



TOWN OF YOUNTVILLE

AMERICANS WITH DISABILITIES ACT SELF-EVALUATION AND TRANSITION PLAN

AUGUST 2015

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Acknowledgments

The Self-Evaluation and Transition Plan is a guidance document focused on improving the accessibility of facilities and pedestrian rights-of-way within the Town of Yountville. It aims to provide guidance for removing barriers limiting access to public facilities and sets forth a timeline for those improvements.

The *Plan* was developed over an eighteen month period with input and guidance from Town staff and the community with the assistance of MIG

Town of Yountville Project Management Staff:

Steve Rogers, Town Manager
Joe Tagliaboschi, Public Works Director

Special Thanks:

Thank you to the Town staff for their input on the Self-Evaluation. Special thanks are also extended here to those individuals who guided the initial development of the Self-Evaluation and Transition Plan: Graham Wadsworth, formerly of the Public Works Department and Kevin Scott, formerly of the Municipal Operations Division.

1.0 Introduction

1.1 Summary

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

This ADA Self-Evaluation and Transition Plan is being prepared to partially fulfill the requirements set forth in Title II of the Americans with Disabilities Act. The ADA states that a public entity must reasonably modify its policies, practices, or procedures to avoid discrimination against people with disabilities. This report will assist the Town of Yountville to identify policy, program, and physical barriers to accessibility and to develop barrier removal solutions that will facilitate the opportunity of access to all individuals.

1.2 Legislative Mandate

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

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

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

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

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

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

1.3 ADA Self-Evaluation and Transition Plan Requirements and Process

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

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

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

- A list of the physical barriers in the Town's facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities;
- A detailed outline of the methods to be used to remove these barriers and make the facilities accessible;
- Planning level cost estimates for their removal;
- A schedule for taking the steps necessary to achieve compliance with the ADA, Title II; and

- The name of the individual responsible for the plan's implementation.

1.4 Discrimination and Accessibility

There are two kinds of accessibility:

- Program accessibility; and
- Physical accessibility

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

Programs offered by the Town 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 Town 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 Town will give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the Town must provide equality of opportunity.

1.5 Undue Burden

The Town is not required to take any action that it can demonstrate would result in a fundamental alteration in the nature of its program or activity, would create a hazardous condition resulting in a direct threat to the

participant or others, or would represent an undue financial and administrative burden.

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

1.6 Facility Survey

In 2013, the Town completed a physical audit of facilities to identify facility barriers and identify recommendations and alterations in order to meet state and federal accessibility standards. The list of facilities surveyed included:

- Town owned parks
- Town owned buildings
- Town programs in leased facilities
- Town pedestrian rights-of-way

1.7 Self-Evaluation

In 2013, the Town of Yountville evaluated its policies, programs, and procedures to determine current levels of service and the extent to which its policies and programs created barriers to accessibility for persons with disabilities.

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

- Administration
 - Human Resources
 - Town Clerk
 - Town Manager
- Finance Department
- Parks and Recreation
 - General Administration
 - Community Hall Rental
 - Aquatics Program
- Planning and Building

- Public Works
 - Administration and Engineering Services Division
 - Municipal Operations Division
 - Utility Operations Division

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

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

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

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

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

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

Findings from each program provider's responses can be found in section 3.3. A copy of the survey questionnaire can be found in Appendix A.

1.8 Public Outreach

A public meeting was held on October 3, 2013 to announce the preparation of an ADA Self-Evaluation and Transition Plan and to encourage members of the public including persons with disabilities to share their comments regarding the plan. A second public meeting was held June 22, 2015 to present the draft plan and receive public comment. Meeting minutes and materials can be found in Appendix B of this document.

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2.0 Definitions

The following is a summary of many definitions found in the ADA. Please refer to the Americans with Disabilities Act for the full text of definitions and explanations (<http://www.ada.gov/>).

2.1 Auxiliary Aids and Services

The term *auxiliary aids* and services include:

1. Qualified interpreters or other effective methods of making orally delivered materials available to individuals with hearing impairments;
2. Qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments; and
3. Acquisition or modification of equipment or devices; and other similar services and actions.

2.2 Complaint

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

2.3 Disability

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

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

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

2.5 Having a Record of Impairment

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

2.6 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.

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

2.7 Qualified Individual with a Disability

A *qualified individual* with a disability means an individual with a disability who, with or without reasonable modification to rules, policies, or practices; the removal of architectural, communication, or transportation barriers; or the provision of auxiliary aids and services, meets the essential eligibility

requirements for the receipt of services or the participation in programs or activities provided by the Town.

2.8 Reasonable Program Modifications

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

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

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

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

Modification applies to:

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

Modification is not required if:

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

2.9 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.

2.10 Substantial Limitations of Major Life Activities

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

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

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

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

2.11 Undue Burden

The Town of Yountville shall not provide an accommodation that imposes an undue burden on the operation of the Town'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 Town.

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 Town of Yountville, the Town shall attempt to identify another modification that would not pose such a burden. If cost causes the undue burden, the Town must consider whether funding for the modification is available from an outside source. If no such

funding is available, the Town 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 Town available to make the modification;
- the impact the expense of the accommodation will have on the affected Town operation; and
- the permanence of the alterations affecting the site.

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3.0 Policies & Programmatic Accessibility Findings & Actions

3.1 Introduction

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

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

- Administration
 - Human Resources
 - Town Clerk
 - Town Manager
- Finance Department
- Parks and Recreation
 - General Administration
 - Community Hall Rental
 - Aquatics Program
- Planning and Building
- Public Works
 - Administration and Engineering Services Division
 - Municipal Operations Division
 - Utility Operations Division

The findings and recommendations contained in this section will serve as a basis for the implementation of specific improvements for providing access to Town programs as required by law. There were a total of 12 programmatic questionnaires submitted by the Town of Yountville Staff. Detailed department reports can be found in section 3.6.

3.2 Programmatic Modifications

The ADA Coordinator, or designee, will follow-up with each department to review the recommendations contained in this Self Evaluation Report. In those situations where a policy, program, or procedure creates a barrier to accessibility that is unique to a department or a certain program, the ADA Coordinator, or designee, will coordinate with the department head or

program manager to address the removal of the barrier in the most reasonable and accommodating manner in accordance with applicable law.

3.3 Findings and Recommended Actions – Town-Wide Programs, Activities, and Services

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

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

Accessible/Adaptive Equipment

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

Self-Evaluation Findings:

Few Departments reported allowing the public to use or access electronic equipment such as photocopiers and computers. All departments reported providing adaptive aids such as pens, paper, and clipboards.

Recommended Actions:

1. Continue to provide standard equipment at each site where programs are administered to facilitate basic communications access using alternative formats. Equipment may include, but not be limited to, paper and pencil, an enlarging copy machine, and access to TTY or relay service (711) technology.

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

Customer Service

In-person interaction with the public is one of the primary functions for several Town departments.

Self-Evaluation Findings:

One department reported tracking accessibility requests. No departments reported charging an additional fee for modifying a program for a person with a disability. Some Town departments have eligibility requirements. Some departments indicated they consult or have partnerships with outside organizations that provide services to people with disabilities. Some departments had policies or a process for making formal and informal changes to standard operating procedures to accommodate people with disabilities. No departments reported having a policy that would exclude a service animal.

Recommended Actions:

1. Continue to make appropriate modifications to regular practices to accommodate the needs of individuals with disabilities when providing customer service. This can include providing auxiliary aids such as clipboards, moveable light sources, and adjustable work surfaces.

2. Continue to allow the use of service animals to assist persons in accessing programs, activities, and services in Town facilities. Service animals are only individually trained dogs, or in some cases, miniature horses. Staff should be aware of the definition of a service animal and the protocol and etiquette for service animals.
3. Develop criteria for determining reasonable modifications to provide program accessibility, which may include acquisition or redesign of equipment, assignment of aides to persons with disabilities, and provision of services at alternative accessible sites. An approach should include:
 - Requests for reasonable modification in programs or services should be made to the department responsible for the program or service.
 - The department offering the program or service should meet with the individual with a disability to identify which aspects of the program limit participation and what modifications can be made.
 - The department offering the program or service should consult with the relevant program or service staff to determine the reasonable modification. The department offering the program or service may also consult with the Town's ADA Coordinator or other resources providing services or information regarding persons with disabilities as appropriate.
 - The department offering the program or service should document the modification(s) that was offered and the response of the person with the disability to the modification(s) offered. This documentation should be filed with the Town ADA Coordinator's office. All accessibility requests should be tracked. The ADA requests should be analyzed periodically to look for global issues that can be addressed and problems that can be solved proactively.
 - If individuals with a disability are not satisfied with the results of this process, they should be directed to the Town's ADA Grievance Procedure.
4. Assess the composition and needs of the disabled population. Take the necessary steps to improve communication and outreach to increase the effective participation of community members with disabilities in all Town programs and activities.
5. Create partnerships with organizations that provide services to the disabled populations to assist in getting the word out about Town

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

6. Publicize efforts to increase participation by persons with disabilities, which might include activities such as distributing program brochures to members of the disability community.
7. Continue the policy of not charging an additional fee for program modifications or alternative formats.

Notice Requirements

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

Self-Evaluation Findings:

Many departments have a non-discrimination statement including persons with disabilities. Few departments reported posting a non-discrimination statement with information about how to reach an ADA coordinator in a location that maximizes public exposure. Many departments reported notifying all persons that meetings, hearings, and conferences will be held in accessible locations and that adaptive aids such as assistive listening devices will be provided upon request.

Recommended Actions:

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

In accordance with the Americans with Disabilities Act and California Law, it is the policy of the Town of Yountville to offer its public programs, services and meetings in a manner that is readily accessible to everyone, including individuals with disabilities. If you are a person with a disability and require information or materials in an appropriate alternative format; or if you require any other accommodation, please contact department staff. Advance notification within this guideline will enable the Town to

*make reasonable arrangements to ensure accessibility. The Town ADA Coordinator can be reached at (707) 948-8851
Email: adacoordinator@yville.com.*

3. Non-discrimination language should appear on both hard copies and documents posted on the web. Include the following notice (or a similar notice) regarding the Town's non-discrimination policy in all Town publications that provide general information about Town services, programs, or activities.

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

The Town of Yountville does not discriminate on the basis of disability in the admissions or access to its programs or activities. An ADA Coordinator has been designated to coordinate compliance with the non-discrimination requirements contained in the Department of Justice regulations implementing Subtitle A of Title II of the Americans with Disabilities Act (42 U.S.C. 12131), which prohibits discrimination on the basis on disability by public agencies.

*Town Yountville
ADA Coordinator
6550 Yount Street
Yountville, CA 94599
Telephone number: (707) 948-8851
Email: adacoordinator@yville.com*

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

Printed Information

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

Self-Evaluation Findings:

All departments reported providing printed information to the public. Most departments reported that they provided printed materials in alternative formats upon request. Most departments reported printed materials are available in simple, easy-to-understand language. Few departments reported including pictures of people with disabilities in their printed materials.

Recommended Actions:

1. Continue to 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 Town's commitment to provide program information in alternative formats on an individual basis as requested.
3. Ensure the uniformity of charges for a publication for all formats of that publication.
4. Include the following notice on all materials printed by the Town that are made available to the public:

This publication can be made available in alternative formats, such as, Braille, large print, audiotape, or computer disk. Requests can be made by calling (707) 948-8851 (Voice) or the California Relay Service or be emailing the ADA Coordinator at adacoordinator@yville.com. Please allow 72 hours for your request to be processed.

Such documents may include agendas, notices, flyers, reports, studies, etc. The notice is not required for materials not intended for public use, such as staff reports, plans, specifications, program manuals, standard operating procedures, agreements, contracts, letters, memos, evaluations, and general categories of documents like internal staff communications.

5. Handle all requests for other alternative formats or lengthy documents on an individual basis.
6. Continue to provide program, facility, permit, and reservation information in a variety of formats when requested. Provide

programmatic changes (e.g., staff assistance), upon request to assist in filling out forms or when alternative formats are unavailable or infeasible.

7. Produce meeting agendas and other public information distributed at meetings in alternative formats when requested. Alternative formats may include but are not limited to audiotape, Braille, electronic copy, or large print.
8. When images of people are included in printed material, include photos of persons with disabilities.

Televised and Audiovisual Public Information

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

Self-Evaluation Findings:

Many departments reported producing audiovisual or televised presentations. Few departments reported they made audiovisual or televised presentations available with captioning or transcription.

Recommended Actions:

1. When an audiovisual presentation is produced, insure use of closed captioning or other alternatives to audio is available to ensure persons with hearing impairments can benefit from these presentations.
2. When presenting PowerPoint presentations read all slides and describe all graphics. This will allow the blind and visually impaired to fully understand the information being presented.
3. When including images in audiovisual information, include people with disabilities.

Website – Town and Departmental Websites

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

Providing public access to Town publications online is an effective means of reaching persons with disabilities. New accessibility standards for electronic and information technology covered by Section 508 of the Rehabilitation Act

Amendments of 1998 have set forth the technical and functional performance criteria necessary for such technology to be accessible.

Self-Evaluation Findings:

Most departments provide information about their programs on the web. No department reported including information on their web pages about access for persons with disabilities, such as locations of accessible parking and restrooms. One department noted they had verified their web page is accessible to people with visual impairments who use speaking browsers. Few departments reported the documents available for download on the website were accessible to persons with visual disabilities. Content is managed by a combination of departments and others.

Recommended Actions:

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

The Town of Yountville government offers Text Telephone (TTY) service for persons with speech or hearing impairments.

4. Provide information regarding programs, facilities, permits, and reservations on the Town's website in an accessible format. This information should be easily found by new web users. Accessible formats allow users of adaptive software like screen readers to access the information made available on the Town's website.
5. Include the Town's statement regarding accessible locations and the availability of auxiliary aids upon request on the website.
6. Continually improve the accessibility of web pages through the use of web accessibility analysis to meet and/or exceed Section 508 of the Rehabilitation Act guidelines for accessibility of electronic information. For example, all written documents including PDF's can be tagged so that people with visual disabilities can use computer based screen

readers to receive the information contained in the document through synthesized speech.

7. Assign one department the authority to provide standards and oversight for outside vendors who create pages and for departments who post their own documents. This will support consistent and accessible web pages. Monitor web pages for continued compliance with accessible web page standards.
8. Provide training to Town staff members in creating accessible PDF and other electronic files for posting on Town or departmental websites.
9. Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities.
10. See Section 6 for resources on creating and maintaining accessible websites.

Public Telephones and Communication Devices

Self-Evaluation Findings:

Communication technologies have advanced since the adoption of the first ADA Standards. Email, computer software, and cell phones provide people with and without disabilities flexibility and options for communication with Town departments. Town staff utilizes these new technologies in addition to those contained in the ADA Standards.

Some departments reported communicating by telephone with individuals with hearing or speech difficulties. Many departments reported having used or using the Text Telephone Service (TTY) or the California Relay Service (711) to communicate with people with hearing and speech impairments. No departments reported publishing TTY device numbers. Few departments stated they have staff trainings on how to communicate with people with hearing and speech impairments.

Recommended Actions:

1. Request that the phone company provide an amplification device, a shelf, and text telephone (TTY) or an outlet for a text telephone at each site where public phones are available.
2. Widely disseminate information regarding the availability and location of Town Telephone Communication Devices for the Deaf (TTY), and

train staff members in the use of TTY equipment or other means of communicating over the telephone with a person with a hearing or speech disability, such as the California Relay Service (CRS) – 711.

3. All publications that list phone numbers should also include information on how the deaf and speech impaired can communicate with departments by phone.
4. Consider Video Remote Interpreting Services (VRI) for communicating with the deaf. There are many situations where a live interpreter is required, such as in medical situations, but RVI is a convenient, flexible, lower-cost alternative to live interpreters. Please see Section 6 for more resources for communicating with people who are deaf or have hearing impairment.

Training and Staffing

Self-Evaluation Findings:

While all departments reported having contact with the public, few stated staff training on interacting with persons with disabilities was provided. Most departments informed staff verbally or within staff meetings of their obligations to good customer service, including enabling individuals with disabilities to participate in Town programs and activities.

Recommended Actions:

1. Provide all Town staff members with on-going awareness and sensitivity training. Without training, many staff members may not be knowledgeable about the different types of reasonable modifications that would make their services accessible.
2. Provide resources such as the County of Long Beach's website, Disability Etiquette: Interacting with Persons with Disabilities (http://www.longbeach.gov/hr/ada/disability_etiquette.asp) and include persons with disabilities as trainers.
3. Provide training to Town staff members who have contact with the public about how to provide modifications and use assistive devices to make their programs, activities and services accessible. Ensure that customer service training includes information about communicating with and providing modifications for persons with a variety of disabilities. Include program-specific adaptations, assistive devices, and modifications in each department's accessibility policy manual.
4. Consider offering training to employees who wish to learn basic American Sign Language (ASL) communication skills. This training

should emphasize basic communication skills and should not be viewed as a substitute for employing qualified ASL interpreters when requested.

5. Train maintenance staff with respect to accessibility compliance and building codes to achieve and maintain accessibility.
6. Provide Town staff members with training in general building evacuation procedures for assisting persons with hearing, speech, visual, mobility, and learning disabilities in an emergency.
7. Designate one high-level manager in each department to serve as the department's Disability Access Liaison. The Liaison will be required to complete a training program and attend periodic retraining regarding accessibility issues.

Program Eligibility and Admission

The public should be able to access all programs, service, and activities, regardless of disability. Admission criteria, ability to complete forms, participation in interviews, should be available to all members of the public by providing reasonable accommodations.

Self-Evaluation Findings:

One department reported having limitations or ratios requirements that would exclude persons with disabilities; this was due to transportation safety constraints. Some departments noted that they have eligibility requirements. These requirements were physical or mental performance standards for staff based on performance and safety standards. One department requires an interview prior to participation.

Recommended Actions:

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

4. Include a nondiscrimination statement similar to the following on all forms.

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

The Town of Yountville does not discriminate on the basis of disability in the admissions or access to its programs or activities. An ADA Coordinator has been designated to coordinate compliance with the non-discrimination requirements contained in the Department of Justice regulations implementing Subtitle A of Title II of the Americans with Disabilities Act (42 U.S.C. 12131), which prohibits discrimination on the basis on disability by public agencies.

*Town Yountville
ADA Coordinator
6550 Yount Street
Yountville, CA 94599
Telephone number: (707) 948-8851
Email: adacoordinator@yville.com*

5. When interviews are required for program participation, ensure that the meetings are held in an accessible location and that auxiliary aids are provided upon request.

Public Meetings

Self-Evaluation Findings:

Most departments hold public meetings. All meetings are required to be held in accessible locations. Most departments reported they provide auxiliary aids or American Sign Language interpreters upon request to allow people with disabilities to fully participate in meetings.

Recommended Actions:

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

2. Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments (see Section 6).
3. When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate. These modifications may include phone-in participation, video recording, and meeting transcripts.
4. Make information available to Town staff on the types of modification requests that may be made by persons with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like "real-time captioning." Provide guidance in the layout of the room, sign-in table and refreshments table, to insure that these features are accessible.
5. Display a notice similar to the one below on meeting agendas indicating the availability of accessibility modifications.

In accordance with the Americans with Disabilities Act and California Law, it is the policy of the Town of Yountville to offer its public programs, services and meetings in a manner that is readily accessible to everyone, including individuals with disabilities. If you are a person with a disability and require information or materials in an appropriate alternative format; or if you require any other accommodation, please contact department staff. Advance notification within this guideline will enable the Town to make reasonable arrangements to ensure accessibility. The Town ADA Coordinator can be reached at (707)948-2628 Email: adacoordinator@yville.com.

6. Provide agendas and other meeting materials in alternative formats, when requested.
7. Consider assigning a staff member to be a greeter at public meetings and events. Identify the staff member as a resource for persons who may require assistance.
8. Provide flexibility in the time limit on speaking for individuals with communication difficulties.

9. Provide assistive listening devices at public meetings, when requested.
10. Publicize the availability of American Sign Language (ASL) interpreters in all meeting announcements. Include the following notice in all Town public meetings:

All Town public meetings are conducted in accessible locations.

If you require accommodations to participate in this meeting, these may be requested by calling: (707) 948-8851 or email the ADA Coordinator at least 72 hours in advance.

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

11. Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to all Town departments and programs.
12. Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and/or the relocation of meetings upon request.
13. Move accessibility-related agenda items to the beginning of agendas when possible. Some people with disabilities are unable to stay late at meeting because they use para-transit or have fixed schedules, as they need to use personal care attendants.

Transportation Services

Self-Evaluation Findings:

Few departments reported providing transportation services to the public. Most departments that provide transportation reported having a policy in place to provide accessible transportation for people with disabilities.

Recommended Actions:

1. Ensure that when transportation is provided for Town programs, accessible vehicles are available.
2. Ensure transportation schedules and promotional materials are available in alternative formats.
3. Train staff on providing accessible transportation.

Tours and Trips

Self-Evaluation Findings:

Some departments reported they provide tours and trips to the public though none had procedures in place to make tours accessible specifically for individuals with visual disabilities. Few departments reported making tours accessible to individuals with mobility, hearing, or learning disabilities.

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. Provide information about accessibility of the tour on the program's website.

Use of Consultants for Delivering Program Services

Self-Evaluation Findings:

Many departments reported using consultants for delivering program services. One department reported to have policies in place to monitor the consultant's obligation to provide service in accordance with the Town's accessibility policies.

Recommended Action:

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

Emergency Evacuation Procedures

Self-Evaluation Findings:

Few Town departments require or are aware of established emergency evacuation procedures to safely evacuate persons with disabilities who may need special assistance in an emergency.

Recommended Actions:

1. Develop guidelines for the evacuation of persons with disabilities in various types of emergency situations. Each department, division, or program should use these guidelines to create their own emergency evacuation plans. These plans should:
 - Address what to do when an alarm is triggered;
 - Establish meeting places for assistance and evacuation chairs;
 - Provide direction on what to do if assistance is not available; and
 - Establish floor captains.
2. Specific suggestions for evacuation plans and procedures can be found through the US Access Board and the Emergency Procedures for Employees with Disabilities in Office Occupancies document published by FEMA and the US Fire Administration.
3. Train Town staff regarding emergency evacuation procedures with periodic drills, both announced and unannounced.
4. Review existing procedures dealing with emergencies to ensure that persons with disabilities can be alerted and that they can alert emergency service providers. Provide all evacuation policies and procedures in alternative formats when requested. Work with disability organizations to explore the use of other technologies such as audible exit signs for orientation and direction and vibrating paging systems.
5. Departments that routinely provide emergency services should have priority for receiving equipment that accommodates alternative format communication.
6. Provide training for public safety personnel to enable them to communicate in basic 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-disaster 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 upon (see Section 6).

Facilities

Self-Evaluation Findings:

Some departments reported they had received informal requests for accessibility improvements related to Town facilities including a ramp to the front door of Town Hall and a push button door opener at the Library in the Community Center.

Recommended Actions:

1. Provide accessible facilities such as parking, including van accessible parking, path-of-travel, entry doors, signage, and transaction counters at customer service locations. If alternative locations for providing accessible services are required, provide those services in the most integrated setting, without stigmatizing the user.
2. Provide information about facility accessibility on department publications including the department's web page.
3. All requests relating to facility access should be tracked. The ADA requests should be analyzed periodically to identify global issues that can be addressed and problems that can be solved proactively.
4. If individuals with a disability are not satisfied with the results of this complaint process, they should be directed to the Town's ADA Grievance procedure.

Special Events on Public Properties**Self-Evaluation Findings:**

Many departments reported that they offer special events on Town property. Some of the departments who hold special events on Town property do not or were unaware of policies in place to ensure that the events are accessible to people with disabilities.

Recommended Actions:

1. In situations where private organizations sponsor events in Town facilities, the Town will inform private organizations about applicable ADA requirements.
2. The Town will provide a checklist and information during the application process to inform organizers of their responsibility for accessibility under the ADA. The checklist and information will be available on the Town's website.

3.4 Policy Review: Town Municipal Code

This review was completed using an electronic version of the Town of Yountville Municipal Code in October, 2013:

Overall Recommendations:

- Meeting agendas, hand-outs, forms and other written materials including information that is sent via postal mail should be provided in alternative formats upon request. Alternative formats may include large print, audio tape, CD, Braille, etc.
- All public meetings must be held in accessible locations. Auxiliary aids such as American Sign Language interpreters or captioning must be provided upon request.
- The composition of boards should reflect a cross section of the population in terms of people with disabilities, in addition to a cross section of the Town's population in terms of age, sex, economic status, and ethnic background.
- When forms are required for applications, provide alternative accessible formats for a person with disabilities, when requested, for a fee not to exceed listed fees.
- When signatures are needed, give an alternative for a person with a disability to providing a written signature such as a signature stamp.
- All staff and supervisors should be trained in providing customer service to people with disabilities.

Other Recommendations:

2.04.100 Regular meetings.

Recommended action:

Add a statement of accessibility for any listing or description of a facility hosting public meetings. See section 3.3-Notice Requirements for a sample accessibility statement.

2.04.110 Adjourned meetings.

Recommended action:

Ensure all continued meetings are advertised with enough advance notice for individuals to make travel arrangements if necessary.

2.24 Town Clerk

Recommended action:

All records kept by the Town Clerk and available to the public are made available in alternative formats when requested.

2.24.040 Duty to cause publication.

Recommended action:

An alternative format is made available of any notices and other writings required to be published or circulated within the Town.

2.24.050 Duty to post notices.

Recommended action:

An alternative format is made available of any notices and other writings required to be posted or circulated within the Town.

2.40.020 Duties.

Recommended action:

Include language ensuring enforcement of accessible guidelines for all development proposals.

2.52.040 Powers and duties—Meetings.

Recommended action:

Include "Evacuation Plans" providing for those individuals with disabilities and any additional services or alternative procedures that may be needed in the case of an emergency.

Chapter 3.32 Purchase of supplies, equipment, and services and procedure for Public Works projects.

Recommended action:

Consideration of accessibility shall be considered in the purchasing evaluation of equipment and supplies for public works projects.

12.12.270 Animals.

Recommended action:

Reiterate language from 6.08.030 exempting seeing eye dogs and expand language to include service dogs and in some cases miniature horses recognized as a service animal.

16.08.040 Town Engineer.

Recommended action:

Include language ensuring accessibility and pedestrian rights-of-way standards are met.

16.32.020 Improvements required.

Recommended action:

Include accessibility as a required improvement.

16.32.050 Design.

Recommended action:

Include language identifying ADA Standards be considered for project approval.

18.08.040 Pedestrian and bike paths.

Recommended action:

If the town is going to identify the road shoulder as a pedestrian pathway it is not recommended to discourage the use of concrete. Gravel is not recognized as an accessible material.

18.20.100 Driveways.

Recommended action:

The Town should reconsider the discouragement of concrete and asphalt and to include further specifications for permeable paving to ensure the surface may be considered accessible.

3.5 Department Reports

The following are survey summaries based on answers to the Programs, Services, and Activities Questionnaire (please see appendix A).

- Administration
 - Human Resources
 - Town Clerk
 - Town Manager
- Finance Department
- Parks and Recreation
 - General Administration
 - Community Hall Rental
 - Aquatics Program
- Planning and Building
- Public Works
 - Administration and Engineering Services Division
 - Municipal Operations Division
 - Utility Operations Division

Administration

Human Resources

Description of Programs and Services

Human Resources oversees several Town administrative programs and services. Duties include:

- Coordinating recruitments, manages health benefits, personnel issues, etc.
- Overseeing Risk Management in conjunction with the Town's safety committee and Public Agency Risk Sharing Authority of California (PARSAC)
- Managing the Town's IT contract employee and oversight of implementation of IT.
- Assisting the Town Manager with various projects as assigned.

ADA Self-Evaluation Contact:

Name: Julie Baldia, Management Analyst

Telephone number: (707) 944-8851

Email: jbaldia@yville.com

Customer Service

- Human Resources has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- Changes to formal procedures will come from the direction of the Town Manager.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- Human Resources does consult with interpreters for communication purposes.
- Human Resources does not have any policies which exclude service animals.

Notice Requirements

- A non-discrimination statement is included on job applications and Town Council agendas.
- Notice is included in meeting agendas regarding the accessibility of meeting locations and the availability of modifications provided for persons with disabilities.

Printed Information

- Human Resources produces and manages printed materials.
- Materials are available in simple, easy-to-understand language.

Website

- Human Resources does not have a website.

Public Telephones and Communication Devices

- Human Resources does communicate by telephone with individuals with hearing and speech difficulties.
- Human Resources uses both TTY and the California Relay Service to communicate with individuals with hearing and speech difficulties.
- Staff is trained in operating TTY and other means of communication.

Training and Staffing

- Human Resources has contact with the public.
- Staff are informed of the department's obligations and policies that enable persons with disabilities to participate in programs or activities through conversation and email.

Program Eligibility Requirements and Admission

- There are no circumstances in which the participation of a person with a disability in Town Clerk's Office programs would be restricted or excluded.

Public Meetings

- Human Resources holds public meetings.
- Public Meetings are required to be held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters or other assistive listening devices) are available at public meetings, interviews, and conferences when requested.

Tours and Trips

- Human Resources does not provide facility tours or organize trips.

Facilities

- Town Hall and Community Hall - Town Council meetings.

Town Clerk

Description of Programs and Services

The Town Clerk has several responsibilities that relate to providing public programs and services. They include:

- **Town Council Meetings and Agenda Preparation:** the Town Clerk is responsible for attending all Council meetings. The Town Clerk prepares the legislative Agenda, verifies legal notices have been posted or published, and completes the necessary arrangements to ensure an effective meeting. The Town Clerk is entrusted with the responsibility of recording the decisions of the Town Council which constitute the building blocks of our representative government.
- **Town Clerk as the Election Official:** the Town Clerk administers Federal, State and Local procedures through which local government representatives are selected. The Clerk assists candidates in meeting their legal responsibilities before, during and after an election. From election pre-planning to certification of election results and filing of final campaign disclosure documents, the Town Clerk manages the elections process which forms the foundation of our democratic system of government.
- **Maintaining the Legislative Record:** the Town Clerk oversees the preservation and protection of the public record. By statute, the Town Clerk is required to maintain an index of the Minutes, Ordinances and Resolutions adopted by the legislative body. The Town Clerk also ensures that other municipal records are readily accessible to the public. The public records maintained by the Town Clerk provide the historical record of the Town of Yountville.
- **Boards and Commissions:** the Town Clerk oversees the recruitment process for the local Boards and Commissions which are voluntary positions and advisory to the Town Council. The Town Council recognizes there is a vast and largely untapped reservoir of talent that exists among the citizenry and is responsible for appointing representatives to various local and countywide advisory Boards and Commissions. The Town Clerk is responsible for preparing and posting

vacancy notices, receiving applications, coordinating the interview and appointment process, and administering the oath of office to individuals appointed to the Town's Boards and Commissions. The Town Clerk maintains a Local Appointment List which contains the names and terms of office of individuals serving on the various local Boards and Commissions.

ADA Self-Evaluation Contact:

Michelle Dahme, Town Clerk
Telephone number: (707) 944-8851
Email: mdahme@yville.com

Accessible/Adaptive Equipment

- The Town Clerk's Office may, in the future, provide a computer in the lobby or at front counter to enable people to do research.

Customer Service

- The Town Clerk's Office does have eligibility requirements including physical fitness standards, performance requirements, and safety standards for participation in some programs.
- The Town Clerk's Office does make changes to standard operating procedures with advance notice. Town Hall leaves back door open during Town Council meetings in order to provide access to ADA restroom. Town purchased ADA compliant podium for Town Council Chambers out of ADA CIP Budget.
- There is no formal procedure for changing standard operating procedure. In general, if we are made aware of a need Town staff would work together with Town Manager to find solution.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The Town Clerk's Office does not have any policies which exclude service animals.

Notice Requirements

- A non-discrimination statement is included on the Council Meeting Agenda and posted online, outdoors, and at the Town Library.
- Notice is included in meeting agendas regarding the accessibility of

meeting locations and the availability of modifications provided for persons with disabilities.

Printed Information

- The Town Clerk's Office produces and manages printed materials.
- The Town Clerk's Office will provide large print format, electronic copy, or audiotape if requested. During an Election, the Secretary of State provides audio tapes and large print voter information pamphlet material.

Audiovisual or Televised Information

- The Town Clerk's Office produces audiovisual presentation materials.
- Materials produced include the Video Agenda, Webstreaming of Town Council Meetings, and Channel 28 PEG Station

Website

- The Town Clerk's Office is part of the Town of Yountville's website.

Public Telephones and Communication Devices

- The Town Clerk's Office does communicate by telephone with individuals with hearing and speech difficulties.
- The Town Clerk's Office uses TTY to communicate with individuals with hearing and speech difficulties.

Training and Staffing

- The Town Clerk's Office has contact with the public.
- The Town has non-discrimination policies/rules and uses training videos to communicate the Town's policies and obligations that enable persons with disabilities to participate in programs and activities.
- The Town Clerk's Office reported training on interacting with persons with disabilities at quarterly *All Staff* meetings.
- The Town Clerk's Office reported to believe staff could better serve the public with communications and ASL training. Everyone could use some tips to better communicate. Although I think with texting, typing, etc. those would be appropriate alternatives to communicate with those who have hearing impairments.

Public Meetings

- The Town Clerk's Office holds public meetings.
- Public Meetings are required to be held in accessible locations.
- The town would do its best to make accommodations with auxiliary aides if requested.

Transportation Services

- The Town Clerk's Office has the Yountville Trolley which is available for Public use within Town limits. Travel provided through Parks & Rec for some of our Excursions.
- The Trolley is equipped to load wheelchairs.

Facilities

- Town Hall is used for Town Council, ZDRB and Parks & Recreation Advisory Commission meetings. We utilize the Community Center/Community Hall as an alternative meeting space for those meetings listed above. When the Town is operating under EOC (Emergency Operations Center), we would be located in the truck bay at the CalFire Station on Solano Avenue. This location will likely change once the Town Hall Seismic Retrofit project is complete.
- The Town Clerk's Office has had a past request to fix the accessibility to the entrance of Town Hall for Council Meetings and the Town subsequently added the new ramp access at front entrance of Town Hall. We purchased an ADA podium for all meetings held in Town Council Chambers.

Special Events and Private Events on Public Properties

- The Town Clerk's Office holds special events on Town property. During the Election Season, we may host a Candidates Forum and or Election Night Central (for the public and candidates to mingle and watch election on our PEG Station) at Town Hall in Council Chambers. We have also in the past used Town Hall for a Voter Assistance Center, but that has been relocated to the Community Center facility due to limited space at Town Hall.

Comments

- Based on our introductory meeting held 9-10, there are improvements that can definitely be made to Agendas with appropriate ADA 711 # and I would also like to add information to our website (my Town Clerk page). I would also like more information on whether or not we should

purchase a portable Hearing Impaired Listening Device. Need to know more about what accessibility features are available for public meetings and costs in order to budget and plan for. Looking forward to more training on Accessibility and how we can improve what we are already doing.

Town Manager's Office

Description of Programs and Services

The Town Manager serves as the Chief Executive Officer of the municipal corporation (Town) and is responsible for the day-to-day operations, coordination and management of all Town departments and their operations so as to ensure that Town services are delivered in a manner consistent with Town Council established policies and in an economical and effective manner. The Town Manager is also responsible for the oversight and management of various contracted service providers which deliver various services for the Town. The Town Manager is responsible for the development and implementation of the annual Town budget upon approval by the Town Council. The Town Manager supports the Town Council by providing technical input into the formulation, development, and implementation of Council directed policies, programs and projects. The Town Manager is appointed by the Town Council and serves at the will of the Town Council.

ADA Self-Evaluation Contact:

Name: Steve Rogers
Telephone number: (707) 944-8851
Email: srogers@yville.com

Accessible/Adaptive Equipment

- Auxiliary aides are available upon request.

Customer Service

- The Town Manager's Office has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities. Volunteers are evaluated on what they are able to do, we do not have strict eligibility requirements or one size fits all volunteer standard.
- The Town Manager's Office does make changes to standard operating procedures on a case by case basis.

- The Town Manager's Office does consult with outside organizations including various senior groups from around Napa County.
- The Town Manager's Office does not have any policies which exclude service animals.

Notice Requirements

- The Town does have a non-discrimination statement.
- The Town has a procedure but it could be outdated and in need of review. The Town has the PARSAC template with a complaint form, log, etc. but I would bet few know, or how to find.

Printed Information

- The Town Manager's Office produces and manages printed materials.
- Printer materials do include images of persons with disabilities.

Audiovisual or Televised Information

- The Town Manager's Office does produce audiovisual presentation materials.
- Materials produced include televised meetings and web-streaming only at this time.

Website

- The Town Manager's Office is part of the Town of Yountville's website.

Public Telephones and Communication Devices

- The Town Manager's Office does communicate by telephone with individuals with hearing and speech difficulties.
- The Town Manager's Office uses TTY and the California Relay Service to communicate with individuals with hearing and speech difficulties.

Training and Staffing

- The Town Manager's Office has contact with the public.
- Staff members are notified of the Town's obligations and policies for enabling persons with disabilities to participate in programs and activities.
- Staff receive training and an overview of ADA policies, customer service expectations. Training can be improved.
- The Town Manager recognized the front counter staff might be able to

better communicate to persons with hearing impairments if provided with ASL training.

Program Eligibility Requirements and Admission

- There are no circumstances in which the participation of a person with a disability in Town Manager's Office programs would be restricted or excluded.

Public Meetings

- The Town Manager's Office holds public meetings.
- Public Meetings are required to be held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters or other assistive listening devices) are available at public meetings, interviews, and conferences with 48 hours advance notice.

Transportation Services

- The Town Manager's Office does provide transport for some programs.
- There are procedures in place to make transportation accessible to persons with disabilities.

Tours and Trips

- The Town Manager's Office does provide very limited, school tours, media tours, business and community and public tours. Town Hall, Community Center, parks facilities, and public works corp. yard. Very infrequent tours.
- The Town Manager's Office does use outside consultants for parks & recreation programming, public outreach and education, etc.

Facilities

- Town Hall, Community Center, Post Office (owned by Town), after school program at YES, offsite Public Works Corporation Yard, Yountville Community Park, Veterans Memorial Park & bocce courts, Vineyard View Park & tennis courts, Van de Leur Park, Bike paths, walking paths, Toyan Terrace and tot lot, Forrester Park, and walking paths.
- The Town Manager's Office has received accessibility improvement requests for pedestrian accessibility throughout town, involve veterans more, expanded use of our public transit.

Finance Department

Description of Programs and Services

The Finance Department is responsible for the financial management and oversight of all Town funds, providing centralized accounting and administrative support services to all departments, and providing service and information to the public. Primary responsibilities include:

- Develop and monitor the Town's budget
- Coordinate annual financial audit and other audits as required
- Prepare the Town's CAFR (Comprehensive Annual Financial Report)
- Management oversight & coordination of training on the Town's financial software
- Preparation of monthly financial reports and other various management reports and analysis
- Manage the Town's cash & investments
- Monitor OPEB Trust Fund investment activity and coordinate actuarial valuation studies
- Advise Town Manager regarding debt financing and ensure compliance with debt covenants -Oversee general ledger and reconciliation of accounts
- Grants management & reporting
- Process & approve payroll and accounts payable
- Oversee purchasing process -Maintain & update the Town's Master Fee Schedule -Utility billing and other revenue collections
- Administration of the transient occupancy tax and business license ordinances -Collections & accounting for the Town's Napa Valley Tourism Improvement District assessment
- Provide administrative support to Town Manager on special projects

ADA Self-Evaluation Contact:

Name: Kathleen Bradbury, Finance Director

Telephone number: (707) 948-2626

Email: kbradbury@yville.com

Accessible/Adaptive Equipment

- Finance does provide access to a computer for utility bill payment.
- The computer is currently located at a standing counter.
- Auxiliary aides are available.

Customer Service

- Finance has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- Finance does consult with outside organizations to provide sign language or language interpreters.
- Finance does not have any policies which exclude service animals.

Notice Requirements

- The Finance Department notifies all persons that meetings, conferences, hearings, and interviews are held in accessible locations and that auxiliary aides can be provided.

Printed Information

- Finance manages and produces printed materials including the bi-monthly newsletter mailed with utility bills; budget, CAFR.
- An electronic copy of printed material is available.

Audiovisual or Televised Information

- The Finance Department produces audiovisual presentation materials for budget workshops.

Website

- Finance is part of the Town's website.

Training and Staffing

- Finance staff has contact with the public.
- Staff is instructed to accommodate people in a professional manner and ask for help as needed.

Facilities

- Finance Department business is conducted at Town Hall.

Parks and Recreation

General Administration

Description of Programs and Services

This program manages the planning, organizing, staffing, directing and reviewing of recreation, Community Center and Community Hall and other community service activities and provides staff assistance to the Town Manager and Town Council. This program does not include aquatics.

ADA Self-Evaluation Contact:

Name: Samantha Holland, Director

Telephone number: (707) 948-2627

Email: sholland@yville.com

Customer Service

- Parks and Recreation has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- Parks and Recreation does make changes to standard operating procedures. For most programs, participants can bring an attendant at no additional charge. We also ensure our programs are always in accessible locations, make changes to the program to assist etc. The only time we would charge more for an aide is if there is an entry fee or something that we need to cover for that person and generally, we only require that if they are accompanying another adult.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants. It was noted if an aide is accompanying an adult, they will need to cover the ticket cost.
- Parks and Recreation does not have any policies which exclude service animals.

Notice Requirements

- Parks and Recreation does have a non-discrimination statement that includes persons with disabilities.
- Parks and Recreation notifies all persons that meetings, hearings, interviews, and conferences are held in an accessible location.

Printed Information

- Parks and Recreation produces and manages printed materials.
- Printed materials are made available in electronic copy and large print.
- Parks and Recreation documents are available in simple, easy-to-understand language.
- Parks and Recreation does include images of persons with disabilities.

Audiovisual or Televised Information

- Parks and Recreation does produce audiovisual presentation materials for budget workshops.
- Audiovisual presentations are made available with captioning and the department has also hired an interpreter for the deaf when requested.
- Parks and Recreation does include images of persons with disabilities.

Website

- Parks and Recreation is part of the Town's website.
- Information available includes the calendar, list of program and activities, and registration live on site.
- The department ensures the website is usable by individuals with disabilities.
- Documents available on the website for downloading are accessible to persons with visual disabilities.

Public Telephones and Communication Devices

- Parks and Recreation does communicate by telephone with individuals with hearing and speech difficulties.
- The department uses TTY and the California Relay System (711) to communicate with individuals who have hearing and speech difficulties.
- Staff is trained on using TTY and other means of communicating with persons with hearing and speech disabilities.

Training and Staffing

- Parks and Recreation has contact with the public.
- Staff is informed of the department's obligations and policies that enable persons with disabilities to participate in programs or activities.

- Staff receives training on interacting with persons with disabilities.
- Parks and Recreation noted staff would better provide customer service if trained in American Sign Language or other means of communicating with people who have hearing impairments.

Program Eligibility Requirements and Admission

- Limitations on participation are in place for bus trips that have a limited number of wheelchair spaces due to safety constraints of the bus company.

Public Meetings

- Parks and Recreation holds public meetings.
- Public Meetings are required to be held in accessible locations.
- American Sign Language interpreters, readers, or adaptive equipment are provided when requested for meetings.

Transportation Services

- Parks and Recreation does provide transportation for program participants.
- As department procedure the registration form asks if there are any special needs or circumstances for the registering individual.
- Parks and Recreation contracts with a bus company and hire a lift bus when needed. We also have the local trolley for in town transportation and it is accessible as well.

Tours and Trips

- Parks and Recreation does organize and provide tours.
- The department plans ahead and is aware of the physical requirements of the trip i.e.: a lot of walking or stairs etc.. Whenever possible accommodations are made for the needs of the participant

Use of Consultants for Delivering Program Services

- Parks and Recreation does use consultants to conduct programs on behalf of the department.
- The department will discuss with our contractors and also include them in the process as requests come up.
- Parks and Recreation monitors this obligation of contractors.

Emergency Evacuation Procedures

- Parks and Recreation have emergency procedure and routes posted in visible locations. Staff is trained to do a front to back sweep of the building in an emergency to ensure everyone is out. We also have printed signs in a red folder in both lobbies with signs that say "Emergency, please follow me to the exit" in the event we do have a deaf participant. Although we don't formally notify the participant, staff is trained to do a front to back sweep of the building if an emergency occurs to ensure everyone is out.

Special Events and Private Events on Public Properties

- Parks and Recreation does facilitate special and private events on Town property. These include large events, movie nights, holiday events, etc.
- Internally, it's easier because we train our staff on accommodating requests. We also have language in our special event permitting process that tells individuals that they must follow all state/federal laws and have verbal and at times written communication regarding setting their events up to accommodate and not block participation or access.

Facilities

- Yountville Community Center- Recreational activities, sports, classes, meetings, events, rentals. In the Community Center we have the Generations Room (Gym or large meeting space), the Art Room, Reading Room, Founders Room and Heritage Room. Yountville Elementary School Room 12- After School and Summer Camp Programs. Occasionally we use the Yountville Community Church if we have scheduling issues but that isn't very common.
- Parks and Recreation has received requests for accommodating wheelchairs on trips. They have also had requests to offer interpreting at events and some classes for deaf participants.

Comments

- I would like to formalize our process for ensuring families are giving us the information we need to best serve their child. We have an increased number of kids with needs in our camp and after school programs and at times, I am shocked by how parents "forget" or don't include us in the discussions or their children's needs. For example, a child that has a severe allergy but they don't provide us with an epi-pen but they provide one to the school.

Community Hall Rental

Description of Programs and Services

This program coordinates the rental of the Community Center venue space for all types of events.

ADA Self-Evaluation Contact:

Name: Lisa Tyler, Community Center Facilities Manager

Telephone number: (707) 944-2959

Email: ltyler@yville.com

Accessible/Adaptive Equipment

- Parks and Recreation makes auxiliary aids available to the public including paper and pens.

Customer Service

- Parks and Recreation has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- Parks and Recreation does make changes to standard operating procedures with advance notice.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- Parks and Recreation does not have any policies which exclude service animals.

Printed Information

- Parks and Recreation produces and manages printed materials.
- Parks and Recreation documents are available in simple, easy-to-understand language.
- Parks and Recreation does not include images of persons with disabilities in materials where people are shown.

Website

- Parks and Recreation is part of the Town's website.
- Information available includes facility rentals, contacts, and fees.

Public Telephones and Communication Devices

- Parks and Recreation does communicate by telephone with individuals with hearing and speech difficulties.

Training and Staffing

- Parks and Recreation has contact with the public.
- Staff is informed of the department's obligations and policies that enable persons with disabilities to participate in programs or activities during meetings and with memos.

Program Eligibility Requirements and Admission

- There are no circumstances in which the participation of a person with a disability in Parks and Recreation programs would be restricted or excluded.

Public Meetings

- Parks and Recreation holds public meetings.
- Public Meetings are required to be held in accessible locations.

Tours and Trips

- Parks and Recreation does provide facility tours for potential renters.

Special Events and Private Events on Public Properties

- Parks and Recreation does facilitate private events on Town property. These include weddings, receptions, fundraisers, meetings, dinners, parties, art shows, film shows, etc.
- Staff is trained in customer service and will do their best to help anyone with what they need.

Facilities

- Community Center and Community Hall.

Aquatics Program

Description of Programs and Services

The Town has a seasonal pool open to the public and available for community swim and swimming lessons.

ADA Self-Evaluation Contact:

Name: Lisa Tyler, Pool Facilities Manager

Telephone number: (707) 944-2959

Email: ltyler@yville.com

Accessible/Adaptive Equipment

- The Aquatics Program makes auxiliary aids available to the public including paper and pens and a pool lift.

Customer Service

- There are physical eligibility standards for participating in the Aquatics Program. The Junior Lifeguard Program requires students to swim 300 yards.
- The Aquatics Program does make changes to standard operating procedures. Patrons are allowed to bring attendants to the pool and parents can get in the water with children during swimming lessons.
- The Aquatics Program does track accessibility requests.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The Aquatics Program consults with Veteran's programs.
- The Aquatics Program does not have any policies which exclude service animals.

Printed Information

- The Aquatics Program produces and manages printed materials.
- Material is in simple, easy-to-understand language.
- The Aquatics Program does not include images of persons with disabilities in materials where people are shown.

Website

- The Aquatics Program is part of the Town's website.
- Information available includes facility and class descriptions, and fees.

Training and Staffing

- The Aquatics Program has contact with the public.
- Staff are informed of the program's obligations and policies that enable persons with disabilities to participate in activities.
- Aquatics Program staff receive training on interacting with persons with disabilities.

Program Eligibility Requirements and Admission

- There are no circumstances in which the participation of a person with a disability in the Aquatics Program would be restricted or excluded.
- The Aquatics Program does require a swim test for an individual to be allowed into the deep in as a safety standard.

Special Events and Private Events on Public Properties

- The Community Pool can be rented out for parties during community swim hours.

Facilities

- Community Pool.

Planning and Building

Description of Programs and Services

The Planning and Building Department is responsible for providing planning, building, and code enforcement services. The Planning Department's goal is to administer and fulfill the objectives of the General Plan, implement the Zoning and Design Ordinance, provide applicants with efficient permit processing services, and provide citizens appropriate opportunities to participate in land use decisions.

ADA Self-Evaluation Contacts:

Name: Sandra Smith
Telephone number: (707) 944-8851
Email: ssmith@yoville.com

Customer Service

- The Planning and Building Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- The Planning and Building Department has established a process for making changes to standard operating procedures. The Planning and Building Director/Town Manager approves requests.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The Planning and Building Department does not have any policies which exclude service animals.
- The Planning and Building Department consults with the Area Agency on Aging.

Notice Requirements

- Notice is provided regarding the accessibility of meeting locations and the availability of modifications provided for persons with disabilities.

Printed Information

- The Planning and Building Department produces and manages printed materials.

- Large print copies of printed materials are made available.

Audiovisual or Televised Information

- The Planning and Building Department produces audiovisual presentation materials that are aired on Channel 28 and posted to the Town website.
- Materials would be provided with a transcription upon request.

Website

- The Planning and Building Department is part of the Town's website.
- General information, documents and forms, building inspector information, sustainability efforts, notices of pending action, and information on the Zoning and Design Review Board.

Public Telephones and Communication Devices

- The Planning and Building Department staff does communicate by telephone with individuals with hearing and speech difficulties.

Training and Staffing

- The Planning and Building Department staff has contact with the public.
- Staff receive administrative training where they are informed of the department's obligations and policies that enable persons with disabilities to participate in programs or activities.

Public Meetings

- The Planning and Building Department holds public meetings. Public meetings are required to be held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters or other assistive listening devices) are available at public meetings, interviews, and conferences when requested.

Facilities

- Front counter for providing information to the public. Conference rooms for meetings with applicants and others. Town Council Chambers for ZDRB meetings.

Public Works

Administration and Engineering Services Division

Description of Programs and Services

The Administration and Engineering Services division of Public Works oversees a variety of Town services such as development review, regulatory compliance, contract management, encroachment permits, record management, GIS services and grant management. Formal programs include:

- Capital Improvement Program: plans, designs and constructs buildings, parks, drainage, streets, water and wastewater projects
- Stormwater Management Program: reviews development projects, detects illicit discharges, and educates the public on good practices related to stormwater management
- Urban Forest Management Program in Municipal Operations Division (MOD): oversees Town tree health and safe practices
- Playground Inspection Program in MOD: oversees the safety of playground equipment offered to the public
- Sidewalk Management Program in MOD: repairs and replaces sidewalks to reduce the risk of trip and fall claims
- Sewer System Management Program in Utility Operations Division (UOD): prevents and responds to sewer collection system backups
- Floodplain Management Program: ensures buildings are built in compliance with National Flood Insurance regulations
- Pavement Management Program: assesses Town streets and constructs the most cost effective treatments
- Water Conservation Program with MOD: educates the public and take enforcement action if necessary during a drought
- Integrated Pest Management Program: oversees the least harmful herbicides on Town property and informs the public about use.

ADA Self-Evaluation Contact:

Joe Tagliaboschi, Public Works Director
Telephone number: (707) 948-8851
jtagliaboschi@yville.com

Customer Service

- The Public Works Department tracks accessibility requests. In the four years that I have been with the Town, there have not been any requests, but there is a form from the last ADA Transition Plan Update

available at the counter at Town Hall and in my desk.

- The Public Works Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- The Public Works Department has established a process for making changes to standard operating procedures. The Town Manager approves requests.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The Public Works Department does not have any policies which exclude service animals.

Notice Requirements

- A non-discrimination statement is included on agreements and construction bid documents.

Printed Information

- The Public Works Department manages and produces printed materials. These include: Bid documents, Notices to Contractors, media releases, program information handouts, studies, reports, environmental documents, encroachment permit applications, sidewalk repair notices, "door hangers" of things like water shut offs, "No Parking" signs, traffic control signage, notices of herbicide spraying, CIP Budget, maps, standard drawings and specifications.

Website Information

- The Public Works Department is part of the Town of Yountville's website.
- The web page contains contact information about programs, studies, projects, and forms.

Training and Staffing

- The Public Works Department staff has contact with the public.
- Staff does not receive training on interacting with persons with disabilities.

Public Meetings

- The Public Works Department holds public meetings. Meetings are held

during preparation of environmental documents, preliminary designs and to discuss things like right-of-way acquisition

- Public Works Meetings are required to be held in accessible locations.

Tours and Trips

- The Public Works Department provides tours of the Waste Water Treatment Plant.

Emergency Evacuation Procedures

- Public Works assists the Sheriff and Calfire with evacuations. The NIXLE.com system will send out a phone call to people in the affected area, such as floodplain

Special Events and Private Events on Public Properties

- Public Works supports the special events permitted and organized by Parks & Recreation Dept. There is Yountville Days Parade and Festival, the Chamber of Commerce has several events on Town streets, there are six bike rides on Town streets per year, and there are private parties at parks and facilities.

Facilities

- Town Hall, Community Hall, Town parks, and Wastewater Treatment Program
- The Public Works Department helps organize and facilitate private events on public property.
- Town Community Center

Municipal Operations Division

Description of Programs and Services

The Municipal Operations Division of Public Works oversees The Public Works Streets Maintenance Department provides for the routine and regular maintenance and repair of the Town's: paved streets, pavement, sidewalks, curbs & gutters, signage (street, stop, traffic control, etc.), striping and painting, drainage systems, street lighting, trees in the public right-of-way, and vegetation removal in public right-of-way.

ADA Self-Evaluation Contact:

Joe Tagliaboschi, Public Works Director
Telephone number: (707) 948-8851
jtagliaboschi@yville.com

Customer Service

- Municipal Operations has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- Municipal Operations does not have policies which exclude service animals.

Printed Information

- Municipal Operations does produce printed materials.

Website

- Municipal Operations is part of the Town of Yountville's website.
- Information provided includes forms, Specifications, Maps

Training and Staffing

- Municipal Operations staff has contact with the public.
- Some members of the Municipal Operations staff provide emergency services.

Special Events and Private Events on Public Properties

- Municipal Operations does organize special events and helps facilitate private events on Town property.

Utility Operations Division

Description of Programs and Services

The Utility Operations Division of Public Works manages a variety of programs and services related to the Town wastewater system. These programs include:

Wastewater Treatment Program: manages wastewater generated by residences and businesses located in Town is treated and either discharged to the Napa River or reused for irrigation by a golf course and several vineyards at various locations.

Wastewater Collection Program: manages wastewater conveyed by gravity through a piping network to the pump station which is then pumped to the Wastewater Treatment Plant.

Recycled Water Distribution System Program: manages the wastewater through the treatment process, where it is reused for irrigation purposes during the dry season as mentioned above.

Fats, Oils and Grease (FOG) Program: manages utility operations where staff conducts periodic inspections of restaurants throughout Town to educate facility staff on the importance of keeping FOG out of the wastewater collection system.

ADA Self-Evaluation Contact:

Name: Don Moore

Telephone number: (707) 310-2155

Email: dmoore@yville.com

Customer Service

- There are physical and mental eligibility requirements and safety standards for participating in Utility Operations Division programs.
- Changes to formal procedures are discussed with Department Head, a new document is created or a previous version is modified using "track changes". The modified version is reviewed by Department Head and changes are incorporated into new document.

Notice Requirements

- The Utility Operations Division posts the Town's non-discrimination

statement in a location that maximizes exposure.

- The procedure for filing a disability discrimination complaint is to contact the Human Resources/Management Analyst.

Printed Information

- The Utility Operations Division does produce and manage printed materials.
- Materials are made available in simple, easy-to-understand language.

Website

- The Utility Operations Division is part of the Town of Yountville's website.
- Information about Town Council Meetings, what to do in Yountville, details about each department, employment opportunities, information in regards to current and future projects and programs. Budget and Capital Improvement Program information.

Training and Staffing

- The Utility Operations Division staff has contact with the public.

Public Meetings

- The Utility Operations Division holds public meetings.
- Public meetings are required to be held in accessible locations.

Tours and Trips

- The Utility Operations Division provides tours of the Waste Water Treatment Plant.

Facilities

- Town Hall - Town Council Meetings, water/utility billing Community Hall/Center - Parks and Recreation activities/programs Post Office - Sending and receiving mail

Special Events and Private Events On Public Properties

- The Utility Operations Division hosts "Yountville Days," a parade and festivities at Yountville Community Park. Several events such as "Wellness Fair" and "Kids Day" are held at the Community Center in conjunction with Parks and Recreation.

4.0 Transition Plan

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

This Transition Plan combines the findings of the facility surveys, public rights-of-way surveys, policy assessments, and program evaluations. Specific policy and program recommendations can be found in Section 3.0. The specific architectural modifications required to make programs accessible are listed in the Town of Yountville—Facility Reports (please see Appendix E). Each facility report contains a complete list of architectural barriers and barrier removal actions. Not all of these barriers must be removed in order to provide program access. The first priority is to remove those barriers limiting access to programs.

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

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

4.1 Facilities

A. Program Barrier Removal Priorities

All facilities in which the Town provides programs, activities, and services were reviewed and ranked based on the following criteria. Each of these criteria is deemed by the Town to have equal importance with no single criteria having priority over another:

- Level of use by the public: Does the facilities receive a high level of public use
- Program uniqueness: Some programs are unique to a building, facility, or park and cannot occur at another location

- Geographic distribution: By selecting a range of facilities that are distributed throughout the Town, the Town can ensure maximum access for all residents
- Citizen rights: Facilities where services are provided to exercise citizen rights– voting, access to elected officials etc.
- Citizen responsibilities: Facilities where taxes are paid, permits and licenses are obtained, and where services are obtained
- Social need: Facilities that meet social needs such as homeless shelters, health clinics etc.
- Identified complaints: Efforts should focus on identified accessibility complaints.

B. Prioritizing Access to Programs, Activities and Services

Town staff from each department listed the programs, activities, and services provided to the public and locations where the programs are provided. Each program was evaluated using the criteria listed above. The public reviewed and confirmed these priorities during the Town's public meeting on October 14, 2013.

C. Priorities for Barrier Removal within Facilities

A prioritization meeting was held on October 14, 2013. The following guidelines will assist the Town to prioritize barriers found in Town facilities:

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

Examples:

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

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

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

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

- Drinking fountains
- Public telephones
- Vending machines

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

D. Transition Plan for Facilities

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

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

The facility reports appended to this document provide the identification of barriers and the specific barrier removal actions. The Town will accomplish barrier removals based on two strategies: policy and procedure modifications to remove programmatic barriers and construction projects to remove architectural barriers.

The responsibility for ensuring barrier removal will reside with the Town of Yountville's ADA Coordinator.

E. Phasing Schedule for Facilities

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

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

The following tables describe the priorities and schedule for barrier removal in public facilities. This preliminary schedule represents a 12 year plan for barrier removal. It is the Town's intent to review all barriers during the first year of the implementation of this plan and address those barriers that can be resolved through programmatic modifications. The Town will then revise the following schedule for the removal of the remaining barriers.

	Town Owned Facility	Address	Barrier Removal Modifications (See Appendix F for detailed descriptions)	Year
1	Yountville Town Hall	6550 Yount Street	Completed	1-4
2	Yountville Community Center and Library	6516 Yount Street	Minor modifications to parking, doors, signs, restroom	1-4
3	Yountville Community Hall	6516 Yount Street	Minor modifications to ramp, stairs, doors, signs, restroom	5-8
4	United States Post Office Building (partial)	6514 Washington Street	Benches, door, counter	5-8
5	Corporation Yard	7501 Solano Avenue	Path of travel to waste receptacles	9-12

	Town Park	Address		Year
1	Yountville Park	Washington Street at Jackson	Parking lots, path surfacing, drinking fountain, benches, restrooms, picnic area, refuse containers, play area surface	1-4
2	Veterans Park	Washington Street at California	Curb ramps, path surface, restrooms, drinking fountain, refuse containers, benches	1-4
3	Van de Leur Park	Washington Street at Jefferson	Path edges, surface and slope, picnic table, refuse container	1-4
4	Vineyard Park	Oak Circle	Curb ramp, path surface, edge protection, and connection, gate, drinking fountain, refuse container, bench, restroom, picnic table	1-4
5	Forrester Park	Redwood Drive	Path of travel, benches, drinking fountain, play equipment, ADA Parking	1-4
6	Three Weir Park	Forrester Lane	Curb ramp, path slope, surface and edge protection, benches, refuse container, ADA Parking	1-4
7	Toyon Tot Lot	Larkspur Street	Benches, play equipment, picnic table, refuse container	4-6
8	Washington Park Mid-block Trail	Jasmine Street to Redwood Dr	Curb ramps, path surface	5-8
9	Remaining gaps Washington Park Access Route	Forrester Lane and Mount Avenue	Curb ramps, continuous accessible route	5-8
10	Wayside Stop	Solano Avenue at California	Parking space, path surface, refuse container	9-12

	Town Open Space	Address		Year
1	Hopper Creek Path	Oak Circle to Finnell Street	Path surface and slope, bench, refuse container, curb ramp	1-4
	Hopper Creek Path	Finnell to Yount	Path surface, bench, refuse container, curb ramp	1-4
	Hopper Creek Path	Town Limit to Mission Street	Path surface, refuse container, curb ramp	1-4
2	Heather Street Open Space	5 Heather Street	Path surface, bench, refuse container	1-4
3	Oak Circle Open Space	Between 1931-1999 Oak Circle	Path surface	1-4

	Town Program in Leased Facility	Address	Barrier Removal Modifications (See Appendix F for detailed descriptions)	Year
1	Classroom #12 - Wine Country Day Preschool	6554 Yount Street	Ramp, doors, drinking fountain, restrooms, picnic table	1-3
2	Swimming Pool - Veterans Home	100 California Drive	Parking, doors, drinking fountain, counter, restrooms, shower rooms	1-3

4.2 Pedestrian Rights-of-Way (PROW)

The Town of Yountville has developed standards and practices to insure that new construction and alterations of pedestrian features in the public right of way is consistent with federal and state regulations and standards.

A. Surveys of Existing PROW Conditions

A prioritization meeting was held on October 14, 2013 to identify areas in need of pedestrian improvement. A pedestrian rights-of-way facility assessment was completed for the following areas:

- Washington Street
- Yount Street
- Finnell Road
- Adams Street/Landes Way
- Heritage Way
- Mulberry Street /Larkspur Street
- Stags View Way
- Vista Court
- California Drive within Town
- Oak Circle/Oak Leaf Court
- Heather/Holly/Ivy Court
- Yountville Crossroad
- Vista Drive/Vineyard Circle
- Forrester/Mount/Jasmine/Foxglove/Redwood

PROW reports are located in Appendix D.

B. Pedestrian Rights-of-Way Prioritization

Under Title II of the ADA, a Town is not necessarily required to construct curb ramps at every point where a sidewalk intersects a curb. Traffic safety considerations may make construction of ramps at some locations undesirable. Alternative routes to buildings that make use of existing curb

ramps may be acceptable under the concept of program accessibility in the limited circumstances where individuals with disabilities need only travel a marginally longer route. In addition, the undue financial or administrative burden limitation recognized by Title II of the ADA may limit the number of curb ramps that the Town is required to provide.

The Town will prioritize PROW projects in the following order:

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

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

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

C. Time Period for Pedestrian Rights-of-Way Improvements

The Town has established a 12 year time frame to remove PROW barriers that limit program accessibility. The ADA Title II regulations state 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 Town may consider is to publish accessibility maps on the Town website that show the most accessible routes to follow.

E. PROW Construction Details

The Town of Yountville makes available its construction plans and details through the Public Works Department.

The plans and specifications have been reviewed as part of the development of the ADA Self-Evaluation and Transition plan and recommendations have

been made which will assist the Town in making the PROW construction details consistent with state and federal accessibility requirements. Please see Appendix F for the recommendations made to the Town in regards to the PROW details.

F. Accessibility during Construction

When capital improvements are contracted by the Town, the contractor is directed to maintain an accessible path of travel during construction. Provisions are included to provide safe and accessible passage for pedestrians.

G. Street or Sidewalk Closure

When street and pedestrian rights-of-way closures are needed, the Town of Yountville Public Works Department will issue road encroachment permits. When existing pedestrian facilities are disrupted, closed, or relocated in a Temporary Traffic Control zone, the temporary facilities shall be detectable and include accessibility features consistent with the features present in the existing pedestrian facility. The appropriate sign to be used is (R9-11a) "Sidewalk Closed Cross Here".

For major road closures that block or detour at least one direction of traffic, and which will last for more than two days, the Contractor shall display closure notifications two weeks in advance to alert the public. Contractor may also be required to hand-deliver such notices to businesses in the immediate vicinity of the closure.

H. On-Street Accessible Parking

Citizens may request an on-street accessible parking space by filing a Citizen Accessibility Complaint form. A sample form can be found in Appendix C of this document.

I. Citizen Request Process

Citizens may request an improvement to the pedestrian right-of-way by filing a Citizen Accessibility Complaint form. A sample form can be found in Appendix C of this document.

J. Street-Related Capital Improvement Projects

The Town engages in annual maintenance efforts to repair cracked or heaved sidewalks and to address sidewalk improvements based on citizen's requests and/or needs at specific locations as budget allows. Street overlay

and street reconstruction projects include repair of sidewalk and construction of ADA compliant curb ramps. Other CIP projects with ADA components are completed every year and there is a requirement for developers to install ADA-compliant driveways, sidewalks, and curb ramps through conditions of approval.

During the course of developing this Self-Evaluation and Transition Plan, the Town of Yountville continued its barrier removal efforts including items listed in the Pedestrian Rights-of-Way Reports found in Appendix D.

Some recently completed ADA PROW projects are as follows:

1. Civic Facilities

- CF-3012 Renovate Park Restrooms \$4,025
- CF-4012 Civic Facilities Renovations \$86,400
- CF-0001 Town Hall Seismic Retrofit –Structural Strengthening Design \$97,700
- Community Center Construction
- Community Hall Renovation
- Refuse Container Replacement Program – Town wide \$36,400

2. Community Projects

- CP-2013 Accessibility Improvements Program \$75,000
- CP-3013 Tree, Curb, Gutter, & Sidewalk Replacement \$139,000

3. Drainage & Flood Control

- DF-2011 Town Wide Drainage and Erosion Improvements Washington north of Madison permitting \$44,200

4. Parks and Recreation

- PK-2011 Park Improvements Yountville Park Picnic Area and Oak Circle Park Wooden Fence \$13,000
- PK-3012 Park Equipment Replacement Program \$17,000
- PK-4011 Park Path Program \$124,413
- PK-0001 Tennis Court Resurfacing \$53,000
- Swimming Pool
- Community Park Resurfacing & Circulation Improvement Plan (Design)

5. Private Development Projects

- Hestan
- R+D Kitchen
- Napa Valley Lodge
- North Block Hotel

6. Streets and Transportation

- ST-2011 Pavement Management \$241,000
- ST-0002 North Yountville Bike Route Design \$162,800
- Madison and Yount Street Reconstruction with Sidewalks \$1.2 Million
- South Washington Street Sidewalk Gap Closure (Design)

H. Washington Park Subdivision Pedestrian Right of Way

Currently much of the Washington Park subdivision has a street profile that consists of a 24 foot wide roadway with a raised asphalt surface on both sides. There are connected sections of raised asphalt which are approximately 8 foot wide and provide for completely off street parking and sections which are only 3 to 4 foot wide. This raised surface is used for both parking and walking. The separation between the horizontal surfaces is a beveled asphalt "curb".

Homes and driveways in the Washington Park subdivision are set apart from the street by an asphalt strip of between 3 to 8 feet in width with an asphalt rolled curb. To some users it can appear that the raised asphalt shoulders are to be used for pedestrian travel. Washington Park was originally designed to mimic the look of "old town" streets which do not have sidewalks or raised asphalt shoulders. When the gravel edge was replaced by asphalt over time in the early 1990's it created the ADA concern about whether this raised asphalt surface is considered a pedestrian sidewalk or a parking shoulder and are there ADA and legal implications for how they are currently used in 2015.

Yountville's Municipal Code defines "sidewalk area" as "that portion of a public street between adjacent property line and edge of street pavement, including parking strips, parkways, sidewalks, curbs and gutters." (Municipal Code §12.08.010.) The subject area seems to fit within the definition of a "sidewalk area"." Attorneys for Town have stated: "The California Vehicle Code defines "sidewalk" as "that portion of a highway, other than the roadway, set apart by curbs, barriers, markings or other delineation for pedestrian travel." (Vehicle Code §555.) "Highway" is defined as "a way or place of whatever nature, publicly maintained and open to the use of the public for purposes of vehicular travel. Highway includes street." (Vehicle Code §360.)

It is generally agreed that a sidewalk cannot include a provision for vehicle parking or vehicle travel other than the temporary travel over a driveway. The ADA does not mandate the installation of sidewalks. But where sidewalks are provided, the ADA requires a distinct edge delineating the division between pedestrians and vehicles. It is never appropriate to park on sidewalks and many municipalities have ordinances that are clear on this point.

Washington Park is distinct from other areas of the Town such as the Old Town neighborhood where there are no formal or informal sidewalks. The development of the raised and paved margins in the Washington Park neighborhood has resulted in a condition that has created the expectation of a pedestrian route without the required safety and accessibility benefits.

Accessible sidewalks require cross slopes (the slope of the walk from side to side) that do not exceed 2% (ADA and California Building Code). In Washington Park the raised asphalt surface at the edge of the road has a typical cross slope exceeding 2%. Accessible sidewalks require curb ramps at each intersection

where a curb prevents travel from one side to a sidewalk on the other side. Washington Park does not have curb ramps at each intersection. Accessible sidewalks cannot be blocked by parked cars. In Washington Park street side parking most often occurs on the raised portion of asphalt at the edge of the roadway forcing pedestrians to travel over an inaccessible beveled curb to enter the roadway.

A public meeting was held on October 3, 2013, to discuss the Town's ADA Self Evaluation and Transition Plan and Washington Park's pedestrian facilities. Additional public comment was provided at the July 7, 2015 Council meeting in regards to the draft ADA plan language related to Washington Park.

Resident concerns included all of the following:

- Loss of existing parking on the paved raised shoulders.
- Questioning the legal or practical need for the Town to make ADA improvements in the neighborhood.
- Safe and accessible walking areas connecting to parks and other areas of town.
- The aesthetics of the neighborhood and the desire to maintain as much of the original 1992 design intent, which resulted in the raised asphalt replacing the original gravel shoulder that was installed.
- A preference for the least invasive accessible path network, if needed.

Recommendations for Washington Park Pedestrian Access

- The Town will undertake a study to develop a workable plan/design for the future construction of a network of accessible sidewalks or other appropriate paths pedestrian access from existing sidewalks/paths to Forrester Park and Three Weir Park, with a focus on retaining as much of the existing parking provided by the raised shoulders as feasible. Town staff will work with neighborhood resident ad-hoc committee with regards to developing concepts for such plan and design.
- Provide ADA curb ramps or blended transitions at intersections where sidewalks are provided or determined appropriate linking existing sidewalks to Forrester Park and Three Weir Park.
- Provide signage at the termination of existing sidewalks indicating the end of a pedestrian route.
- Allow use of continued parking on the existing 8 foot raised shoulder sections where the shoulder is not a designated accessible path of travel.
- The Town will convert the existing 8 foot raised asphalt shoulders to at-grade (street level) designated accessible parking on its property frontage to provide ADA access to town owned facilities and general ADA accessible parking within the Washington Park neighborhood at Forrester Park and Three Weir Park.

A complete copy of the ADA Self-Evaluation and Transition Plan is available at the Town's website www.townofyountville.com.

I. Citizen Request Process

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J. Street-Related Capital Improvement Projects

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

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5.0 ADA Policy and Complaint Procedure

ADA Grievance Procedure

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

All complaints or grievances submitted to the Town of Yountville must be in writing on the designated form and contain specific information about the alleged violation or discrimination including: name; address; telephone number of the complainant; and the location, date, and a complete description of the problem. Anonymous complaints or grievances will not be accepted. Complaints or grievances will be kept confidential to the greatest extent possible, unless ordered released by a court of competent jurisdiction (see California Evidence Code 1040). Alternative means of filing complaints or grievances may be accepted at the discretion of the ADA Coordinator. These may be submitted by telephone, e-mail (confidentiality cannot be assured), letter, personal interview, or tape recording, upon request. However, all complaints or grievances must provide all the information required consistent with the format of the official complaint form. See Appendix C.

All complaints must be submitted by the complainant or his/her designee to the ADA Coordinator at the below location or, upon approval of a request to submit in an alternative method, by telephone at (707) 948-8851 (Voice) or via e-mail at adacoordinator@yville.com. Complaints should be submitted as soon as possible, but no later than 60 calendar days, after the date of the alleged violation or discriminatory act.

ADA Coordinator
6550 Yount Street
Yountville, CA 94599
Telephone number: (707) 948-8851

If a complaint is regarding building or facility inaccessibility, the ADA Coordinator will forward the complaint within 5 business days to the Town of Yountville's Building Division for investigation and will formally acknowledge receipt of the complaint to the complainant.

For all other complaints or grievances, the ADA Coordinator will contact the complainant to discuss the complaint or grievance within 10 business days after receipt of the complaint or grievance. Within 30 calendar days of this contact, the ADA Coordinator will respond in writing and, if necessary, in an alternative format accessible to the complainant. The response will explain the position of the Town of Yountville and offer options for substantive and reasonable resolution of the complaint or grievance.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the decision may be appealed to the Town Manager or his/her designee within 30 calendar days following receipt of the response.

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

Every reasonable attempt will be made by the Town of Yountville to remedy the disability complaints or grievances in a timely manner subject to staff and budget constraints.

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

6.0 Program Accessibility Guidelines, Standards & Resources

6.1 Introduction

In order to facilitate access to all Town programs and departments, the Town will maintain these program accessibility guidelines, standards and resources. This information is available to all employees and volunteers. The Town will add to these guidelines when necessary to address its needs and include information and technological devices that help staff and volunteers members communicate with individuals with a variety of disabilities. The Town 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.

6.2 Federal Accessibility Standards and Regulations

There are both State and Federal regulations for accessible facilities. Below are resources for both the State of California and Federal facility regulations.

U.S. Department of Justice

The U.S. Department of Justice provides many free ADA materials including the Americans with Disability Act (ADA) text. Printed materials may be ordered by calling the ADA Information Line [(800) 514-0301 (Voice) or (800) 514-0383 (TTY)]. Publications are available in standard print as well as large print, audiotape, Braille, and computer disk for people with disabilities. Documents, including the following publications, can also be downloaded from the Department of Justice website (<http://www.ada.gov/>).

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

- Title II Technical Assistance Manual (1993) and Yearly Supplements. This 56-page manual explains in lay terms what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance.
- Accessibility of State and Local Government Websites to People with Disabilities. A 5-page publication providing guidance on making state and local government websites accessible.
- ADA Information for Law Enforcement. This page contains compliance assistance materials to help state and local law enforcement officers understand how to interact with victims, witnesses, suspects, and others who have disabilities.

U.S. Access Board Publications

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.

Communications & IT

Access to information and communication technology (ICT) is addressed by Board standards and guidelines issued under Section 508 of the Rehabilitation Act and Section 255 of the Telecommunications Act.

- Section 508 Standards: <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards>
- Refresh of the Section 508 Standards and the Telecommunications Act Guidelines: <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh>
- Telecommunications Act Accessibility Guidelines : <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-telecommunications-act-guidelines>

Buildings & Sites

Standards issued under the Americans with Disabilities Act (ADA) address access to buildings and sites nationwide in new construction and alterations.

- 2010 ADA Standards for Accessible Design: This document contains scoping and technical requirements for accessibility to buildings and facilities by individuals with disabilities under the Americans with Disabilities Act (ADA) of 1990. These scoping and technical requirements are to be applied during the design, construction, and alteration of buildings and facilities covered by Titles II and III of the ADA to the extent required by regulations issued by federal agencies, including the Department of Justice and the Department of Transportation, under the ADA. This document must be used in conjunction with Title 24 of the California Building Code (see State of California Accessibility Standards and Regulations).
- 2010 ADA Standards: <http://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards>

Recreation Facilities

Access to recreation facilities, including play areas, swimming pools, sports facilities, fishing piers, boating facilities, golf courses, and amusement rides is addressed in the ADA and ABA standards. New provisions address access to trails, picnic and camping sites, and beach access routes.

- Recreation Facilities: <http://www.access-board.gov/guidelines-and-standards/recreation-facilities/about-recreation-facilities>
- Outdoor Developed Areas: <http://www.access-board.gov/guidelines-and-standards/recreation-facilities/outdoor-developed-areas>

Streets and Sidewalks

New guidelines the Access Board is developing will cover access to public rights-of-way, including sidewalks, intersections, street crossings, and on-street parking. The Board is also addressing access to shared use paths providing off-road means of transportation and recreation.

- Public Rights-of-Way: <http://www.access-board.gov/guidelines-and-standards/streets-sidewalks/public-rights-of-way>
- Shared Use Paths: <http://www.access-board.gov/guidelines-and-standards/streets-sidewalks/shared-use-paths/about-this-rulemaking>

Transportation

Access Board guidelines issued under the ADA address access to public transportation facilities and vehicles.

- Transportation Facilities: <http://www.access-board.gov/guidelines-and-standards/transportation/facilities/about-the-ada-standards-for-transportation-facilities>
- Transportation Vehicles: <http://www.access-board.gov/guidelines-and-standards/transportation/vehicles/about-adaag-for-transportation-vehicles>

6.3 TITLE II: U.S. Department of Justice Publications

Title II Technical Assistance Manual | Supplement

A 56-page manual that 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. (1993)

<http://www.ada.gov/taman2.html>

The ADA and Town Governments: Common Problems

A 9-page document that contains a sampling of common problems shared by Town governments of all sizes, provides examples of common deficiencies and explains how these problems affect persons with disabilities. (2000)

<http://www.ada.gov/comprob.htm>

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)

<http://www.ada.gov/websites2.htm>

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)

<http://www.ada.gov/votingchecklist.htm>

An ADA Guide for Local Governments: Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities

An 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)

<http://www.ada.gov/emergencyprep.htm>

Access for 9-1-1 and Telephone Emergency Services

A 10-page publication explaining the requirements for direct, equal access to 9-1-1 for persons who use teletypewriters (TTYs). (1998)

<http://www.ada.gov/911ta.htm>

Commonly Asked Questions about the ADA and Law Enforcement

A 12-page publication providing information for law enforcement agencies in a simple question and answer format. (2006)

http://www.ada.gov/q&a_law.htm

Communicating with People Who Are Deaf or Hard of Hearing: ADA Guide for Law Enforcement Officers

This 8-panel pocket guide provides basic information for officers about ADA requirements for communicating effectively with people who are deaf or hard of hearing. (2006)

<http://www.ada.gov/lawenfcomm.htm>

Model Policy for Law Enforcement on Communicating with People Who Are Deaf or Hard of Hearing

This 4-page document serves as a model for law enforcement agencies when adopting a policy on effective communication with people who are deaf or hard of hearing. Agencies are encouraged to download and adapt the policy to suit their needs. (2006)

<http://www.ada.gov/lawenfmodpolicy.htm>

Questions and Answers: The ADA and Hiring Police Officers

A 5-page publication providing information on ADA requirements for interviewing and hiring police officers. (1997)

<http://www.ada.gov/copsq7a.htm>

6.4 State of California Accessibility Standards and Regulations

Title 24, California Building Code

The State of California has also adopted a set of design guidelines for accessible facilities, which can be found in the California Code of Regulations, Title 24, Part II, California Building Code (CBC). CBC contains

general building design and construction requirements relating to fire and life safety, structural safety, and access compliance. CBC provisions provide minimum standards to safeguard life or limb, health, property and public welfare by regulating and controlling the design, construction, quality of materials, use and occupancy, location and maintenance of all buildings and structures and certain equipment. Although California has adopted most of the ADAAG requirements, there are some differences. In general, the more restrictive requirement (whether federal or state) should be applied when designing accessible facilities. The complete Title 24 or any of its parts is available for purchase from the International Code Council (ICC), 5360 Workman Mill Road, Whittier, CA 90601, (800) 423-6587, (<http://www.iccsafe.org>) or at various bookstores that carry technical books.

Since the CBC is updated every three years, the Town should have an ongoing program of regularly reviewing these changes and updating policies and procedures related to accessibility to keep them current.

Division of State Architect

The Division of State Architect (DSA) also provides information and resources for accessible or universal design. Publications available for downloading at DSA's website (<http://www.dsa.ca.gov>) include:

- DSA's 2011 California Access Compliance Reference Manual: The purpose of this book of regulations and statutes together is to clarify the obligations for architectural accessibility in California.

For further technical assistance contact DSA's Access Compliance Program at 1102 Q Street, Suite 5100, Sacramento, California 95811 (916) 445-8100.

Resources for Providing Accessible Programs and Facilities

- CalDAG 2013: An Interpretive Manual and Checklist, Michael P. Gibbens, Published by the International Code Council: This publication combines the Federal ADA requirements and the California State Building Code accessibility codes. (<http://shop.iccsafe.org/2013-caldag.html>)
- ADA Document Portal: This website provides links to an ADA Collection consisting of more than 7,400 documents on a wide range of topics. The ADA Document Portal is supported by the ten ADA & IT Technical Assistance Centers (<http://www.adaportal.org/>).
- American Association of Museums: Accessible exhibit design publications are available for purchase from AAM's website, including Everyone's Welcome (available in a variety of formats), which addresses museum programs and the ADA, The Accessible Museum, which offers

model programs of accessibility for older people and people with disabilities, and What Museum Guides Need to Know to provide access to blind and visually impaired visitors (<http://www.aam-us.org>).

- Beneficial Design: Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal consultation, standards development, and serves as a rehabilitation information resource. Contact Beneficial Designs, Inc. at 2240 Meridian Blvd, Suite C, Minden, NV 89423-8628, (775) 783-8822, (<http://www.beneficialdesigns.com/>).
- California State Parks Accessibility Guidelines: A State outdoor recreation resource: (<http://www.parks.ca.gov>)
- DisabilityInfo.Gov: A one-stop interagency portal for information on Federal programs, services, and resources for people with disabilities, their families, employers, service providers, and other community members.
- National Center on Accessibility: The Center is a cooperative project between the National Park Service and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the research activities of the NCA is the National Trails Surface Study. This study is primarily the result of questions that NCA has, for many years and continues to receive from organizations, agencies and individuals who desire to make their trails accessible; are interested in an unobtrusive surface that blends and is friendly to the environment; and provides a quality trail experience for people with and without disabilities. NCA also publishes 'What is an Accessible Trail?' which summarizes the federal guidelines for outdoor developed areas and is available for downloading from its website. The NCA website also has information on campground accessibility, accessible picnic tables, access to beaches, and inclusion of people with disabilities in aquatic venues. (<http://www.ncaonline.org/>)
- National Center on Physical Activity and Disability: The Center provides information and resources on physical activity to help people with disabilities find ways to become more active and healthier. The Center also provides information on how to provide access to fitness centers, schools, recreation facilities, camps, and health and leisure services (<http://www.ncpad.org/>).
- Smithsonian Institution: The Accessibility Program has developed the Smithsonian Guidelines for Accessible Exhibition Design (1996), which are available for downloading from their website: (<http://www.si.edu/opa/accessibility/exdesign/start.htm>).

- Further information is available from the Smithsonian Accessibility Program at the Arts and Industries Building, Room 1239 MRC 426, Washington, D.C. 20560 (202) 786-2942.

Resources for Assistive Technologies (General)

The Town should utilize the many disability-related resources available through the Internet.

ABLEDATA

- The National Institute on Disability and Rehabilitation Research of the U.S. Department of Education maintains a national web-based service which provides up-to-date links to assistive technologies and disability-related resources (<http://www.abledata.com/>).

CALIFORNIA ASSISTIVE TECHNOLOGY SYSTEM (CATS)

- CATS is a statewide project of the California Department of Rehabilitation that promotes access to assistive technologies, related services, and information to enable people with disabilities to be successful, independent, and productive. CATS maintain several directories on their website (<http://www.atnet.org>) including:
 - On-site and remote real-time captioning services
 - American Sign Language (ASL) Interpreters
 - Ergonomic office equipment vendors
 - Augmentative and assistive communications manufacturers and vendors
 - Organizations that provide low-cost and donated computers for organizations that provide services to people with disabilities
 - Assistive technology vendors and service providers for:
 - Hard of Hearing/Deaf
 - Learning Disabled
 - Mobility/Physical/Orthopedic
 - Speech/Language
 - Visually impaired/Blind

Disability Services and Legal Center (DSLCL)

DSLCL operates as a non-profit organization dedicated to enhancing the lives and advancing the rights of people with disabilities in Sonoma, Napa, Lake, and Mendocino counties. (www.disabilityserviceandlegal.org)

INTERNATIONAL COMMISSION ON TECHNOLOGY AND ACCESSIBILITY

ICTA initiates, facilitates and provides information regarding technology and accessibility through the World Wide Web. This information is available to people with disabilities, advocates and professionals in the field of disability, researchers, legislative bodies, and the general community. Information and resources are available at the ICTA website (<http://www.ictaglobal.org/>).

ALTERNATIVE FORMAT COMMUNICATIONS

- Resources to produce standardized publications such as applications and registration forms in Braille, audiotape, large-print text, and accessible electronic media will be assembled. Information regarding Braille Services and other accommodations for people with visual disabilities is available by contacting:
 - American Council of the Blind: ACB (<http://www.acb.org/>) is a national organization advocating on behalf of persons who are blind or have low vision. ACB also publishes A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired, which is available online, in regular print, large print, Braille, or on cassette tape. ACB is located at 1155 15th St. NW, Suite 1004, Washington, DC 20005 (800) 424-8666 or by email at info@acb.org.
 - National Center on Accessibility: NCA publishes 'What are Alternative Formats? How Do They Apply to Programs and Services?' which is available for downloading from their website (<http://www.ncaonline.org/>).
 - National Center for Accessible Media: NCAM is a research and development facility dedicated to the issues of media and information technology for people with disabilities in their homes, schools, workplaces, and communities. Developers of Web- and CD-ROM-based multimedia need an authoring tool for making their materials accessible to persons with disabilities. NCAM has developed two such tools, version 1.0 and 2.01 of the Media Access Generator (MAGpie), for creating captions and audio descriptions for rich media. Media Access Generator (MAGpie) is available for downloading from NCAM's website (<http://ncam.wgbh.org>).
 - Valley Center for the Blind, 2491 W. Shaw Ave, Suite 124, Fresno. Phone (559) 222-4447, (559) 222-4088 or fax (559) 222-4844. (<http://www.valleycenterfortheblind.org>).

American Sign Language Interpreters

A pool of on-call American Sign Language interpreters should be developed. This list should be routinely updated to ensure their availability. Some programs may need to have a pool of interpreters who are available on a twenty-four-hour basis to handle emergency procedures.

The required qualifications of these interpreters should be established. Many non-certified interpreters provided by local services may have excellent skills and be qualified to handle most circumstances. However, certain circumstances, such as the provision of emergency medical services, may require interpreters who are approved by the courts and can ensure a level of confidentiality.

You may want to contact each agency in advance of a need for services to determine their rates so that you are prepared to cover the communication expenses, should the need arise.

You should always request RID certified interpreters. Only in the event that certified interpreters are unavailable should you rely on non-certified interpreters.

Individuals who are hard of hearing generally do not use ASL interpreters. Always ask the individual requesting an accommodation what type of accommodation works best for them. Determining what accommodation(s) will be provided is an interactive process. Depending on the situation, accommodating an individual who is hard of hearing may include note writing, use of assistive listening devices, and/or provision of Computer Assisted Real-Time (CART) captioning.

Assistive Listening Systems and Devices

Systems and devices to amplify sound for persons with hearing disabilities should be available for public meetings and events. Various technologies exist for these devices. Different types of devices are more suitable for different types of hearing disabilities. Devices should be chosen to accommodate the greatest number of individuals.

- See the on-line directory of augmentative and assistive communications manufacturers and vendors available at the California Assistive Technology System website (<http://www.atnet.org>).
- See also the Assistive Listening Systems Technical Bulletins available on the U.S. Access Board's website (<http://www.access-board.gov/>).

Closed Caption Machine

To the extent practical, Town Departments should have access to a device for encoding closed captioning on films and videotapes used for training and other programs.

- See the on-line directory of On-site and remote real-time captioning services available at the California Assistive Technology System website (<http://www.atnet.org>).
- TDI: TDI's (formerly known as Telecommunications for the Deaf, Inc.) mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI's on-line resources include information about media access such as captioning, Internet, video, and more (<http://www.tdi-online.org/>).

Optical Readers

An optical reader is a device found in scanners that captures information on paper and translates that image into digital information the computer is capable of understanding and displaying.

Equipment that can translate printed information into an audio format should be available to the Town programs. Some smartphones include optical readers in their integrated software (Samsung's S reader).

California Council for the Blind: <http://www.ccbnet.org/>

Text Telephone (TTY)

Town programs should have access to a text telephone or have access to a telephone transfer service as required by the law and offered by public telephone companies.

- TDI: TDI's (formerly known as Telecommunications for the Deaf, Inc.) mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI's on-line resources include information about telecommunications access such a TTY, pagers, telephony, VoIP, and more (<http://www.tdi-online.org/>).
- See the Text Telephones Technical Bulletin available on the U.S. Access Board's website (<http://www.access-board.gov/>).

Video Relay Services (VRS)

Video Relay Service (VRS) is a form of Telecommunications Relay Service (TRS) that enables persons with hearing disabilities who use American Sign Language to communicate with voice telephone users through video equipment, rather than through typed text. Video equipment links the VRS user with a TRS operator – called a “communications assistant” (CA) – so that the VRS user and the CA can see and communicate with each other in signed conversation. Because the conversation between the VRS user and the CA flows much more quickly than with a text-based TRS call, VRS has become a popular form of TRS (www.fcc.gov/guides/video-relay-services).

- Hands on Video Relay Service: (877) 467-4877 English or (877) 467-4875 Spanish
- Sorenson Video Relay: Using a standard telephone, simply call the toll-free number 1-(866)-327-8877. Have the contact information of the deaf or hard-of-hearing individual (i.e. name, videophone number or IP address) ready. Remain on hold until the call is answered by the next available interpreter.
- Sprint VRS Directions: (877)709-5776 or website www.sprintvrs.com

Transportation

Programs that provide transportation for their programs should provide accessible transportation as needed/requested by program participants. The Town should continue to maintain its accessible transportation fleet. The Town should purchase or contract lift-equipped vans or buses to transport individuals who use wheelchairs and use Town-provided transportation.

American Association of State Highway and Transportation Officials: AASHTO is the organization that maintains the "Green Book" for design of roads and highways and has begun to address accessibility of pedestrian networks. Several AASHTO publications, which can be ordered from the AASHTO website (<http://www.transportation.org/>), address accessible circulation systems, including: AASHTO Guide for the Planning, Design, and Operation of Pedestrian Facilities, 1st Edition and Guide for the Development of Bicycle Facilities, 3rd Edition.

- Federal Transit Administration: FTA regulates and enforces requirements of the ADA covering transportation facilities and systems. FTA maintains a technical assistance line on ADA questions at (888) 446-4511 and on their website (<http://www.fta.dot.gov/>).

California Department of Transportation: CalTrans Standards for Pedestrian Rights-of-Way can be found on their website at: (<http://www.dot.ca.gov/hq/oppd/access/access.htm>)

Enlarging Printed Materials

A copy machine capable of enlarging printed materials should be available for staff.

Guide to Disabilities and Disability Etiquette

A guide to disabilities and disability etiquette should be assembled and distributed to staff and volunteers. The guide will ensure that staff and volunteers are familiar with a variety of types of disabilities and that they are sensitive to the abilities and needs of people with disabilities in order not to offend or demean them. The guide should be periodically updated to ensure that it includes current acceptable language for talking about disabilities.

- Disability Etiquette: Interacting with People with Disabilities is available on-line at the County of Long Beach's website: (http://www.longbeach.gov/hr/ada/disability_etiquette.asp).

Lending Library of Assistive Technology Equipment

The Town should establish a "Resources Toolkit" of adaptive aids and resources that will be available for use by staff and volunteers without the means to assemble their own. It is recommended that the Town explore local sources of assistive technology.

- DisabilityInfo.gov's online resources for High School: Guidelines for Accessing Alternative Format, inclusion materials, educational technology, A comprehensive list including college preparatory materials, transition issues for children with special needs and more (<https://www.disability.gov/education>).
- Accessibility Connections Community Map: A Directory of Bay Area Assistive Technology Services is an on-line service available at (<http://www.cforat.org/home/bard/>).
- American Association of People with Disabilities: The American Association of People with Disabilities is the largest nonprofit, nonpartisan, cross-disability organization in the United States (<http://www.aapd-dc.org/>).
- American Foundation for the Blind: The American Foundation for the

Blind is committed to improving accessibility in all aspects of life—from cell phones to ATMs, on web sites and in workplaces. Services include assistance in making products and services accessible to people with visual impairments. AFB offers expert consulting services and accessible media production. AFB provides objective product evaluations of adaptive technologies through its assistive technology product database (<http://www.afb.org/>). Local assistance is available through the American Foundation for the Blind-West, 44 Montgomery Street, Suite 1305, San Francisco, CA 94040 (415) 392-4845 or by email at sanfran@afb.net.

- **Adaptive Environments:** This educational non-profit organization is committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages and abilities. Adaptive Environments provides education and consultation to public and private entities about strategies, precedents and best practices that go beyond legal requirements to design places, things, communication and policy that integrate solutions to the reality of human diversity (<http://www.adaptenv.org/>).
- **The Arc:** The Arc (formerly Association for Retarded Citizens of the United States) is the country's largest voluntary organization committed to the welfare of all children and adults with mental retardation and their families (<http://www.thearc.org>). Local information is available from The Arc San Francisco, 1500 Howard St, San Francisco, CA 94103, (415) 255-7200 or through the website (<http://www.thearcsf.org>).
- **Disability Resources, Inc.:** Disability Resources, Inc. is a national nonprofit organization that provides information about resources for independent living. DRI maintains an on-line directory of assistive technology resources (<http://www.disabilityresources.org/>).
- **Environmental Health Network:** EHN's focus is on issues of access and developments relating to the health and welfare of the environmentally sensitive and to promote public awareness of environmental sensitivities and causative factors. EHN provides information environmental and chemical sensitivities at EHN, P.O. Box 1155, Larkspur, California, 94977-1155 (415) 541-5075 and on its website (<http://ehnca.org/>).
- **National Association of the Deaf:** NAD is a national consumer organization representing people who are deaf and hard of hearing. NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website (<http://www.nad.org/>).
- **National Federation of the Blind:** NFB is a national organization advocating on behalf of persons who are blind or have low vision. NFB provided on-line resources for technology for the blind, including a

technology resource list, a computer resource list, screen access technology, sources of large print software for computers, and sources of closed circuit TV (CCTV's) (<http://www.nfb.org/>).

- National Organization on Disability: The National Organization on Disability promotes the full and equal participation and contribution of America's 54 million men, women and children with disabilities in all aspects of life. NOD maintains an on-line directory of information and links including transportation-related resources (<http://www.nod.org/>).

- Paralyzed Veterans of America: PVA is a national advocacy organization representing veterans. PVA's Sports and Recreation Program promotes a range of activities for people with disabilities, with special emphasis on activities that enhance lifetime health and fitness. PVA's website: (<http://www.pva.org>) provides information on useful sports publications and a list of contacts.

- State Council on Developmental Disabilities, 1507 21st Street, Ste. 210, Sacramento, CA 95814-5299 (916) 322-8481,

email: scdd@dss.ca.gov or website (<http://www.scdd.ca.gov/>).

- State Office for Deaf Access, Department of Social Services, 744 P Street, MS 6-91, Sacramento, CA 95814 (916) 653-8320.

email: deaf.access@dss.ca.gov or website (<http://www.dss.cahwnet.gov>)

- State Office of Services to the Blind, California Department of Social Services, 744 P Street, MS 6-94, Sacramento, CA 95814 (916) 657-3327, email: BlindAccess@dss.ca.gov or website: <http://www.dss.cahwnet.gov>.

- United Cerebral Palsy Association: UCP's mission is to advance the independence, productivity and full citizenship of people with cerebral palsy and other disabilities, through our commitment to the principles of independence, inclusion and self-determination. UCP's Sports and Leisure Channel is designed for people with disabilities who are interested in sports and other leisure activities and proposes creative ideas for inclusive community recreation programs, including outdoor adventure activities for people with disabilities. Information about the Sports and Leisure Channel is available on UCP's website (<http://www.ucp.org>).

- United Spinal Association: United Spinal Association is a membership organization serving individuals with spinal cord injuries or disease. Formerly known as the Eastern Paralyzed Veterans Association, the organization expanded its mission to serve people with spinal cord injuries or disease regardless of their age, gender, or veteran status. Information on accessibility training and consulting services and recreational opportunities for people with spinal cord injuries or disease is

available on their website (<http://www.unitedspinal.org>).

- World Institute on Disability: WID is an international public policy center dedicated to carrying out research on disability issues and overcoming obstacles to independent living. WID maintains an on-line information and resource directory on technology, research, universal design, and the ADA (<http://www.wid.org/resources/>).

Resources for Persons with Disabilities for the Town of Yountville

Local and County Agencies

Becoming Independent

1832 Soscol Avenue, Suite 101
Napa, CA 94559
Phone (707) 252-9288
Fax (707) 252-0682
www.becomingindependent.org

The Braille Institute Universal Media Services

(323) 906-3148 (V)
(323) 663-2332 (Fax)

California Relay

(800)735-2929 or (800) 735-2922

DCARA Headquarters

14895 East 14th Street, Suite 200
San Leandro, CA 94578-2926
info@dcara.org
(510) 343-6670 (V)
(877) 322-7288 (TTY)
(510) 483-1790 (Fax)

Department of Rehabilitation, State of California

1001 Second Street, Suite 245
Napa, CA 94559
Phone (707) 253.4924
Website: www.dor.ca.gov

Description: Vocational Rehabilitation

Disability Services and Legal Center

1040 Main Street, Suite 208
Napa CA 94559
Phone (707) 258-0270
Fax (707) 258-0275
Website:
<http://www.disabilityserviceandlegal.org/napa.shtml>

Description: A non-profit corporation established in 1976 by a group of disabled and non-disabled individuals to advance the rights of persons with disabilities to equal justice, access, opportunity and participation in our communities.

Earle Baum Center

4539 Occidental Road
Santa Rosa, CA 95401
(707) 523-3222 Voice
(707) 526-6711 TTY
(707) 527-1206 Fax
Website: www.earlebaum.org

Description: The Earle Baum Center of the Blind (EBC) is a nonprofit regional community center, serving the blind and visually impaired from the Golden Gate Bridge to the Oregon border. Their mission is to provide opportunities for people who are blind or visually impaired to improve and enrich their personal, social and economic lives.

Lighthouse for the Blind and Visually Impaired

214 Van Ness Avenue,
San Francisco, CA 94102
<http://lighthouse-sf.org/braille/>
415-431-1481 (V)
ais@lighthouse-sf.org

Napa Valley PSI

651 Trabajo Ln
Napa, CA 94559-4258
Phone: (707) 255-0177
Website:
<http://www.napavalleypsi.org/>

Description: Napa Valley Products, Services & Industries is a non-profit organization providing work training, work opportunities, and job placement services for adults with disabilities.

Napa Valley Support Services

1700 Second Street #212
Napa, CA 94559
(707) 253-7490
Website:
www.napavalleysupportservices.org

Description: The Napa Valley Support Service's mission is to provide quality employment, while expanding and encouraging choices for education, daily living and recreation in integrated community environments for adults with disabilities.

North Bay Regional Center

[10 Executive Court, Suite A
Napa, CA 94558](#)

Telephone (707) 256-1100
Fax (707) 256-1112
TDD (707) 257-0213

Website: <http://www.nbrc.net/>

Description: Provides assistance to persons with developmental disabilities in Sonoma, Napa and Solano counties.

Veteran's Home of Yountville

220 California Drive
Yountville, CA 94599
Website:
<http://www.calvet.ca.gov/vethomes/yountville.aspx>

Description: The Veterans Home of California-Yountville is a community of and for veterans in the Napa Valley.

State and National Agencies

U.S. Department of Justice

Disability Rights Section
950 Pennsylvania Ave. NW
Washington, DC 20530
(800) 514-0301 (V) (800) 514-0383 (TTY)
(202) 307-1198 (Fax)
<http://www.ada.gov>

Pacific ADA Center

555 12th Street, Suite 1030
Oakland, CA 94607-4046
(800)949-4232 or (510)285-5600
(V/TTY)
510.285.5614 (Fax)

The Federal Access Board

1331 F Street NW, Suite 1000
Washington, DC 20004-1111
(800) 872-2253 (V) (800) 993-2822 TTY
(202) 272-0081 FAX
<http://www.access-board.gov>

Division of the State Architect

Universal Design Program
1102 Q Street, Suite 5100
Sacramento, CA 95814 (916)
445-8100 (Voice/TTY)
[http://www.dsa.dgs.ca.gov/Universal Design](http://www.dsa.dgs.ca.gov/UniversalDesign)

Disability Access Section, California, Department of Rehabilitation

A centralized resource for providing public information, training, and technical assistance on disability laws.

E-mail: adatf@dor.ca.gov
(916) 263-8674 (V)
(916) 263-8672 (TTY)

Appendices

Appendix A: Program Accessibility Questionnaire

Appendix B: Public Meeting Materials

Appendix C: Sample Citizen Request Form

Appendix D: Pedestrian Rights-of-Way Reports and Maps

Appendix E: Town of Yountville PROW Details and Recommendations

Appendix F: Facility Reports and Maps

Appendix A: Program Accessibility Questionnaire

Appendix B: Public Meeting Materials

Appendix C: Sample Citizen Request Form

Appendix D: Pedestrian Rights-of-Way Reports

Washington Street

Yount Street

Finnell Road

Adams Street/Landes Way

Heritage Way

Mulberry Street /Larkspur Street

Stags View Way

Vista Court

Appendix E: Town of Yountville PROW Details and Recommendations

Appendix F: Facility Reports

Yountville Town Hall	6550 Yount Street
Yountville Community Hall	6516 Yount Street
Yountville Community Center	6516 Yount Street
United States Post Office Building	6516 Yount Street
Forrester Park	Redwood Drive
Heather Street Open Space	5 Heather Street
Hopper Creek Path	Oak Circle to Finnell Street
Hopper Creek Path	Town Limit to Mission Street
Oak Circle Open Space	Between 1931-1999 Oak Circle
Three Weir Park	Forrester Lane
Toyon Tot Lot	Larkspur Street
Van de Leur Park	Washington Street at Jefferson
Veterans Park	Washington Street at California
Vineyard Park	Oak Circle
Washington Park Mid-block Trail	Jasmine Street to Redwood Dr
Wayside Stop	Solano Avenue at California
Yountville Park	Washington Street at Jackson

Appendix G: Washington Park Pedestrian Circulation Study