessary to review each of them for access compliance.

RECOMMENDED ACTIONS:

1. Keep programs up-to-date through increased community involvement and partnerships with organizations that offer services to persons with disabilities.

2. Ensure that individuals with disabilities are not excluded from regular programs or are required to accept special services or benefits.

Involve individuals with disabilities in regular programs to the maximum extent possible.

3. Maintain in working order equipment and features of facilities that are required to provide ready access to individuals with disabilities.

4. Modify policies, practices, or procedures to avoid discrimination unless the modification would fundamentally alter the nature of the program or create a hazardous situation.

5. Ensure that when specific requirements that exclude or limit the participation of persons with disabilities are necessary for the safe operation of programs, those requirements are based on real risks, not on speculation, stereotypes, or generalizations.

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

SERVICES PROVIDED BY CONTRACTED SERVICES

Some departments use outside contracted employees to provide services to the public.

RECOMMENDED ACTIONS:

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

TOURS AND TRIPS

SELF-EVALUATION FINDINGS

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

RECOMMENDED ACTIONS:

1. Ensure that tours are provided in a way that allows people with mobility, visual, speech, hearing and cognitive disabilities to fully participate.

2. Evaluate the destination of the tour or trip in order to determine the level of accessibility and any accommodations or modifications that may be required.

3. If a tour route or a portion of a route is not accessible, the tour will be rerouted or the department providing the tour will determine an alternate accommodation (e.g. photographs, close-captioned videos, etc.) that will allow the tour to be experienced.

4. Provide information to participants in advance of a tour or trip regarding the destination, transportation, and other characteristics of the event so that informed requests for accommodations can be made.

5. If meals will be provided, or there is a stop for meals along the way ensure dietary requirements are met.

TRANSPORTATION

SELF-EVALUATION FINDINGS

Few departments provide transportation as part of their programs, activities and services. Accessible transportation has been purchased by the City for City needs.

RECOMMENDED ACTIONS:

1. Ensure that when transportation is provided for all City programs, accessible vehicles are available.
2. Ensure that transportation schedules are provided in accessible formats and inform employees of what accessible vehicles are available.

SPECIAL EVENTS ON CITY PROPERTY

SELF-EVALUATION FINDINGS

The City provides an opportunity for private organizations to utilize City facilities for special events.

RECOMMENDED ACTIONS:

In situations where private organizations sponsor events in City facilities, the City should require private organizations to comply with applicable ADA requirements. The City should provide a checklist and information during the application process to inform organizers of their responsibility for accessibility under the ADA. The checklist and information should also be available on the City's website.

EMERGENCY MANAGEMENT PLAN

The Emergency Management Plan was reviewed as part of this project. The Emergency Management Plan has only a brief mention of handling people with special needs; however, details need to be provided on how people with disabilities will be accommodated. The Emergency Management Plan was reviewed to determine who will handle citizens with disabilities, how much training this person has had, how will medications be stored, how will service animals be handled, and any other relevant items.

SELF-EVALUATION FINDINGS

The City Wide Emergency Management Plan includes persons with disabilities, but does not provide detailed information regarding evacuation procedures relating specifically to persons with disabilities. The City uses the Maricopa County Department of Emergency Management information.

There is also fairly detailed information for homeowners "Emergency Preparedness" but it has no mention of instruction for people with disabilities. Cell phone users can register for Emergency Notifications, but again there isn't specific mention about customers with sensory impairments and how the notifications are made (audibly only, visual only, both audio and visual).

RECOMMENDED ACTIONS:

Should the City designate and operate any shelters on their own, a process must be developed to evaluate any potential shelters for compliance. Additional detail should be added to the plan for handling citizens with a variety of special needs.

EMERGENCY EVACUATION PROCEDURES

All City departments are required to have established emergency evacuation procedures to safely evacuate persons with disabilities who may need special assistance in an emergency. The City of Chandler adopted a Citywide evacuation plan in

April 2015. Departmental Emergency Operation Plans were also updated in 2015.

SELF-EVALUATION FINDINGS

The draft of the Citywide plan specifically mentions compliance with the ADA and ensuring people with disabilities are properly included in the plan, but it offers little help on what that means.

Most City departments have not established emergency evacuation procedures to safely evacuate persons with disabilities from City-owned facilities.

RECOMMENDED ACTIONS:

1. Develop guidelines for the evacuation of persons with disabilities in various types of emergency situations. Each department should use these guidelines to create their own emergency evacuation plans.

   These plans should:

   - Address what to do when an alarm is triggered;
   - Establish meeting places for assistance and evacuation chairs;
   - Provide direction on what to do if assistance is not available; and
   - Establish floor wardens.

2. Specific suggestions for evacuation plans and procedures can be found through the US Access Board (www.access-board.gov/evacplan.htm) and the Emergency Procedures for Employees with Disabilities in Office Occupancies document published by FEMA and the US Fire Administration.

3. Train City staff regarding emergency evacuation procedures with periodic drills, both announced and unannounced.

4. Review existing procedures dealing with emergencies to ensure that persons with disabilities can be alerted and that they can alert emergency service providers. Provide all evacuation policies and procedures in alternative formats. Explore the use of other technologies such as audible exit signs for orientation and direction and vibrating paging systems.

5. Departments that routinely provide emergency services should have priority for receiving equipment that accommodates alternative format communication.

6. Provide training for public safety personnel to enable them to communicate in American Sign Language in the event that there is an emergency condition and the area is being evacuated. For example, this training would be provided to police, firefighters, lifeguards, and building inspectors involved in post-earthquake emergencies.

7. Take the necessary steps to ensure that emergency teams are aware of persons with disabilities in their communities who may require special assistance in the event of an emergency.

8. Provide American Sign Language interpreters at emergency facilities, on an as-needed basis. To accomplish this, form a pool of interpreters as a resource from which to draw.

9. When the Citywide EOP is adopted, ensure training is provided regularly for people with disabilities.

PERSONNEL POLICIES

The Human Resources Personnel Policy Manual was not reviewed to ensure proper language is used and employees with disabilities have an equal opportunity at employment. A sample job

description was reviewed as part of this project. Job descriptions should be broken down into "essential job functions" and "secondary job functions" and reviewed for discriminatory language.

RECOMMENDED ACTIONS:

1. The Human Resources Personnel Policy Manual must be reviewed for compliance. Ensure it has reference to the developed ADA Grievance Procedure, ADA Grievance Form, and ADA Coordinator.

2. Review all written job descriptions to ensure they are broken down into “essential job functions” and “non-essential job functions” and remove any discriminatory language, if found.

TRAINING AND STAFFING

SELF-EVALUATION FINDINGS

In general, City staff members are unaware of the everyday accessibility problems encountered by persons with disabilities. They have some limited experience working with individuals with disabilities. Many staff members may not be aware of the different types of reasonable modifications that would make their services accessible. Few programs have made adaptations to their programs regarding accessibility.

Parks, Recreation and Aquatics Divisions have the best process for handling customers with disabilities and a number of programs specifically for the disabled. Although questions come up from unforeseen issues, they have a very good process in place for determining needs and modifications.

The Housing and Development Division also has excellent programs and are fairly knowledgeable about handling recipients with disabilities.

One of the needs most frequently identified by City departments is the need for more and improved training. Different types of training are necessary depending on the type of work and the amount of public contact involved with a specific position. Standard Citywide accessibility guidelines, procedures, and trainings have not yet been developed for areas such as:

- Standardized, appropriate language for outreach and written material;
- How to acquire or use assistive devices;
- General evacuation procedures for buildings;
- Customer service and communication training specifically for serving customers with disabilities.

RECOMMENDED ACTIONS:

1. Provide training to City staff members who have contact with the public in regards to providing modifications and using assistive devices to make their programs accessible. Ensure that customer service training that is provided to City employees includes training with respect to communicating with and providing modifications for persons with a variety of disabilities. Include program-specific adaptations, assistive devices, and modifications in each department’s accessibility policy manual.

2. Develop a comprehensive disability access training program. Educate all City staff in their responsibilities under the ADA. The City’s ADA Coordinator should be responsible for ensuring that staff members receive training. Reference materials that address special modifications should be included in this training.

3. Develop standard guidelines for outreach and written materials. These guidelines should include standard language that appropriately describes the City’s policies on inclusion and

non-discrimination, and staff members should receive training in using the guidelines effectively.

4. Provide all City staff members with on-going awareness and sensitivity training. Resources such as the Arizona Bridge to Independent Living (www.abil.org) can provide a lot of great information. Include persons with disabilities as trainers.

5. Depending on operational needs, consider offering training to employees who wish to learn American Sign Language (ASL) and develop interpreting skills. This training should emphasize basic communication skills and should not be viewed as a substitute for employing qualified ASL interpreters when requested.

6. Widely disseminate information regarding the availability and location of City Telephone Communication Devices for the Deaf (TDD), and train staff members in the use of TDD equipment or other means of communicating over the telephone with a person with a hearing disability.

7. Train maintenance staff with respect to accessibility compliance and building codes to maintain accessibility of all required elements.

8. Provide City staff members with training in general building evacuation procedures for assisting persons with hearing, visual, mobility, and learning disabilities in an emergency.

9. Continue using one high-level manager in each department to serve as the department's Disability Access Liaison. To assist in this important role, the Liaison should complete a training program and attend periodic retraining regarding accessibility issues. This will assist in customer service for all members of the public.

3.4 Division and Department Programs, Services & Activities - Findings and Recommendations

The following departments/divisions completed the ADA Programs, Services, and Activities survey as described in Section 3.1:

City Manager

A. City Manager's Office
B. Chandler Municipal Airport
C. Buildings & Facilities
D. Cultural Affairs – Center for the Arts
E. Cultural Affairs - Library
F. Cultural Affairs – Museum
G. Economic Development
H. Human Resources
I. Information Technology

City Clerk's Office

City Court

Communication and Public Affairs

Community & Neighborhood Services

A. Aquatics
B. Code Enforcement
C. Community Development
D. Diversity Office
E. Housing and Redevelopment
F. Neighborhood Programs
G. Parks
H. Recreation
I. Recreation – Special Events

Fire Health & Medical

Law

A. City Attorney
B. City Prosecutor

Management Services

A. Accounting
B. Budget
C. Environmental Management
D. Purchasing
E. Purchasing – Central Supply
F. Tax and Licensing
G. Utility Billing Services

Mayor's Office

Municipal Utilities Department

Police

Transportation & Development

FINDINGS & RECOMMENDATIONS BY DIVISION AND DEPARTMENT

CITY MANAGER

A. City Manager's Office

Description of Programs and Services

The City Management department includes seven operational divisions:

- Support to the City Council
- Community Relations
- Administrative Services
- Printing Services
- Franchise Management

SELF-EVALUATION FINDINGS

While there are no direct programs involving the public, each month meetings are held that are open to the public. Notification is provided for accommodations, as required.

Personnel report not having a liaison to the ADA Coordinator, which would be an important role for the City.

RECOMMENDED ACTIONS:

Ensure someone is named as the department ADA Liaison to ensure proper coverage.

B. Chandler Municipal Airport

Description of Programs and Services

The Chandler Airport is a public-use, general aviation airport. There is no scheduled passenger service. With the exception of a public monthly meeting and board positions, no programs or services are offered to the general public. The airport is used by private companies and individuals with private planes. The building the Airport Administration occupies has a lobby area, a planning room for pilots and a conference room, where public meetings are held, and is served by public restrooms.

NOTICE REQUIREMENTS FOR PUBLIC MEETINGS

The following notice is provided on all meeting agendas for airport related meetings:

"Persons with a disability may request a reasonable accommodation, such as sign language interpreter, by contacting the City Clerk's office at (480) 782-2180. Requests should be made as early as possible to allow time to arrange accommodation."

SELF-EVALUATION FINDINGS

While there are no direct programs involving the public, each month meetings are held that are open to the public. Notification is provided for accommodations, as required.

Airport personnel report not having a procedure in place for a complaint.

RECOMMENDED ACTIONS:

Ensure training is provided regarding the grievance process and information is provided to the public who uses the airport

C. Buildings & Facilities

Description of Programs and Services

The Facilities area provides general maintenance to all City-owned facilities.

SELF-EVALUATION FINDINGS

They do not have direct programs for the citizens, but every building they maintain is required to be compliant to citizen's with disabilities. Training on the maintenance of facilities may be in order to ensure that items, such as keeping interior doors less than 5 lbs. of pressure to open, become part of regular maintenance.

RECOMMENDED ACTIONS:

Ensure training is provided regarding all of the elements, interior and exterior, that are required to be maintained for compliance.

D. Cultural Affairs - Center for The Arts

Description of Programs and Services

The City of Chandler has a very diverse Theater Arts program. They have Classic Entertainment Series, Special Events, Performing Arts Groups, Exhibitions, Connecting Kidz, Camp Kidz, Theater Kidz, Vision Kidz and the Youth Advisory Council.

The Center for Performing Arts was recently remodeled and, therefore, was not included in our list of facilities to review. However, information provided on the website indicates there are still areas that are not accessible. Accessible seating is currently provided in the front two rows with limited accessible seating elsewhere.

Each program offered has some tie to Theater Arts for both adults and children, depending on the age, level of commitment, long term expectations and areas of interest.

SELF-EVALUATION FINDINGS

The Chandler Center for the Arts is a fully functional Performing Arts Center with a variety of Theatrical Shows and programs to bring out the love of theater in children and adults. The location of accessible seating and instructions for requesting alternative formats for printed material are clear on the website as well as how to request sign language interpreting.

There seems to be some confusion on the meaning of "reasonable accommodation" from Center staff. A comment from the staff indicated ASL interpretation is provided if 'practical' so additional training may be required to ensure accommodations are made when requested. The staff member surveyed also was uncertain of City policy or procedures for providing auxiliary aids for patrons.

There does not seem to be the same type of "inclusion" policy found in the Aquatics and Parks and Recreation Division, but there is no evidence of discriminatory language in any written policies and procedures found.

The information provided about accessibility seems to be geared toward people visiting the facility for a show, there is no mention of accommodating a person with a disability for the KIDZ programs, Youth Advisory Council or other theater programs offered.

RECOMMENDED ACTIONS:

We recommend the "inclusion" policy developed for Parks, Recreation and Aquatics be adapted for other departments throughout the City, especially those with camps and interactive programs like the Center for the Performing Arts has.

Training seems to be necessary to ensure the customer contact employees know how to provide the services that are described on the website as being offered.

If the facility was remodeled in 2009 and no upper levels have accessible seating, the facility should be reviewed again to ensure the newly remodeled facility is in compliance with the

requirements. This will be completed in Phase II.

Some programs appear to be initiated or run by Chandler Unified School District (CUSD). Ensure the accommodations for all programs offered through the facility are the same. Develop a checklist or form that requires a signature for anyone using the facility to ensure consistent accommodations are made.

Comments from staff indicate there are little or no accommodations currently in place for participants with cognitive and/or sensory disabilities. Ensure all procedures and policies are inclusive of all groups of people with disabilities unless doing so would fundamentally alter the program or service.

E. Cultural Affairs – Library

Description of Programs and Services

The Library Division provides library services to the citizens of Chandler and so much more. There are special library programs for children and adults, classes and workshops offered to the citizens. They have a "Job Center", Learning Labs, Robotics Labs, Clubs, Dance classes and Homework help along with a variety of seasonal programs and activities for adults and children of all ages.

SELF-EVALUATION FINDINGS

Information about upcoming events and classes is available on the website and through a printed catalog available to citizens at the library. Citizens can ask for books available as audio books or E-books, which help for people with sensory impairments

RECOMMENDED ACTIONS:

Ensure training is provided to customer contact employees regarding how to handle specific requests from citizens with disabilities.

Ensure programs show eligibility requirements for participation and if those requirements have a physical or sensory component, that alternative methods of providing the services are planned in advance. For instance, what would the staff do if a child in a wheelchair wanted to participate in the Dance program offered?

For each program offered, a checklist of what accommodations may be needed and how they should be developed for the following types of impairments:

a. Mobility impairment

b. Cognitive impairment

c. Visual impairment

d. Hearing impairment

e. Motor or vocal control impairment

F. Cultural Affairs – Museum

Description of Programs and Services

The Museum Division provides a variety of programs and events to the citizens of Chandler. There are exhibits showing local history, science programs, celebrations, cook-offs, a sports hall of fame and seasonal programs that are individual or annual in nature.

SELF-EVALUATION FINDINGS

Applications for upcoming events and classes are available on the website with no mention of alternate means. Information about upcoming events and classes is also on the website as well as a printed newsletter available to citizens.

RECOMMENDED ACTIONS:

Ensure training is provided to customer contact employees regarding how to handle specific requests from citizens with disabilities.

Ensure programs show eligibility requirements for participation and if those requirements have a physical or sensory component, that alternative methods of providing the services are planned in advance.

For each program offered, a checklist of what accommodations may be needed and how they would be provided to a person with a:

a. Mobility impairment

b. Cognitive impairment

c. Visual impairment

d. Hearing impairment

e. Motor or vocal control impairment

G. Economic Development

Description of Programs and Services

Chandler is a growing metropolis. The Economic Development Division provides all sorts of information about Chandler's growth strategies, demographics, and land use distribution. Additionally, this division provides the following:

- Trade Activities/Outreach - Promote Chandler to site selectors and the development and real estate communities.
- Retention and Expansion - Helping to ensure that companies can operate and expand in Chandler.
- Redevelopment - Seek the reuse/ redevelopment of existing retail buildings and shopping centers.
- Marketing - Provide documents that convey advantages to doing business in Chandler.
- Innovations Incubator - Provide state-of-the-art facilities for lease to assist in the acceleration of emerging technology companies.
- Tourism Marketing - Produce documents to promote Chandler as a preferred destination.
- Tourism Trade Activities - Promote Chandler at industry trade shows and on sales missions.
- Tourism Outreach - Build relationships and partner with local, regional, national and international trade organizations.
- Downtown District and Property Management - Provide oversight and coordination of the Enhanced Municipal Services District
- Downtown Business and Development Attraction - Market the downtown to developers and businesses.

SELF-EVALUATION FINDINGS

The Economic Development Division needs to have access to accessible vehicles for City tours and site visits. This Division doesn't host very many public meetings, but they do have frequent small group meetings. They often are invited as speakers to other departments as well as local organizations. They do host a "Small Business Workshop", which is typically held in Council Chambers. Assistive listening devices are available. Handouts are given to participants.

RECOMMENDED ACTIONS:

Ensure training is provided to customer contact employees regarding how to handle specific requests from citizens with disabilities.

Handouts will need to be provided in alternate formats if requested, so a plan to have them available in alternate formats and a procedure once requested should be developed.

H. Human Resources

Human Resources Division has no known policies or practices as a result of surveying staff in the division that could have the direct or indirect

effect of excluding or limiting the participation of individuals with disabilities.

Description of Programs and Services

Chandler is a High Performance Organization that encourages all employees to share their valuable insights, experiences, and ideas. We are also a team of unique individuals working towards the same goal of serving the community of Chandler in a professional and responsive manner. Our employees are committed to ensuring our community is a great place to live, work and play. We lead by our core values in constant pursuit of excellence:

- Commitment – Dedicate oneself to consistent and excellent public service
- Communication – Communicate in a positive, honest, and productive manner
- Diversity – Promote inclusiveness and impartiality throughout the organization
- Innovation – Implement unique, creative, and cost-effective solutions
- Integrity – Adherence to high ethical standards
- Personal Responsibility – Take initiative to achieve excellence and accept accountability
- Respect - Demonstrate a high regard for others
- Teamwork – Promote cooperative efforts, open communication, and trust

The Human Resources Division's mission is to:

- Design, plan, and conduct recruitment campaigns that provide a sufficient number of highly-qualified applicants for the hiring department's needs.
- Ensure the selection process measures job-related knowledge, skills, and abilities and other pertinent characteristics supportive of the City's Mission, Vision, and Values that results in a highly-qualified pool of candidates from which the hiring authority can choose.
- Provide employment lists to the hiring department upon approval to fill the position.
- Achieve high ratings in customer surveys.

SELF-EVALUATION FINDINGS

- Job descriptions are well written and identify the "Essential Job Functions" for each job. Secondary job functions are also identified.
- The City Policy on employment, CM-14, clearly describes the City's process and commitment to finding the right applicant for a job without discrimination.
- Human Resources Division does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.
- There is an established process for responding to a request for Reasonable Accommodation.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirements not imposed on other applicants or participants.
- A notice of non-discrimination based on disability is included in all job announcements. Job announcements are placed on the Internet, newspapers, television, and radio advertisements.
- Notice is provided indicating all persons have a right to participate in the job application process regardless of disability is accomplished through posting and distributing the job announcements, which also includes information about the

availability of modifications provided for people with disabilities.

- The public is advised that the Human Resources Division is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
- Notice is not included in job announcements about the accessibility of meeting locations and the availability of modifications provided for people with disabilities.
- Requests for additional training were made.

RECOMMENDED ACTIONS:

1. The Human Resources Department should develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.
2. Ensure training is provided to customer contact employees regarding how to handle specific requests from citizens with disabilities.
3. We also recommend posting job opportunities to groups representing people with disabilities and ensuring the public knows how to request any printed materials in alternate format.
4. Notice needs to be provided regarding the accessibility of meeting locations.

I. Information Technology

Standards for Electronic and Information Technology have recently been finalized. Information technology covered by Section 508 of the Rehabilitation Act Amendments of 1998. Section 508 requires the Access Board to publish standards setting forth a definition of electronic and information technology and the technical and functional performance criteria necessary for such technology to comply with Section 508.

Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Description of Programs and Services

The Information Technology Division has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

The Information Technology Division is responsible for coordinating the use of computer technology across the various departments of our city government to ensure that accurate and timely information is provided to citizens, elected officials, management and staff. The division also manages technology investments and assets such as the City's enterprise computer network, systems and applications. Other areas of responsibility include providing technology services and support, consulting, technology business process analysis and project management.

It is responsible for Informational maps, Shop Chandler, other public information and having a TTY available.

SELF-EVALUATION FINDINGS

Chandler publishes volumes of the City's information online, where it's accessible to the greatest number of people.

RECOMMENDED ACTIONS:

Alternate formats of important information need to be provided upon request.

CITY CLERK'S OFFICE

Description of Programs and Services

The City Clerk's Office offers a wide range of services to the residents of Chandler and the surrounding communities.

Passports and election assistance provided, along with a multitude of information and records regarding the City Code and City Council actions. The City Clerk's office preserves legal documents and is the source of information on City Council legislation and actions.

The City Clerk's office conducts all municipal elections; assists the Mayor in administering the appointment of members to serve on various City boards and commissions; and provides the following special services to the public:

- Agendas, Results, Minutes and Calendar of City Council Meetings
- Boards & Commissions
- Open Meeting Law Information for appointed or elected public officials per A.R.S. 38-431.01 G
- City Charter
- City Code
- Election/Voter Registration Information
- Frequently Asked Questions - Elections
- Meetings Calendar
- Passports
- Public Records
- Notice of Proposed Taxes of Fees
- Claims
- Campaign Finance

The City Clerk's office also provides notary services from 8 a.m. to 5 p.m., Monday through Friday free of charge.

SELF-EVALUATION FINDINGS

The Maricopa County website has good information for voters with disabilities but there is nothing on the City of Chandler's website for voters with disabilities.

Special Election Voting. Citizens receive a ballot in the mail. Each registered voter will also receive a pamphlet. It is also available on the website. Alternate formats are not mentioned for the ballot or the pamphlet. You can return the ballow by mail or at one of four (4) drop off centers. These centers or processess say nothing about reasonable accomodations.

There is no indication that the "Polling Place Checklist" is utilized when determining what facilities will be used for voting.

There are no formal programs hosted by the City Clerk's office, but most of what they do interacts with the community.

There are notifications for people with disabilities on meeting notifications and on the website for accommodations for City Council meetings and for the Boards and Commission meetings.

Handouts will need to be provided in alternate formats if requested, so a plan to have them available in alternate formats and a procedure once requested, should be developed.

RECOMMENDED ACTIONS:

The building the City Clerk's office is in was not evaluated as part of this phase of the project so there is no information regarding its compliance. Information collected during the survey process indicates there may be issues with the door to the Clerk's Office. We recommend either having the building evaluated or include a past evaluation in Appendix A of this document.

Because all roles in the City Clerk's office have some direct or indirect contact with the public, we recommend training on handling customers with disabilities as well as an annual recurrent training and/or experiential training.

Verbiage for voters with disabilities needs to be included on the voters' information page of the website.

For all voting, at all elections, ensure accessible voting is provided. Ensure EACH location holding voting has followed the requiremetns of the "ADA Checklist for Polling Places" (http://www.ada.gov/votingprt.pdf)

CITY COURT

Description of Programs and Services

The City's Municipal Court serves the public and contributes to the quality of life in our community by fairly, impartially, and promptly administering justice in an effective, efficient, and professional manner.

The City Court is responsible for:

- Criminal Court
- Civil Traffic Court
- Bail/Sanctions/Civil Fines
- Orders of Protection
- Courtroom Standards of Conduct
- Chandler Municipal Code
- Arizona revised Statutes

They also offer a variety of online options for paying fines, accessing the Court Calendar and searching cases.

SELF-EVALUATION FINDINGS

While Court Standard of Conduct mentions sitting quietly in court, some consideration should be made for people who make involuntary noises.

Frequently asked questions are on the website but do not indicate how a person would get auxiliary aides or sign language interpreters if needed. This would be a good place to post this information.

In the survey response it was noted that sign language interpreters are provided. But there is no mention of them being Court Certified, which is a required level of certification.

The Municipal Court facility has several access violations that should be resolved. All are listed in the building report located in Appendix A.

RECOMMENDED ACTIONS:

The report for the Court building was provided as part of the self-evaluation process. We recommend having a plan in place to ensure citizens with disabilities, especially those who have involuntary speech or noise issues, are treated fairly and that training has been provided to Court and Bailiff staff to ensure they are not removed from the Court.

Currently there is only one set of moveable/portable blocks that makes the courtroom more accessible. At least one more should be purchased so two courts could simultaneously accommodate any member of a case who may be disabled. Becasue of the age of the building, all jury boxes, galleys and witness stands should already be compliant.

Ensure there is information on the website about getting sign language interpreters or auxiliary aides. This might best be handled under "Frequently Asked Questions".

Ensure any sign language interpreters used for the Court system are court certified.

COMMUNICATION AND PUBLIC AFFAIRS

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

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

As persons turn to the Internet as their primary source of information regarding services, products, programs, and facilities, the City's website (www.chandleraz.gov) takes on increased importance as a communications tool.

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

Description of Programs and Services

The Communication and Public Affairs department has many aspects of interaction with the community. It is responsible for the following:

- Administration: Public information requests; Press releases; Newspaper ads; City Website; Public Notices; Citizen complaints; Public meetings; Community events; Communication with public.
- Print, Mail, & Graphics: Printing for employees; Printing for public information
- Video: Public meetings; public service announcements; local programming.

SELF-EVALUATION FINDINGS

- Most City departments and offices produce printed information that is available to the public.
- While some City departments distribute information about obtaining printed information in alternate formats, other departments do not. Many departments routinely produce printed information in alternate formats upon request.
- Public notification regarding events and registration often does not include non¬discrimination language. In addition, public notification does not always identify a contact person for individuals with disabilities who may request program modifications, or information on how a hearing or speech impaired person could communicate by telephone. Many departments include this language in their meeting agendas, some do not.
- Most registration forms, permits, and waivers are only available in written form. No alternative is noted.
- Public notification regarding meetings, conferences, and other events generally does not include information regarding accessible locations and the availability of auxiliary aids. The burden of finding an accessible location is on the host of the event.
- Increased outreach to persons with disabilities is needed to inform the public of the services and facilities already available and possible modifications the City is required to and can provide to make its services, programs, and activities accessible.
- The City Council meetings air on the government access channel; Chandler Channel, but are not captioned.
- Public meetings; public service announcements; local programming also air without captioning.
- Videos found on the City of Chandler website are not captioned.

The City website is not fully compliant with the requirements of Section 508. There are two main

concerns here. One is ensuring that default font sizes are not too small. Another is ensuring that text can be expanded to 200% on Websites.

1. For traditional computer monitors, a size of 12-14 points/pixels for body is generally recommended for body text (depending on audience).
2. Ensure that default fonts are no smaller than 9 points/pixels. Smaller sizes may be illegible beyond the Windows platform.
3. The WCAG Guidelines recommend ensuring that text can be zoomed to 200%. Along with that goes a recommendation for liquid layouts which can accommodate 200% text.

When using CSS, most font sizes should be made in relative terms (e.g. %, em). This allows fonts to be displayed relative to a particular monitor setting or device.

The City website does have expandable fonts, but not up to 200%. Additionally, there is no text when hovering the mouse over the pictures. Text needs to describe, in detail, what the picture is for people who can't see.

RECOMMENDED ACTIONS:

- Increase outreach to persons with disabilities. The City should endeavor to inform the public of the possible modifications it is required to and can provide to make its services, programs, and activities accessible.
- Include the following notice (or a similar notice) regarding the City's commitment to providing accessible services in all City publications that provide general information about or registration information for City services, programs, or activities. The notice should also be produced in poster-size form and placed in all City departments in a location that will maximize public exposure.

  "The City of Chandler encourages participation from all its citizens. To request an accommodation due to a disability, please allow at least 48 hours prior to the scheduled meeting. Contact Leah Powell, at 480-782-4352 (or 711 via AZ Relay Service) or ada.coordinator@ chandleraz.gov, as soon as possible but no fewer than two business days before the scheduled event or meeting."

- There are occasions where non-discrimination language is included on printed agendas, but not on web versions of the meeting agendas. Non¬discrimination language should appear on both hard copies and documents posted on the web.
- List those City agencies, departments, and specialized services that offer TTY/TDD in printed City directories and include the following statement:

  "This publication can be made available in alternative formats for persons with disabilities by calling Leah Powell, at 480-782-4352 (or 711 via AZ Relay Service) or ada.coordinator@ chandleraz.gov, as soon as possible. Please allow a minimum of 72 hours for the request to be fulfilled."

- Take the necessary steps to improve communication and outreach to increase the effective participation of community members with disabilities in all City programs and activities.
- Publicize efforts to increase participation by persons with disabilities, which might include activities such as distributing program brochures to members of the disability community.
- Develop a statement regarding accessible locations and the availability of auxiliary aids upon request that is included on all public announcements, postings for City programs, and applications, including:

- The notice of non-discrimination;
- Information regarding site accessibility, including the accessible bus route serving the program, facility, or event;
- The department's text telephone (TDD/TTY) number and the phone number and email address of the person who can provide assistance in meeting special needs; and
- A notice that information is available in alternative formats with 72 hours' notice.

- Explore the feasibility of using closed captioning or other alternatives to audio presentations for televised programs and for audiovisual presentations produced by the City (including videos and films) in order to ensure that persons with hearing impairments can benefit from these presentations.
- In the near future, the City's web coordinator should implement a document management system. This system should be designed to allow departments to post documents to the web directly, as opposed to have IT post all materials. The staff will create a new document management system that will comply with Section 508 requirements, and monitor that documents that are posted are fully accessible.

COMMUNITY & NEIGHBORHOOD SERVICES

The Community & Neighborhood Services Department strengthens and enriches the community by providing high quality services and resources through:

- Neighborhood revitalization
- Diverse, innovative and affordable leisure, recreational and aquatic opportunities
- Quality parks, athletic fields and open green space
- Resident empowerment
- Promotion and celebration of diversity
- City code enforcement
- Excellent housing assistance

Community & Neighborhood Services is comprised of eight divisions. The divisions work together as a team to enhance the quality of life for all Chandler residents.

A. Aquatics

Description of Programs and Services

The City of Chandler has a very active aquatics program. There are six aquatic facilities with varying features including; slides, diving boards, play structures, current rivers as well as general swimming pools. Services provided include: Public swim, private pool rentals, swim lessons, competitive swim programs, water aerobics and certification courses.

Certification courses offered are CPR/AED certification, Water Safety Instructor certification, and Lifeguard Instructor certification. All certification required enrollment in the certification courses and full participation in the course. All the certification courses have skill (swimming) and cognitive (written) testing before successful completion and certificates are issued.

The City also has a “Community Service Inclusion Policy and Procedures” that covers many aspects of participation for people with disabilities. This

policy is well written and inclusive. Additionally, each of the aquatic facilities were audited in 2011 for compliance and all recommended changes are in the process of being completed, therefore the aquatic centers were not included as part of this Self-Evaluation process.

SELF-EVALUATION FINDINGS

The City of Chandler has some very good aquatic programs and very good inclusion policies in place. All requirements for participation in the programs are safety related and applicable to the programs offered. Changes have been made in 2014 to make the aquatic facilities more accessible. These changes were based on suggestions made by an outside consultant in 2011.

RECOMMENDED ACTIONS:

The aquatics program seems to be in compliance. We recommend recurrent training to keep new employees aware of the policies in place.

B. Code Enforcement

Description of Programs and Services

Code Enforcement is responsible for the enforcement of a variety of municipal codes and ordinances, which were created to promote the health, safety, and welfare of the citizens of Chandler.

The enforcement of these codes enhances the quality of life in the City and helps to maintain healthy neighborhoods free from unsightly or hazardous conditions that can have a negative impact on surrounding property values.

The goal is to work with residents to protect neighborhoods and property values from deterioration and decline by educating the citizens of Chandler of the standards for the use and maintenance of all buildings, structures, premises and vacant land within the City.

The City is divided into geographic areas with a Code Enforcement Inspector assigned to each one. Each Inspector is responsible for violations occurring within their assigned area. Generally, the enforcement of codes occurs on both a reactive (complaint from a community source) and a proactive (initiated by the inspector) basis. When a code violation is recorded, a complaint is opened and work proceeds towards resolving the violation through a process of education, inspection, and notices. Continued violations are followed by progressive enforcement. Each code has its own set of enforcement procedures, however, the process generally follows this sequence:

- Complaint received
- Inspection conducted
- Notice given to violator allowing time for corrections
- Abatement notice issued when applicable
- Re-inspection conducted
- Civil Citation issued if violation is not corrected
- Criminal prosecution filed if not corrected after the civil citation process
- Abate (violation removed by City contractor) and lien—when applicable.

SELF-EVALUATION FINDINGS

There are no codes specific to handling people with disabilities or policies in place that take into consideration citizens with disabilities.

C. Community Development

Description of Programs and Services

The City of Chandler Community Development administers funds and programs that promote

the improvement of quality of life for low to moderate-income families and assists in the stabilization of Chandler neighborhoods.

Community Development does so by implementing affordable housing programs and by partnering with non-profit and faith-based agencies, as well as other City departments to address and meet basic and critical human needs.

Some of the programs offered are:

- Housing Rehabilitation Program
- Home Buyer Assistance and
- Tenant Based Rental Assistance Program (TBRA)

SELF-EVALUATION FINDINGS

- The City of Chandler housing programs are very specific to helping people with disabilities. The application and process are non-discriminatory in nature. All forms and applications need to be available in alternate formats if requested.
- Applicants are required to complete written forms in order to participate in some of the housing programs.
- The Community Development Division does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

RECOMMENDED ACTIONS:

1. Provide alternative methods of completing forms, as developed Citywide, for people with disabilities that prevent them from filling out or signing forms.
2. Develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.
3. Where appropriate or when requested, the Community Development Section will provide documents and publications such as its program brochures and Economic Insights and other collateral and information pieces, in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with disabilities. Alternative media will be the same that is used Citywide.
4. Assistive listening devices are available for public meetings.
5. Meetings and other public events sponsored by the Community Development Division are required to be held in accessible locations.
6. Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences.

D. Diversity Office

Description of Programs and Services

The City's Diversity Office works closely with the community and the Chandler Human Relations Commission (HRC) to develop diversity programs and events, as well as to promote mutual respect and inclusion in Chandler. The Diversity Office works toward the elimination of prejudice and discrimination among all citizens in Chandler. The City celebrates a mixture of ages and genders, persons with disabilities and diversity of racial, cultural, religious, socio-economic, sexual orientation or other personal identifying characteristics.

Additionally, the Diversity Office handles the following:

- Serve as Staff Liaison to the Human Relations Commission
- Participate in Regional HRC Meetings
- Manage Diversity Funding Program

- Monitor and Serve as Resource for Day Labor Issues
- Promote Diversity Concepts in schools
- Coordinate or Assist with annual events
- Support For Our City - Chandler activities
- Serve as ADA Coordinator for City
- Evaluate Diversity Issues in the Organization
- Serve as Point of Contact for Employees
- Serve as Mayor's Point of Contact for the LGBT Community

SELF-EVALUATION FINDINGS

Staff members have received training in disability issues and have experience working with people with disabilities. The City of Chandler values diversity and strives to create an environment where awareness, sensitivity and inclusiveness are promoted. The Diversity Office supports this effort by providing organizational training that focuses on enhancing communication and customer service skills and emphasizes the importance of special needs awareness both within the work place and in interactions with customers.

Workshops focusing on a variety of related issues are offered throughout the year, both through the City's internal training programs as well as the association with other local organizations.

RECOMMENDED ACTIONS:

1. Develop criteria for determining reasonable modifications to provide program accessibility, which may include acquisition or redesign of equipment, assignment of aides to persons with disabilities, and provision of services at alternative accessible sites.
2. Increase outreach to persons with disabilities. The City should strive to inform the public of the possible modifications it is required to and can provide to make its services, programs, and activities accessible.
3. List those City agencies, departments, and specialized services that offer TTY/TDD in printed City directories and include the following statement:

   "This publication can be made available in alternative formats for persons with disabilities by calling Leah Powell, at 480-782-4352 (or 711 via AZ Relay Service) or ada.coordinator@chandleraz.gov, as soon as possible. Please allow a minimum of 72 hours for the request to be fulfilled."

E. Housing and Redevelopment

Description of Programs and Services

The Housing and Redevelopment Division oversees, manages and facilitates affordable housing programs similar to a Housing Authority. The Division also operates and links to other supportive services for those living in affordable and federally subsidized housing programs. The primary focus is to provide affordable rental housing. On occasion, the City develops, operates or links to homeownership programs for families that earn less the 80% of area median income.

The Division is committed to sustaining and expanding the supply of affordable and subsidized housing. The United States Department of Housing and Urban Development (HUD) provides funding for the core of the City's Public Housing operating budget, modernization program, youth after school programs, family self-sufficiency opportunities, Section 8 Housing Choice Voucher program, and other federally funded supportive programs.

SELF-EVALUATION FINDINGS

- The City of Chandler owns a portfolio of housing, which includes units that are accessible. Residents who apply for public housing are provided an opportunity to request a Reasonable Accommoodation through the application process.
- The Housing and Redevelopment Division will refer Section 8 voucher holders to the GoSection8 website, which includes a filter to research assessable units that will accept Section 8 vouchers.
- Most policies and practices of the Housing and Redevelopment Division are set by HUD. There is no mention of alternate formats being available for the forms provided for the Housing and Redevelopment programs offered.
- The Housing and Redevelopment Division does not advertise the availability of special procedures and devices that make its facilities and services more accessible to people with disabilities.

RECOMMENDED ACTIONS:

1. The Housing and Redevelopment division should develop a process of finding accessible housing and/or a process to modify available housing to meet the needs of a qualified applicant. When referred to the www.gosection8.com housing website, every unit has to be searched individually to determine if there are accessible elements.
2. Where appropriate or when requested, the Housing and Redevelopment division should make it known that it will provide documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with disabilities.
3. Housing and Redevelopment division will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, and other access features can be provided in its publications and on its website.

F. Neighborhood Programs

Description of Programs and Services

Neighborhood Programs was established by the City Council in 2000 to strengthen Chandler's neighborhoods through partnerships, programs and services. Through various programs, neighborhoods are given opportunities to learn about developing a more cohesive approach to neighborhood development and participation. Throughout the year, several individual programs and opportunities are provided for neighborhoods to partner with, or be recognized by, the City of Chandler.

SELF-EVALUATION FINDINGS

- The Neighborhood Programs section does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.
- There is no mention of alternate formats being available for the forms or applications offered through Neighborhood Programs.
- The Neighborhood Programs section does not advertise the availability of special procedures and devices that make its programs and services more accessible to people with disabilities.

RECOMMENDED ACTIONS:

1. The Neighborhood Programs section should develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.
2. Where appropriate or when requested, the Neighborhood Programs section should make it known that it will provide documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with disabilities.
3. Neighborhood Programs will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services and activities. When events are held, information regarding the location of accessible, program sites, and other access features can be provided in its publications and on its website.

G. Parks

Description of Programs and Services

Chandler has more than 60 parks available with a wide variety of amenities to provide places the community can get together for sports and recreational activities. Not all of the parks have been assessed at this point, but those that have been are included in the reports located in the Appendix. Each park, from small neighborhood parks to large community parks offers great outdoor opportunities for groups and families.

Chandler's Park Operations Division maintains nearly 1,200 acres of developed park land at more than 60 park sites. The division also acquires land, plans, designs and develops new parks and special use facilities.

The Chandler Parks Division strives to meet the recreational and open space needs of Chandler citizens. As new parks and facilities are planned, Parks staff works with Chandler residents on the design and development of Chandler parks.

Through the City of Chandler Parks Division offers programs such as:

- Adopt-a-Park Program
- Celebration Plaza at Tumbleweed Park
- Community Service Projects
- Living Tree Donation Program

The City also gives the community the opportunity to participate in changes planned for parks and recreational programs needing development.

SELF-EVALUATION FINDINGS

The City of Chandler has great parks with a wide variety of programs available to the public. Not all of the amenities offered in each park are accessible. Non-compliant physical conditions for each Park evaluated are noted in the individual Park reports. In addition to the physical amenities already noted in reports, the following are programmatic issues identified.

- The Parks Division does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered. With so many programs offered, having clear cut guidance is in the best interest of the City.
- There is no mention of alternate formats being available for the forms or applications offered through the Park Programs. This can be for anything parks offers from reserving facilities to requesting information.
- The Parks Division does not advertise the availability of special opportunities and

devices that make its programs and services more accessible to people with disabilities. Pools with lifts, accessible swings, compliant playground equipment should be advertised to the community so they understand where they can go for the elements they need.

- Maps are provided for several of the Parks. No accessible features are noted on the maps.

RECOMMENDED ACTIONS:

1. Parks should develop a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.
2. Where appropriate or when requested, the Parks should make it known that it will provide documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with disabilities.
3. Parks will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services and activities. When events are held, Information regarding the location of accessible, program sites, and other access features can be provided in its publications and on its website
4. Parks will develop site maps that include the

accessible routes to accessible amenities on a per park basis.

H. Recreation

Description of Programs and Services

The mission of the Recreation Division is to create community through people, parks and programs by engaging citizens, building collaborative relationships and responsibly managing resources. The Recreation Division also strives to enhance the quality of life for all residents through diverse, innovative, and affordable parks and leisure opportunities.

The following programs are summarized:

- Adult Sports
- Intersession and Summer Camp

- Preschool programs for all ages
- Learning and Enrichment classes
- Senior Programs
- Youth and Teen Programs
- Special Recreation Programs
- Special Events
- Environmental and Conservation Programs
- Fitness Programs

SELF-EVALUATION FINDINGS

The City of Chandler has good Standard Operating Procedures in place for the staff to use. The weaknesses found are in not having some of that information available to the public.

- Recreation does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered. With so many programs, establishing clear cut guidance is in the best interest of the City.
- There is no mention of alternate formats being available for the forms or applications offered for the Recreation Programs.
- Recreation does not advertise the availability of special opportunities and devices that make its programs and services more accessible to people with disabilities. Programs and services that are specifically for citizens with disabilities are generally well documented, but inclusion of people with disabilities into mainstream programs is less evident.

RECOMMENDED ACTIONS:

1. Recreations should develop a process for determining whether a policy or practice modification would fundamentally alter the

nature of the program or service being offered.

2. Where appropriate or when requested, Recreation should make it known that it will provide documents and publications in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with disabilities.
3. The Recreation division will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services and activities. When events are held, information regarding the location of accessible, program sites, and other access features can be provided in its publications and on its website.

I. Recreation – Special Events

Description of Programs and Services

Special Events can be any type of event that is not a regularly offered program. A list of special events includes, but not limited to:

- Chandler Recreation Break Time (Magazine)
- Halloween Spooktacular
- Chandler Mayor's Day of Play
- Fall Rhythm Fest
- Woofstock
- Tumbleweed Tree Lighting and Parade of Lights
- Multicultural Festival
- Chandler Jazz Festival
- Family Easter Celebration

SELF-EVALUATION FINDINGS

- Did not observe information on an alternate format for Recreation Newsletter.
- Special Events has a hotline number to call but doesn't mention reasonable accommodation or Relay Services.
- According to the survey, staff is uncertain if accessible port-a-potties are ordered for any of the special events.
- Accessible parking is not monitored for events held on City property, but organized by an outside entity.
- The City recommends accessible routes are maintained, but doesn't create the route for events organized or leased by an outside entity.
- Accessible seating is generally not provided, nor are accessible seating areas at events.
- The City always has sign language interpreters available and has some staff

personnel that are qualified sign language interpreters.

- The Special Events team seems to think that a service animal must wear a vest or otherwise be identified as a service animal. This not accurate and training should be provided to understand that.
- Special programs are located at the Chandler Center for the Arts, which was not reviewed as part of this process. The center has been reviewed outside of this report.
- Physical requirements for participation in Special Event programs, such as the Zoppe' Circus Camp or the Fall Mini-Musical camp, as examples, (there are many others) are not detailed. No mention of reasonable accommodations available or physical attributes necessary for participation are published.
- Events at the Museum, such as "Science Saturday" or the many one or two day events that go through the museum on a regular basis all need to be accessible. When participation is required, it's important to identify the level of participation so attendees can determine their own capabilities

RECOMMENDED ACTIONS:

1. Ensure the Recreation "Break Time" newsletter can be provided in an alternate format if requested.
2. Ensure the person answering the Special Event hotline either has a TTY or has training on the use of a relay service.
3. Review the contractual agreements between the City of Chandler and any entity leasing City-owned property for events. Ensure there is specific language about ADA compliance and maintaining all routes as accessible routes. This will reduce City liability for events. Entities leasing City property should formally be made aware of their requirement to provide accessibility.
4. If seating is provided for an event, ensure accessible seating is also provided. If the event is on City property but the event is operated by an outside entity, the lease agreement should include providing accessible seating options directly next to, and in line with, able bodied companions.
5. Sign language interpreters should always be certified interpreters. Ensure the City has an agreement with at least two companies that provide certified interpreters or staff who are certified.
6. Service animals do not have to wear vests, have paperwork or otherwise be identified as service animals. Ensure proper training to all employees on the acceptance of 'qualified' service animals.
7. Ensure each program, at any facility, has physical requirements listed if they are essential to the program offered. Develop an understanding of how each program would work for someone with each of the following disabilities:
    - Visual impairment
    - Physical Impairment
    - Hearing impairment
    - Cognitive impairment

Once developed, these should go into a Standard Operating Procedure (SOP).

FIRE, HEALTH & MEDICAL

Description of Programs and Services

The City of Chandler Fire, Health and Medical Department is a progressive, internationally

accredited organization with a distinguished history of service to the community. The Department, which started out as volunteer at the time of its formation, is now an all career department. City charter authorizes the fire department to mitigate all hazards to include emergency medical services, hazardous materials response, technical rescue, and crisis intervention. In support of those functions, the fire department staffs a fire prevention bureau, EMS and training divisions, mechanical maintenance facility, community preparedness office, and fire department administration.

The emergency medical service system in the City of Chandler is a combined effort. The City of Chandler Fire Department provides Advanced Life Support (ALS) first response and manages patient transport through an agreement with two private ambulance companies. Fire fighters receive medical direction from Chandler Regional Hospital.

SELF-EVALUATION FINDINGS

- No evident policies are in place to identify an emergency for a person with a disability.
- Unable to determine the training that is provided for the physical handling of citizens with disabilities during an emergency.
- Volunteer services do not mention qualifications to volunteer.
- The videos offered for both Volunteer and Cadet informational opportunities are not closed captioned.
- The Department does life safety and property inspections. There is no mention of accessibility requirements in the codes referred to on the website.

RECOMMENDED ACTIONS:

1. Ensure a process is in place for a person with a disability to register for notifications of emergencies or evacuation assistance in the event of an emergency.
2. Ensure training is provided for Fire Fighters (and Police Officers) that includes the proper handling of citizens with disabilities.
3. Ensure all volunteer programs list the physical requirements for the volunteer positions available. Currently some do, and some do not.
4. Ensure all videos provided on the City website have closed captioning on them.
5. We recommend including basic access requirements into the review and inspection process.

LAW

A. City Attorney's Office

Description of Programs and Services

The City of Chandler Law Department provides verbal and written legal opinions to the City Council, City Manager, City departments, boards and commissions. The Department drafts City ordinances, resolutions, leases, contracts and other legal documents, and represents the City in all legal proceedings.

The Civil Division of the City Attorney's Office is responsible for civil court proceedings in various state and federal courts in all areas of the law, including but not limited to, zoning, contract, public bidding, personnel, bankruptcy, water, real estate and environmental.

The Prosecutorial Division of the Law Department is responsible for the prosecution of criminal misdemeanor cases in City Court and appeals to the Superior Court, Court of Appeals and State Supreme Court.

SELF-EVALUATION FINDINGS

While there are not many programs offered through the City Attorney's office, everything they do involves interaction with the public.

There are no formal policies for the programs offered through the Legal Department but attempts would be made to include participants with disabilities if requested.

The City Attorney's office reviews documents and complaints as they pertain to ADA and interpretations of the law seem to vary from other precedence set forth.

RECOMMENDED ACTIONS:

1. This building was built after ADA went into effect and should be fully compliant so it's a high priority facility.
2. The City Attorney's office needs to have the resource list to provide interpreters or auxiliary aides if requested.
3. We recommend additional ADA training to ensure the City of Chandler's position on ADA compliance is properly backed and defendable.

B. City Prosecutor

Covered under City Attorney's Office.

MANAGEMENT SERVICES

A. Accounting

Description of Programs and Services

The Accounting Division is responsible for maintaining accurate financial records and providing timely financial information to the public, bondholders, grantors, auditors, City Council and City management.

This Division is responsible for the areas of general ledger, accounts payable, accounts receivable, payroll, special assessments, fixed assets, cash management, investments, debt management and grant accounting.

The Comprehensive Annual Financial Report (CAFR) for each fiscal year is posted to demonstrate requirements of subsection 41-725 of Arizona House Bill 2572. Heinfeld, Meech & Co., P.C., Certified Public Accountants hired by the City of Chandler has issued an unqualified (clean) opinion of the report. They conducted the audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in Government Auditing Standards, issued by the Comptroller General of the United States. In their opinion, the financial statements are presented fairly, in all material respects, the respective financial position of the governmental activities, the business-type activities, each major fund, and the discretely presented component units and remaining fund information of the City as of June 30, 2014, and the respective changes in financial position and cash flows, where applicable, thereof for the year then ended in conformity with accounting principles generally accepted in the United States of America.

SELF-EVALUATION FINDINGS

While there are no direct programs involving the public, each year the Financial Report is made available to the general public with no mention of alternate formats being available upon

request. The Accounting Department does not offer, or is not aware of how to obtain, auxiliary aids if necessary. This is also an excellent department for people with disabilities to work, so Department heads should be provided continuing education on hiring people with disabilities.

RECOMMENDED ACTIONS:

1. Ensure the Financial Report is made available in Braille, Large Print and Audio formats should it be requested. This process should continue each year.
2. Ensure the Accounting Department has a copy of the Resource List in case accommodations are requested for public meetings.
3. We also recommend posting job opportunities to groups representing people with disabilities and ensuring the public knows how to request any printed materials in alternate format.

B. Budget

Description of Programs and Services

The Budget Division provides Mayor and Council with a Quarterly Financial Report that summarizes budget to actual performance of the General Fund revenues and expenditures, along with additional summaries and analysis of Enterprise Funds, System Development and Impact Funds, Highway User Tax Fund, and Grant Analysis.

A Monthly Revenue and Expenditure Report is also presented to Mayor and Council that provides a budget to actual comparison of revenues through the prior month. The report also includes reports for Local Sales Tax Revenue and Sales Tax Revenue by Class. Each report uses historical data from the last five years for comparisons. A General Fund Expenditure Summary is also included, which shows General Fund Expenditures through the end of each month.

Most capital projects take several years to complete. This report provides a 10-year history of project costs, current project appropriation, and future project costs to give a "Total Project Cost".

SELF-EVALUATION FINDINGS

While there are no direct programs involving the public, each year the Financial Report is made available to the general public with no mention of alternate formats being available upon request. Training will be required to ensure all employees know how to handle an ADA request. This is also an excellent department for people with disabilities to work, so the Department should be provided continuing education on hiring people with disabilities.

RECOMMENDED ACTIONS:

1. Appoint an ADA Liaison for the Admin/ Budget department and ensure training is provided for handling an ADA related complaint.
2. Ensure the annual budget and any other documentation offered to the general public can be provided in alternate formats.
3. We also recommend posting job opportunities to groups representing people with disabilities and ensuring the public knows how to request any printed materials in alternate format.

C. Environmental Management

Description of Programs and Services

The Environmental Management Division of the

Management Services Department provides environmental (air, water and waste) compliance guidance and oversight to City operations and facilities.

The Division also provides oversight for environmental due diligence during property acquisitions, maintains the central environmental compliance files, manages clean-up activities when environmental spills occur on City property and reports activities to the proper regulatory agency.

Compliance Files Maintained:

- Phase I, II and III records for various properties throughout Chandler
    - Air Permits
    - Dust Permits
    - Compliance submissions to State, County and other regulatory agencies
    - Asbestos Surveys for more than 100 different Chandler-owned properties
    - Waste manifests and shipping records
    - Tier II chemical storage reports
    - Historical environmental regulatory compliance documents

The Environmental Management Division also coordinates the City's efforts to address the concern of air pollution in the Phoenix Metropolitan by ensuring that City operations comply with PM-10 requirements. The City's area efforts are reported annually to the Maricopa Association Governments (MAG) or the Arizona Department of Environmental Quality. The City's steady progress in its efforts can be reviewed in the MAG Progress Reports.

SELF-EVALUATION FINDINGS

- Links on the website are not accessible.
- A phone number for questions is provided but it does not give inforomation on Relay Services.
- No public contact programs are offered but public meetings are held. There is no information regarding as to how a person can get alternate formats for handouts/ documents provided at the meetings.

RECOMMENDED ACTIONS:

1. Ensure the website is reviewed for content and for accessible links and PDFs.
2. Ensure information about the Arizona Relay service is provided.
3. Ensure all Division staff understand the process for getting documents translated into alternate formats if requested.

D. Purchasing

Description of Programs and Services

The Purchasing Division maintains a centralized system designed to maximize the effectiveness of the tax dollar, while providing timely and adequate support of the City's needs for materials and services.

The City of Chandler has a centralized Purchasing Division which acts as the authority for all material, service, construction and supply purchases. No purchase is made without a properly authorized purchase order unless purchased with petty cash or City procurement card.

SELF-EVALUATION FINDINGS

- No mention of ADA is provided on the website. Although Purchasing does not have direct programs with citizens, a citizen could request information from Purchasing which is not currently on the City website.

- There should be some notification that Purchasing does not discriminate against vendors with disabilities.
- Public meetings for pre-bid, pre-proposal, and pre-submittal conferences and public meetings for opening bids, proposals and submittals are all part of the Purchasing functions. There is no mention of providing documents in alternate formats is provided.

RECOMMENDED ACTIONS:

1. Ensure the required City of Chandler non-discrimination statement is provided on the website for the Purchasing Department.
2. Ensure Division staff understands the process for getting documents translated into alternate formats, if requested.

E. Purchasing - Central Supply

Description of Programs and Services

Central Supply falls under the Management Services department and offers internal support to the various departments for the City of Chandler. It offers no programs to the public and has no direct interaction with public. It also does not host public meetings or events.

SELF-EVALUATION FINDINGS

While there are no direct programs involving the public, this is a great place for people with disabilities to work. Central Supply is not aware of how to obtain auxiliary aids if necessary. Department heads should be provided continuing education on hiring people with disabilities.

RECOMMENDED ACTIONS:

1. Ensure Central Supply has a copy of the Resource List in case accommodations are requested for unforeseen reason.
2. We also recommend posting job opportunities to groups representing people with disabilities.

F. Tax and Licensing

Description of Programs and Services

Tax and License Division administers the collection of transaction privilege (sales) and use taxes and issues tax and special regulatory licenses.

SELF-EVALUATION FINDINGS

- This Division advertises classes through the Arizona Department of Revenue for statutory prime contracting changes. There is no mention of any type of reasonable accommodation for the class. Even though this is not through the City of Chandler, it is advertised on the City website.
- The public can file and pay taxes online. No alternative formats are provided.
- The public can apply for licenses online. No alternative formats are provided.
- Staff does not report having information on how to handle an ADA complaint.
- The Tax and License Division offers free Taxpayer Education Sessions. These sessions cover the retail, rentals, restaurant and bar and various (non-contracting) activities.

RECOMMENDED ACTIONS:

1. List how to receive a reasonable accommodation, if needed, for the classes offered through the Arizona Department of Revenue.
2. List alternative formats for paying taxes or getting licenses for those who do not use a computer or cannot see.

3. Ensure all staff is aware of how to handle an ADA complaint and the process to get that information to the City.
4. List how to receive a reasonable accommodation, if needed, for the Taxpayer Education Sessions offered. Ensure all classes are held in an accessible location.

G. Utility Billing Services

Description of Programs and Services

The Utility Billing & Payment System provides a way for a citizen to manage their account, access information and pay a bill via the method that is most convenient for the payer. This product is available 24 hours a day, seven days a week, from your computer or mobile device.

Payment options include:

- Electronic Payment – Set up through your bank
- One-time Online – Pay with check or credit online
- Automatic Payment – Sign up for AutoPay with the City and your bank
- Pay By Phone
- Pay By Mail
- Pay In Person
- Drive-Up Drop Box
- Payment Hardship arrangement for payment plan

SELF-EVALUATION FINDINGS

- The payment website and mobile app do not appear to be accessible.
- The Pay by Phone option does not mention Relay Services.

RECOMMENDED ACTIONS:

1. Ensure all facets of the website are fully accessible, especially where citizens must rely on the website for payments, important information or policy guidance.
2. Ensure the Arizona Relay service is mentioned throughout the website for people with hearing impairments to use.

MAYOR'S OFFICE

Description of Programs and Services

The Mayor and City Council members are elected "at large" to represent the entire City. They are not elected to represent districts or wards.

City Council meetings are usually held the second and fourth Thursdays of the month. Study Sessions are usually held on the Monday prior to a Council meeting. These meetings are held at City Hall in accessible locations.

SELF-EVALUATION FINDINGS

There are no direct programs involving the public, this is a great place for people with disabilities to learn about their community. The Mayor represents all citizens with every public appearance.

RECOMMENDED ACTIONS:

Ensure the Mayor is aware of the politically correct terminology for public interviews.

MUNICIPAL UTILITIES DEPARTMENT

Description of Programs and Services

The Municipal Utilities Department is responsible for planning, developing, constructing, and

maintaining water, wastewater, and solid waste public infrastructure for the City of Chandler.

SELF-EVALUATION FINDINGS

While there are no direct programs involving the public, this is a great place for people with disabilities to work. The Municipal Utilities Department does not offer, or is not aware of, how to obtain auxiliary aids if necessary. Staff should be provided continuing education on hiring people with disabilities.

RECOMMENDED ACTIONS:

Ensure the Municipal Utilities Department has a copy of the Resource List in case accommodations are requested for unforeseen public meetings.

POLICE

Description of Programs and Services

The Police Department makes contact with the public every day. This is one of the most important departments to have trained to proficiency on the handling of citizens with disabilities. They are responsible for Communications, Criminal Investigations, Detention Services, Field Operations, Forensic Services, Planning, Research, Technology, Evidence, Records, etc. Special training on handling suspects with various disabilities is imperative.

SELF-EVALUATION FINDINGS

- The Police Department is involved in many aspects of public interaction. They have not been specifically trained on handling suspects with disabilities and this can be a huge liability to the City.
- The Police Department offer a Police Academy that has no information about qualifications for the program.
- The Police Department hosts several public events such as; Firearm Safety, Rape Prevention, DUI information, etc.

RECOMMENDED ACTIONS:

1. Ensure the entire Police Department is properly trained on handling customers with disabilities. The best training available is a week-long training class. This class is imperative for first responders.
2. Review each program offered and determine if it can be offered to people with mobility impairments, visual impairments, hearing impairments, cognitive impairments, etc.
3. Develop a manual with the modified practices for attendees with disabilities to get the full effect of the classes/ demonstrations offered.

TRANSPORTATION & DEVELOPMENT

Description of Programs And Services

The Transportation and Development Department (T&D) is responsible for both Transportation Operations and Development Services. The Transportation Operations includes:

- Chandler Municipal Airport
- Traffic Management
- Street Maintenance
- Street lights
- Transit Information
- Capital Improvement Programs (CIP)

The Development Services Department includes:

- City Planning
- Plan Review
- Inspections
- Online Permitting and Inspection Scheduling

- Applications and fees
- Unified Development Manual

Monthly meetings are prevalent for this department. All monthly meetings open to the public must be accessible.

SELF-EVALUATION FINDINGS

- The Airport Staff reported having no process in place for handling an ADA Compliant.
- Meetings often have documents available to participants. Employees in some areas are uncertain how to get those in alternate formats if requested.
- At the time of the survey, Streets Division asked many questions. Those questions were developed into a training for the Transportation and Development Staff specifically. Regular training is recommended.
- Transportation and Development does not have a 'curb ramp plan' in place, as required. They have a response plan if someone complains as needed, but no actual curb ramp plan.
- Transportation and Development has not completed a full inventory of sidewalk/curb ramp facilities, as required. They respond to complaints as needed.
- A pilot study of sidewalks and ramps has been completed as part of this study. But, a more thorough assessment is recommended.
- A para-transit system is offered to citizens who need it. It's an 'on demand' service. Para-transit fees are double the mainline fees.
- There are several types of transportation available to "people with disabilities" but there is no indication which has fully accessible vehicles. Not everyone with a disability needs accessible vehicles, but those who do have this request need to know which ones to contact.

RECOMMENDED ACTIONS:

1. Ensure all Transportation and Development Staff are trained in handling ADA Complaints.
2. Ensure all Transportation and Development Staff understand the process for getting documents and/or handouts translated into alternate formats if requested.
3. Verify with Transportation and Development Staff all questions have been answered. We recommend recurrent training for Transportation and Development Staff and new hire training for new Transportation and Development employees.
4. Ensure a curb ramp plan is developed to be in compliance with the ADA Transition Plan requirements.
5. Ensure all sidewalks are inventoried as part of the next phase of the ADA Transition Plan project.
6. Ensure each type of public transportation noted on your website indicates if "accessible" vehicles are available.

3.5 Policy Review: City Administrative Directives

The first phase of this process did not include a full evaluation of Administrative Directives. The following are general recommendations for evaluating the Administrative Directives in house, or for review in a future phase of self-evaluation.

MANAGEMENT OF LEASE/USE AGREEMENTS

RECOMMENDED ACTIONS:

Ensure language is added to address City requirements on accessibility with all Lease Agreements, Program/Service Use Agreements, and Easements.

PUBLIC MEETINGS/ALL DEPARTMENT, BOARD AND COMMISSIONS

RECOMMENDED ACTIONS:

1. Provide language that all City meetings will be held in an accessible room. When requested, auxiliary aids will be provided for members of the public. Include language stating that when requested, agenda will be made available in alternative formats for people with disabilities.

2. Ensure communications are clear that it is prohibited to charge more for sending alternative formats to people with disabilities than sending non-alternative formats.

CITYWIDE TECHNOLOGY PROCEDURES

RECOMMENDED ACTIONS:

1. Update language to ensure IT policies require all technology, including materials posted on the web, are accessible to people with disabilities. Material produced by consultants, such as external website vendors, must be accessible to people with disabilities.

2. Ensure language requiring that all electronic copies of forms must be accessible to the visually impaired is provided.

TRAFFIC CONTROL COORDINATION

RECOMMENDED ACTIONS:

Ensure code requires that accessible pedestrian routes are maintained or alternative accessible routes are made available during construction. The Transportation & Development Department does have a policy in their Design Manual, along with specifications and details that require entities that work in the City's right-of-way to provide a Traffic Control Plan, (***see recommendation 3.6.4.).***

CONTROL OF FORMS (INCLUDING TEMPLATES) AND OTHER PRINTED MATERIALS

RECOMMENDED ACTIONS:

Ensure all forms or printed material is made available in alternate formats for persons with disabilities when requested.

USE OF CITY-OWNED PARKS AND RECREATION BUILDINGS AND AREAS

RECOMMENDED ACTIONS:

1. Provide an alternative for people who cannot complete the Facility/Area Use Application.

2. Ensure each form and all information regarding hosting events on City-owned property address the requirements that the event is fully accessible including, but not limited to:

   - accessible port-a-potties, when provided;
   - accessible ticket booths, when provided;
   - accessible transaction counters, when provided; and
   - accessible routes to rides, when provided.

   All amenities or services offered during the event should be made accessible and that accessible routes should not be blocked with electrical cords, food tables, signage, tents or any other obstacles.

3. Ensure language indicates that amusement activities must be accessible to people with disabilities, unless there is an issue with public health and safety which precludes access.

4. Ensure accessible parking requirements are met, and to ensure the event provides adequate accessible routes to other parts of the City.

MAINTENANCE OF CITY-OWNED OR CONTROLLED PROPERTY AND EQUIPMENT

RECOMMENDED ACTIONS:

1. Ensure language that maintaining accessible features is a high priority and establish deadlines for resolution once a problem is encountered.

2. Provide training to maintenance personnel on maintaining accessible routes and features.

MEDIA RELATIONS - OVERALL CITY PHILOSOPHY

RECOMMENDED ACTIONS:

1. Ensure language that Media Releases are accessible to people with disabilities.
2. Ensure all statements the media has access to are all inclusive.

CUSTOMER CONTACT EMPLOYEES WITH DIRECT OR INDIRECT CONTACT

RECOMMENDED ACTIONS:

Ensure all customer contact employees are trained in communicating with people with disabilities.

RECORDS MANAGEMENT

RECOMMENDED ACTIONS:

Ensure when requested, all public records or documents will be made available in alternative formats.

DEPARTMENT COMMUNICATIONS

RECOMMENDED ACTIONS:

1. All major public phone numbers for the City should either have a TDD/TTY available with a posted phone number or provide information about the Arizona Relay service.
2. All who answer public numbers are properly trained in either using the TTY/TDD and/or using the Arizona Relay system.

COUNCIL APPOINTMENTS TO BOARDS AND COMMISSIONS - NOTIFICATION OF OPENINGS

RECOMMENDED ACTIONS:

Provide language that notices of openings will be posted in accessible formats and that information will be provided in alternative formats if requested.

RECYCLING FACILITIES – OPERATIONS

RECOMMENDED ACTIONS:

Consider adding information that when requested, the City will provide more than curbside service for residents who have disabilities which prevent them from leaving their house.

3.6 Policies & Practices for Public Rights-of-Way

Policies and practices affecting the pedestrian public rights-of-way were reviewed. This area is managed by the Transportation & Development Department. The following represents high level findings and recommendations for consideration.

3.6.1 Accessibility Improvement Programs

The City of Chandler maintains approximately 835 miles of public streets. Additionally, the City has approximately 166 miles of private streets, which are not maintained by the City. As of December 2014, Chandler had approximately 1600 miles of sidewalk.

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

Every year, the City funds its Streets/Traffic Capital Improvement Program (CIP), which includes Street Repaving (Mill & Overlay), Street Construction (Various Improvements) and larger roadway and intersection improvement projects. These initiatives include ADA upgrades such as removal and replacement of sidewalks and curb ramps and on-going sidewalk maintenance to address tripping hazards or sidewalk heaves.

RECOMMENDED ACTIONS:

1. We recommend that projects which improve ADA compliance be defined within these funding programs and have budgets and responsible parties associated with them. We recommend reviewing all Transportation & Development programs, in addition to specialized ADA remediation plans, and determine each ADA related aspect of any project. This will allow the City to account for the full value of what Chandler has been doing toward ADA compliance.
2. Define a clear and concise action plan for all development projects. It is helpful to remove any ambiguity in what the City is requiring in the City right-of-way, to comply relative to sidewalk and curb ramp construction and reconstruction. During the self-evaluation process, the City defined and adopted an approach and practice plan for right-of-way.

3.6.2 Curb Ramp Design & DOJ/DOT Joint Memorandum

To maximize accessibility and safety for all pedestrians, curb ramps should attempt to meet all of the best practices for curb ramp design as recommended by the U.S. Access Board. The recent DOJ/DOT Joint Memorandum provides guidance on the requirement of curb ramps upgrades during street resurfacing projects. The Memorandum's intent is that persons with disabilities have access to pedestrian routes in the public right-of-way. Sidewalk upgrades are not necessarily required during roadway resurfacing projects; however, the law does require the City to maintain an accessible route in an accessible condition and it prohibits building new elements out of compliance.

RECOMMENDED ACTIONS:

While the City does address ADA compliance issues as they become aware of them, we would recommend that the Transportation & Development department define policies and procedures that bring clarity and consistency to how the City will address curb ramp

replacement during resurfacing projects addressing this memorandum. Documenting how they intend to ensure an accessible route leading to ramps either during the curb ramp replacement or at a later date will be important to efforts in creating access. This creates a directive for private developments and also coincides with 3.6.3. The City was in the process of defining an approach during the self-evaluation process.

3.6.3 Limiting Obstructions And Grievances in the Right-of-Way

Limiting obstructions in the right-of-way in many municipalities requires the coordination between different departments and divisions. Clear processes and communication between departments can be essential.

All development projects in the City's public right-of-way must obtain approval from the City prior to construction. Encroachment permits are administered through the Transportation & Development Department. Also, all construction projects must follow the City's design standards to obtain a permit.

RECOMMENDED ACTIONS:

1. Ensure the enforcement of the street tree maintenance program where homeowners are informed of vegetation-related and other sidewalk obstructions and their responsibility for maintenance. While this is Code Enforcement, knowledge of vegetation encroachment issues can often be recognized through the streets department within transportation and development and grievances may be directed to this department. Coordination between the departments can be vital.
2. Ensure the grievance process is well publicized so that citizen requests have a cohesive path to follow to ensure attention it provided to areas of most concern. The grievance process should have a consistent administrative order so as to reach all appropriate departments and the ADA Coordinator.

3.6.4 Accessibility During Construction

RECOMMENDED ACTIONS:

1. The City of Chandler has not yet adopted PROWAG 2011 as the PROW code of choice.
2. Federal Highway "best practices" recommends adoption of PROWAG 2011 for states and muncipalities.
3. A code requiring an accessibile route around a construction zone should be developed.

Temporary Pedestrian Access Routes: The City of Chandler requires a Traffic Control Plan to address temporary and alternative pedestrian access routes for sidewalk closures that occur during construction. Detailed information can be found in the Department of Transportation & Development Technical Design Manual 7 – Traffic Barricade Design. The Design Manual informs entities involved in construction adjacent to or within the ROW that accessible routes must be provided and maintained during the course of the project. Specific standard construction guidelines are provided to assist in the plan development for alternative pedestrian access routes. This is handled as part of the permitting process for entities seeking permit approval from the City.

RECOMMENDED ACTIONS:

Update technical design manual per recommendations to ensure an alternative route is provided around all construction projects that obstruct the accessible route.

3.6.5 On-Street Accessible Parking

The U.S. Access Board draft for Public Rights-of-Way Accessibility Guidelines (PROWAG) (July, 26, 2011) contains recommendations for providing accessible on-street parking where on-street parking is provided. Section R217 (Passenger Loading Zones), and R216 (On-street Parking), address the scoping, location, design, and path of travel for accessible on-street parking.

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

RECOMMENDED ACTIONS:

1. Develop procedures to address requests for on-street accessible parking.
2. Develop design standards specific to on-street parking requirements.

3.6.6 Accessible Pedestrian Signals (Aps)

The U.S. Access Board draft for Public Rights-of-Way Accessibility Guidelines (PROWAG) includes an number of provisions intended to provide access to a pedestrian push button including: level and clear space centered and parallel to the pedestrian signal push button, clear ground space for wheelchairs, the maximum height of the signal push button, the maximum activating force to operate the signal push button, the provision of a textured horizontal yellow band encircling the pole, and a dark border band above and below this yellow band. Additionally, many jurisdictions are installing audible or audible/tactile APS systems under the ADA Title II requirement to provide program accessibility. The Manual of Uniform Traffic Control Devices (MUTCD) outlines a process that local jurisdictions can follow to evaluate the potential installation of audible or audible/tactile systems.

RECOMMENDED ACTIONS:

Develop a policy for the inclusion of Accessible Pedestrian Signals whenever pedestrian signals are requested or ped-heads are altered. The current draft PROWAG calls for accessible pedestrian signals to be required at all intersections equipped with pedestrian signals whenever new construction or alterations occur. The FHWA's policy is to consider the U.S. Access Board's draft PROWAG as recommended practice for new and reconstructed signals. When PROWAG is adopted, the MUTCD standards will be revised to reflect those requirements.

3.7 Design Standards Review

The City of Chandler provides access to its Engineering Design Standards and Details on the City website. Materials are also available in hard copy. These standards were reviewed by the Consultant for consistency with state and federal accessibility requirements to ensure they comply with the most recent versions of ADAAG and PROWAG.

Specifically, the Consultant reviewed City's standard construction details and technical design manuals for criteria related to pedestrian facilities within the public right-of-way.

RECOMMENDED ACTIONS:

Evaluate and update standard construction details and technical design manuals per recommendations provided to the Transportation and Development Department.

3.8 City Building Codes

City Building Codes were reviewed to ensure there is no discriminatory language and to ensure there are no codes that could be interpreted as discriminatory. The City of Chandler has not officially adopted the PROWAG guidelines as their standard for the public rights-of-way. Additionally, the following codes are international codes that can be used, if adopted, by each individual municipality:

- ICC International Building Code (IBC) 2009
- ICC International Fire Code (IFC) 2009
- ADAAG ADA Accessibility Guidelines 2010
- ANSI American National Standards A117.1 2003
- ICC International Property Maintenance Code 2009
- ICC International Residential Code (IRC) 2009
- ICC International Plumbing Code (IPC) 2009
- ICC International Fuel Gas Code 2009
- ICC International Mechanical Code (IMC) 2009
- ICC Administrative Provisions of Electric Code 2011
- NEC National Electric Code (NEC) 2011

City Ordinances were not reviewed to ensure there is no discriminatory language and to ensure there are no ordinances that could be interpreted as discriminatory.

RECOMMENDED ACTIONS:

In general, ordinances should be reviewed to allow the City to be aware of violations indicated and the responsibility of the City to make reasonable accommodations for Board Members, Council Members or Commissioners who are disabled.

New ordinances should be evaluated with a critical eye toward accessibility and existing ordinances should be re-evaluated and updated accordingly.

04
FINDINGS AND RECOMMENDATIONS

In the Self Evaluation process for physical buildings, parks and public rights-of-way, the survey included field data collection to determine compliance with the following: 1) 2010 ADA Standards, 2) Federal Highway Administrations Manual on Uniform Traffic Control Devices (MUTCD) for Streets and Highways, 3) ADA Accessibility Guidelines (ADAAG), 4) Proposed Public Rights-of-Way Accessibility Guidelines (PROWAG). PROWAG is considered a best practice until it is adopted into law.

4.1 Facilities & Parks

4.1.1 Prioritization Standards

Priorities and actions for renovating facilities to bring them into compliance with ADA guidelines were recommended and reports list each facility by a "High, Medium, or Low" ranking category including the physical barrier removal requirements. Furthermore,the report shows the breaks based on location and other attractors. The Table used for priority determination has been provide in the Appendix. Each location received both an impedance (severity of ADA barrier) ranking and activity ranking before a final ranking was applied. All facilities providing programs, activities and services by the City were listed and ranked based on the following criteria:

Program Availability/Number of Programs: The numbers of programs and programs unique to a facility, give an indication of the importance of the facility to the community. Many programs that are unique to a facility cannot occur at another location.

Levels of Use by the Public: The level of actual use by the public varies between facilities. Facilities that receive a high level of use by the public were given a higher activity ranking.

Geographic Distribution: It is important that facilities are distributed throughout the City in order to ensure maximum access for all City residents.

The decision-making process for assigning priorities involved several steps. All City facilities were listed and sorted according to the criteria listed above for the programs that use the facilities. During this process, it was the intent to identify not only locations that represent all of the programs offered by the City, but also to prioritize the best of those programs and locations for access improvements.

4.1.2 Priorities For Barrier Removal Within Facilities

Recommendations were provided to City staff to identify priorities for barrier removal within each facility. Barriers were assigned levels of priority using the following criteria outlined in Appendix B.

4.1.3 Summary of Findings - Facilities & Parks

Each facility and Park that was assessed as part of this project has its own detailed report. Each report lists the associated violations, recommendations, and costs; costs and provides photos for photographic documentation of the issues. A summary of relevant issues and their associated costs for each facility and each park are summarized in the charts located in Section 5.3, which also outlines the City's Transition Plan to remediate known access issues.

4.2 Pilot Study for Public Rights-of-Way

4.2.1 Introduction

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

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

For a city to meet the program access obligations, removing right-of-way impediments beyond simply installing curb ramps is required.

As explained in Section 2, the City of Chandler completed a limited Pilot Study of existing pedestrian facilities within the public rights-of-way, in part to determine the best practice in collecting and analyzing their extensive public rights-of-way. The purpose of the study was to collect a baseline of data regarding accessibility to pedestrian facilities within the City. The survey areas were selected to represent various street types to develop a sampling of ADA accessible issues.

The pilot study approach allowed the City of Chandler to gain insight to common ADA barriers, develop an understanding in varied methodologies in data collection approach and determine options for on-going and future public rights-of-way assessment and tracking of barrier removal. The evaluation and transition plan outlines the common findings within the pilot study and provides guidance on continued data collection and remediation.

PILOT STUDY PARAMETERS

The general categories reviewed included signalized intersections, curb ramps, sidewalk corridors, bus stops, and on-street parking. This produced detailed results of the physical barriers found in the public right-of-way, under the City's jurisdiction. Compliance reports outline the findings in depth and a summary of findings is provided within Section 4 of this report.

The study area locations were selected based on their current use, location, services provided, pedestrian activity, and several other factors. The following areas were selected for evaluation:

Street Corridors

Chandler Boulevard, (McClintock Rd. to Price Blvd.)
Arizona Ave. (Buffalo St. to Frye Rd.)
Hartford (Erie St. to Galveston St.)
Aviation Drive
Palomino (Dobson Rd. to Hartford St.)
Downtown Business District

Street Intersections

Alma School Rd. & Ray Rd.
Dobson Rd. & Chandler Blvd.

STATUS OF FULL ASSESSMENT

The City of Chandler utilized the results of this Pilot Study to determine the best approach customized for evaluating the City's remaining public rights-of-way inventory. Additional

Assessment of right-of-way is planned for the next phase of this process as outlined in Section 5.4.2.

TIME PERIOD FOR RIGHTS-OF-WAY IMPROVEMENTS

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

Additionally, the schedule for when each area will be inventoried should also be developed and available for review as part of the public process. Alterations to the schedule should be considered on a case by case basis when a need surfaces.

4.2.2 Prioritization Standards

A Geographic Information System (GIS): GIS-based barrier ranking analysis results in a combined activity and impedance score for every sidewalk, signal, bus stop and curb ramp. A high activity score is representative of areas where pedestrian activity (especially among persons with disabilities) is likely to be greatest, based on demographic, land use, transportation conditions and other selected criteria. A high severity score is representative of areas where the quality of existing pedestrian infrastructure is poor for persons with disabilities, based on barriers documented in the limited survey areas. Activity factors that describe the likelihood of disability community usage of an area's pedestrian facilities are based on the following:

1. State and local government offices and facilities
2. Important transportation corridors, including pathways leading to schools
3. Transit usage
4. Places of public accommodation such as commercial and business zones
5. Facilities containing major employers
6. Senior Group homes
7. Areas such as residential neighborhoods and associated housing density
8. Proximity to City Parks and Recreation facilities

Additional levels of prioritization were developed for replacing existing pedestrian facilities based on the severity of the barrier. For example:

9. Steepness of curb ramps
10. Lack of curb ramp
11. Sidewalk with excessive cross slope
12. Missing Detectable Warning Systems
13. Excessive reach lengths for signal pushbuttons
14. Lack of clear floor space at end of bench
15. Parking spaces with no accessible route

4.2.3 Summary of Findings – for Public Rights-of-Way

Curb Ramps:

A total of 243 curb ramp locations were evaluated as part of the pilot study. The locations of these curb ramps are listed above. At each of these locations the field technicians noted the absence or presence of a ramp, and in the case of an existing ramp, the evaluation included running slope, cross slope, flares, land area slopes and sizes and transition from ramp to pavement. Surveyors began by classifying the ramp as one of the following: "none" (meaning

there was sidewalk but no ramp access); or one of five existing ramp types (perpendicular, parallel, combination, blended transition, or diagonal). There were minimal locations where a curb ramp was missing within the pilot study limits.

Observations showed that many curb ramps were in compliance with current ADA standards. There were several common issues observed at many existing curb ramps. They included:

- Non-compliant curb ramps: ramps had non-compliant running, and cross slopes, non-compliant landings, mis-aligned detectable warning systems (truncated domes), or no detectable warning system (truncated domes).
- Non-compliant transitions: transitions from the base of the ramp to the roadway exceeded the ¼" requirements at numerous locations or had steep slopes.

Signal Assessment:

A total of 12 pedestrian signalized intersections were evaluated as part of the pilot study. At each of these locations the surveyors noted the absence or presence of a pushbutton, and in the case of an existing pushbutton, measured its features based on PROWAG (and MUTCD) standards. Surveyors classified each pedestrian signal location by noting "none" (meaning there were no pedestrian signal/pushbutton features); or identifying and assessing the components of pedestrian signal/pushbutton features for each signal location. In addition, Cole assessed 53 separate signal locations by collecting data on pedestrian signal/pushbutton features.

Signal Features	# standard	# non-standard
Clear floor space	51	2
button height	51	2
button reach	32	21
button diameter	51	2
button pressure	47	6
button tone	15	38
directional info.	53	0
audible walk-ins.	14	39

Observations showed that many signals were not in compliance with current ADA standards, there were several common issues observed at these locations. They included:

- Pedestrian pushbuttons: there was no accessible path to the buttons, there was no clear floor space provided, buttons were mounted too high, two pushbutton located on the same post, pushbuttons were located outside MUTCD recommend limits.
- Pedestrian street cross timing: there are instances where the allotted time for a pedestrian to safely cross the street within the walk time is below the minimum requirements recommended by MUTCD standards. MUTCD recommends a walking speed of 3.5 fps. The MAG Pedestrian Policies & Design Guidelines suggest a walking speed of 2.8 fps.

Sidewalk Corridors:

A total of 6.17 miles of sidewalk was evaluated as part of the pilot study. The sidewalk corridors were evaluated for sidewalk running and cross slopes, obstructions, joint heaving, and driveway crossings.

Observations showed that although many sidewalks were in compliance with current ADA standards, there were several common issues observed at these curb ramps. They included:

- Sidewalk Corridors: non-compliant cross slopes. Although, much of the sidewalk cross slope that appeared out of compliance had readings very close to the 2% maximum.
- Driveway crossings: cross slopes of driveway crossings often exceeded the 2% maximum.

Bus Stops:

A total of 15 Bus stops were evaluated as part of the pilot study. Areas that were evaluated for each bus stop included access to the bus stop, landing and alighting areas, clear floor space adjacent to seating and signage. 11 of the 15 locations were found to have minor issues that made them non-compliant.

There were several common issues observed at these stops. They included:

- Accessible route to the shelter: an accessible route to the transit stop wasn't always available.
- Bus stop landing pad: the landing pad adjacent to the curb was either too small or had cross slope compliance issues.
- Clear floor space: the area adjacent to the seating was not available or the space was insufficient.

On-street Parking:

A total of 8 on-street parking spots were evaluated as part of the pilot study. Each space was evaluated for running and cross slopes, dimensional access aisle parking width, signage and pavement markings. All accessible spaces were found to have minor violations.

There were a few common issues observed at these parking spaces. They included:

- Accessible aisle: cross slopes and running slopes that exceeded guidelines.
- Signage: the signage was too low and below allowable limits.

05
TRANSITION PLAN

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

- Identification of the barriers to program access;
- Identification of the barrier removal options;
- Identification of a schedule for barrier removal; and
- Identification of responsibility for ensuring barrier removal.

The detailed facility reports provide the identification of barriers and the specific barrier removal options. These reports helped guide the City toward proper action planning. The City will accomplish barrier removals based on the priorities established in the transition plan and based on strategies.

The Transition Plan combines the findings of the facility surveys, policy assessments, program evaluations, and community review. Specific policy and program recommendations can be found in Section 3. The specific modifications recommended to make programs accessible are listed in the detailed Compliance Reports provided to the City. Each facility report contains a complete list of barriers and barrier removal actions. Not all of these barriers must be removed in order to provide program access. The first priority is to remove those barriers limiting access to programs. Barrier priorities and barrier ranking are discussed in depth in the prior section and in the Appendix. Staff utilized the detailed reports to identify action steps.

For ease of consumption and due to the volume of individual reports, the Transition Plan addresses the summation of findings and specifically addresses the City's action plan toward removing barriers over time. Please contact the ADA Coordinator for access to additional detailed site assessment information.

ACTION DRIVERS	
Request Driven	The City will consider and respond to all accessibility improvement requests. All requests, deemed reasonable, will be scheduled for completion based on a priority list, as funding allows. All requests are communicated to ADA Coordinator for tracking purposes.
ADA CIP Committee Driven	Non-Compliant ADA facilities are identified, scheduled and replaced yearly by the City's ADA CIP Committee. Priority will be given to City offices and facilities, Downtown Chandler, transportation facilities, places of public accommodation, and employers.
Alteration Project Driven	Mill and Overlay Program: Non-compliant facilities are reconstructed to meet ADA per City policy.
	Capital Improvement Projects: Non-compliant facilities are reconstructed to meet ADA per City policy.
	Private Development Projects: Non-compliant facilities are reconstructed to meet ADA per City policy.
Inventory and Tracking	The City will maintain an inventory of known moderate to high, non-compliant facilities in the PROW: Curb Ramps, Sidewalks, Signalized Intersections, Transit Stops and On-Street Parking.
Yearly Overview (or as needed)	ADA CIP Committee to review and identify any ADA improvements necessary not covered by the above.

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

5.1 City Official Responsible

The responsibility for ensuring barrier removal will reside with the City Manager's Office, ADA Coordinator and the Department heads appointed per task. Without specific identification, the responsibility will be on the ADA Coordinator.

In 1992, the City designated an ADA Coordinator. This position is responsible for ensuring that all programs, services and activities of the City of Chandler are accessible to and usable by individuals with disabilities. The City's current ADA Coordinator is:

Leah Powell, Community Resources & Diversity Manager
City of Chandler
Mail Stop 600
PO Box 4008
Chandler, Arizona 85244
Phone: 480-782-4352, Fax: 480-782-4350
e-mail: Leah.Powell@chandleraz.gov

To request an ADA accommodation or file an ADA grievance, contact the ADA Coordinator.

5.2 Funding Opportunities

The City should take full advantage of the various funding opportunities available for ROW accessibility improvements. For Example:

- NHS - National Highway System
- STP - Surface Transportation Program
- HSIP - Highway Safety Improvement Program
- RHC - Railway-Highway Crossing Program
- TE - Transportation Enhancement Activities
- CMAQ - Congestion Mitigation/Air Quality Program
- RTP - Recreational Trails Program
- FTA - Federal Transit Capital, Urban & Rural Funds
- TrE - Transit Enhancements
- BRI - Bridge (HBRRP)
- 402 - State and Community Traffic Safety Program
- PLA - State/Metropolitan Planning Funds
- TCSP - Transportation and Community and System Preservation Program
- FLH - Federal Lands Highways Program
- BYW - Scenic Byways
- SRTS - Safe Routes to School

Please see the table on the next page for examples of how these sources may be utilized.

The City may wish to explore partnerships to fund accessibility. For example, technology companies may want to fund Accessible Pedestrian Signal (APS) locations as a way to showcase their industry.

Additional funding can be found through state/federal grants as well as the Federal/State MPOs and often from a local chapter where General Fund allocation is provided. Allocation of annual departmental budgets, maintenance funds, special taxing districts, already scheduled/funded (Capital Improvement Plan (CIP) projects and Community Development Block Grant (CDBG) funds are other sources for ROW projects as well as private funds from foundations, private development and private individuals.

Funding for one project often funds a variety of ADA improvements and with a bit of creativity, PROW projects can be completely funded and compliance achieved.

FUNDING OPPORTUNITIES

	PEDESTRIAN FACILITIES							
Federal Funding Sources	Curb Ramps	Signals	Sidewalk	Crosswalks	Trails	Bus Stops	Safety	Training
NHS	●	●	●	●	●			●
STP	●	●	●	●	●	●	●	●
HSIP	●	●	●	●	●	●		●
NFP	●	●	●	●	●	●	●	●
RHC	●	●	●	●				
TE	●	●	●	●	●	●	●	●
CMAQ	●	●	●	●	●	●	●	●
RTP	●			●	●			
FTA	●	●				●		
TrE	●	●						
BRI			●		●			
402							●	●
TCSP	●	●	●	●	●	●	●	●
FLH	●		●	●	●			
BYW	●		●	●	●			
SRTS	●	●	●	●	●		●	●

	PEDESTRIAN FACILITIES							
Local Funding Sources	Curb Ramps	Signals	Sidewalk	Crosswalks	Trails	Bus Stops	Safety	Training
CIP	●	●	●	●	●	●	●	●
CDBG	●	●	●	●	●	●	●	●
HURF	●	●	●	●	●	●	●	●
General Funds	●	●	●	●	●	●	●	●
Impact Fees	●	●	●	●	●	●	●	●
TIF/SID/NID	●	●	●	●	●	●	●	●
Private Dev.	●	●	●	●	●	●	●	●
Spec. Taxing District	●	●	●	●	●	●	●	●

5.3 Prioritized Recommendations for Barrier Removal

The following represents the findings prioritized with cost estimates applied to remove the barriers identified. The cost estimates that appear in the schedule reflect planning grade estimates at the time of assessment. Actual costs to remediate may vary from the published plan and can only be firmly determined through the standard design and construction process.

The City of Chandler reserves the right to modify barrier removal priorities in order to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities, changes in City programs, ongoing evaluation and funding constraints and opportunities.

The list below is based on the facilities evaluated to date and will be updated as additional facility reports are completed.

The City has also already begun the remediation process with significant progress made in 2015.

5.4 Implementation Schedule

Because the City of Chandler has a large number of facilities, it is impossible to immediately remove all barriers to program access. Barriers in facilities will be removed systematically, Citywide, to ensure equality among City programs. It is the intent of the City to address barriers to accessibility in public buildings, parks and rights-of-way within a time frame of 20 years, depending on the immediate necessity, degree of complexity, and overall cost.

The City of Chandler reserves the right to modify barrier removal priorities in order to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities, changes in City programs, on-going evaluations and funding constraints and opportunities.

The cost estimates that appear in the schedule reflect planning grade estimates at the time of assessment. Actual costs to remediate may vary from the published plan and can only be firmly determined through the standard design and construction process.

It is the goal of this Transition Plan to provide access to the programs, activities and services provided by the City. Interim measures will be explored and implemented in order to provide programmatic access to the public pending the implementation of physical barrier removal projects.

The list on the following pages is based on the facilities evaluated to date and will be updated as additional facility, parks or public rights-of-way reports are completed.

In addition to CIP programs, and other development initiatives that will provide upgrades to ADA, the City intends to apply an annual approved budget specific to ADA remediation until the identified barriers are remediated, subject to City Council budget approval. Other sources of funding may also be applied to remove the barriers identified as they are available. The following table provides a schedule for implementation, subject to adjustment as required.

Please see the following pages for the 20-year Transition Plan breakdown.

5.4.1 - ADA Transition Plan - 20 Years

ADA Transition Plan - 20 Years			
Year	**FACILITY**	**AMOUNT**	**DESCRIPTION**
1	Senior Center	$ 32,493	entrance, hallway & restrooms - All Violations & All Ranking
1	Municipal Courts	$ 119,590	parking, access route, entrance, break room - High & Some Med Ranking
1	Community Center	$ 56,330	access route, hallways, breakroom, restroom, - All Violations & All Ranking
1	DOWNTOWN BUSINESS DISTRICT (pilot study)	$269,540.00	ramps, benches, parking, sidewalks
Year 1 Total		**$ 477,953**	
2	Tumbleweed Park	$ 61,450	Parking
2	Desert Breeze	$ 42,480	Parking
2	Tibshraeny Park	$ 11,700	Parking
2	Snedigar Park	$ 20,500	Parking
2	Espee Park	$ 14,550	Parking
2	Nozomi Park	$ 25,850	Parking
2	Folley Park	$ 32,217	Parking
2	Arrowhead Meadows Park	$ 6,800	Parking
2	AJ Chandler Park	$ 6,550	Parking
2	Police Department	$ -	Parking
2	Main Library	$ 16,750	Parking
2	Transportation and Development	$ 7,050	Parking
2	Airport	$ 4,500	Parking
2	W CHANDLER (pilot study)	$ 249,190	ramps, signals, bus stops, sidewalks
Year 2 Total		**$ 499,587**	
3	Municipal Courts	$ 56,519	Complete Remaining Items: All Med and Low Rankings
3	Main Library	$ 56,560	Complete Remaining Items: All Med and Low Rankings
3	Police Department	$ 122,700	High Ranking - Miscellaneous
3	E PALOMINO DR/N HARTFORD ST (pilot study)	$ 158,870	ramps, signals, bus stops, sidewalks
Year 3 Total		**$ 394,649**	
4	AJ Chandler Park	$ 193,430	Complete Remaining Items: All High Med and Low Rankings, except for Parking
4	ARIZONA BLVD (pilot study)	$ 82,910	ramp, signals, bench, bus stop, sidewalk
4	N HARTFORD ST (pilot study)	$ 63,280	ramp, sidewalk

ADA Transition Plan - 20 Years			
Year	**FACILITY**	**AMOUNT**	**DESCRIPTION**
Year 4 Total		**$339,620.00**	
5	Tumbleweed Park	$ 135,055	High Ranking - Accessible Route, Misc. and Park Amenities
5	Tibshraeny Park	$ 49,022	High Ranking - Accessible Route and Park Amenities
5	AIRPORT RD (pilot study)	$ 37,970	ramp, sidewalk
5	CHANDLER BL & DOBSON RD (pilot)	$ 25,950	ramp, signals, bus stop
5	N CENTRAL DR (pilot study)	$ 58,170	ramp, sidewalk
5	RAY RD & N ALMA SCHOOL (pilot study)	$ 31,250	ramp, signals, bus stop, sidewalk
Year 5 Total		**$ 337,417**	
6	Desert Breeze	$ 122,432	High Ranking - Accessible Route and Park Amenities
6	Espee Park	$ 33,029	High Ranking - Accessible Route and Park Amenities
6	Folley Park	$ 23,750	High Ranking - Accessible Route and Park Amenities
Year 6 Total		**$ 179,211**	
7	Snedigar Park	$ 105,673	High Ranking - Accessible Route, Entrance and Park Amenities
7	Snedigar Transit	$ 400	All Rankings - All Violations
7	Chandler Mall Transit	$ 21,580	All Rankings - All Violations
Year 7 Total		**$ 127,653**	
8	Nozomi Park	$ 76,760	High Ranking - Accessible Route and Park Amenities
8	Arrowhead Meadows Park	$ 11,800	High Ranking - Accessible Route and Park Amenities
8	Tumbleweed - Transit	$ 38,830	All Rankings - All Violations
Year 8 Total		**$ 127,390**	
9	Tumbleweed Park	$ 207,096	Medium Ranking - Accessible Route, Restrooms and Misc.
Year 9 Total		**$ 207,096**	
10	Tumbleweed Park	$ 171,699	Low Ranking - Accessible Route and Restroom
Year 10 Total		**$ 171,699**	
11	Desert Breeze	**$ 144,495**	Medium Ranking - Accessible Route, Restrooms, Park Amenities
Year 11 Total		**$ 144,495**	
12	Tibshraeny Park	$ 22,205	Medium Ranking - Accessible Route, Entrance, Restrooms, Misc., Park Amenities
12	Snedigar Park	$ 76,350	Medium Ranking - Accessible Route, Entrance, Restrooms, Misc., Park Amenities
12	Espee Park	$ 57,407	Medium Ranking - Accessible Route, Entrance, Restrooms, Misc., Park Amenities
12	Nozomi Park	$ 16,475	Medium Ranking - Entrance, Park Amenities
Year 12 Total		**$ 172,437**	
13	Folley Park	$ 95,837	Medium & Low Ranking - Accessible Route, Entrance, Restrooms, Park Amenities

5.4.1 ADA Transition Plan - 20 Years

ADA Transition Plan - 20 Years				
Year	FACILITY	AMOUNT		DESCRIPTION
13	Arrowhead Meadows Park	$	81,310	Medium Ranking - Accessible Route, Restrooms, Park Amenities
13	Police Department	$	62,125	Medium & Low Ranking - Accessible Route, Hallway, Restroom, Break Room
Year 13 Total		**$**	**239,272**	
14	Transportation and Development	$	49,875	All Rankings - Accessible Route, Entrance, Restroom, Break Rooms
14	Airport	$	7,130	All Rankings - Accessible Route, Restroom, Break Rooms
14	Arrowhead Meadows Park	$	34,380	Low Ranking - Entrance, Accessible Route
14	Espee Park	$	36,220	Low Ranking - Accessible Route, Restrooms, Misc.
14	Snedigar Park	$	75,955	Low Ranking - Accessible Route, Restrooms, Misc.
Year 14 Total		**$**	**203,560**	
15	Tibshraeny Park	$	31,000	Low Ranking - Accessible Route
15	Desert Breeze	$	154,915	Low Ranking - Accessible Route, Restrooms, Misc.
15	Sunset Library	$	7,150	All Rankings - All Violations
Year 15 Total		**$**	**193,065**	

Facilities & Parks Sites	**$2,837,974**
Pilot Study Sites	**$977,130**
TOTAL	**$3,815,104**

5.4.2 - Public Right-of-Way Assessment and Mitigation for ADA Barriers

The City's approach to the assessment of the public right of way to identify barriers along the sidewalks will be a tiered approach that will be completed over several years and programmed in the City's Capital Improvement Program. The work within each phase as described below will be completed in priority order as follows:

PRIORITY 1. Physical Barriers

a. Physical obstructions in the sidewalk for accessible path, such as telephone poles, large irrigation system junction structures, electrical cabinets, cross slopes exceeding 5.0%, changes in level over 1 inch, sidewalks less that 36 inches wide, etc.

b. Missing sidewalk and ADA ramp modifications along:

   i. At access to transit facilities

   ii. Arterial Streets

   iii. Collector Streets

   iv. Local Streets

c. Sidewalk with cross slopes 5.0% or greater will be programmed for replacement within the next two years after they are identified.

PRIORITY 2. Sidewalk with average cross slopes of 4.0% or greater to less than 5.0% for a distance of 10 feet or more will be programmed for replacement within the next five fiscal years after they are identified. For locations less than 10 feet in length, they will be completed as follows per priority 3.

PRIORITY 3. Sidewalk with average cross slopes of 3.0% or greater to less than 4.0% for a distance of 10 feet or more will be programmed for replacement in the normal Citywide mill and overlay program. For locations less than 10 feet in length, they will be completed as follows per priority 4. For fiscal year 2015-2016 the annual budget for these ADA upgrades completed as part of the mill and overlay program is approximately $3,000,000; a similar amount of funding for ADA upgrades will be programmed for the remaining years of the 10-year Capital Improvement Program.

PRIORITY 4. Sidewalk with average cross slopes of greater than 2.0% to less than 3.0% for any length will be replaced when a private development or capital improvement project reconstructs the street or the sidewalk.

Phase 1 of this work will be the review and mapping of the data provided by Cole as part of the pilot study conducted on three miles of arterial streets, and within a portion of the downtown area in proximity to the government offices, public facilities, and schools. The following page contains the schedule and Capital Improvement Program funding plan for completing the Phase 1 work.

PHASE 1 PROGRAM			
Fiscal Year	**Cost**	**Priority**	**Scope of Work**
2015-2016		1	Review and mapping of data provided by Cole.
2016-2017	$500,000	1	Start priority 1 work.
2017-2018	$250,000	1, 2	Complete remaining priority 1 work, start priority 2 work.
2018-2019	$250,000	2	Continue with priority 2 work.
2019-2020	$250,000	2	Complete remaining priority 2 work.
Ongoing		3	Complete work in normal mill and overlay program.
As Needed		4	Complete work with street or sidewalk reconstruction project.

Note: Costs will be adjusted as more accurate quantities and cost estimates become available. All curb ramp modifications will be completed as priority 3 work; if the curb ramp has a running slope along the accessible route that is greater than 12 percent it will be considered priority 2 work.

Phase 2 will include the data collection on all the arterial streets, major collector streets, the remainder of the downtown area including the 4 square mile area around downtown, and other government offices and facilities that the public have access to, and other public facilities in the City. Public facilities will include, but not be limited to, hospitals, public schools, concert venues, transit stops, and museums. The following is the schedule and Capital Improvement Program funding plan for completing the Phase 2 work.

PHASE 2 PROGRAM			
Fiscal Year	**Cost**	**Priority**	**Scope of Work**
2017-2018	$300,000	1	Data collection and mapping.
2018-2019	$700,000	1	Start priority 1 work.
2019-2020	$1,000,000	1	Complete remaining priority 1 work, start priority 2 work.
2020-2021	$1,000,000	2	Continue with priority 2 work.
2021-2022	$1,000,000	2	Complete priority 2 work.
Ongoing		3	Complete work in normal mill and overlay program.
As Needed		4	Complete work with street or sidewalk reconstruction project.

Note: Costs will be adjusted as more accurate quantities and cost estimates become available. All curb ramp modifications will be completed as priority 3 work; if the curb ramp has a running slope along the accessible route that is greater than 12 percent it will be considered priority 2 work.

Phase 3 will include the data collection on the remained of local streets in the City. There are approximately 290 quarter-sections in the City, and approximately 1,600 lane miles of local streets. A quarter-section is one-quarter of one square mile. This is a considerable amount of work that will need to be completed, and will take approximately 20 years because of the cost impact on the City. Therefore, the data collection will need to be completed for no more than 16 to 20 quarter-sections (4 to 5 square miles) at a time. This will result in the collected data having fewer omissions in identification of work because of the changes to the sidewalk or accessible path over time. The data collection and mapping will start in the oldest developed areas. The following is the schedule and Capital Improvement Program funding plan for completing the Phase 3 work in the first 10 year period.

PHASE 3 PROGRAM FOR THE FIRST 10 YEAR PERIOD			
Fiscal Year	***Cost***	***Priority***	***Scope of Work***
2019-2020	$320,000	1	Data collection and mapping for Phase 3a.
2020-2021	$720,000	1	Start priority 1 work.
2021-2022	$1,025,000	1	Complete remaining priority 1 work, start priority 2 work.
2022-2023	$1,025,000	2	Continue with priority 2 work.
2023-2024	$1,025,000	2	Complete priority 2 work.
Ongoing		3	Complete work in normal mill and overlay program.
As needed		4	Complete work with street or sidewalk reconstruction project.
2021-2022	$340,000	1	Data collection and mapping for Phase 3b.
2022-2023	$740,000	1	Start priority 1 work.
2023-2024	$1,100,000	1	Complete remaining priority 1 work, start priority 2 work.
2024-2025	$1,100,000	2	Continue with priority 2 work.
2025-2026	$1,100,000	2	Complete priority 2 work.
Ongoing		3	Complete work in normal mill and overlay program.
As needed		4	Complete work with street or sidewalk reconstruction project.
2023-2024	$360,000	1	Data collection and mapping for Phase 3c.
2024-2025	$780,000	1	Start priority 1 work.
2025-2026	$1,800,000	1	Complete remaining priority 1 work; start priority 2 work.
2026-2027	$1,160,000	2	Continue with priority 2 work.
2027-2028	$1,160,000	2	Complete priority 2 work.
Ongoing		3	Complete work in normal mill and overlay program.
As Needed		4	Complete work with street or sidewalk reconstruction project.
2025-2026	$380,000	1	Data collection and mapping for Phase 3d.
TBD	TBD		Tasks for Phase 3d similar to above.

Note: Costs will be adjusted as more accurate quantities and cost estimates become available. All curb ramp modifications will be completed as priority 3 work; if the curb ramp has a running slope along the accessible route that is greater than 12 percent it will be considered priority 2 work.

The following are the estimated costs for a new Capital Improvement Program (CIP) for the next 10 years. Please note that this CIP program, both the cost and scope, is subject to change as each assessment for each phase is completed.

PUBLIC RIGHT-OF-WAY ASSESSMENT AND MITIGATION FOR ADA BARRIERS							
Fiscal Year	***Phase 1***	***Phase 2***	***Phase 3a***	***Phase 3b***	***Phase 3c***	***Phase 3d***	***TOTALS***
2016-17	$500,000						$500,000
2017-18	$250,000	$300,000					$550,000
2018-19	$250,000	$700,000					$950,000
2019-20	$250,000	$1,000,000	$320,000				$1,570,000
2020-21		$1,000,000	$720,000				$1,720,000
2021-22		$1,000,000	$1,025,000	$340,000			$2,365,000
2022-23			$1,025,000	$740,000			$1,765,000
2023-24			$1,025,000	$1,100,000	$360,000		$2,485,000
2024-25				$1,100,000	$780,000		$1,880,000
2025-25				$1,100,000	$1,160,000	$380,000	$2,640,000
TOTALS	***$1,250,000***	***$4,000,000***	***$4,115,000***	***$4,380,000***	***$2,300,000***	***$380,000***	***$16,425,000***

06
CURRENT ADA POLICY & GRIEVANCE PROCEDURE

6.1 ADA Policy

The City of Chandler has adopted a formal policy for ADA accommodation requests and grievances. The Administrative Regulation for ADA Notice and Grievance Procedure is regulation number CC Reg. CA-01 and was last formally reviewed October 1, 2013. A copy of the regulation is provided in Appendix E.

6.2 Grievance Procedure

A. *Requesting an ADA Accommodation or Barrier Removal*

Request for accommodations or barrier removals should be made to the ADA Coordinator, include the name, address and telephone number of the individual requesting the accommodation. (See Appendix E – (Request for Accommodation Form). The request should contain the location of the program, service, activity or facility where the accommodation is required and a description of why the accommodation is needed.

Within fifteen (15) calendar days of the written request, the ADA Coordinator will respond to the individual requesting the accommodation. If the response by the ADA Coordinator does not satisfactorily resolve the issue, the individual making the request may file a formal grievance. All requests for accommodations received by the ADA Coordinator will be kept by the City of Chandler for at least three (3) years.

B. *Filing an ADA Grievance*

The City of Chandler has adopted a formal grievance procedure, noted above, providing for prompt and equitable resolution of complaints alleging any action prohibited by Title II of the ADA and state disability rights. This procedure is available for any individual who wishes to file a complaint alleging discrimination on the basis of their disability in the provision of services, activities, facilities and programs by the City.

The availability and use of this grievance procedure via submission of a complaint form does not preclude filing a complaint of discrimination with any appropriate state or federal agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

I. The Written Complaint

The complaint should contain as much information as possible about the alleged discrimination. The Complainant or his/her representative should file a complaint form with the ADA Coordinator no later than 60 days from the date of the alleged discrimination. The complaint should be in writing however, other arrangements for submitting a request, such as personal interviews, tape recordings and assistance completing the form is available upon request. (See Appendix E – Grievance Form).

The ADA Coordinator will notify the Complainant in writing of any additional information that is needed to complete the complaint. If the Complainant fails to complete the complaint form, the ADA Coordinator shall close the complaint without prejudice.

II. Consideration of Grievance

The ADA Coordinator will oversee the investigation of the complaint. Within thirty (30) days of receipt of the complaint, the ADA Coordinator or his or her designee will respond to the complaint in writing or a reasonable alternative format if requested. The response will explain the position of the City with respect to the complaint and offer options for a reasonable solution.

III. Appeal to the Assistant City Manager

If the grievant believes the response by the ADA Coordinator does not satisfactorily resolve the matter, the grievant may appeal the ADA Coordinator's decision to the Assistant City Manager within 15 calendar days after receipt of the ADA Coordinator's response.

When possible, the appeal will be reviewed by the Assistant City Manager who has responsibility for the department or subject matter that is the focus of the complaint. The Assistant City Manager will review the ADA Coordinator's decision and the record and, in his/her discretion, may decide to investigate the matter further.

The Assistant City Manager will contact or meet with the grievant to discuss the complaint and possible resolutions within 15 calendar days after receipt of the appeal. Within 15 calendar days after the contact or meeting, the Assistant City Manager will provide a response in writing or other format accessible to the grievant.

IV. Appeal to the City Manager

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision, within fifteen (15) calendar days after receipt of the response, to the City Manager or an appointed representative.

Within fifteen (15) calendar days after receipt of the appeal, the City Manager, or an appointed representative, will meet with or contact the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the City Manager, or an appointed representative, will respond in writing or in a format accessible

to the complainant of final resolutions to the complaint. All decisions by the City Manager are final and there will be no right of appeal to the City Council.

All written complaints received by the ADA Coordinator, appeals to the Assistant City Manager and City Manager, and responses from the ADA Coordinator, Assistant City Manager and the City Manager, will be kept by the City of Chandler for at least three (3) years.

C. Accommodation and Grievance Response

In responding to request(s) for structural improvement brought through the ADA Accommodation and Grievance process, the ADA Coordinator is limited to the funds in established Capital Improvement Projects and other miscellaneous funds. In the event that these allocated funds are insufficient or already spent, subsequent improvements will be prioritized and scheduled in subsequent fiscal years.

APPENDIX

APPENDICES

TABLE OF CONTENTS:

Appendix A: Definitions 5

Appendix B: Barrier Rankings (Prioritization Methodology) 13

Appendix C: Division & Department Survey Questionnaire 31

Appendix D: Program Accessibility Guidelines, Standards & Resources 43

Appendix E: ADA Accommodation & Grievance Policy 49

Appendix F: Inclusion Policies and Forms 59

APPENDIX A
DEFINITIONS

1.0 Definitions

1.1 General Terms

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

Accessible. A site, building, facility, or portion thereof that complies with this part.

Accessible Means of Egress. A continuous and unobstructed way of egress travel from any point in a building or facility that provides an accessible route to an area of refuge, a horizontal exit, or a public way.

Amusement Attraction. Any facility, or portion of a facility, located within an amusement park or theme park which provides amusement without the use of an amusement device. Amusement attractions include, but are not limited to, fun houses, barrels, and other attractions without seats.

Amusement Ride. A system that moves persons through a fixed course within a defined area for the purpose of amusement.

Amusement Ride Seat. A seat that is built-in or mechanically fastened to an amusement ride intended to be occupied by one or more passengers.

Area of Sport Activity. That portion of a room or space where the play or practice of a sport occurs.

Assembly Area. A building or facility, or portion thereof, used for the purpose of entertainment, educational or civic gatherings, or similar purposes. For the purposes of these requirements, assembly areas include, but are not limited to, classrooms, lecture halls, courtrooms, public meeting rooms, public hearing rooms, legislative chambers, motion picture houses, auditoria, theaters, playhouses, dinner theaters, concert halls, centers for the performing arts, amphitheaters, arenas, stadiums, grandstands, or convention centers.

Assistive Listening System (ALS). An amplification system utilizing transmitters, receivers, and coupling devices to bypass the acoustical space between a sound source and a listener by means of induction loop, radio frequency, infrared, or direct-wired equipment.

Circulation Path. An exterior or interior way of passage provided for pedestrian travel, including but not limited to, walks, hallways, courtyards, elevators, platform lifts, ramps, stairways, and landings.

Common Use. Interior or exterior circulation paths, rooms, spaces, or elements that are not for public use and are made available for the shared use of two or more people.

Cross Slope. The slope that is perpendicular to the direction of travel (see running slope).

Curb Ramp. A short ramp cutting through a curb or built up to it.

Detectable Warning. A standardized surface feature built in or applied to walking surfaces or other elements to warn of hazards on a circulation path.

Employee Work Area. All or any portion of a space used only by employees and used only for work. Corridors, toilet rooms, kitchenettes and break rooms are not employee work areas.

Entrance. Any access point to a building or portion of a building or facility used for the purpose of entering. An entrance includes the approach walk, the vertical access leading to the entrance platform, the entrance platform itself, vestibule if provided, the entry door or gate, and the hardware of the entry door or gate.

Facility. All or any portion of buildings, structures, site improvements, elements, and pedestrian routes or vehicular ways located on a site.

Marked Crossing. A crosswalk or other identified path intended for pedestrian use in crossing a vehicular way.

Mezzanine. An intermediate level or levels between the floor and ceiling of any story with an aggregate floor area of not more than one-third of the area of the room or space in which the level or levels are located. Mezzanines have sufficient elevation that space for human occupancy can be provided on the floor below.

Occupant Load. The number of persons for which the means of egress of a building or portion of a building is designed.

Operable Part. A component of an element used to insert or withdraw objects, or to activate, deactivate, or adjust the element.

Private Building or Facility. A place of public accommodation or a commercial building or facility subject to title III of the ADA and 28 CFR part 36 or a transportation building or facility subject to title III of the ADA and 49 CFR 37.45.

Public Building or Facility. A building or facility or portion of a building or facility designed, constructed, or altered by, on behalf of, or for the use of a public entity subject to title II of the ADA and 28 CFR part 35 or to title II of the ADA and 49 CFR 37.41 or 37.43.

Public Entrance. An entrance that is not a service entrance or a restricted entrance.

Public Use. Interior or exterior rooms, spaces, or elements that are made available to the public. Public use may be provided at a building or facility that is privately or publicly owned.

Public Way. Any street, alley or other parcel of land open to the outside air leading to a public street, which has been deeded, dedicated or otherwise permanently appropriated to the public for public use and which has a clear width and height of not less than 10 feet (3050 mm).

Qualified Historic Building or Facility. A building or facility that is listed in or eligible for listing in the National Register of Historic Places, or designated as historic under an appropriate State or local law.

Ramp. A walking surface that has a running slope steeper than 1:20.

Running Slope. The slope that is parallel to the direction of travel (see cross slope).

Service Entrance. An entrance intended primarily for delivery of goods or services.

Site. A parcel of land bounded by a property line or a designated portion of a public right-of-way.

Space. A definable area, such as a room, toilet room, hall, assembly area, entrance, storage room, alcove, courtyard, or lobby.

Story. That portion of a building or facility designed for human occupancy included between the upper surface of a floor and upper surface of the floor or roof next above. A story containing one or more mezzanines has more than one floor level.

Tactile. An object that can be perceived using the sense of touch.

Technically Infeasible. With respect to an alteration of a building or a facility, something that has little likelihood of being accomplished because existing structural conditions would require removing or altering a load-bearing member that is an essential part of the

structural frame; or because other existing physical or site constraints prohibit modification or addition of elements, spaces, or features that are in full and strict compliance with the minimum requirements.

Use Zone. The ground level area beneath and immediately adjacent to a play structure or play equipment that is designated by ASTM F 1487 (incorporated by reference, see "Referenced Standards" in Chapter 1) for unrestricted circulation around the play equipment and where it is predicted that a user would land when falling from or exiting the play equipment.

Vehicular Way. A route provided for vehicular traffic, such as in a street, driveway, or parking facility.

Walk. An exterior prepared surface for pedestrian use, including pedestrian areas such as plazas and courtyards.

Wheelchair Space. Space for a single wheelchair and its occupant.

Work Area Equipment. Any machine, instrument, engine, motor, pump, conveyor, or other apparatus used to perform work. As used in this document, this term shall apply only to equipment that is permanently installed or built-in in employee work areas. Work area equipment does not include passenger elevators and other accessible means of vertical transportation.

1.2 Disability

The term disability means, with respect to an individual:

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

1.3 Qualified Person with a Disability

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

1.4 Discrimination on the Basis of Disability

Discrimination on the basis of disability means to:

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

impose an undue burden on the City's operations;

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

1.5 Complaint

A complaint is a claimed violation of the ADA. Please see Appendix D for a sample complaint.

1.6 Physical or Mental Impairments

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

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

1.7 Substantial Limitation to a Major Life Function

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

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

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

1. The nature and severity of the impairment;
2. The duration or expected duration of the impairment;
3. All decisions to the application or registration process; and
4. All services provided in connection with the program or activities.

1.8 Having a Record of an Impairment

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

1.9 Regarded as having a Disability

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

1.10 Reasonable Program Modifications

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

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

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

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

Modification applies to:

- Known disabilities only

Modification is not required if:

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

1.11 Undue Burden

The City of Chandler need not provide an accommodation that imposes an undue burden on the operation of the City's business.

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

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

The following factors shall be considered in determining whether a program modification would create an undue burden:

- the nature and cost of the modification;
- the financial resources of the City available to make the modification;

- the impact on the expense of the accommodation will have on the affected City operation; and the permanence of the alterations affecting the site.

1.12 Auxiliary Aids and Services

The term auxiliary aids and services includes:

1. Qualified interpreters or other effective methods of making orally delivered materials available to individuals with hearing impairments;

2. Qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments; and

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

APPENDIX B
BARRIER RANKINGS (PRIORITIZATION METHODOLOGY)

FACILITY BARRIER RANKING CRITERIA

The following criteria was used to determine the prioritization of any accessible violations found in buildings and park sites.

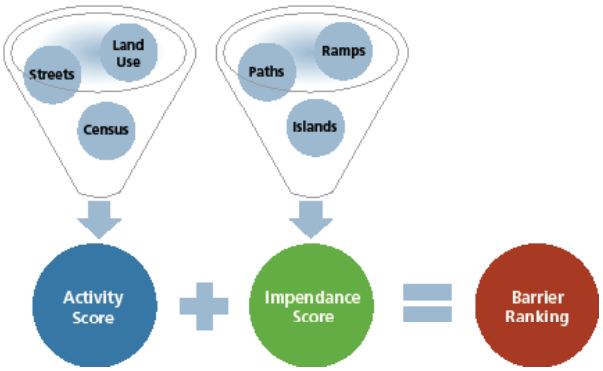
Priority	Criteria
1 (high)	• Dangerously steep slopes • Protruding objects • Obvious safety liabilities • Areas where complaints have been filed
2 (high)	• New construction built out of compliance • Older construction severely out of compliance (see Accessible Route list for sidewalks, curb ramps/ramps) • Alterations that did not bring required elements into compliance (e.g. adding a break room or restroom that isn't compliant) • Narrow doors (less than 32" clear width) • Items severely out of compliance
3 (high)	• No accessible parking • No accessible route from parking to the building entrances • No accessible route to adjacent sidewalk system, when provided • Severely non-compliant parking (bad slopes, gravel surface, etc.) • Maneuvering clearance – Main entry door has less than 18" on the pull side (Less than 16") • Maneuvering clearance – Area in front of the door slopes over 4% in any direction
4 (high)	• No accessible route to covered areas inside buildings on site (no elevator to upper areas, steps only, narrow doors, etc.) • No accessible counter heights (reception counters, utilities counters, etc.) • No access to public areas (coffee bars, break rooms, conference rooms, smoking areas etc.) • No access to City Council chambers, court rooms or other amenities • Gaps or grate openings over ½" wide • Obstructed clear floor spaces for required elements • No grab bars are provided • Area in front of main entry door slopes more than 4% in any direction • Interior doors over 20 lbs. in weight • Interior doors with less than 18" on the pull side (Less than 16") • Lavatory is mounted above 35.5" or has less than 14" center line space • No knee clearance under the lavatory • Accessible parking is not on the shortest accessible route to the building entrance • Non-compliant parking, requiring a structural solution • Protrusion into the path of travel that is over 9" and below 70" • No accessible toilets • Seating provided, but none accessible • No accessible showers/benches/changing areas • Ground/floor slopes more than 4% in any direction • Stall door is directly in front of the water closet • No ambulatory stall is provided • Transaction counters 38" or above • Urinal above 20" to the rim • Audible alarm system with no visual alarms • No accessible route to park amenities • No access to amenities/pool

5 (medium)	• Non-compliant parking (non- structural solution) • Non-compliant public access spaces (coffee bars, break rooms, conference rooms, smoking areas etc.) • Non-compliant interior door clearances (16” to 17 7/8” on pull side) • Non-compliant restroom amenities (water closet, urinal, lavatory) • Non-compliant door hardware • Area in front of doors slopes between 2.1% and 3.9% in any direction • Lavatory/sink pipes are not wrapped or protected, lavatory sink is 34.1” to 35.5”, LAV center line is 14” to 14.9” • No accessible bench in a locker room • Non-compliant playground surfacing • Non-compliant playground equipment • Non-compliant route to amenities • Flush control is on the wrong side
6 (medium)	• Non-compliant showers/changing areas • Non-compliant dug-outs at ball fields • Non-compliant dispensers (above 54” paper towel, coat hook, etc.) • Accessible stall door is not self-closing • Vision panel is 46” or above • Accessible toilet stall does not have handles on both sides • Non-compliant grab bars • Non-compliant showers/benches/changing areas • Non-compliant signage • No accessible cabinets • No accessible drinking fountains
7 (medium)	• Accessible route with moderate access issues (level changes that can be ground down or fitted with device) • Baby changing table over 36” • Accessible seating not integrated with other seating or mounted on a slope • Non-compliant pay phone • Not enough accessible cabinets
8 (medium)	• Non-compliant drinking fountains • No accessible telephones • Grab bars mounted above 37” • Protrusion into a path of travel 6.1” to 9” and/or between 70.1” and 80” • Water closet seat at or above 20”
9 (low)	• Non-compliant parking (striping, signage) • Non-compliant dispensers (between 48” and 54” – Paper towel, coat hook, etc) • Non-compliant parking (striping, signage) • Non-compliant pay phone • Not enough accessible cabinets
10 (low)	• Minor level changes, gaps or cracks in accessible route • Vision panel is 1/2” to 3” too high • Knee clearance minimally off. Any dimension for knee clearance less than 1” • Urinal mounted over 17” but less than 18” • No visual strobe provided in employee area • Water closet seat mounted over 19” less than 20”
11(low)	• Coat hook is not in accessible stall, but is in other stalls • Up to 37”, or 1” over compliance • Non-compliant public phones • Into path of travel 4.1” to 6”

12 (low)	• Covered under 'safe harbor' but not compliant because the room wasn't fully compliant with old standards • Within a reasonable tolerance, but not compliant

BARRIER RANKING - RIGHT-OF-WAY & PEDESTRIAN ACCESS

The GIS-based barrier ranking analysis results in a combined activity and impedance score for every sidewalk and curb ramp. In order to prioritize barriers for correction, activity and impedance scores were used. A high activity score is representative of areas where pedestrian activity (especially among persons with disabilities) is likely to be greatest, based on demographic, land use, and transportation conditions. A high impedance score is representative of areas where the quality of existing pedestrian infrastructure is poor for persons with disabilities, based on barriers documented in the sidewalk and curb ramp inventory.



ACTIVITY SCORE

Activity factors that describe the likelihood of disability community usage of an area's pedestrian facilities are based on the following ten activity score categories (summing to a possible 100 points).

i. ***Places of Public Accommodation.*** ***The ADA emphasizes the importance of "walkways serving local government offices and facilities" as such, these locations, along with community centers, social service providers, libraries, and hospitals are prioritized. This activity score category is determined by the proximity (expressed in linear feet) to these destinations.***

Value	Proximity	Weight
20	0-500	100%
	501-1500	70%
	1501-2640	40%
	2641+	10%

ii. ***Transit.*** ***Dependable, accessible public transportation is especially important for people with disabilities, many of whom rely on it to get to work and actively participate in their communities. This activity score category is determined by the distance (expressed in linear feet) to the nearest Bus Stop location.***

Value	Boardings	Weight
20	25+	100%
	11-24	50%
	1-10	20%
	0	0%

iii. ***Park Facilities-Recreation.*** ***There are numerous parks in the City of Chandler with***

a broad range of amenities and features, including pools, community centers, hike/bike trails, etc. The City is committed to providing access to its parks, recreational facilities, and programs, for people with disabilities. This activity score category is determined by the proximity (expressed in linear feet) to these destinations.

Value	Proximity	Weight
10	0-500	100%
	501-1500	70%
	1501-2640	40%
	2641+	0%

iv. ***Schools.*** *Parents often consider "good" schools as an important factor when buying a new home. How their children get to and from school is part of that equation. This activity score category is determined by the proximity (expressed in linear feet) to these destinations.*

Value	Proximity	Weight
10	0-500	100%
	501-1500	70%
	1501-2640	40%
	2641+	0%

v. ***Retail.*** *Removing barriers to retail establishments facilitates equality of opportunity and full participation in civic life for people with disabilities. This activity score category is determined by the proximity (expressed in linear feet) to these destinations.*

Value	Proximity	Weight
10	0-500	100%
	501-1500	50%
	1501-2640	40%
	2641+	0%

vi. ***Major Employment Sites.*** *Removing barriers to employer site establishments facilitates equality of opportunity and full participation in life for people with*

disabilities. This activity score category is determined by the proximity (expressed in linear feet) to these destinations.

Value	Proximity	Weight
10	0-500	100%
	501-1500	70%
	1501-2640	40%
	2641+	0%

vii. ***Seniors.*** *The City is committed to removing barriers for those who are aging. Full access provides a welcoming atmosphere for snowbirds and those living with ongoing disabilities.*

Weight	Indicator	Rating Value
10%	MF to 30 units/Ac	100%
	MF to 20 units/Ac	80%
	MF to 10 units/Ac	60%
	SF to 7.5 units/Ac	40%
	SF to 5 units/Ac	20%
	SF to 2 units/Ac	10%
	SF to 1 unit/Ac	0%

viii. ***Housing Density****. Higher density communities with mixed land-use patterns tend to have higher levels of pedestrian activity. This activity score category is determined by Comprehensive Land Use Plan densities (expressed as units/acre).*

Value	Proximity	Weight
10	0-500	100%
	501-1500	70%
	1501-2640	40%
	2641+	0%

ix. ***High Volume Streets.*** *High volume corridors/collectors drive both pedestrian and vehicular traffic for accessible paths and parking, the key City features and recreation and services.*

Weight	Indicator	Rating Value
10%	Major	100%
	Minor	50%
	Collector	20%
	Local	10%

IMPEDANCE SCORES

Activity scores are then combined with sidewalk and curb ramp impedance scores representing the areas of greatest constraint on mobility in the public rights-of-way. The impedance score calculations follow design guidance found in the ADA PROWAG Proposed Guidelines on dimensions and details for new construction and alterations of both sidewalks and curb ramps.

Impedance Score – Sidewalk

Focuses on sidewalk characteristics that directly affect the usability of a sidewalk and determines whether the facility's features represent a low, medium, or high barrier to accessibility.

The score is based on the number and severity of incidents of each of the following barriers over a given block face: fixed obstructions, changes in level, cross-slope, and running slope. Scores are further adjusted by the ratio of non-standard features relative to the total length of the block face (a possible 100 points).

i. **Running Slope**

Impendence Category	Value	Weight	Calculation
5% - 8.33%	5	25%	((Linear Feet * Value)/ Total Block Length) * Weight
8.34-10%	10		
10.1-12.5%	50		
12.6%+	100		

ii. Cross Slope

Impendence Category	Value	Weight	Calculation
2-4%	5	25%	((Linear Feet * Value)/ Total Block Length) * Weight
4.1-6%	25		
6.1-8%	50		
8%+	100		

iii. Changes in Level

Impendence Category	Value	Weight	Calculation
1/4" - 1/2"	5	25%	((#Incidents * Value)/ Total Block Length) * Weight
1/2" - 3/4"	25		
3/4" - 1"	80		
1"+	100		

iv. Fixed Obstructions

Rating Value	Weight	Calculation
100	25%	((#Incidents * Value)/Total Block Length) * Weight

Impedance Score - Curb Ramp

i. Running Slope

Weight	Impedance Category	Rating Value
10%	0% to 8.33%	0
	8.34%	50
	12.1%	100

ii. Cross Slope

Weight	Impedance Category	Rating Value
10%	0% to 2%	0
	2.1% to 7%	50
	7.1%+	100

iii. Ramp Width

Weight	Impedance Category	Rating Value
10%	48"+	0
	36" - 47"	50
	0" - 35"	100

iv. ***Landing Size***

Weight	Impedance Category	Rating Value
10%	48”+	0
	36” - 47”	40
	0” - 35”	60
	None	100

vi. ***Landing Slope***

Weight	Impedance Category	Rating Value
10%	0% to 2%	0
	2.1%+	100

vi. ***Detectable Warning***

Weight	Impedance Category	Rating Value
10%	Present	0
	Non-Standard	100

vii. ***Ramp Flare Slope***

Weight	Impedance Category	Rating Value
10%	0% - 10%	0
	10.1% - 12%	50
	12.1%+	100

viii. ***Gutter Lip***

Weight	Impedance Category	Rating Value
10%	0” - 10%	0
	1/4” - 1/2”	20
	1/2”+	100

ix. ***Ramp/Landing Obstructions***

Weight	Impedance Category	Rating Value
10%	No Obstruction	0
	Obstruction	100

x. ***Alignment with Marked Crosswalk***

Weight	Impedance Category	Rating Value
10%	Aligned	0
	Not Aligned	100

xi. ***Gutter Running Slope***

Weight	Impedance Category	Rating Value
5%	0% - 5%	0
	5%+	100

xii. ***Gutter Cross Slope***

Weight	Impedance Category	Rating Value
5%	0% - 2%	0
	2%+	100

xiii. ***No Ramp***

Weight	Impedance Category	Rating Value
100%	None	100

Impedance Score - Accessible Parking

i. ***Sign***

Weight	Impedance Category	Rating Value
5%	Yes	0
	No	100

ii. ***Sign Height***

Weight	Indicator	Rating Value
5%	60”+	0
	<60”	100

iii. ***Parking Width***

Weight	Indicator	Rating Value
20%	96”+	0
	<96”	100

iv. ***Parking Slope***

Weight	Indicator	Rating Value
20%	0% - 2%	0
	>2%	100

v. ***Access Aisle Marking***

Weight	Indicator	Rating Value
5%	Yes	0
	No	100

vi. ***Access Aisle Dimensions***

Weight	Indicator	Rating Value
10%	60”+	0
	36” to 60”	25
	0” - 35”	100

vii. ***Access Aisle Slope***

Weight	Indicator	Rating Value
20%	0% - 2%	0
	>2%	100

viii. ***Access Route***

Weight	Indicator	Rating Value
15%	Yes	0
	No	100

Impedance Score - Signals

i. ***Button Height***

Weight	Impedance Category	Rating Value
10%	0” to 9.9”	50
	10” to 48”	0
	48”+	50
	N/A	50

ii. ***Button Diameter***

Weight	Impedance Category	Rating Value
10%	0” to 1.99”	100
	2”+	0
	N/A	100

iii. ***Button Pressure***

Weight	Impedance Category	Rating Value
5%	0 lbs. to 5 lbs.	0
	5 lbs.+	100
	N/A	100

iv. ***Button Visual Contrast***

Weight	Impedance Category	Rating Value
5%	Yes	0
	No	100
	N/A	100

v. ***Closed Fist Option***

Weight	Impedance Category	Rating Value
10%	Yes	0
	No	100

vi. ***Directional Information***

Weight	Impedance Category	Rating Value
5%	Yes	0
	No	100

vii. ***Clear Floor Space Slope***

Weight	Impedance Category	Rating Value
10%	0% to 2%	0
	2% to 4%	20
	4% to 6%	40
	6%+	100
	N/A	100

viii. ***Clear Floor Space X Slope***

Weight	Impedance Category	Rating Value
10%	0% to 2%	0
	2% to 4%	20
	4% to 6%	40
	6%+	100
	N/A	100

ix. ***Clear Floor Space***

Weight	Impedance Category	Rating Value
15%	Yes	0
	No	100
	N/A	100

x. ***Crosswalk Crossing Speed***

Weight	Impedance Category	Rating Value
5%	<3.5 fps	0
	>3.5 fps	100
	N/A	100

xi. ***Pushbutton from Crosswalk***

Weight	Impedance Category	Rating Value
5%	0' to 5'	0
	5.1' +	100
	N/A	100

xii. ***Pushbutton from Curb***

Weight	Impedance Category	Rating Value
5%	0' to 10'	0
	10'+	100
	N/A	100

Impedance Score - Benches

i. ***Arm Rest***

Weight	Impedance Category	Rating Value
10%	Yes	0
	No	100

ii. ***Back Support***

Weight	Impedance Category	Rating Value
10%	Yes	0
	No	100

iii. ***Back Height***

Weight	Impedance Category	Rating Value
10%	18”+	0
	<18”	100

iv. ***Clear Floor Space Size***

Weight	Impedance Category	Rating Value
10%	Yes	0
	No	100

v. ***Clear Floor Space Slope***

Weight	Impedance Category	Rating Value
15%	0%-2%	0
	>2%	100

vi. ***Clear Floor Space X Slope***

Weight	Impedance Category	Rating Value
15%	0%-2%	0
	>2%	100

vii. ***Seat Dimensions***

Weight	Impedance Category	Rating Value
10%	Yes	0
	No	100

viii. ***Accessible Path***

Weight	Impedance Category	Rating Value
10%	Yes	0
	No	100

Impedance Score - Bus Stops

i. ***Sign***

Weight	Impedance Category	Rating Value
5%	Yes	0
	No	100

ii. ***Bus Stop Pad***

Weight	Impedance Category	Rating Value
25%	Yes	0
	No	100

iii. ***Bus Pad (Boarding & Alighting) Width***

Weight	Impedance Category	Rating Value
10%	60”+	0
	<60”	100

iv. ***Bus Pad (Boarding & Alighting) Length***

Weight	Impedance Category	Rating Value
10%	96”+	0
	<96”	100

v. ***Clear Floor Space (Adjacent to Bench)***

Weight	Impedance Category	Rating Value
10%	Yes	0
	No	100

vi. ***Clear Floor Space Slopes***

Weight	Impedance Category	Rating Value
10%	0”-2%	0
	>2%	100

vii. ***Clear Floor Space Width***

Weight	Impedance Category	Rating Value
10%	48”+	0
	<48”	100

viii. ***Accessible Route***

Weight	Impedance Category	Rating Value
10%	Yes	0
	No	100

ix. ***Accessible Route Cross Slope***

Weight	Impedance Category	Rating Value
10%	0”-2%	0
	>2%	100

x. ***Accessible Route Cross Slope***

Weight	Impedance Category	Rating Value
10%	0”-5%	0
	>5%*	100

Only if steeper than existing street grade

xi. ***Protruding Objects***

Weight	Impedance Category	Rating Value
10%	Yes	0
	No	100

APPENDIX C DIVISION & DEPARTMENT SURVEY QUESTIONNAIRE

Chandler Community Services

1. Denial of participation. the ADA, like other civil rights statutes, prohibits the denial of services or benefits on specified discriminatory grounds. Just as a government office cannot refuse to issue food stamps or other benefits to an individual on the basis of his or her race, it cannot refuse to provide benefits solely because an individual has a disability.

Equality in participation/benefits. The ADA provides for equality of opportunity, but does not guarantee equality of results. The foundation of many of the specific requirements in the Department's regulations is the principle that individuals with disabilities must be provided an equally effective opportunity to participate in or benefit from a public entity's aid, benefits and services.

Enter any general questions/comments you have about the process or things you would like answered below (if any):

Chandler Community Services

* 2. Contact Name:

* 3. Email address:

* 4. Phone Number:

* 5. Are there any programs or services offered to the public by your department? If yes, please list them.

* 6. Are all programs offered by your department available to someone with a (select all that apply):

- [ ] Physical Challenge
- [ ] Sensory Challenge
- [ ] Cognitive Challenge

* 7. Are programs, services or activities offered by your department the same for people with disabilities or are separate or different accommodations necessary? Explain for each program listed above.

* 8. Do any "separate" programs designed for people with disabilities end up segregating them from all others participating in the same program service or activity?

* 9. If a "separate" program is offered, can a person choose NOT to participate in the separate program and join the mainstream program?

* 10. Are any additional costs required for someone to participate in the programs, services or activities?

* 11. Are reasonable modifications necessary to provide programs, services or activities?

* 12. Does your department offer any licensing or certifications to citizens?

* 13. What licenses or certificates are offered? If none, please answer "NA"

* 14. What does it take to get that license? Is testing involved? Please explain. If no certifications or licenses are offered, please answer "NA".

* 15. Are there elements or features offered through your programs, services or activities that are broken down, or break down frequently?

* 16. Is the building your programs are in owned by the City or leased?

- Owned by City
- Leased

* 17. What auxiliary aids are provided for people with hearing impairments to attend any public meetings hosted by your department? (That might include: qualified interpreters, note takers, computer-aided transcription services, written materials, telephone handset amplifiers, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDD's), videotext displays and exchange of written notes.)

* 18. What auxiliary aids are provided for people with visual impairments to attend any public meetings hosted by your department? (That might include: qualified readers, taped texts, audio recordings, Braille materials, large print materials, and assistance in locating items.)

* 19. What auxiliary aids are provided for people with cognitive impairments? (That might include: TDD's, computer terminals, speech synthesizers, and communication boards.)

* 20. Do any of the programs offered by your department have papers, handouts or documents that are given to out to either employees or the general public?

* 21. Do any of the programs have any audio/visual media that is offered to either employees or to the general public?

* 22. What policies and procedures are in place for each program?

* 23. Has your department designed an employee to act as the liaison between your department and the City ADA Coordinator? How long have they been performing this function? Do they understand what they might mean?

* 24. Have your facility standards been reviewed from the perspective of accessibility and updated accordingly?

* 25. How does your department respond to an ADA complaint?

APPENDIX D
PROGRAM ACCESSIBILITY STANDARDS & RESOURCES

1.1 Introduction

In order to facilitate access to City programs by all citizens, the City will maintain these program accessibility guidelines, standards and resources. This information is available to all City employees. Each division will add to these guidelines when necessary to address its special needs and include information and technological devices that help staff members communicate with individuals with a variety of disabilities. The City will periodically review the components of this section as new technologies are developed in order to ensure that the best types of modifications are included. This section also contains the accessibility standards of care that govern new construction and alterations to facilities.

The City should establish a "Resources Toolkit" of adaptive aids and human resources that will be available for use by programs without the means to assemble their own. It is recommended that the City explore local sources of assistive technology. Local and National community groups are listed below.

1.2 Federal And State Accessibility Standards And Regulations Federal Regulations

U.S. DEPARTMENT OF JUSTICE

The U.S. Department of Justice provides many free ADA materials including the Americans with Disability Act (ADA) text. Printed materials may be ordered by calling the ADA Information Line [1.800.514.0301 (Voice) or 1.800.514.0383 (TDD)]. Publications are available in standard print as well as large print, audiotape, Braille, and computer disk for people with disabilities. Documents, including the following publications, can also be downloaded from the Department of Justice website (http://www.ada.gov/).

ADA Regulation for Title II: This publication describes Title II of the Americans with Disabilities Act, Pub. L. 101-336, which prohibits discrimination on the basis of disability by public entities. Title II of the ADA protects qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all state and local governments. This rule adopts the general prohibitions of discrimination established under Section 504, as well as the requirements for making programs accessible to individuals with disabilities and for providing equally effective communications. It also sets forth standards for what constitutes discrimination on the basis of mental or physical disability, provides a definition of disability and qualified individual with a disability, and establishes a complaint mechanism for resolving allegations of discrimination.

Title II Technical Assistance Manual and Yearly Supplements: This 56-page manual explains in lay terms what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance.

Accessibility of State and Local Government Websites to People with Disabilities: A 5-page publication providing guidance on making state and local government websites accessible.

The ADA and City Governments: Common Problems: A 9-page document that contains a sampling of common problems shared by city governments of all sizes, provides examples of common deficiencies and explains how these problems affect persons with disabilities. (2000)

ADA Guide for Small Towns: A 21-page guide that presents an informal overview of some basic ADA requirements and provides cost-effective tips on how small towns can comply with the ADA. (2000)

Accessibility of State and Local Government Websites to People with Disabilities: A 5-page publication providing guidance on making state and local government websites accessible. (2003)

ADA Checklist for Polling Places: This 39-page checklist is a self-help survey that voting officials can use to determine whether a polling place has basic accessible features needed by most voters with disabilities. (2004)

An ADA Guide for Local Governments: Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities: A 11-page illustrated publication that provides guidance on preparing for and carrying out emergency response programs in a manner that results in the services being accessible to people with disabilities. (2006)

U.S. ACCESS BOARD

The Access Board is responsible for developing and updating design guidelines known as the ADA Accessibility Guidelines (ADAAG). These guidelines are used by the Department of Justice (DOJ) and the Department of Transportation (DOT) in setting enforceable standards that the public must follow. Both DOJ's and DOT's current ADA Standards are based on the Board's updated ADAAG (2004). As a result, for the most part, these two sets of standards are very similar. However, each contains additional requirements that are specific to the facilities covered by the respective agencies. These additional requirements define the types of facilities covered, set effective dates, and provide additional scoping or technical requirements for those facilities. DOJ's ADA Standards apply to all facilities except public transportation facilities, which are subject to DOT's ADA Standards. The edition of the ADA Standards provided here on the Board's website includes DOJ's and DOT's additional provisions.

The full texts of federal laws and regulations that provide the guidelines for the design of accessible facilities and programs are available from the U.S. Access Board. Single copies of publications are available free and can be downloaded or ordered by completing a form available on the Access Board's website (http://www.access-board.gov/). In addition to regular print, publications are available in: large print, disk, audiocassette, and Braille. Multiple copies of publications can be ordered by sending a request to pubs@access-board.gov. In addition to the guidelines, guidance material is also available to assist City staff in understanding and implementing federal accessibility guidelines.

The following publications are currently available from the U.S. Access Board.

ADA Accessibility Guidelines (ADAAG): The ADA standards are issued by the Department of Justice (DOJ) and the Department of Transportation (DOT) and apply to facilities covered by the ADA in new construction and alterations. DOJ's standards apply to all facilities covered by the ADA, except public transportation facilities, which are subject to DOT's standards.

Both standards are very similar and are closely based on the Board's ADA Accessibility Guidelines (ADAAG). However, each contains a few unique provisions, which are included in this edition of the standards.

State and Local Government Facilities: ADAAG Amendments: The Access Board issued final guidelines to provide additional guidance to the Department of Justice and the Department of Transportation in establishing accessibility standards for new construction and alterations of State and local government facilities covered by Title II of the Americans with Disabilities Act (ADA) of 1990. The guidelines will ensure that newly constructed and altered state and local government facilities are readily accessible to and usable by individuals with disabilities in terms of architecture, design, and communication.

Public Rights-of-Way Accessibility Guidelines: Sidewalks, street crossings, and other elements in the public right-of-way can pose challenges to accessibility. The Board's ADA and ABA Accessibility Guidelines focus mainly on facilities on sites. While they address certain features common to public sidewalks, such as curb ramps, further guidance is necessary to address conditions and constraints unique to public rights-of-way.

The Board is developing new guidelines for public rights-of-way that will address various issues, including access for blind pedestrians at street crossings, wheelchair access to on-street parking, and various constraints posed by space limitations, roadway design practices, slope, and terrain. The new guidelines will cover pedestrian access to sidewalks and streets, including crosswalks, curb ramps, street furnishings, pedestrian signals, parking, and other components of public rights-of-way. The Board's aim in developing these guidelines is to ensure that access for persons with disabilities is provided wherever a pedestrian way is newly built or altered, and that the same degree of convenience, connection, and safety afforded the public generally is available to pedestrians with disabilities. Once these guidelines are adopted by the Department of Justice, they will become enforceable standards under Title II of the ADA.

APPENDIX E
ADA ACCOMMODATION & GRIEVANCE POLICY

Grievance Policies
Program Accessibility Guidelines, Standards & Resources

Chandler • Arizona	**CITY OF CHANDLER** **ADMINISTRATIVE REGULATION**	**EFFECTIVE DATE:** January 28, 1992 **DATE LAST REVIEWED:** October 1, 2013 **NUMBER:** CC Reg. CA-01 **DPR:** City Attorney's Office
ADA NOTICE AND GRIEVANCE PROCEDURE		

PURPOSE

A. To establish a standard form of public notice to be provided concerning the Americans with Disabilities Act (ADA) and the accessibility of City programs, services, activities, and facilities to individuals with disabilities.

B. To establish a standard Grievance Procedure to provide prompt and equitable resolution of complaints from the public alleging noncompliance with the requirements of the ADA.

I. RESPONSIBILITY

A. The Departments responsible for designing and maintaining the City's public website (http://chandleraz.gov) are responsible for ensuring the ADA Notice, ADA Grievance Procedure, and any related accessibility/inclusion instructions and forms are incorporated into the website.

B. The Communications and Public Affairs Department and Community Services Department are responsible for ensuring the appropriate ADA Notices are included in the identified publications as required herein.

C. The ADA Coordinator and the City Attorney's Office are responsible for ensuring the effective use of the ADA Grievance Procedure.

D. All Departments and City employees are responsible for working to ensure that City programs, services, activities, and facilities are accessible to people with disabilities and cooperating as required to comply with the requirements of this Regulation and the ADA.

II. DEFINITIONS

A. *Accessible* – A site, facility, work environment, service, or program that is easy to approach, enter, operate, participate in, and/or use safely by a person with a disability.

B. *ADA* – Americans with Disabilities Act, as amended, a federal civil rights law that prohibits discrimination on the basis of disabilities in employment, state and local government programs and activities, public accommodations, transportation, and telecommunications.

C. *ADA Coordinator* – One or more City employees designated by the City Manager to coordinate the City's efforts to comply with the requirements of the ADA.

D. *Disability* - A physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.

E. *Inclusion* – The active engagement of people with disabilities in all aspects of society.

III. PROCEDURES

A. PUBLICATION OF ADA NOTICES AND GRIEVANCE PROCEDURE

1. City Website (http://chandleraz.gov):

   a. The long form public ADA Notice, as set forth in Exhibit A-1, and the ADA Grievance Procedure, as set forth in Exhibit B, shall be included in a prominent and accessible manner on the City's external website. Where appropriate, links to the ADA Notice shall be provided from web pages related to City programs, services, and activities in which individuals with disabilities are likely to participate and may require reasonable accommodation. Related accessibility and inclusion statements, instructions, and downloadable forms shall be easy to find and access.

   b. The Community Services Department Statement of Inclusion, as set forth in Exhibit A-3, shall be included in an easy to find place on the internal web pages for both Aquatics and Recreation. The Recreation and Aquatics-specific Request for Accommodation form shall be available in downloadable form from the Recreation and Aquatics pages.

2. City-wide Publications:

   a. The long form ADA Notice, as set forth in Exhibit A-1, shall be published at least one time per year in *CityScope*.

   b. The short form ADA Notice, as set forth in Exhibit A-2, shall be published one time per quarter in *CityScope* (except during the quarter in which the long form ADA Notice is published).

   c. The statement regarding *Inclusion and Participation*, as set forth in Exhibit A-2, shall be included in a prominent, easy to find place in each publication of *Breaktime.*

B. GRIEVANCE PROCEDURE

1. The Grievance Procedure, as set forth in Exhibit B, shall be used to address complaints of alleged noncompliance with the requirements of the ADA. This procedure is not applicable to employee complaints for which there is an existing employee grievance procedure. Copies of the procedure shall be made available to interested persons through the City Clerk's Office or the ADA Coordinator.

2. Any City employee that receives a request or complaint relating to the accessibility of any City program, facility, activity, or service to people with disabilities that cannot be fully and easily resolved shall direct the complainant to the ADA Coordinator.

3. Directors, or their designees, shall report to the ADA Coordinator all accessibility-related inquiries and complaints that are received and addressed at the Department/Division level. At minimum, the report shall contain the name and address of the complainant; a summary of the complaint; the date the complaint was received; a description of the action taken by the Department/Division to address the complaint; and the date the matter was fully resolved or otherwise closed. The ADA Coordinator shall establish a procedure and schedule for providing such reports.

City of Chandler, Arizona
chandleraz.gov

ADA Grievance Form

Instructions: Please complete and sign the form and submit it within 60 days of any incident to:

Leah Powell, ADA Coordinator

Mailing address:
Mail Stop 600, PO Box 4008
Chandler, AZ 85244-4008

Physical address:
235 S. Arizona Ave.
Chandler, AZ 85225

---

1. Type of Grievance (check all that apply):

____ Accommodation Request
____ Program/Service
____ Facility Accessibility
____ Other: _____

CONTACT INFORMATION

2. Reporting Individual:

Full Name:	
Address:	
City, State, Zip code:	
Phone:	Alternate Phone:
Email:	

3. Authorized Representative of Reporting Individual (if any):

Full Name:	
Address:	
City, State, Zip code:	
Phone:	Alternate Phone:
Email:	

DETAILS OF COMPLAINT / INCIDENT

4. Date/Time of Incident: _____

5. Department/Facility/Location Involved:

6. Describe the incident/complaint with enough detail so the nature of the grievance can be understood. Add additional pages if necessary:

7. Have attempts been made to resolve the complaint through a City Department? If yes, please describe the efforts that have been made.

8. Remedy Sought. What action do you want taken?

_____ _____

Signature Date

Attach additional pages as necessary. If you need assistance, require an accessible format, or have questions about this form, please contact ADA Coordinator, Leah Powell, at ada.coordinator@chandleraz.gov or 480-782-4352.

APPENDIX F
INCLUSION POLICIES AND FORMS

CITY OF CHANDLER

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT (ADA)

The City of Chandler is committed to ensuring that people with disabilities are able to participate in, and benefit from, the full range of public programs, services, and activities offered by the City. In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, as amended, the City of Chandler will not discriminate against qualified individuals with disabilities on the basis of disability in the City's facilities, services, programs, or activities.

.

Employment: The City of Chandler does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the Americans with Disabilities Act (ADA).

Effective Communication: The City of Chandler will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City's facilities, services, programs, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: The City of Chandler will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all City facilities, programs, services, and activities. For example, individuals with service dogs are welcome in City facilities, even where animals are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a City of Chandler program, service, or activity, should contact the City's ADA Coordinator no fewer than two business days before the scheduled event or meeting:

Leah Powell, ADA Coordinator
Mailing address: Mail Stop 600, PO Box 4008, Chandler, AZ 85244
Physical address: 235 S. Arizona Ave., Chandler, AZ 85225,
Phone: 480-782-4352 or 711 via AZ Relay Service (AZRS)
E-mail: ada.coordinator@chandleraz.gov

Requests for reasonable accommodation may also be made directly to the responsible City office or department as follows:

- For communication aids and services at City Hall and City Council Chambers, contact the City Clerk, Marla Paddock, at 480-782-2180 (711 via AZRS) or marla.paddock@chandleraz.gov.

- For accommodations relating to the Recreation, Parks, and Aquatics programs of the Community and Neighborhood Services Department, contact Collette Prather, Recreation Inclusion Specialist, at 480-782-2709 (711 via AZRS) or collette.prather@chandleraz.gov.

Optional forms for requesting an accommodation are available from the City website, the City Clerk's Office, or the ADA Coordinator.

The ADA does not require the City of Chandler to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden. Complaints that a City program, service, facility, or activity is not accessible to persons with disabilities should be directed to the ADA Coordinator.

The City of Chandler will not impose a surcharge on an individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy.