



# ADA

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## Self-Evaluation and Transition Plan

MAY 2006

# **ADA Self Evaluation and Transition Plan**

## **EAST BAY REGIONAL PARK DISTRICT**

Approved: May 2, 2006

Resolution No.: 2006-05-103

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## Appendices

**Appendix A: ADA Self Evaluation Questionnaire, attached**

**Appendix B: Summary of Outreach Web Survey Data, attached**

**Appendix C: East Bay Regional Park District Access Survey - Facility Reports, under separate cover**



## 1.0 Introduction

### *Overview*

The 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 in partial fulfillment of the requirements set forth in Title II of the Americans with Disabilities Act (ADA). 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 East Bay Regional Park District, its Board of Directors and staff in identifying policy, program, and physical barriers to accessibility and in developing barrier removal solutions that will facilitate the opportunity of access to all individuals.

This report describes the process by which policies, programs, and facilities were evaluated for compliance with the ADA; presents the findings of that evaluation; and provides recommendations for ensuring compliance. This section provides an overview of the requirements for developing the Transition Plan and outlines the plan development process itself. Subsequent sections will describe and evaluate policies and programs and will establish the relationship between physical and programmatic barriers to accessibility.

### *Legislative Mandate*

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

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

Subsequent to the enactment of the Rehabilitation Act, Congress passed the Americans with Disabilities Act (ADA) on July 26, 1990. Title II of the ADA covers programs, activities, and services of public entities. The Department of Justice's 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 District 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 District 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 District's ADA Self Evaluation and Transition Plan.

### ***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 District 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 District 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 District 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 District provides equality of opportunity, but does not guarantee equality of results.

### ***Undue Burden***

The District does not have to take any action that the District can demonstrate would result in a fundamental alteration in the nature of its program or activity, would create a hazardous condition, or would represent an undue financial and administrative burden.

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

## **1.1 ADA Self-Evaluation and Transition Plan Development Requirements**

The self-evaluation is the District's assessment of its current policies, practices, and procedures. The self-evaluation identifies and corrects those policies and practices that are inconsistent with Title II requirements. As part of the self-evaluation the District should:

1. Identify all of the District's programs, activities, and services; and
2. Review all of the policies, practices, and procedures that govern the administration of the District's programs, activities, and services.

Title II directs that the District should particularly examine:

- each program to determine whether any physical barriers to access exist and the steps needed to enable these programs to be accessible, when viewed in their entirety;
- policy modifications to be implemented to provide access to individuals with disabilities and justifications for any exclusionary or limiting policies that will not be modified;
- methods of communicating with the public;
- alternative communication methods and devices;
- emergency evacuation techniques;
- the rationale for making decisions that providing access poses an undue financial or administrative burden;
- building and construction policies;
- measures that have been made to familiarize staff with the policies and practices for providing full participation of individuals with disabilities

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

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

Section 5 of this report presents the Transition Plan, which satisfies these requirements. The process by which these requirements were met is described below.

## **1.2 ADA Self Evaluation and Transition Plan Development Process**

A process was developed and was implemented to complete the ADA Self Evaluation and Transition Plan. This included program identification, identification of program supporting facilities, a facility survey, public outreach via multi-format questionnaire, a departmental/programmatic self-evaluation, policy and program review and staff work sessions to prioritize facilities for barrier removal

### ***Facility Survey***

In 2003 the East Bay Regional Park District conducted a physical audit of District facilities to identify facility barriers and identify recommendations and alterations in order to meet state and federal accessibility standards. Before surveying began, the District used a multi-level staff prioritization process to identify which facilities support the programs. A group of twenty-five District program providers—including park operations managers, park rangers, interpretive specialists, and supervisors—met first to identify the primary facilities supporting each District program. To ensure that all programs were represented fully, this list was reviewed and refined by a second group of District staff. District staff completed the audits of all these facilities and prepared preliminary estimates on the costs of the recommended alterations.

The specific architectural modifications required to make programs accessible are listed in the *East Bay Regional Park District Access Survey—Facility Reports* (see Appendix C).

### ***Self Evaluation***

In 2003 the East Bay Regional Park District conducted a self-evaluation of the accessibility of all District programs. This process comprised regular planning meetings attended by both the core project staff and also a range of additional staff members with expertise in various park operations. Also, three large meetings were held to familiarize park staff with various aspects of accessibility and the self-evaluation and transition plan process. The first meeting included 80 park rangers, supervisors and maintenance staff, including the core project staff, and the agenda focused on increasing awareness of the range of issues park visitors with disabilities may have. The second meeting also included 80 District staff, many of whom had attended the previous meeting, and this time the meeting focused on the physical and maintenance requirements for accessible spaces and equipment, including a discussion of a range of modifications that might be possible for various park programs. Lastly, a group of 45 park rangers, supervisors, and other program providers met to go over the self-evaluation questionnaire to ensure that everyone understood its purpose as well as the questions they would be answering.

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.

### ***Public Outreach***

To engage people with disabilities in this process, the District used a multi-format questionnaire focusing on the experience of park users. The questionnaire was chiefly available as an accessible, interactive web site, with a printed version as the primary alternative, and other formats available on request. Announcements regarding the process were included in the District's *Regional in Nature* newsletter, and phone calls and e-mails were used to contact

organizations that serve people with disabilities throughout the District, asking people to participate. E-mails were distributed through three major list serves—[adapt.cal@egroups.com](mailto:adapt.cal@egroups.com), [berkeley-disabled@onelist.com](mailto:berkeley-disabled@onelist.com), and [disability-civil-rights@yahoogroups.com](mailto:disability-civil-rights@yahoogroups.com), and 700 printed versions of the questionnaire were distributed. A summary of the survey results and a copy of the questionnaire can be found in Appendix B.



## 2.0 Definitions

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

### 2.1 Disability

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

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

### 2.2 Qualified Individual with a Disability

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

### 2.3 Discrimination on the Basis of Disability

*Discrimination on the basis of disability* means to:

- limit, segregate, or classify a citizen in a way that may adversely affect opportunities or status because of the person's disability;
- limit, segregate, or classify a participant in a program or activity offered to the public in a way that may adversely affect opportunities or status because of the participant's disability;
- participate in a contract that could subject a qualified citizen with a disability to discrimination;
- use any standards, criteria, or methods of administration that have the effect of discriminating on the basis of disability;
- deny equal benefits because of a disability;
- fail to make reasonable accommodations to known physical or mental limitations of an otherwise qualified individual unless it can be shown that the accommodation would impose an undue burden on the District's operations;
- use selection criteria that exclude otherwise qualified people with disabilities from participating in the programs or activities offered to the public; and
- fail to use tests, including eligibility tests, in a manner that ensures that the test results accurately reflect the qualified applicant's skills or aptitude to participate in a program or activity.

### 2.4 Complaint

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

## 2.5 Physical or Mental Impairments

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

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

## 2.6 Substantial Limitation of Major Life Activities

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

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

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

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

## 2.7 Having a Record of Impairment

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

## 2.8 Regarded as Having a Disability

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

## 2.9 Reasonable Program Modifications

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

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

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

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

Modification applies to:

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

Modification is not required if:

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

## **2.10 Undue Burden**

The East Bay Regional Park District shall not provide an accommodation that imposes an undue burden on the operation of the District'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 District.

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 East Bay Regional Park District, the District shall attempt to identify another modification that would not pose such a burden. If cost causes the undue burden, the District must consider whether funding for the modification is available from an outside source. If no such funding is available, the District 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 District available to make the modification; the impact the expense of the accommodation will have on the affected District operation; and the permanence of the alterations affecting the site.

## **2.11 HIV**

The infectious agent known as Human Immune Virus, Human Immunodeficiency Virus, HTLV-III, LAV, or AIDS Virus.

## **2.12 HIV Condition**

AIDS, ARC, or HIV Infection.

## **2.13 Auxiliary Aids and Services**

The term *auxiliary aids and services* includes:

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

## **3.0 Findings and Recommendations**

Services and programs offered by the District 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.

The District does not have to take any action that the District can demonstrate would result in a fundamental alteration in the nature of a program or activity, would create a hazardous condition for other people, or would represent an undue financial and administrative burden. This determination can only be made by the ADA Coordinator or designee and must be accompanied by a written statement of the reasons for reaching that conclusion.

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

The District 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 District will endeavor to 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 District provides equality of opportunity but does not guarantee equality of results.

### **3.1 Program Evaluation Survey**

The self-evaluation of the District's services, programs, and activities required and involved the participation of every District unit and division. The District distributed an evaluation questionnaire to each program to complete. The survey included a review of the following information:

- Program or service description, including its activities, and all written and unwritten rules or regulations governing the program.
- Program or service eligibility requirements.
- Characterization of program or service participants, along with a description of any participation requirements, and any adaptations made to assist persons with disabilities.
- List of facilities where program or service takes place.
- Summary of program providers' training and experience working with people with disabilities.
- Summary of ADA compliance requirements for concessionaires/special recreation operators and other permittees/special events.
- Summary of transportation procedures and methods used to accommodate persons with disabilities.

- Summary of communication procedures in the area of audio/visual presentations, telephone communication, participant notifications, and documents/publications, including any modifications or equipment used to accommodate people with disabilities.
- Description of emergency evacuation procedures designed to accommodate people with disabilities.
- Methods used to ensure that any automated electronic equipment used in a program or service is accessible to all participants.
- Methods used to ensure that all public meetings relating to a program or service are designed to accommodate persons with disabilities.

(See Appendix A for a copy of the Self Evaluation Questionnaire.)

## 3.2 Overall Findings—Policies and Practices

### 3.2.1 Policy Document Review

A review of the District policies was conducted as part of the Self Evaluation process. Following are recommendations to policy documents:

- **Board Operating Guidelines**, Approved March 18, 2003, Resolution No. 2003-3-47  
Board Responsibilities, *Section V. B.4: Public Access to District Records*  
*Suggested modification:* (p. 27) Provide an alternative to a written request for copies of materials. Add a statement that records are available in alternate formats.
- **Handbook for Volunteers**, November 2001  
The EBRPD Volunteer Program, 2. Volunteer Standards and Ethics  
*Suggested modification:*
  - (p. 5) Add a non-discrimination statement
  - (p. 10) Provide an alternative to submitting a written comment sheet to record aspects of volunteer activities.
- **Annual Trails Maintenance Report, 2000-2001**, March 2001  
*Suggested modification:* Consider including specific maintenance tasks to improve accessibility e.g.: surface repair, regarding, signage, water break design, and gates.
- **Park Operations Manual**, Revised August 11, 2003  
**Section 1. Introduction**  
*Suggested modification:* (Section 1, Page 4) Add a nondiscrimination statement or mission statement regarding serving park users regardless of disability.  
**Section 2. Park Administration**  
*Suggested modification:*
  - (Section 2, p. 24 & 42) Include a training on ADA, customer service and facility maintenance for accessibility for new employees.
  - (Section 2, p. 30) Consider adding an Accessibility Report section to the Unit annual report.

- (Section 2, p. 18) Include a customer service /ADA training for employees on duty at entrance stations.
- (Section 2, p. 7) Add TDD description and number to the telephone section.

### **Section 3. Park Facilities and Activities**

*Suggested modification:*

- (Section 3, p. 1) Include a statement that park facilities and activities will be designed and operated to be accessible for people with and without disabilities.

### **Section 4. Park Visitors**

*Suggested modification:*

- (Section 4, p. 1) Include a statement that park facilities and activities will be designed and operated to be accessible for people with and without disabilities.

### **7. Park Facility Maintenance**

*Suggested modification:* (Section 7, p. 1) Add the ADA requirement to the guidelines section that accessible features will be maintained in good working order.

### **Appendix 10: Annual Park and Facility Self-Evaluation Checklist**

*Suggested modification:* Add “Accessible” as criteria

### **Appendix 12: Special Event Planning Checklist**

*Suggested modification:* Add a requirement for special event sponsors to provide access for participants including maintaining path of travel, parking, restrooms, and facilities.

➤ ***District Facilities Use Agreement for District Functions***

*Suggested modification:* Add a section to insure the provision and maintenance of accessible features.

➤ ***Revenue Manual, 1997***

Chapter VII, Revenue Sources, Concessionaire-Operated Facilities

*Suggested modification:*

- Insure that contracts include the requirement for providing accessible services, programs and activities.
- Insure that concession facilities meet state and federal access guidelines.

➤ ***Trail Manual, Feb. 21, 1996***

*Suggested modification:*

- (p. 28) Strengthen commitment to providing and maintaining accessible trails.
- (p. 49) Review standard design details to ensure that ground surfaces on paved trails do not have openings larger than ½”.
- (p. 89) Consider trail signage that includes information about trail conditions including slope, cross slope, length, and trail surface conditions.

➤ ***Lifeguard Service Manual***

**Introduction: Facility Directions and Descriptions**

*Suggested modification:* Add pool lifts or other accessible features to the description of pools.

➤ **Check-in and Orientation**

*Suggested modification:* Include the operation of pool lifts and accessibility issues to employee training and orientation.

➤ **Camping Rules and Regulations, June 7, 1994**

*Suggested modification:*

- (p. 3, #13; p.6, #12; and p. 9, #11) Electronic equipment used for medical purposes should be exempt.

### **3.2.2 Overall Findings and Recommendations – Program Review**

The District's self-evaluation process identified accessibility issues that have district-wide impacts. The following findings and recommendations apply to all programs and will be made part of each program's ADA implementation strategy. For more specific findings, refer to the program summary report for each program.

#### **3.2.2.1 Customer Service: In-Person Contact/Counter Services**

In-person communication with the public is one of the primary functions of the majority of District programs and services.

**Practices That Require Modification:** The District as a whole does not have established procedures for determining reasonable modifications to achieve program accessibility. Many District program providers have utilized some form of communication modification, such as paper and pencil and a reader. Most program providers are not aware of how to use the District's TDD.

**Action Steps:**

1. Counter services will be handled on an individual basis, and the individual and the department will determine an appropriate modification for the individual. *Implementation Timeline:* March 2006 – March 2007.
2. Standard equipment to provide basic communications access will be provided at each site where program-providers have access to it. This will include paper and pencil, a copy machine to enlarge print, and a text telephone or TDD. *Implementation Timeline:* March 2006 – March 2008.
3. When feasible and appropriate, a staff member will be assigned to be a greeter at public meetings and events. The staff member will be appropriately identified as a resource for persons with disabilities who might require special assistance. *Implementation Timeline:* March 2006 – March 2007.
4. All program providers will develop criteria for determining reasonable modifications to provide program accessibility, which include acquisition or redesign of equipment, assignment of aides to beneficiaries, and provision of services at alternative accessible sites. The following is a suggested approach. *Implementation Timeline:* March 2006 – March 2007.
  - In advance of the scheduled event, requests for reasonable modification in programs or services shall be made to the program provider responsible for the program or service.
  - The program provider shall meet with the qualified individual with a disability to identify which aspects of the program limit participation and what modifications can be made.
  - The program provider shall consult with the affected program or service staff to determine the reasonable modification as well as with the District's ADA Coordinator or other resources providing services or information regarding individuals with disabilities as appropriate.
  - The program provider shall document the modification(s) that was offered and the response of the

person with the disability to the modification(s) offered. This documentation shall be filed with the District ADA Coordinator's office.

### **3.2.2.2 Outreach and Information**

#### ***Notice Requirements***

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

**Practices That Require Modification:** As people turn to the Internet as their primary source of information regarding services, products, programs, and facilities, the District's website ([www.ebparks.org](http://www.ebparks.org)) takes on increased importance as a communications tool.

#### **Action Steps:**

1. The District will endeavor to increase outreach to persons with disabilities. The District should do more to inform the public of the possible modifications it is required to make so that its services, programs, and activities are accessible. Specific Action Steps for each program area on the web page are included later in this report. The website as a whole, however, could include more information about the District's commitment to providing accessible services. *Implementation Timeline:* See Section 3.3 Program Summary Reports, Public Affairs.
2. The following notice (or a similar notice) regarding the District's commitment to providing accessible services should be included on the District's website and in all District publications that provide general information about District services, programs, or activities. This notice should also be produced in poster-size form and placed in a location that would maximize public exposure including appropriate park kiosks and public posting areas. *Implementation Timeline:* March 2006 – March 2007.

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

1. The East Bay Regional Park District does not discriminate on the basis of disability in the admissions or access to, or treatment or employment in, its programs or activities.
2. Mike Anderson, Assistant General Manager, Planning/Stewardship & Development, has been designated to coordinate compliance with the nondiscrimination 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. Mr. Anderson may be reached at:

Mike Anderson  
Assistant General Manager, Planning/Stewardship & Development  
East Bay Regional Park District  
2950 Peralta Oaks Court  
Oakland, CA 94605  
(510) 544-2303 (Voice) and (510) 633-0460 (TDD)

The contact information throughout the District's website and in printed District directories should include the District's TDD number along with the voice number, and a list of those District programs and

services that offer TTY/TDD should be posted on the website and include the following statement:

*The East Bay Regional Park District offers Text Telephone (TTY) or Telecommunications Device for the Deaf (TDD) services for persons with hearing impairments.*

### ***Printed Information***

In order to meet the ADA's communication standards, District divisions and units must be able to provide information in alternative formats such as Braille, large print, audiotape, or computer disk.

**Practices That Require Modification:** Some District divisions, units and offices produce printed information that is available to the public. While some District divisions distribute information about obtaining printed information in alternate formats, others do not.

### **Action Steps:**

1. The District will provide information on modifications to each division to ensure that the policy on providing communications to people with various disabilities is handled in a uniform and consistent manner. *Implementation Timeline:* March 2006 – March 2007.
2. District divisions will publicize their commitment to providing program information in alternative formats on an individual basis as requested, including large-print media and taped announcements available over the telephone. *Implementation Timeline:* March 2006 – March 2008.
3. The District will ensure the uniformity of charges for a publication for all formats of that publication. *Implementation Timeline:* March 2006 – March 2007.
4. The following notice will be included on all materials printed by the District that are made available to the public. *Implementation Timeline:* March 2006 – March 2008.

*This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape, or computer disk. Requests can be made by calling (\_\_\_\_) \_\_\_\_-\_\_\_\_ (Voice) or (\_\_\_\_) \_\_\_\_-\_\_\_\_ (TDD).*

The District will provide on-going, alternative format mailing lists when requested. Requests for other formats or lengthy documents will be handled on an individual basis.

### ***General Publicity and Advertising***

**Practices That Require Modification:** Increased outreach to persons with disabilities is needed to inform the public of the services and facilities already available and possible modifications the District is required to and can provide to make its services, programs, and activities accessible.

### **Action Steps:**

1. The District will strive to improve communication and outreach to increase the effective participation of community members with disabilities in all District programs and activities. *Implementation Timeline:* March 2006 – March 2007.
2. The District will publicize its initial efforts to increase participation by people with disabilities, which might include information on the District's website and distributing program brochures to members of the disability community. *Implementation Timeline:* March 2006 – March 2008.
3. The District will ensure that the website and all announcements and applications include:
  - The notice of nondiscrimination;
  - Information regarding site accessibility;
  - The program provider's text telephone (TDD/TTY) number and the phone number and email address of the person who can provide assistance in meeting special needs; and

- A notice that program information is available in multiple formats with 72 hours notice.  
*Implementation Timeline:* March 2006 – March 2009.

### ***Public Information***

Another means for disseminating public information is through printed materials, audio-visual presentations, oral presentations, and on-line publications produced by the District. The capability of providing printed materials in large format, Braille, or using easy to understand language is an important component of meeting accessibility guidelines. Providing closed captioning for audio-visual presentations (including film, video, and television programs) is another, along with sign language interpretation for any oral portion of a presentation. Providing public access to District publications on-line is another effective means of reaching people with disabilities. New accessibility standards for electronic and information technology are covered by Section 508 of the Rehabilitation Act Amendments of 1998, which sets forth the technical and functional performance criteria necessary for such technology to be accessible.

#### **Practices That Require Modification:**

Many District publications are available through the website in PDF formats that are not fully accessible. Many audio-visual presentations may not be available in alternative formats.

#### **Action Steps:**

1. Meeting agenda and other public information distributed at meetings will be produced in alternative formats when requested. *Implementation Timeline:* March 2006 – March 2008.
2. The District will acquire the technological resources necessary to create accessible PDF files as described in ADAAG standards for electronic and information technology. District staff members who prepare PDF files of District publications for posting on the District's website will receive training in creating accessible PDF files. Prior to being posted on the District's website, all PDF files will be reviewed for accessibility by the District's Webmaster. *Implementation Timeline:* March 2006 – March 2007.
3. When requested, the District will provide audio-visual or oral presentations in alternative formats, such as sign language interpretation, closed-captioned films, descriptive video, or other methods. *Implementation Timeline:* March 2006 – March 2008.

### ***Facility Information and Signs***

**Practices That Require Modification:** Accessible directional, informational and permanent room signs are not provided at all District buildings and sites. Some of the pdf maps on the District's web page indicate whether a site has features that are considered to be accessible to people with disabilities. However, it would not be possible for a person with disabilities to determine which features in a particular park are accessible based on the information provided. Also, the available pdf's do not meet accessibility standards as described in ADAAG standards for electronic and information technology (see previous Public Information section).

#### **Action Steps:**

1. The District's website will display information about accessible elements (such as parking and restrooms) and particular rooms or features (such as picnic tables, ball courts, and play areas). *Implementation Timeline:* March 2006 – March 2009.
2. When signs are replaced, they will be replaced appropriately with accessible information. Priority will be given to replacing all required signs with accessible signs. *Implementation Timeline:* March 2006 – March 2009.
3. The District will ensure that all permanent room signs meet ADA guidelines (see section 4.30.4 for lettering design). Letters must be raised 1/32" and must be a sans serif or simple serif typeface. In

addition, all lettering must be uppercase and must be accompanied by Grade 2 Braille.

*Implementation Timeline:* March 2006 – March 2009.

4. The District will consider the use of the International Symbol of Accessibility, whenever possible and wherever required, on all directional and informational signs (and on the District's web pages).  
*Implementation Timeline:* March 2006 – March 2008.
5. Upon request, a particular site's posted rules or policies relating to safety or instruction will be provided in audio or alternative formats. *Implementation Timeline:* March 2006 – March 2008.
6. To the maximum extent possible, rules or policies that relate to safety or instruction at a particular site will be provided in an accessible format. *Implementation Timeline:* March 2006 – March 2007.

### 3.2.2.3 Training and Staffing

**Practices That Require Modification:** Many District staff members are not fully aware of the everyday accessibility problems encountered by persons with disabilities. Staff may not be aware of the different types of reasonable modifications that would make their services accessible. One of the needs most frequently identified by District program providers is the need for more and improved training. Different types of training are necessary depending on the type of work and the amount of public contact involved with a specific position.

#### **Action Steps:**

1. Staff members who have primary contact with the public will be trained in providing modifications to make their programs accessible. Customer service training provided by the District for its employees will include communicating with and accommodating people with a variety of disabilities.  
*Implementation Timeline:* March 2006 – March 2008.
2. Comprehensive disability access training will be created for the District. All District public contact staff will be educated in their responsibilities under the ADA. Reference materials of special modifications will be included in this training. *Implementation Timeline:* March 2006 – March 2008
3. All District public contact staff members will receive on-going awareness and sensitivity training.  
*Implementation Timeline:* March 2006 – March 2009.
4. Depending on operational needs, the District will sponsor employees who wish to receive training in American Sign Language (ASL) and to develop interpreting skills. This training will emphasize basic communication skills and should not be viewed as a substitute for employing qualified ASL interpreters when requested. *Implementation Timeline:* March 2006 – March 2008.
5. The District will ensure that staff members who take calls from the public are trained in the use of TDD equipment or other means of communicating by telephone with a person who has a hearing disability. *Implementation Timeline:* March 2006 – March 2008.
6. Maintenance staff will be trained in accessibility compliance and facility maintenance to achieve accessibility. *Implementation Timeline:* March 2006 – March 2008.
7. Every division will appoint at least one high-level staff person to serve as the Disability Access Liaison. The Liaison will be required to complete a training program and attend periodic retraining.  
*Implementation Timeline:* March 2006 – March 2008.

### 3.2.2.4 Programs and Facilities

#### **Public Meetings**

Some District divisions are responsible for holding public meetings.

**Practices That Require Modification:** Generally, public meetings are held in locations that are accessible to persons with mobility impairments. However, most District program providers indicated that

they need training on how to respond to requests for other modifications. Assistive listening systems are not routinely available at District meetings.

**Action Steps:**

1. Public meetings will be scheduled in accessible locations whenever possible. An accessible location includes, but is not limited to, the following: accessible restrooms, wheelchair access, accessible parking, temperature control, and the ability to provide access to fresh air for people with chemical sensitivities. *Implementation Timeline:* March 2006 – March 2007.
2. When a fully accessible site is not available, then reasonable modification will be made so that an individual with disabilities can participate. *Implementation Timeline:* March 2006 – March 2007.
3. Information will be made available to District staff on the types of modification requests that may be made by persons with different types of disabilities. This would include basic 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." *Implementation Timeline:* March 2006 – March 2008.
4. A notice will be displayed on meeting agendas indicating the availability of accessibility modifications. *Implementation Timeline:* March 2006 – March 2007.
5. Agendas will be available in alternative formats when requested. *Implementation Timeline:* March 2006 – March 2007.
6. There will be flexibility in the time limit on speaking for individuals with communication difficulties.
7. Assistive listening devices will be available at public meetings when requested. *Implementation Timeline:* March 2006 – March 2007.
8. The availability of American Sign Language (ASL) interpreters will be publicized in all meeting announcements. This notice will request that meeting attendees requiring special modifications, such as assistive listening devices or interpreters, should provide 72 hours notice before the meeting or event. The District will maintain a list of on-call American Sign Language interpreters who may be brought in to assist individuals with hearing impairments. The language on the notice could read:

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

*If you require other modification not listed above, please call [Staff Person] at (\_\_\_\_) ----- (Voice) and (\_\_\_\_) \_\_\_\_-\_\_\_\_ (TDD). Your call at least 72 hours prior to the meeting would be appreciated.*

*Implementation Timeline:* March 2006 – March 2008

***Special Events and Private Events on District Properties***

The District sometimes facilitates special or private events on District property. Some events, such as the Alameda Nursing Home Picnic, and the Special Kids Fishing Derby, are especially designed for people with disabilities.

**Practices That Require Modification:** The District does not have adequate procedures in place to ensure that special or private events held on District property are accessible to people with disabilities.

**Action Steps:**

1. The District will develop guidelines for ensuring that such events are accessible. Contained within the ADA are two titles that pertain to public and private entities. Public entities are not subject to Title III of the ADA. Conversely, private entities are not subject to Title II. In many situations, however, public entities have close relationships with private entities that are covered by Title III, with the

result that certain activities may be at least indirectly affected by both Titles. This is the case with certain special events or private organizations that may use District facilities. *Implementation Timeline:* March 2006 – March 2008.

2. The District will ensure that events it sponsors or co-sponsors will have accessible advertising and an accessible location. Additional accessible parking and restrooms will be provided based upon the capacity of the event. *Implementation Timeline:* March 2006 – March 2008.
3. The District will inform the co-sponsor of any special events on District property of these requirements. *Implementation Timeline:* March 2006 – March 2008.
4. The District will inform concessionaires, lessors, clubs, and contractors using District facilities that all programs will be available to people with disabilities. *Implementation Timeline:* March 2006 – March 2008.

### ***Contracts***

The District provides some of its services, programs, and activities through concessionaires or contractors.

**Practices That Require Modification:** The District does not include specific contract language that requires its concessionaires and contractors to adhere to the requirements of the ADA.

#### **Action Step:**

1. In accordance with ADA requirements, if the District provides any of its services, programs, or activities through a concessionaire or contractor, it will ensure that the contractor acknowledges that they have the same responsibility to make the services, programs, or activities accessible to persons with disabilities. *Implementation Timeline:* March 2006 – March 2008.

### ***Ensuring Compliance with the ADA***

The District has an on-going program of renovating its facilities to achieve compliance with the ADA.

**Practices That Require Modification:** Renovations to District facilities to achieve compliance with the ADA have not always resulted in full accessibility.

#### **Action Steps:**

1. The District will ensure that all buildings and facilities conform to the requirements of ADAAG, per Title II of the ADA, for District-funded public developments. New development and renovations must comply with these standards. *Implementation Timeline:* See Section 4.0 Transition Plan.
2. The District's ADA Coordinator or designee prior to capital construction shall review all District plans and specifications for the construction of buildings, facilities, and sites. No project shall proceed to construction without a completed and clean document review. *Implementation Timeline:* March 2006 – March 2007.
3. The District shall develop a procedure to ensure that the ADA Coordinator or designee is informed of all plans prior to construction to ensure compliance with accessibility requirements. *Implementation Timeline:* March 2006 – March 2008.

## ***Maintenance of Accessible Facilities and Programs***

The District provides and maintains more than 59 regional parks facilities and numerous programs for the public.

**Practices That Require Modification:** Many of these facilities and programs are accessible to people with disabilities. Some public facilities and programs are not accessible.

### **Action Steps:**

1. The District will ensure that individuals with disabilities are not excluded from regular programs or required to accept special services or benefits. Individuals with disabilities will be integrated into regular programs to the maximum extent appropriate. *Implementation Timeline:* March 2006 – March 2007.
2. Equipment and features of facilities that are required to provide ready access to individuals with disabilities will be maintained in working order. *Implementation Timeline:* March 2006 – March 2007.
3. The District will ensure that where specific requirements are necessary for the safe operation of programs, those requirements are based on real risks, not on speculation, stereotypes, or generalizations about individuals with disabilities. *Implementation Timeline:* March 2006 – March 2007.
4. The District will modify, with reason, policies, practices, or procedures to avoid discrimination unless the modification would fundamentally alter the nature of the program or create a hazardous situation. *Implementation Timeline:* March 2006 – March 2007.
5. The District will continue to evaluate each request for modification on an individual basis, and, where possible, the individual and the District program provider will determine an appropriate modification for the individual. *Implementation Timeline:* March 2006 – March 2007.

## ***Telephone Communication***

**Practices That Require Modification:** The District has a main telephone number for use with the District TDD (telephone communication devices for the deaf). Some program providers have sufficient demand to install their own TDD.

### **Access Recommendation:**

1. The District will request that the phone company provide an amplification device, a shelf, and text telephone (TDD/TTY) or an outlet for a text telephone at each site where public phones are available. *Implementation Timeline:* March 2006 – March 2008.

## ***Emergency Evacuation Procedures***

District programs require established emergency evacuation procedures to safely evacuate persons with disabilities, who may need special assistance in an emergency.

**Practices That Require Modification:** Most District programs have no established emergency evacuation procedures to safely evacuate persons with disabilities.

### **Action Steps:**

1. The District will develop guidelines for the evacuation of persons with disabilities in various types of emergency situations. Each division, or program will use these guidelines to create their own evacuation plans. Specific suggestions for evacuation plans and procedures can be found through the U.S. Access Board ([www.access-board.gov/evacplan.htm](http://www.access-board.gov/evacplan.htm)). These procedures will be provided in alternative formats, including Braille, digital media, tactile maps, etc. *Implementation Timeline:* March 2006 – March 2009.

2. Each procedure dealing with emergencies now in place shall be reviewed to ensure that persons with disabilities can be alerted and that they can alert emergency service providers. *Implementation Timeline:* March 2006 – March 2008.
3. Departments that routinely provide emergency services will have priority for receiving equipment that accommodates alternative format communication. *Implementation Timeline:* March 2006 – March 2007.
4. The District will consider providing limited training for public safety personnel to enable them to communicate in American Sign Language in the event that there is an emergency condition and the area is being evacuated. For example, this training would be provided to police, park rangers, and other personnel involved in post-earthquake emergencies. *Implementation Timeline:* March 2006 – March 2009.
5. The District will take steps to make sure that emergency teams are aware of program participants with disabilities who may require special assistance in the event of an emergency. *Implementation Timeline:* March 2006 – March 2007.
6. American Sign Language interpreters will be made available at emergency facilities, on an as needed basis. To accomplish this, a pool of interpreters will be developed as a resource from which to draw. *Implementation Timeline:* March 2006 – March 2008.

### ***Transportation Services***

Some District programs provide transportation to program participants in either District-owned or leased vehicles.

**Practices That Require Modification:** Not all transportation services provided by the District are accessible to people with disabilities.

#### **Action Steps:**

1. Before a trip is scheduled, staff will evaluate the physical environment of the destination to determine the level of programmatic and physical accessibility. This information will be part of the registration information for the trip. *Implementation Timeline:* March 2006 – March 2007.
2. If the destination environment is not accessible to certain individuals, an alternate destination will be considered or the department and the individual registrant will determine the modifications that could be made to provide greater accessibility. *Implementation Timeline:* March 2006 – March 2007.

### **3.2.2.5 Purchasing Accessible/Adaptive Equipment**

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

**Practices That Require Modification:** Many District program providers are unaware of resources for purchasing equipment or supplies that would make their programs more accessible to people with disabilities.

#### **Action Steps:**

1. The District will collaborate with community organizations such as the Center for Independent Living and the Bay Area Outreach and Recreation Program to develop a resource list of assistive technology equipment and sources for acquiring them. *Implementation Timeline:* March 2006 – March 2008.
2. The District will establish a “Program Accessibility Guidelines, Standards and Resources” of adaptive aids and human resources that will be available for use by individuals participating in District programs. Information about the availability of specific equipment and/or individuals who are

available to provide special services (such as ASL translation) will be included in public information materials such as brochures and the District's website. Section 6 provides suggestions for items to include in the Toolkit. *Implementation Timeline:* March 2006 – March 2008.

3. Building hardware and fixtures as well as site furnishings will be evaluated for compatibility with a wide range of disabilities and sensitivities. Items that are easily adjustable or modified to accommodate a variety of physical and ergonomic needs will be selected when purchasing such items. *Implementation Timeline:* March 2006 – March 2009.
4. Accessibility will be included in the criteria for selecting items. Purchasing accessible equipment is a complex task, and the purchasing department will be encouraged to consult appropriate experts when making large purchases. *Implementation Timeline:* March 2006 – March 2008.

### 3.2.2.6 ADA Complaint Policy

ADA regulations require the District to have a complaint policy for the prompt resolution of complaints by a person with a disability who is denied District services or the benefits of any District program or activity because of that person's disability.

**Practices That Require Modification:** The text of a sample complaint procedure appears in Section 5.0.

### 3.2.2.7 On-going Accessibility Improvements

Opportunities for the further improvement of District services and facilities will continue to arise as advances are made in technology and the provision of programs for people with disabilities. Additionally, as the District acquires new facilities and develops new programs, it will be necessary to review each of them for access compliance.

#### Action Steps:

1. The District will strive to keep its programs up-to-date through increased community involvement and partnerships with organizations offering services to people with disabilities. *Implementation Timeline:* March 2006 – March 2007.
2. The District will periodically review and update the self-evaluation and transition plan. The district reserves the right to modify the program and facility priorities and actions to reflect changes in programs and policies. *Implementation Timeline:* March 2006 – and ongoing.

### 3.2.2.8 Measures of Success

A systematic evaluation process would aid the District in ensuring that its programs are serving the public appropriately.

#### Action Steps:

1. The District will periodically evaluate the success of improving access to its programs. Compiling these statistical measures of success will be useful in applying for grants to support programs. Examples of such measures of success include:
  - Measuring the level of public participation in programs.
  - Revising evaluation forms (particularly for classes) to include a question or two about how adequately special needs were met.
  - Tracking the number of people with disabilities who participate in selected programs.
  - Tracking the number of requests for programs that are accessible to people with disabilities.
  - Tracking attendance and repeat registrants.

- Asking staff to evaluate a program's success.
- Surveying program participants about desired improvements.
- Conducting an initial assessment of services and following-up with a reassessment.
- Instituting a comment/suggestion box program for accessibility. These could be located at program sites as well as an email box.
- Soliciting feedback from personal contact/word-of-mouth.
- Comparing programs to goals and objectives published by the Federal government.
- Preparing and distributing a participant's questionnaire to measure increases in participation and, where appropriate, socialization, health, and self-esteem.
- Tracking the number of requests for accessible accommodation to programs.
- Tracking the physical improvements made to program facilities in order to increase accessibility.

*Implementation Timeline:* March 2006 – and ongoing.

### 3.3 Program Summary Reports

The findings from the self-evaluation surveys are reported in a condensed format. The following is the structure of each report:

1. Description of Programs and Services
2. Contact Person
3. Location(s) of Operations
4. Practices That Facilitate the Participation of People with Disabilities in Programs and Activities
5. Practices That Require Modification and Actions Steps

Program information is provided in the following summary reports:

#### 3.3.1 Administrative programs:

- Concessionaires
- Construction Process
- Design Process
- Encroachment Permitting
- Human Resources
- Land Use Planning
- Maintenance Contracting/Major Maintenance
- Parks Express
- Public Affairs
  - Printed Materials
  - Web Site
- Public Meetings
- Public Safety
  - Communications Center
  - Fire
  - Police
- Reservations
  - Central Registration for Recreation and Interpretive Programs
  - Indoor Facility Rental
  - Outdoor Site Reservations
- Special Event Coordination

#### 3.3.2 Recreational / Interpretive programs:

- Aquatics
  - Junior Lifeguard Program
  - Swimming—Guarded
  - Swimming—Unguarded

- Swimming Lessons
- Archery
- Birdwatching
- Boating
- Camping
  - Backpack Camping
  - Day Camping
  - Equestrian Camping
  - Family Camping
  - Group Camping
  - Youth Camps
- Court Sports
- Dog Walking
- Field Sports
- Fishing
- Interpretive Programs
  - Visitor Center Activities
  - Non-Visitor Center Activities (walks & hikes)
  - Community Outreach (non-District venues)
  - Bike Programs
  - Boat/Canoe/Kayak Programs
  - Van Programs
  - Horse Programs
  - Volunteer/Docent Programs
- Kite Flying
- Meadow Play
- Mountain Biking
- Picnicking
- Playground Activities
- Trail Activities
  - Bicycling
  - Horseback Riding
  - Hiking/Walking
  - Running/Jogging
  - Skating/Skateboarding

### **3.3.1 Administrative Programs Concessionaires**

#### **1. Description of Program or Activity**

The District uses concessionaires to provide a variety of programs and services outside of the expertise of District staff. These programs include the following:

- Blacksmith (Scott Thomas): Ardenwood Historic Farm
- Boat rentals: Urban Park Concessionaires, Del Valle and Lake Chabot; Food and boating, Shadow Cliffs
- Botanical field trips: Friends of the East Bay Park Botanic Gardens
- Brooks Island Adventure: Current Adventures, California Canoe & Kayak
- Day Camping: Adventure Time; Alameda Girl Scout Assoc., Alvarado Girl Scouts, Bay Area Shakespeare Camp, Berkeley Albany Girl Scouts, Camp Fire USA, Oakland East Bay Council Kids with Dreams, Congregation Beth El, Jewish Community Services of Oakland/Piedmont, Central Baptist Church, Chabad of the East Bay, Unitarian Universalist Association, City of Piedmont, City of Pleasanton, City of San Pablo, Coyote Hills Girls Scout Association, Monkey Business Camp, Ramah Day Camp, Redwood Christian Schools, Girl Scouts Council of San Francisco Bay, Roughing It Day Camp, Science Enrichment Services, Soccer Basics, Sarah's Science, YMCA of the East Bay; camps are held in various District parks.
- Camp Arroyo Resident Camp: Del Valle YMCA & Taylor Family Foundation, Del Valle
- Corn Maze: Casey Easterly, Ardenwood Historic Farm
- Dog wash/grooming: Mudpuppy's Tub and Scrub, Point Isabel Regional Shoreline
- Education: The Regional Parks Foundation
- Equestrian Centers (horse boarding, lessons, therapeutic riding, clinics): Chabot Equestrian Center and Skyline Ranch, Anthony Chabot; Piedmont Stables, Redwood; Las Trampas Stables, Las Trampas Wilderness; Sunol Wilderness Pack Station, Sunol Regional Wilderness
- Organic Farmer (Joe E. Perry): Ardenwood Historic Farm
- Fly-fishing courses: Fish First! and Fly Fishing 4 Fun
- Food concessions: Urban Park Concessionaires, Del Valle and Lake Chabot; Food and boating, Shadow Cliffs; seasonal food concessions at beach complexes, Contra Loma and Lake Anza at Tilden Park; Farmyard Cafe, Ardenwood Historic Farm
- Fundraising: The Regional Parks Foundation
- Group picnicking, the Picnic People, Ardenwood Historic Farm, Little Hills, and Castle Rock
- Hang Gliding: Wings of Rogallo Club, Mission Peak
- House Maintenance, Tours, Open Houses, and Special Events: City of Fremont, Patterson House at Ardenwood Historic Farm
- Kayaking/Bay Paddling courses: Current Adventures
- Llama Day Hikes: LAMAS
- Model Boats: Model Mariners' Club, Quarry Lakes
- Model Gliders: South Bay Soaring Society, Mission Peak and Del Valle
- Golf Clinics: American Golf Corporation
- Golfing: American Golf, Tilden Park; Willow Park, Lake Chabot
- Railroad rides: Society for the Preservation of the Carter Railroad Resources (Horse drawn railroad ride, Ardenwood Historic Farm), Redwood Valley Railway (steam train ride, Tilden Park), the Oakland Museum (Best Steam Engine, Ardenwood Historic Farm)

- Scuba Program, Shadow Cliffs: Captain Aqua's Full Service Dive Center, Anchor Shack, California Maritime Academy, The Institute of Diving Technology
- Shooting: Chabot Gun Club, Gun Range, Anthony Chabot
- Stargazing: Mt. Diablo Astronomical Society, other local astronomy clubs
- Swimming lessons: contracted instructors (using guidelines from American Red Cross Learn to Swim Program), Roberts
- Tilden Merry-go-Round
- Tilden Pony Ride
- Volunteer programs: Ardenwood Historic Park, Black Diamond Mines, Coyote Hills, Garin, MLK, Jr. Shoreline, Sunol Regional Wilderness, Tilden Park Botanic Garden
- Water Safety courses: contracted instructors, Del Valle
- Waterslide: Shadow Cliffs Associates, Shadow Cliffs
- Windsurfing/kite boarding: Windsurf Del Valle, Del Valle; Boardsports, Crown Beach
- Facilities rental approved caterers: Culinary Excellence, Serves You Right, Wild Thyme, Blue Heron Catering, Shai's, Trumpetvine, Debbie Raynor Events Catering, Royal Raspberry, Alta Cuisine, Anne Walker, Aardvark, Four Seasons
- Vending services, pool, Roberts, Cull Canyon, Don Castro, Quarry Lakes

## **2. Survey Respondent(s)**

Maryanne Canaparo, 510-544-2513

## **3. Location(s) of Facilities**

- District Main Office, 2950 Peralta Oaks Ct., Oakland.

## **4. Practices That Facilitate the Participation of People 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 District concessionaires or special recreation operators.

## **5. Practices That Require Modification and Action Steps**

- Staff members are not fully aware of the extent to which it might be necessary to modify program policies or practices to enable people with disabilities to enter into and benefit from contracting with the District as a concessionaire or special recreation operator.

*Action Step:* Staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

*Implementation Timeline:* March 26 – March 2007

- The District has not established a process for responding to requests for modification.

*Action Step:* The District will develop a process or procedure for responding to requests for modification.

*Implementation Timeline:* March 26 – March 2007

- The District may not be prepared to provide alternative methods of contracting with the District as a concessionaire or special recreation operator for people with disabilities that prevent them from filling out or signing forms.
  - *Action Step:* The District will provide alternative methods of contracting with the District for people with disabilities that prevent them from filling out or signing forms.
  - *Implementation Timeline:* March 2006 – March 2007
- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and staff members have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2007
- The District has access to a TDD; however, concessionaire program staff members may not have access to this device and have not been trained in its use.
  - *Action Step:* The District will provide access to a TDD and training in its use for all concessionaire program staff members.
  - *Implementation Timeline:* March 2006 – March 2008
- Documents and publications may not be provided in alternative formats for individuals with visual or learning disabilities.
  - *Action Step:* Where appropriate or when requested, District-produced documents and publications relating to concessionaires or special recreation operators will be made available in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities.
  - *Implementation Timeline:* March 2006 – March 2007

## Construction Process

### 1. Description of Program or Activity

The Construction Department provides survey, inspection and field management services for all capital projects. The department coordinates inspection of contract work at the site and oversees all construction contract documentation and communications. Formal bid opening and the preconstruction meetings are held at Peralta Oaks, while construction coordination meetings, construction management meetings, and inspections occur on site. Project information materials are made available for pickup from the project site service yard or from the North or South County corporation yards.

### 2. Survey Respondent(s)

Diane Althoff, 510-544-2304

### 3. Location(s) of Facilities

- District Main Office, 2950 Peralta Oaks Ct., Oakland.
- Facilities district-wide

### 4. Practices That Facilitate the Participation of People with Disabilities

- There are no circumstances in which District Policy restricts or excludes the participation of a person from the District's construction process because of a disability.
- 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 participants in the District's construction process.
- Staff members have received some training in disability issues and have some experience working with people who use a wheelchair.
- Construction bid documents and consultant contracts include non-discrimination clauses.
- The District provides documents and publications in large print or by e-mail when requested.
- When requested, the District provides transportation to those with mobility or other disabilities.

### 5. Practices That Require Modification and Action Steps

- Staff members may not be fully aware of the parameters in which it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Action Step:* Staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Implementation Timeline:* March 2006 – March 2007

- Staff members have not received adequate training regarding the provision of appropriate modifications for people with disabilities, and they have minimal experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2007
- When transportation is provided, the District may not have fully accessible vehicles available for this purpose.
  - *Action Step:* The District will ensure that requests for transportation by consultants or contractors can be accommodated with fully accessible, well-maintained vehicles. If the District cannot provide this service through District employees, it will do so by using an outside contractor.
  - *Implementation Timeline:* March 2006 – March 2007
- Documents and publications may not always be available in alternative formats for individuals with visual or learning disabilities.
  - *Action Step:* Where appropriate and when requested, District-produced documents and publications relating to the Construction Process will be made available in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities.
  - *Implementation Timeline:* March 2006 – March 2007

## Design Process

### 1. Description of Program or Activity

The Design Department prepares the Capital Improvement Plan and designs and provides project management for capital development projects. The department prepares detailed construction plans and documents for both internal use and for bidding and construction by outside contractors. Detailed plans and documents are prepared using both design staff and outside consultant services. Coordination meetings with consultants are held at the site or at Peralta Oaks. The department also advertises projects for bid, provides bid documents for purchase (at Peralta Oaks or via mail), and assists in conducting the pre-bid job walk at the project site for prospective bidders.

### 2. Survey Respondent(s)

Diane Althoff, 510-544-2304

### 3. Location(s) of Facilities

- Peralta Oaks
- Facilities district-wide

### 4. Practices That Facilitate the Participation of People with Disabilities

- There are no circumstances in which District Policy would restrict or exclude a person with a disability from the District's design process.
- 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 participants in the District's design process.
- Staff members have received some training in disability issues and have some experience working with people who use a wheelchair.

### 5. Practices That Require Modification and Action Steps

- Staff members are not fully aware of the parameters in which it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Action Step:* Staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Implementation Timeline:* March 2006 – March 2007
- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007

- Staff members have not received adequate training regarding the provision of appropriate modifications for people with disabilities, and they have minimal experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
  - *Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications.
  - *Implementation Timeline:* March 2006 – March 2007
- Documents and publications may not always be available in alternative formats for individuals with visual or learning disabilities.
  - *Action Step:* Where appropriate and when requested, District-produced documents and publications relating to its Design Process will be made available in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities.
  - *Implementation Timeline:* March 2006 – March 2007

# Encroachment Permitting

## 1. Description of Program or Activity

The Encroachment Permit Program provides external entities access to District land for certain construction or maintenance projects. Examples of Encroachment Permit applicants are:

- a. Pipeline company seeking to repair underground pipeline on District land.
- b. Public works agency constructing drainage outfall on District land.
- c. Homeowner seeking access to their private property through District land.

The Encroachment Permit Program receives requests for access to District Land, reviews application submittals, drafts Encroachment Permit conditions, collects fees and inspects work.

## 2. Survey Respondent(s)

Louie Gross, 510-544-2562

## 3. Location(s) of Facilities

- District Main Office, 2950 Peralta Oaks Ct., Oakland.

## 4. Practices That Facilitate the Participation of People with Disabilities

- There are no circumstances in which District policy restricts or excludes the participation of a person with a disability from the Encroachment Fee Permitting process.
- 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 participants in the Encroachment Fee Permitting process.

## 5. Practices That Require Modification and Action Steps

- Staff members are not fully aware of the parameters under which it might be necessary to modify program policies or practices to enable people with disabilities to participate in the Encroachment Fee Permitting process.
  - *Action Step:* Staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in the Encroachment Fee Permitting process.
  - *Implementation Timeline:* March 2006 – March 2007
- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and they have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008

- Documents and publications may not be available in formats accessible to individuals with all kinds of disabilities.
  - *Action Step:* The District will ensure that all documents and publications can be made available to individuals with all kinds of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not have policies and procedures to ensure that outside organizations making improvements to District facilities do so in full compliance with current state and federal accessibility regulations.
  - *Action Step:* The District should adopt policies and procedures that ensure that when improvements are made to District facilities by outside organizations—including other public agencies, volunteers, non-profit organizations, or concessionaires—that those improvements are in compliance with current state and federal accessibility regulations. This policy should include the accessibility of pedestrian connections to regional trails.
  - *Implementation Timeline:* March 2006 – March 2009
- The District has access to a TDD; however, encroachment permitting staff members may not have access to this device and have not been trained in its use.
  - *Action Step:* The District will provide access to a TDD and training in its use for all encroachment permitting staff members.
  - *Implementation Timeline:* March 2006 – March 2008

## Human Resources

### 1. Description of Program or Activity

The Human Resources Department conducts recruitment, testing and interviews, in order to establish hiring pools from which departments will select candidates for employment into vacant positions. Recruitment is handled via notification of vacancy, application screening, testing, interviews and establishment of hiring pools.

### 2. Survey Respondent(s)

Deborah Williams, 510-544-2159

### 3. Location(s) of Facilities

- District Main Office, 2950 Peralta Oaks Ct., Oakland.
- Trudeau Training Center
- Public Safety Police Headquarters

### 4. Practices That Facilitate the Participation of People with Disabilities

- There are no circumstances in which the participation of a person with a disability in the District's Human Resources (Employment) Program would be restricted or excluded.
- 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 District Human Resources (Employment) Program participants.
- Staff members are aware that it may be necessary to modify the District's program policies or practices to enable people with disabilities to participate in its employment application process.

### 5. Practices That Require Modification and Action Steps

- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007
- The District may not be fully prepared to provide alternative methods of applying for employment for people with disabilities that prevent them from filling out or signing forms, or taking typical performance/job skill tests.
  - *Action Step:* The District will provide alternative methods of applying for employment for people with disabilities that prevent them from filling out or signing forms.
  - *Implementation Timeline:* March 2006 – March 2007
- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008

- While the District does have access to a TDD, Human Resources staff members are not trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.
  - *Action Step:* The District will ensure that District staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not publicize information about the accessibility of its employment application process or the right of people with disabilities to participate on its web site or on its job postings.
  - *Action Step:* The District will include notice on its web site and job postings stating the right of individuals with disabilities to participate in its programs and services, including special procedures and devices offered by the District to make the employment application process more accessible. We also suggest that the statement for "Disabled Applicants" currently on the Human Resource Questionnaire should instead be placed on the Employment Application itself, and should instead be titled "Applicants with Disabilities."
  - *Implementation Timeline:* March 2006 – March 2008
- The employment application and other documents posted to the District's website for downloading by the public may not meet the technical requirements for accessibility.
  - *Action Step:* All documents posted to the website for downloading will be produced in an approved accessible format.
  - *Implementation Timeline:* March 2006 – March 2008

## Land Use Planning Process

### 1. Description of Program or Activity:

This program develops long-term park master plans (Land Use Plan) that support resource protection and public recreation. It involves both public input and review of plans. The public may attend input and review meetings or field trips, where they can provide feedback; or they may read documents and write comments (mail, fax, possibly e-mail); and they may buy documents once they've been adopted.

### 2. Survey Respondent(s)

Karen Parsons, 510-544-2323

### 3. Location(s) of Facilities *(for the past 5 or so years)*

- EBRPD Board Room, Peralta Oaks
- Pleasanton City Council Chambers
- Sunol Glen School,
- Brentwood City Council
- Livermore City Council
- Pleasanton Main Library
- Antioch Community Center
- Martinez City Council
- A Church in Crockett
- Ambrose Park & Recreation District
- EBRPD East Community Trails Service Center
- Public Middle School, Oakley
- On-site field trip
- Oakley High School
- Spring Hill School

### 4. Practices That Facilitate the Participation of People with Disabilities

- There are no circumstances in which the participation of a person with a disability in the District's land use planning process would be restricted or excluded.
- 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 land use planning process participants.

### 5. Practices That Require Modification and Action Steps

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

- *Action Step:* Staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Implementation Timeline:* March 2006 – March 2007
- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007
- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and they have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.
  - *Action Step:* The District will notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices offered by the District to make programs and services more accessible.
  - *Implementation Timeline:* March 2006 – March 2007
- The District does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
  - *Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications.
  - *Implementation Timeline:* March 2006 – March 2007
- The District rarely includes images of individuals with disabilities in its public presentations regarding land use plans.
  - *Action Step:* When public presentations regarding land use plans are accompanied by illustrations, the District will ensure that images of individuals both with and without disabilities are included.
  - *Implementation Timeline:* March 2006 – March 2008
- Documents and publications are not provided in alternative formats for individuals with visual or learning disabilities.
  - *Action Step:* Where appropriate or when requested, documents and publications produced by the District will be made available in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities.
  - *Implementation Timeline:* March 2006 – March 2007
- Documents posted to the District’s website for downloading by the public do not meet the technical requirements for accessibility.
  - *Action Step:* All documents posted to the website for downloading will be produced in an approved accessible format.
  - *Implementation Timeline:* March 2006 – March 2008

- Outside contractors providing programs and services to the public (eg. consultants who prepare documents and participate in public meetings) may not be notified of their responsibilities for providing their services in a nondiscriminatory manner.
  - *Action Step:* The District will ensure that all outside contractors providing programs and services to the public are notified of their responsibility to provide such services in a nondiscriminatory manner and in accordance with all state and federal ADA guidelines, including those regarding program eligibility and participation, program provider training, communication and notification, equipment and facilities, and transportation and emergency procedures. Also, the District will require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.
  - *Implementation Timeline:* March 2006 – March 2009
- Locations that are desired for program use may not always be accessible.
  - *Action Step:* The District will ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, an alternate location will be considered or the District and the individual with a disability will determine the modifications that will be made to make the program accessible.
  - *Implementation Timeline:* March 2006 – March 2009
- The District has access to a TDD; however, planning meeting staff members may not have access to this device and have not been trained in its use.
  - *Action Step:* The District will provide access to a TDD and training in its use for all planning meeting staff members.
  - *Implementation Timeline:* March 2006 – March 2008
- Sign language interpreters and other auxiliary aids and services may not be available at public land use planning meetings.
  - *Action Step:* At public meetings, the District will provide or make available sign language interpreters and pen and paper for people with hearing or speech disabilities.
  - *Implementation Timeline:* March 2006 – March 2007
- Assistive listening devices are not provided at public land use planning meetings.
  - *Action Step:* Where facilities do not already provide them, the District will acquire portable assistive listening devices for use at land use planning meetings.
  - *Implementation Timeline:* March 2006 – March 2007

## Maintenance Contracting/Major Maintenance

### 1. Description of Program or Activity

The Maintenance Contracting/Major Maintenance Program oversees and administers small (usually less than \$25,000) contracts with private general contractors for maintenance and construction projects necessary for the day-to-day operation of EBRPD facilities. The Program solicits bids from contractors for work on District facilities, works with District staff to prepare contract documents, provides administrative support and, for Major Maintenance, provides inspection.

### 2. Survey Respondent(s)

Louie Gross, 510-544-2562

### 3. Location(s) of Facilities

- Various facilities district-wide.

### 4. Practices That Facilitate the Participation of People with Disabilities

- The District awards a wide variety of maintenance contracts in various settings.
- There are no circumstances in which District policy would restrict or exclude people with disabilities from contracting to supply maintenance services for the District.
- 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 others contracted to supply maintenance services to the District.
- Staff members are aware that it may be necessary to modify the District's program policies or practices to enable people with disabilities to participate in and benefit from a program.
- When requested, the District provides Maintenance agreements in large print, computer disk, or by e-mail.

### 5. Practices That Require Modification and Action Steps

- The District may not be prepared to provide alternative methods of applying for maintenance contracts for those contractors who have disabilities that prevent them from filling out or signing forms.
  - *Action Step:* The District will provide alternative methods of applying for maintenance contracts for people who have disabilities that prevent them from filling out or signing forms.
  - *Implementation Timeline:* March 2006 – March 2007
- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and they have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008

- The District does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.
  - *Action Step:* The District will notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices offered by the District to make programs and services more accessible.
  - *Implementation Timeline:* March 2006 – March 2007
- The District does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
  - *Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications.
  - *Implementation Timeline:* March 2006 – March 2007
- The District has access to a TDD; however, maintenance contracting staff members may not have access to this device and have not been trained in its use.
  - *Action Step:* The District will provide access to a TDD and training in its use for all maintenance contracting staff members.
  - *Implementation Timeline:* March 2006 – March 2008

# Parks Express

## 1. Description of Program or Activity

Parks Express is a district-funded program geared towards increasing access to the regional parks for low-income schools and communities, seniors, and the people with disabilities, by offering subsidized charter transportation to non-profit organizations serving these special populations.

## 2. Survey Respondent

Elaine Deshaies, 510-544-2205

## 3. Location(s) of Facilities

- Various regional parks—destination determined by the users.

## 4. Practices That Facilitate the Participation of People with Disabilities

- While the District does provide this service as a special benefit for people with disabilities, there are no circumstances in which a person with a disability would be prohibited from using any other transportation services that the District might provide because of the provision of the Parks Express service.
- The District provides a wheelchair lift-equipped van for those with mobility disabilities.

## 5. Practices That Require Modification and Action Steps

- The District may not have policies and procedures to ensure that approval of applications is equally divided among applicants, whether or not they have a disability.
  - *Action Step:* The District will ensure that all applications to Parks Express are accessed equally, whether or not they have a disability.
  - *Implementation Timeline:* March 2006 – March 2008
- The District may not be prepared to provide alternative methods of program registration for people with disabilities that prevent them from filling out or signing the Parks Express application form.
  - *Action Step:* The District will ensure that alternative methods of applying for Parks Express are available for people who have disabilities that prevent them from filling out or signing forms.
  - *Implementation Timeline:* March 2006 – March 2007
- Staff members have not received training regarding the provision of appropriate modifications for people with all kinds of disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008

- Information about the Parks Express program is not readily available through a variety of District publications.
  - *Action Step:* The District will ensure that people with disabilities can easily obtain information about the availability and location of this and other accessible programs, services, activities, and facilities, by making the information available in a variety of sources, including the web site and other District publications, such as park brochures, notice boards, or *Regional in Nature*.
  - *Implementation Timeline:* March 2006 – March 2007
- All documents and publications regarding the Parks Express program may not be provided in alternative formats for individuals with visual or learning disabilities
  - *Action Step:* The District will ensure that any Parks Express documents or publications are provided in formats that are accessible to individuals with visual or learning disabilities. (Examples include Braille or large print, for those with visual disabilities, and easy-to-understand language for those with learning disabilities.)
  - *Implementation Timeline:* March 2006 – March 2007
- The District has access to a TDD; however, Parks Express staff members may not have access to this device and have not been trained in its use.
  - *Action Step:* The District will provide access to a TDD and training in its use for all Parks Express staff members.
  - *Implementation Timeline:* March 2006 – March 2008

## Public Affairs

### 1. Description of Program or Activity

The Public Affairs Department is the primary communications link between the District and the public. The publications component of the Department strives to inform the public, and to promote the District's parklands, programs, and image. Publications fall into three categories: 1) the "Regional in Nature" newsletter; 2) map brochures, which cover virtually all District Parks and Regional Trails; and 3) various other printed pieces, including the membership newsletter, invitations to special events, and promotional flyers or brochures for particular District-sponsored programs or activities. The web site is also used to distribute information about District programs to the public, including press releases, special events, naturalist programs, information about the various parks, job availability, volunteer opportunities, recreational activities, public meetings, etc.

### 2. Survey Respondent

Lane Powell, 510-544-2210

### 3. Location(s) of Facilities

- District Main Office, 2950 Peralta Oaks Ct., Oakland.

### 4. Practices That Facilitate the Participation of People with Disabilities

- The District provides a variety of methods by which the public may access information about park programs and services.
- 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 individuals seeking information about park programs and services.
- Staff members are aware that it may be necessary to modify the District's program policies or practices to enable people with disabilities to participate in and benefit from a program.

### 5. Practices That Require Modification and Action Steps

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
  - *Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications.
  - *Implementation Timeline:* March 2006 – March 2007

- The District has not established a process for responding to requests for modification to its publications or web site.
  - Action Step:* The District will develop a process or procedure for responding to requests for modification to its publications or web site.
  - Implementation Timeline:* March 2006 – March 2007
  
- While the District does include images of individuals with disabilities in some of its publications, it does not include them consistently throughout all of its published material.
  - Action Step:* When District publications or web pages are accompanied by illustrations showing park-users, the District will include images of individuals with and without disabilities.
  - Implementation Timeline:* March 2006 – March 2008
  
- While the District does include limited information about accessible facilities and programs in its "Regional in Nature" newsletter, its park brochures, and its web site, the information is incomplete (not available for all programs and facilities in the same degree of detail) and does not always address accessibility for those with all kinds of disabilities.
  - *Action Step:* The District will ensure that people with all kinds of disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be provided on the District's web site and in Park brochures.
  - *Implementation Timeline:* March 2006 – March 2009
  
- Documents (which includes movies or other audio-visual presentations) posted to the District's website for downloading by the public do not meet the technical requirements for accessibility.
  - *Action Step:* All documents posted to the website for downloading will be produced in an approved accessible format (for example, documents can be posted as an accessible pdf, and QuickTime movies should be captioned).
  - *Implementation Timeline:* March 2006 – March 2009
  
- The District has access to a TDD; however, public affairs staff members may not have access to this device and have not been trained in its use.
  - *Action Step:* The District will provide access to a TDD and training in its use for all public affairs staff members.
  - *Implementation Timeline:* March 2006 – March 2008

## Public Meetings of the Board of Directors

### 1. Description of Program or Activity

Biweekly meetings of the Board of Directors, conducted in a public forum, in order to conduct District business. Agenda items include authorization of funding for various projects, approval of Park Advisory Committee appointments, authorization of purchases or bid acceptance, authorizations to apply for grants, board committee reports, and other similar business items.

### 2. Survey Respondent

Sharon Marshall, 510-544-2020

### 3. Location(s) of Facilities

- Garms Residence
- Peralta Oaks Board Room, District Main Office, 2950 Peralta Oaks Ct., Oakland
- Peralta Oaks Board Conference Room, District Main Office, 2950 Peralta Oaks Ct., Oakland

### 4. Practices That Facilitate the Participation of People with Disabilities

- There are no circumstances in which District policy restricts or excludes a person with a disability from participating in public meetings of the District's Board of Directors.

### 5. Practices That Require Modification and Action Steps

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from the public Board of Directors meetings.
  - *Action Step:* Staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from the public Board of Directors meetings.
  - *Implementation Timeline:* March 2006 – March 2007
- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and they have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not publicize information about the accessibility of its Board of Directors meetings or the right of people with disabilities to participate.
  - *Action Step:* The District will notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices offered by the District to make programs and services more accessible.
  - *Implementation Timeline:* March 2006 – March 2007

- The District does not include information about the accessibility of facilities where public board meetings are offered on its website.
  - *Action Step:* The District will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be included along with the schedule of the Board of Director's meeting on the District's website.
  - *Implementation Timeline:* March 2006 – March 2008
- Locations that are desired for program use may not always be accessible.
  - *Action Step:* The District will ensure that physically accessible locations will be provided for each type of program. If a program location (such as the Garms residence) is not accessible to certain individuals, an alternate location will be considered or the District and the individual with a disability will determine the modifications that will be made to make the program accessible.
  - *Implementation Timeline:* March 2006 – March 2007
- Assistive listening devices may not be provided at the Peralta Oaks meeting rooms or at the Garms residence.
  - *Action Step:* The District will acquire assistive listening devices for the facilities where public meetings of the board of directors are held.
  - *Implementation Timeline:* March 2006 – March 2007
- The District has access to a TDD; however, public board meeting staff members may not have access to this device and have not been trained in its use.
  - *Action Step:* The District will provide access to a TDD and training in its use for all public board meeting staff members.
  - *Implementation Timeline:* March 2006 – March 2008
- When transportation is provided, the District may not have accessible vehicles available for those with disabilities.
  - *Action Step:* The District will ensure that all requests for transportation from BART to Peralta Oaks, including those made by people with disabilities, can be accommodated equally.
  - *Implementation Timeline:* March 2006 – March 2008
- The District has not established emergency evacuation procedures for public meetings of the Board of Directors.
  - *Action Step:* The District will develop and post emergency evacuation procedures and provide a means of alerting people with all kinds of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008

## Public Safety: Communications Center

### 1. Description of Program or Activity

A "911" emergency police and fire communications center staffed 24 hours a day, 365 days a year.

### 2. Survey Respondent

Peg Groleau, 510-544-3010

### 3. Location(s) of Facilities

- District Main Office, 2950 Peralta Oaks Ct., Oakland.

### 4. Practices That Require Modification and Action Steps

- All Public Safety staff members may not have received training regarding the provision of appropriate modifications for people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- All District 911 operators may not have direct access to a TDD, and they may not be trained in the use of TDD equipment for communicating over the telephone with a person with hearing disabilities.
  - *Action Step:* The District will ensure that all District 911 operators have direct access to a TDD and are trained to use this equipment to communicate by phone with persons with hearing disabilities. For example, as required by the ADA, all call-takers will be trained to query every silent, open line call as a potential TDD call.
  - *Implementation Timeline:* March 2006 – March 2008

## **Public Safety: Fire and Police**

### **1. Description of Program or Activity**

Police: The police department ensures public safety, focusing primarily on medical aid and search-and-rescue calls, but also handling inebriated park visitors or other violators.

Fire: The fire department focus is fire safety and prevention, including fuels management and emergency fire and medical services, emphasizing wild land/ urban inner-mix fires and back-country medical emergency response.

The Public Safety services respond to about 1000 calls per year, with about 80% of those being medical calls. Both divisions tend to respond to need on park land that is not well-served by traditional service.

### **2. Survey Respondents**

Fire Chief Dennis Rein, 510-544-3051

Police Chief Tim Anderson, 510-544-3101

### **3. Location(s) of Facilities**

- Public Safety Headquarters, 17930 Lake Chabot Road, Castro Valley, CA 94546.
- The fire safety crew patrols throughout the District, focusing on areas not easily reached by city and county fire services.
- The police department also patrols throughout the District, focusing on areas beyond the typical patrols of local police.

### **4. Practices That Facilitate the Participation of People with Disabilities**

- There are no circumstances in which a person with a disability would be restricted or excluded from receiving service by the District's public safety services.
- 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 District recipients of public safety services.
- Staff members currently receive training regarding physical modifications for people with disabilities, and staff members have received training in disability issues and have experience working with people with disabilities.
- The District provides Paratransit transportation service to violators with mobility or other disabilities.

#### ***Practices That Require Modification and Action Steps***

- Staff members may not be fully aware of the extent to which it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services. For example, given that all buildings are not accessible, programs such as citation hearings should be relocated to accessible locations when required.

- *Action Step:* Staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Implementation Timeline:* March 2006 – March 2007
- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007
- The District does not publicize information about the accessibility of its services or the right of people with disabilities to receive them on its website.
  - *Action Step:* The District will notify the public of the right of individuals with disabilities to receive public safety services, including special procedures and devices offered by the District to make their services more accessible.
  - *Implementation Timeline:* March 2006 – March 2007
- The District does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
  - *Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications.
  - *Implementation Timeline:* March 2006 – March 2007
- While the Fire Department provides posted notices regarding prescribed burns using simple language in large format text, the text size may not meet the ADA requirements, and also some police-issued documents such as parking tickets may not be available in alternative formats for individuals with visual or learning disabilities.
  - *Action Step:* The District will ensure that all posted notices regarding proscribed burns are printed in text meeting ADA requirements. Also, where appropriate or when requested, other documents and publications produced by the District's Public Safety services will be made available in alternative formats for individuals with visual or learning disabilities (examples of alternative formats include large print, audiotape, computer disk, pictorial signage, etc.).
  - *Implementation Timeline:* March 2006 – March 2008
- The District's Public Safety Department does not include images of individuals with disabilities on its web site.
  - *Action Step:* When web pages are accompanied by illustrations, the District will include images of individuals with and without disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- Documents posted to the District's Public Safety Department website for downloading by the public do not meet the technical requirements for accessibility.
  - *Action Step:* All documents posted to the website for downloading will be produced in an approved accessible format.
  - *Implementation Timeline:* March 2006 – March 2008

- Locations that are desired for program use (eg. Public Safety Headquarters) are not always accessible.
  - *Action Step:* The District will ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, an alternate location will be considered or the District and the individual with a disability will determine the modifications that will be made to make the program accessible.
  - *Implementation Timeline:* March 2006 – March 2008
- The District's Public Safety Department may not have established emergency evacuation procedures for individuals with disabilities.
  - *Action Step:* The District will develop and post emergency evacuation procedures and provide a means of alerting people with learning impairments of an activated alarm.
  - *Implementation Timeline:* March 2006 – March 2008

# Reservations

## Central Registration for Recreation & Interpretive Programs

### 1. Description of Program or Activity

The purpose of this program is to register people for District Recreation and Interpretive Programs. This process includes taking payment of program fees, sending out printed materials regarding programs, sending out confirmation of registration, and notification of program cancellation. Activities comprise the following: taking phone calls and receiving mailed and faxed registration forms, and entering the necessary information into a computerized registration system in order to keep track of who (and how many) are registered for a program. Staff answer any questions they can about the program and collect name, address, phone number, birth date (or age), and other personal information about the customer as necessary based on the program for which they are registering, and pass it along to the program provider in the form of a class list. The customer is usually sent a packet of program information along with a receipt and confirmation of registration.

### 2. Survey Respondent

Mark Ragatz, 510-544-2540

### 3. Location(s) of Facilities

- District Main Office, 2950 Peralta Oaks Ct., Oakland.

### 4. Practices That Facilitate the Participation of People with Disabilities

- The District provides a variety of ways for people to register for its recreational and interpretive programs, including via telephone and TDD. Also, the District is currently implementing an internet registration process.
- Staff members are aware that it may be necessary to modify the District's program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members currently receive limited training regarding physical modifications for people with disabilities.
- The District has a TDD and staff members have been trained in the use of this device.
- The Reservations Office has the following equipment and procedures to assist the public in an emergency:
  - *Visual Disabilities:* A loud horn signals alarm/evacuation of the building.
  - *Hearing Disabilities:* A flashing light mounted on the wall in the reservations office signals alarm.
  - *Learning Disabilities:* the Reservations staff or the floor monitor would assist in evacuating to a safe location.
  - *Mobility Disabilities:* Reservations staff or the floor monitor would assist with evacuation to a safe location.

## 5. Practices That Require Modification and Action Steps

- Staff members have not received thorough training regarding the provision of appropriate modifications for people with all disabilities, and staff members have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate on its "WebReg" reservations web site.
  - *Action Step:* The District will notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices offered by the District to make programs and services more accessible.
  - *Implementation Timeline:* March 2006 – March 2007
- The District does not have a clear policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
  - *Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications.
  - *Implementation Timeline:* March 2006 – March 2007
- Documents posted to the District's website for downloading by the public do not always meet the technical requirements for accessibility.
  - *Action Step:* All documents posted to the website for downloading will be produced in an approved accessible format.
  - *Implementation Timeline:* March 2006 – March 2008

### **Indoor Facilities Rental**

#### **1. Description of Program or Activity**

Individuals and groups may rent park facilities for hosting various social gatherings, such as meetings, weddings, receptions, parties, and such.

#### **2. Survey Respondent(s)**

Jeri Honderd, 510-649-3312

#### **3. Location(s) of Facilities**

- Brazilian Room, Tilden Park
- Temescal Beach House, Temescal Recreation Area
- Fern Cottage, Kennedy Grove
- Shoreline Center, MLK Jr. Shoreline

#### 4. Practices That Facilitate the Participation of People with Disabilities

- There are no circumstances in which the District policy would exclude or restrict a person with a disability from participation in the District's facility rental process.
- 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 persons renting facilities from the District.

#### 5. Practices That Require Modification and Action Steps

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services. For example, the rule prohibiting the use of furniture on the lawn might exclude someone from participating in activities that occur there.
  - *Action Step:* Staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Implementation Timeline:* March 2006 – March 2007
- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007
- The District may not be prepared to provide an alternative format to the signed use contract for persons with disabilities.
  - *Action Step:* The District will ensure that alternative formats are available for people with disabilities that prevent them from filling out or signing forms.
  - *Implementation Timeline:* March 2006 – March 2008
- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and they have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
  - *Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications.
  - *Implementation Timeline:* March 2006 – March 2007
- The District does not include images of individuals with disabilities on the "brazillianroom.org" web page.
  - *Action Step:* When web pages are accompanied by illustrations, the District will include images of individuals with and without disabilities.
  - *Implementation Timeline:* March 2006 – March 2008

- The District does not include information about the accessibility of facilities where programs or services are offered on the "brazillianroom.org" web page.
  - *Action Step:* The District will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be provided in the District's "brazillianroom.org".
  - *Implementation Timeline:* March 2006 – March 2008
- Documents and publications (such as the facility rental use agreement) are not provided in formats that are accessible for individuals with all kinds of disabilities:
  - *Action Step:* Where appropriate or when requested, the District will make documents and publications relating to facility rental available in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities.
  - *Implementation Timeline:* March 2006 – March 2007
- The District's Indoor Facility Rental Services may not have adequate access to a TDD, and the District's TDD number is not included on the web page.
  - *Action Step:* The District will ensure the indoor facility rental process has adequate access to a TDD (by acquiring a separate TDD line if necessary), and it will include the number for the TDD on the web page as well as other notices and facility rental material.
  - *Implementation Timeline:* March 2006 – March 2008

## **Outdoor Site Reservations**

### **1. Description of Program or Activity**

Scheduling the public's use of sites for picnicking, group camping, day camping, and family camping. This process comprises matching requests for park use with the availability of the appropriate parks and sites. Requests come via telephone, fax, e-mail, and in person. Staff matches site capacity, amenities, features, and the activities sought by the customers with expected group size and customer preferences for park and site amenities, features, and activities.

### **2. Survey Respondent**

Mark Ragatz, 510-544-2540

### **3. Location(s) of Facilities**

- District Main Office, 2950 Peralta Oaks Ct., Oakland.

### **4. Practices That Facilitate the Participation of People with Disabilities**

- There are no circumstances in which District policy would restrict or exclude an individual with a disability from participation in the outdoor site reservation process.
- 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 others who participate in the District's outdoor site reservation process.
- Staff members are aware that it may be necessary to modify the District's program policies or practices to enable people with disabilities to participate in and benefit from a program.

- Staff members have received limited training regarding physical modifications for people with disabilities, and staff members have limited experience working with people with disabilities.
- The District has a TDD and reservations staff members have been trained in the use of this device. The District's reservations staff also uses a relay services for customers who do not have access to a TDD.

## 5. Practices That Require Modification and Action Steps

- The District may not be prepared to provide alternative methods of program registration for people with disabilities that prevent them from filling out or signing forms.
  - *Action Step:* The District will provide alternative methods of completing the reservation confirmation form for people with disabilities that prevent them from filling out or signing forms.
  - *Implementation Timeline:* March 2006 – March 2007
- Staff members have not received thorough training regarding the provision of appropriate modifications for people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not have a policy of notifying the public that it is prepared to make reasonable modifications to its reservations procedures to make it accessible to people with disabilities.
  - *Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications.
  - *Implementation Timeline:* March 2006 – March 2007

## Special Events Coordination

### 1. Description of Program or Activity

This program schedules and coordinates external special events to ensure the appropriate use of parks, enhance public use, and comply with District ordinances policies and procedures. The District organizes some special events, but numerous events are put on by outside organizations. District-run special events include the following:

- Alameda Nursing Home Picnic (Crown Beach): an annual event where 6 nursing homes bring their resident for a picnic to honor seniors;
- Coastal Cleanup Day (all EBRPD shoreline park areas): a volunteer event, promoting healthy and productive creek, coastal and bay environments.
- Free! Family Fun Days & Nights (a variety of District parks): a free drop-in family event for new and current park users, which has the goal of making positive relationships with community members and raising awareness of other recreation options.
- Special Kids Fishing Derby (Shadow Cliffs, Lake Temescal, and Contra Loma): Special Education kids from elementary schools are treated to a day of fishing, nature activities, boat rides and lunch. Kids are placed with a volunteer "buddy."
- Volunteer Recognition Events (Cull Canyon and Quarry Lakes): provides public recognition of volunteers' efforts on behalf of the regional Parks Community.

### 2. Survey Respondent(s)

Mark Ragatz, 510-544-2540

### 3. Location(s) of Facilities

- Park facilities District-wide

### 4. Practices That Facilitate the Participation of People with Disabilities

- The District provides a variety of special events in various settings.
- There are no circumstances in which District Policy restricts or excludes the participation of a person with a disability from participation in special events.
- The District does provide some separate special events for people with disabilities. However, there are no circumstances in which a person with a disability would be prohibited from participating in regular (non-separate) special events because of the provision of separate activities.
- 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 District special event participants.
- Where District programs include transportation, accessible transportation is provided in sufficient numbers to meet demand.

## 5. Practices That Require Modification and Action Steps

- Staff members may not be fully aware of the extent to which it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Action Step:* Staff members will be made aware of the extent to which it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Implementation Timeline:* March 2006 – March 2007
- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007
- The District may not be prepared to provide alternative methods of program registration for people with disabilities that prevent them from filling out or signing forms. These forms include not only the application forms filled out by event organizers, but also sign-up sheets filled out by event participants.
  - *Action Step:* The District will provide alternative methods of for people with disabilities that prevent them from filling out or signing forms. The Special Event Application Packet will include the TDD contact number for more information.
  - *Implementation Timeline:* March 2006 – March 2007
- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and staff members have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- District special event coordinators may not be fully trained in the use of TDD equipment or other means of communicating by telephone with a person with hearing disabilities.
  - *Action Step:* The District will ensure that District staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not publicize information about the accessibility of its special events or the right of people with disabilities to participate.
  - *Action Step:* The District will notify the public of the right of individuals with disabilities to participate in its special events, including special procedures and devices offered by the District to make programs and services more accessible.
  - *Implementation Timeline:* March 2006 – March 2007
- The District does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
  - *Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications.
  - *Implementation Timeline:* March 2006 – March 2007

- The District does not include information about the accessibility of facilities where special events are to take place on its announcements and flyers.
  - *Action Step:* The District will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be provided on the District's web site. A contact number (including TDD) for more information about accessibility could also be included on event flyers.
  - *Implementation Timeline:* March 2006 – March 2008
- Documents and publications are not provided in alternative formats for individuals with visual or learning disabilities.
  - *Action Step:* Where appropriate or when requested, documents and publications produced by the District will be made available in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities. For example, the volunteer recognition certificate could be made available in another format such as Braille or large print.
  - *Implementation Timeline:* March 2006 – March 2007
- Documents posted to the District's website for downloading by the public do not meet the technical requirements for accessibility.
  - *Action Step:* All documents posted to the website for downloading will be produced in an approved accessible format.
  - *Implementation Timeline:* March 2006 – March 2008
- The District has access to a TDD; however, special event program staff members may not have access to this device and have not been trained in its use.
  - *Action Step:* The District will provide access to a TDD and training in its use for all special event program staff members.
  - *Implementation Timeline:* March 2006 – March 2008
- Some locations that are desired for special events may not always be fully accessible. For example, some park visitors have commented on the need for more accessible parking.
  - *Action Step:* The District will ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, an alternate location will be considered or the District and the individual with a disability will determine the modifications that will be made to make the program accessible.
  - *Implementation Timeline:* March 2006 – March 2009

### **3.3.2 Recreational/Interpretive Programs**

## **Aquatics**

### **Junior Lifeguard Program**

#### **1. Description of Program or Activity**

This program is a two-week summer day camp that provides water safety education. The goals of the program are to increase awareness of safety concerns associated with the aquatic environment, to introduce participants to lifeguarding and first aid skills, to promote health through improved physical fitness and self-esteem, and to have fun with beach and water games. Each day, participants experience lectures on first aid, the environment, lifeguarding and first aid as well as physical activities including relays, team and individual games, rescues, first aid and CPR.

#### **2. Survey Respondent(s)**

- Dan McCormick, 510-544-2517

#### **3. Location(s) of Facilities**

- Lake Anza, Tilden Park
- Swim Lagoon, Contra Loma
- Swim Lagoon, Cull Canyon
- Quarry Lakes
- Shadow Cliffs
- Lake Temescal

#### **4. Practices That Facilitate the Participation of People with Disabilities**

- There are circumstances, such as if the participant could not complete the 50-yard open water swim test or demonstrate proficient ability to tread water, in which the participation of a person with a disability in the Junior Lifeguard Program would be restricted or excluded. These exclusions or restrictions are necessary to the operation of the programs and to the safety of the participants who do not have 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 Junior Lifeguard Program participants.

#### **5. Practices That Require Modification and Action Steps**

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services. For example, the instructors often use a white board or written handouts to distribute information to the participants, and although these written materials are not "mandatory aspects of the program," not having access to this information might diminish participants' experience of the program.
  - *Action Step:* Staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services. The District will ensure that when requested, written materials are available to program participants in alternative formats.
  - *Implementation Timeline:* March 2006 – March 2007

- Lifeguard program participants are sometimes required to complete written quizzes to test their retention of the material presented.
  - *Action Step:* The District will ensure that participants have the opportunity to take quizzes in an alternative format.
  - *Implementation Timeline:* March 2006 – March 2007
- While some staff members have had limited experience working with people with disabilities, none has received training regarding the provision of appropriate modifications for people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not publicize information about the accessibility of the Junior Lifeguard Program in its "Open Water Junior Lifeguards" brochure.
  - Action Step:* The District will notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices offered by the District to make programs and services more accessible.
  - Implementation Timeline:* March 2006 – March 2008
- The District does not notify the public that it is prepared to make reasonable modifications to the Junior Lifeguard Program to make it accessible to people with disabilities.
  - Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications.
  - Implementation Timeline:* March 2006 – March 2008
- The District does not include images of individuals with disabilities in the "Open Water Junior Lifeguards" brochure.
  - Action Step:* When program brochures are accompanied by illustrations, the District will include images of individuals with and without disabilities.
  - Implementation Timeline:* March 2006 – March 2009
- The District does not include complete information about the accessibility of facilities where the Junior Lifeguard Program is offered either in its program brochure, on the website, or in its park brochures.
  - Action Step:* The District will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be provided in the District's park brochures, on its website, or in individual program brochures.
  - Implementation Timeline:* March 2006 – March 2008

## **Swimming—Guarded**

### **1. Description of Program or Activity**

This program provides various enjoyable and safe recreational swim opportunities for park visitors. The guarded swim program includes Open Water Lap Swim, Swimming Pool Lap Swim, Recreation Swim at Roberts Pool, Beach-Lagoon Guarded Rec Swim, Disabled Swim at Roberts Pool, and Lifeguarded Day Camp Group Swimming.

## **2. Survey Respondent(s)**

- Dan McCormick, 510-544-2517

## **3. Location(s) of Facilities**

- Lake Anza, Tilden Park
- East Beach, Del Valle
- West Beach, Del Valle
- Quarry Lakes
- Shadow Cliffs
- Lake Temescal
- Roberts Pool
- Contra Loma
- Cull Canyon
- Don Castro

## **4. Practices That Facilitate the Participation of People with Disabilities**

- The District provides a variety of settings in which people can participate in guarded swimming.
- There are no circumstances in which District Policy restricts or excludes the participation of a person with a disability from guarded swimming because of his disability.
- The District does provide a separate guarded disabled swim at Roberts Pool. However, there are no circumstances in which a person with a disability would be prohibited from participating in regular (non-separate) guarded swim programs.
- 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 participants in the District's guarded swim programs.
- Many staff members are aware that it may be necessary to modify the District's program policies or practices to enable people with disabilities to participate in and benefit from a program. Frequently, they grant requests by people with disabilities for exceptions to certain rules so that they can swim laps more comfortably (such as using kickboards, pull buoys, etc.).
- Notice is included in the "Roberts Pool Swim Program" brochure regarding the modifications provided at Roberts Pool.
- The District provides some accessible pool facilities and equipment to those with mobility or other disabilities at Roberts Pool.
- Persons with disabilities are allowed to use assistive equipment (such as personal flotation devices, snorkels, masks, and fins) in swimming pools.
- The District has installed rotating strobe lights to alert people with hearing impairments when there is a chlorine leak.
- Lifeguards use a siren and verbal announcements to alert those with visual impairments when evacuation is necessary.

## 5. Practices That Require Modification and Action Steps

- Staff members are unaware that it might be necessary to modify some program policies (such as the prohibition of dogs in beach areas and the restrictions on floatation devices) to enable people with disabilities to participate in and benefit from programs or services.
  - *Action Step:* Staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Implementation Timeline:* March 2006 – March 2007
- Although most District lifeguards have experience working with people with disabilities during the weekly disabled swim at Roberts Pool, some do not and also most have not received training regarding the provision of appropriate modifications for people with all kinds of disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not include information about the accessibility of facilities where guarded swimming is offered on its web site, and it does not post its TDD number along side other phone numbers on the "Swimming" web page.
  - *Action Step:* The District will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be provided on the District's "Swimming" web page.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities. For example, while there is information about the disabled swim in the "Roberts Pool Swim Program brochure," there is no statement about all swim programs being open to people with disabilities.
  - *Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications.
  - *Implementation Timeline:* March 2006 – March 2007
- The District does not include images of individuals with disabilities in its "Roberts Pool Swim Program" brochure.
  - *Action Step:* The District will include images of individuals with and without disabilities in the "Roberts Pool Swim Program" brochure.
  - *Implementation Timeline:* March 2006 – March 2009
- While the District has some emergency measures in place for people with disabilities, it has not established emergency evacuation procedures for individuals with all kinds of disabilities.
  - *Action Step:* The District will develop and post emergency evacuation procedures and provide a means of alerting people with all kinds of disabilities of an activated alarm.
  - *Implementation Timeline:* March 2006 – March 2008

## **Swimming—Unguarded**

### **1. Description of Program or Activity**

This program provides an opportunity for park visitors to swim in District waters without lifeguard supervision.

### **2. Survey Respondent(s)**

- Dan McCormick, 510-544-2517
- Anne Rockwell, 510-521-7090

### **3. Location(s) of Facilities**

- East Beach, Del Valle
- West Beach, Del Valle
- Area north of boat ramp, Del Valle
- Lake Temescal
- Shadow Cliffs
- Niles Beach, Quarry Lakes
- Lake Anza, Tilden Park
- Middle Harbor Shoreline
- Crown Beach
- Keller Beach

### **4. Practices That Facilitate the Participation of People with Disabilities**

- The District provides a variety of settings in which people can participate in unguarded swimming.
- There are no circumstances in which District Policy restricts or excludes a person with a disability from participating in the District's unguarded swimming program because of his disability.
- 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 District unguarded swimming program participants.

### **5. Practices That Require Modification and Action Steps**

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services (possibly due to a lack of requests for such modifications).
  - *Action Step:* Staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Implementation Timeline:* March 2006 – March 2007

- The District does not include information about the accessibility of facilities where unguarded swimming is offered on its web site, and it does not post its TDD number along side other phone numbers on the "Swimming" web page.
  - *Action Step:* The District will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be provided on the District's "Swimming" web page.
  - *Implementation Timeline:* March 2006 – March 2008
- Documents posted to the District's "Swimming" web page for downloading by the public do not meet the technical requirements for accessibility.
  - *Action Step:* All documents posted to the website for downloading will be produced in an approved accessible format.
  - *Implementation Timeline:* March 2006 – March 2008
- The District has not established emergency evacuation procedures for individuals with disabilities.
  - *Action Step:* The District will develop and post emergency evacuation procedures and provide a means of alerting people with all kinds of disabilities of an activated alarm.
  - *Implementation Timeline:* March 2006 – March 2008

## **Swimming Lessons**

### **1. Description of Program or Activity**

This program provides lessons for those wanting to learn to swim. Each session consists of two half-hour lessons. The activities included in the lesson vary depending on the skill level of the lesson and also the personal preference of the instructor.

### **2. Survey Respondent(s)**

- Dan McCormick, 510-544-2517

### **3. Location(s) of Facilities**

- Roberts Pool

### **4. Practices That Facilitate the Participation of People with Disabilities**

- There are no circumstances in which the participation of a person with a disability in the District's swimming lesson program would be restricted or excluded.
- 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 participants in the District's swimming lessons program.
- The District has installed rotating strobe lights to alert people with hearing impairments when there is a chlorine leak.
- Lifeguards use a siren and verbal announcements to alert those with visual impairments when evacuation is necessary.

## 5. Practices That Require Modification and Action Steps

- Swimming lesson participants are required to provide a waiver signed by their parent or guardian, and the District may not be prepared to provide an alternative format for those with a disability that prevents them from signing forms.
  - *Action Step:* The District will ensure that alternative methods of providing the swimming lesson waiver are available for people with disabilities that prevent them from filling out or signing forms.
  - *Implementation Timeline:* March 2006 – March 2007
- While staff members have experience working with people with disabilities, they have not received training regarding the provision of appropriate modifications for people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- While the District has some emergency measures in place for people with disabilities, it has not established emergency evacuation procedures for individuals with all kinds of disabilities.
  - *Action Step:* The District will develop and post emergency evacuation procedures and provide a means of alerting people with all kinds of disabilities of an activated alarm.
  - *Implementation Timeline:* March 2006 – March 2008

# Archery

## 1. Description of Program or Activity

Providing access to archery range.

## 2. Survey Respondent(s)

Denise Defreese and Paul Miller, 510-482-6023

## 3. Location(s) of Facilities

- Redwood Bowl, Roberts
- Bear Creek Parking Lot, Briones

## 4. Practices That Facilitate the Participation of People with Disabilities

- There are no circumstances in which District policy would restrict or exclude persons with disabilities from participating in the District's Archery Program.
- 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 Archery Program participants.

## 5. Practices That Require Modification and Action Steps

- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007
- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and they have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not include information about the accessibility of archery facilities on the website.
  - *Action Step:* The District will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be provided on the District's website.
  - *Implementation Timeline:* March 2006 – March 2008
- Outside contractors, namely the Redwood Bowman and the Briones Archery Club, who provide programs and services to the public, are not notified of their responsibilities for providing such services in a nondiscriminatory manner.
  - *Action Step:* The District will ensure that all outside contractors are notified of their responsibility to provide all services in a nondiscriminatory manner.
  - *Implementation Timeline:* March 2006 – March 2008

- Documents posted to the District’s website for downloading by the public do not meet the technical requirements for accessibility.
  - *Action Step:* All documents posted to the website for downloading will be produced in an approved accessible format.
  - *Implementation Timeline:* March 2006 – March 2008
  
- Locations that are desired for program use do not have equipment that is fully accessible.
  - *Action Step:* Staff members will be made aware that it might be necessary to modify equipment to enable people with disabilities to participate in and benefit from the archery program. For example, an audible and adjustable target could be provided at both archery facilities.
  - *Implementation Timeline:* March 2006 – March 2007

# Bird Watching

## 1. Description of Program or Activity

The purpose of this program is to provide opportunities for participants to find and identify various species of birdlife in a variety of habitats. Most participants use a combination of spotting scopes and binoculars for spotting birds, including raptors, shore birds, and wading birds.

## 2. Survey Respondent(s)

Steve Quick 925-846-4915  
Mark Taylor 510-521-7090

## 3. Location(s) of Facilities

- Botanic Gardens, Tilden Park
- Black Diamond Mines
- Coyote Hills
- Las Trampas Wilderness
- Diablo Foothills
- Bishop Ranch Open Space
- Pleasanton Ridge
- Sunol Regional Wilderness
- Ohlone Wilderness
- Mission Peak
- Garin Park
- Dry Creek Pioneer
- Shoreline trails, wetlands and marsh areas
- All shoreline parks

## 4. Practices That Facilitate the Participation of People with Disabilities

- The District provides a variety of programs in various settings.
- There are no circumstances in District policy restricts or excludes persons with a disability from participation in the Birdwatching Program.
- 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 Birdwatching Program participants.

## 5. Practices That Require Modification and Action Steps

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008

- Locations that are desired for program use are not always accessible. Some participants have requested trail improvements and access to marshes during the winter months.
  - *Action Step:* The District will ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, an alternate location will be considered or the District and the individual with a disability will determine the modifications that will be made to make the program accessible.
  - *See Section 4.2 – Transition Plan*

# Boating

## 1. Description of Program or Activity

Providing public recreational access to lakes and waterways for launching and operating a variety of user-provided boats, including kayaks, canoes, motor boats, sculls, row boats, jet skis, and sailboards.

## 2. Survey Respondent(s)

- Joan Suzio, 510-521-7090 (Shoreline Unit)
- Dee Tilson, 510-521-7090 (Shoreline Unit)
- Warren Schultz, 510-846-4929 (Lakes Unit)

## 3. Location(s) of Facilities

- Del-Valle
- Shadow Cliffs
- Lake Chabot
- Quarry Lakes
- Contra Loma
- Big Break Shoreline
- MLK Jr. Shoreline
- Miller/Knox Regional Shoreline
- Keller Beach
- Browns Island
- Brooks Island
- Crown Beach

## 4. Practices That Facilitate the Participation of People with Disabilities

- The District provides a variety of settings suitable for boating.
- There are no circumstances in which District policy would restrict or exclude the participation of a person from the District's Boating Program because of a disability.
- 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 District Boating Program participants.

## 5. Practices That Require Modification and Action Steps

- Staff members are not fully aware of the extent to which it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Action Step:* Staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Implementation Timeline:* March 2006 – March 2007

- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007
- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and staff members have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not include images of individuals with disabilities on the website or in brochures for parks where boating takes place.
  - *Action Step:* When brochures or web pages are accompanied by illustrations, the District will include images of individuals with and without disabilities.
  - *Implementation Timeline:* March 2006 – March 2009
- The District does not include information about the accessibility of facilities where programs or services are offered on the website.
  - *Action Step:* The District will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be provided on the District's "Boating in the Regional Parks" web page.
  - *Implementation Timeline:* March 2006 – March 2008
- Documents posted to the District's website for downloading by the public do not meet the technical requirements for accessibility.
  - *Action Step:* All documents posted to the website for downloading will be produced in an approved accessible format.
  - *Implementation Timeline:* March 2006 – March 2008
- The District has a TDD, but the number is not included on the "Boating" web page.
  - *Action Step:* The District will include the number for the TDD on notices and other material related to the Boating program.
  - *Implementation Timeline:* March 2006 – March 2008
- Locations that are desired for boating are not always accessible. Participants have requested "a more shallow floating launch pier" and a "better ramp to the sidewalk by boat launch."
  - *Action Step:* The District will ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, an alternate location will be considered or the District and the individual will a disability will determine the modifications that will be made to make the program accessible.
  - *Implementation Timeline:* March 2006 – March 2010

- The District has not established emergency evacuation procedures for individuals with disabilities.
  - *Action Step:* The District will develop and post emergency evacuation procedures and provide a means of alerting people with all kinds of disabilities of an activated alarm.
  - *Implementation Timeline:* March 2006 – March 2008

## **Camping**

### **Backpack Camping**

#### **1. Description of Program or Activity**

This program provides access to campsites in remote areas accessible by trails only.

#### **2. Survey Respondent(s)**

- Roger Epperson and Kelly Barrington, 925-846-4915

#### **3. Location(s) of Facilities**

- Stewartville backpack camp, Black Diamond Mines
- Morgan Backpack Camp, Morgan Territory
- Sunol Backpack Camp, Sunol Regional Wilderness
- Ohlone Wilderness Camps, Ohlone Wilderness

### **Equestrian Camping**

#### **1. Description of Program or Activity**

This program provides access to campsites for equestrian use.

#### **2. Survey Respondent(s)**

- Denise Defreese, 510-482-6023
- Kelly Barrington, 925-846-4915

#### **3. Location(s) of Facilities**

- Briones
- Doe Camp, Camp Ohlone
- Morgan Backpack Camp, Morgan Territory
- Stewartville Backpack Camp, Black Diamond Mines
- Anderson Equestrian Camp, Tilden Park

### **Family Camping**

#### **1. Description of Program or Activity**

This program provides access to campsites where families can experience the great outdoors.

#### **2. Survey Respondent(s)**

- Anne Kassebaum, 510-544-2552

### **3. Location(s) of Facilities**

- Camp Ohlone
- Family campground, Anthony Chabot
- Contra Loma
- Del Valle

#### **Group/Youth Camping**

##### **1. Description of Program or Activity**

This program provides facilities for group camping activities, focusing on youth groups, non-profits, organizations for people with disabilities, and other charter organized groups.

##### **2. Survey Respondent(s)**

- Jack Kenny, 925-846-4915
- Denise Defreese, 410-482-6023

##### **3. Location(s) of Facilities**

- Camp Ohlone
- Bort Meadow, Lost Ridge, Two Rocks, Lookout Ridge, Hawk Ridge, El Venado, and Puma Point; Anthony Chabot
- Girls Camp, Redwood
- Gillespie Youth Camp at Lake Anza, Tilden Park
- Wildcat view, New Woodland, and Blue Gum; Wildcat Park
- Star Mine Camp
- School Camp
- Leyden Flats
- High Valley Camp
- Alameda Grove

The following findings apply to all District Camping Activities

#### **4. Practices That Facilitate the Participation of People with Disabilities**

- The District provides a variety of camping experiences in various settings.
- There are no circumstances in which the participation of a person with a disability would be restricted or excluded from the District's camping programs or activities.
- The District does provide separate camping activities for people with disabilities at Camp Arroyo. However, there are no circumstances in which a person with a disability would be prohibited from participating in regular (non-separate) activities because of the provision of separate activities.
- 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 District camping program participants.
- The District provides special facilities for those with mobility or other disabilities at Camp Ohlone, Sunol Regional Wilderness.

- The District has on-going partnerships with a variety of groups that assist people with disabilities, including the Taylor Family Foundation, Ward Creek Day Camp from the Hayward Area Recreation and Park District, the City of Walnut Creek's disabled division, and also the Day Camp Collaborative.

## 5. Practices That Require Modification and Action Steps

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Action Step:* Staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Implementation Timeline:* March 2006 – March 2007
- The District may not be prepared to provide alternative methods of program registration for people with disabilities that prevent them from filling out or signing forms.
  - *Action Step:* The District will provide alternative methods of program registration for people with disabilities that prevent them from filling out or signing forms.
  - *Implementation Timeline:* March 2006 – March 2007
- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and they have had limited experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District has a TDD, but camping staff members may not have sufficient access to this equipment, and they have not been trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.
  - *Action Step:* The District will ensure that camping program staff members have sufficient access to TDD equipment, and the District will ensure that they are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.
  - *Action Step:* The District will notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices offered by the District to make programs and services more accessible.
  - *Implementation Timeline:* March 2006 – March 2007
- The District does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
  - *Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications
  - *Implementation Timeline:* March 2006 – March 2007

- The District does not include images of individuals with disabilities on its Camp Arroyo web page.
  - *Action Step:* When web pages are accompanied by illustrations, the District will include images of individuals with and without disabilities.
  - *Implementation Timeline:* March 2006 – March 2009
- The District includes limited information about the accessibility of facilities used for camping activities in its park brochures and on its web site.
  - *Action Step:* The District will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be provided in the District's park brochures or on its web site.
  - *Implementation Timeline:* March 2006 – March 2008
- Documents posted to the District's website for downloading by the public (such as park maps that depict camping sites) do not meet the technical requirements for accessibility.
  - *Action Step:* All documents posted to the website for downloading will be produced in an approved accessible format.
  - *Implementation Timeline:* March 2006 – March 2008
- Locations that are desired for program use may not always be accessible. For example, District staff report requests for improved trail and gate access at camping areas.
  - *Action Step:* The District will ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, an alternate location will be considered or the District and the individual with a disability will determine the modifications that will be made to make the program accessible.
  - *See Section 4.2 – Transition Plan*
- The District has not established campground emergency evacuation procedures for individuals with disabilities.
  - *Action Step:* The District will develop and post emergency evacuation procedures and provide a means of alerting people with both hearing and learning impairments
  - *Implementation Timeline:* March 2006 – March 2008

## **Court Sports**

### **1. Description of Program or Activity**

Courts are available for use at Quarry Lakes and Lake Chabot for volleyball.

### **2. Survey Respondent(s)**

- Jim Larrance, 510-795-4889
- Bryan Mortenson, Dave Freitas, and Paul Miller, 510-482-6023

### **3. Location(s) of Facilities**

- Picnic areas, Kennedy Grove
- Lawn area, Cull Canyon
- Adjacent to Bay Vista picnic site, Roberts
- Quarry Lakes
- Lake Chabot

### **4. Practices That Facilitate the Participation of People with Disabilities**

- There are no circumstances in which District Policy restricts or excludes a person from participation in the District's court sport program because of a disability.
- 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 District court sport participants.

### **5. Practices That Require Modification and Action Steps**

- Locations that are desired for court sport use are not always accessible.
  - *Action Step:* The District will ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, an alternate location will be considered or the District and the individual with a disability will determine the modifications that will be made to make the program accessible.
  - *Implementation Timeline:* March 2006 – March 2008

## **Dog Walking**

### **1. Description of Program or Activity**

The District provides many trails for both on-leash and off-leash dog-walking practiced by both individual and professional dog-walkers.

### **2. Survey Respondent(s)**

- Warren Schultz, 925-846-4929 (Lakes Unit)
- Kevin Takei, 510-521-7090 (Shoreline Unit)

### **3. Location(s) of Facilities**

- All shoreline parks
- Wildcat Park
- Alvarado
- Tilden Park
- Sibley Preserve
- Redwood
- Anthony Chabot
- Leona Canyon
- Del-Valle
- Shadow Cliffs
- Quarry Lakes
- Lake Chabot
- Contra Loma

### **4. Practices That Facilitate the Participation of People with Disabilities**

- The District provides a variety of settings in which people may walk dogs.
- There are no circumstances in which District policy restricts or excludes people from dog-walking because they have a disability.
- 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 dog walkers.

### **5. Practices That Require Modification and Action Steps**

- The District does not publish information about the accessibility of facilities that are available for dog-walking.
  - *Action Step:* The District will ensure that people with disabilities can obtain information about the availability and location of accessible sites for dog-walking.
  - *Implementation Timeline:* March 2006 – March 2007

## Equestrian Stables

### 1. Description of Program or Activity

The district provides stables for boarding horses.

### 2. Survey Respondent(s)

Jeff Wilson, 510-482-6025

### 3. Location(s) of Facilities

- Chabot Stables, Anthony Chabot
- Skyline Ranch Equestrian Center, Anthony Chabot
- Las Trampas Stables, Las Trampas Regional Wilderness
- Piedmont Stables, Redwood

### 4. Practices That Facilitate the Participation of People with Disabilities

- The Equestrian Stables Program responds to requests for modification to accommodate people with disabilities on a case-by-case basis.
- There are no circumstances in which District policy would restrict or exclude the participation of a person from the District's Equestrian Stables Program because of a disability.
- 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 participants using the District's equestrian stables.
- Staff members are aware that it may be necessary to modify the District's program policies or practices to enable people with disabilities to participate in and benefit from a program.

### 5. Practices That Require Modification and Action Steps

- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007
- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and staff members have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008

- The District does not include information about the accessibility of facilities where programs or services are offered on its "Equestrian Facilities" web page.
  - *Action Step:* The District will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be on the web page.
  - *Implementation Timeline:* March 2006 – March 2008
- Outside contractors providing services to the public may not have been notified of their responsibilities for providing such services in a nondiscriminatory manner.
  - *Action Step:* The District will ensure that contractors providing services to the Equestrian Stables program have been notified of their responsibilities to provide their services in a non-discriminatory manner. The District will also require assurances from these contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.
  - *Implementation Timeline:* March 2006 – March 2009
- Locations that are desired for program use are not always accessible.
  - *Action Step:* The District will ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, an alternate location will be considered or the District and the individual with a disability will determine the modifications that will be made to make the program accessible.
  - *See Section 4.2 – Transition Plan*

## Field Sports

### 1. Description of Program or Activity

This program provides areas to practice and play baseball.

### 2. Survey Respondent(s)

Paul Miller, 510-482-6023

### 3. Location(s) of Facilities

South end ball field, Roberts

### 4. Practices That Facilitate the Participation of People with Disabilities

- There are no circumstances in which District policy would restrict or exclude the participation of a person from the District's Field Sports Program because of a disability.
- 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 District Field Sports Program participants.

### 5. Practices That Require Modification and Action Steps

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and staff members have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- Locations that are desired for program use are not always accessible.
  - *Action Step:* The District will ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, an alternate location will be considered or the District and the individual with a disability will determine the modifications that will be made to make the program accessible.
  - *Implementation Timeline:* March 2006 – March 2008
- The program locations offered may not be fully accessible for people with visual impairments.
  - *Action Step:* The District will consider providing equipment to enhance accessibility for those with visual impairments, such as audible bases.
  - *Implementation Timeline:* March 2006 – March 2008

# Fishing

## 1. Description of Program or Activity

The District provides places where local fishermen of all levels may fish from shorelines, banks, piers or boats.

## 2. Survey Respondent(s)

- Joe Britton, 510-544-3202 (Lakes Unit)
- Bill Nichols, 510-521-7090 (Shoreline Unit)
- Jim Silliman, 510-482-6023
- Jeff Wilson, 510-482-6025
- Al Olivera, 510-482-6021

## 3. Location(s) of Facilities

- Shinn Pond, Alameda Creek Trail
- Pier, Antioch Oakley Regional Shoreline
- Eckley Pier, Carquinez Shoreline
- Cull Canyon
- Contra Loma
- Crown Beach
- Del-Valle
- Don Castro
- Jordan Pond, Garin
- Main parking lot, Lake Chabot
- Shoreline, Lake Chabot
- Miller/Knox Regional Shoreline
- MLK, Jr. Regional Shoreline
- Quarry Lakes
- Point Isabel
- Point Pinole
- Shadow Cliffs
- Temescal Recreation Area
- Lake Anza, Tilden Park

## 4. Practices That Facilitate the Participation of People with Disabilities

- The District provides a variety of settings in which park visitors may enjoy fishing.
- There are no circumstances in which District policy would restrict or exclude the participation of a person from the District's Fishing Program because of a disability.
- 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 District Fishing Program participants. In fact, anglers with disabilities, who reside in Alameda or Contra Costa counties, are eligible to purchase an EBRPD fishing access permit good for one year at the price of \$90.

## 5. Practices That Require Modification and Action Steps

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and staff members have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not ensure that images of individuals with disabilities are included on the fishing web pages provided by concessionaires.
  - *Action Step:* When concessionaires include illustrations or images on their web pages, the District will ensure that they include images of individuals both with and without disabilities.
  - *Implementation Timeline:* March 2006 – March 2009
- The District does not include information about the accessibility of facilities where programs or services are offered on its "Fishing in the Regional Parks" web page.
  - *Action Step:* The District will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be included on the District's "Fishing in the Regional Parks" web page.
  - *Implementation Timeline:* March 2006 – March 2008
- Information on the Fishing Program web page is not provided in easy to understand language for individuals with learning disabilities.
  - *Action Step:* When requested, the District will provide documents and publications in simple, easy-to-understand language for individuals with learning disabilities.
  - *Implementation Timeline:* March 2006 – March 2009
- Although the District does have access to a TDD, the TDD number is not displayed on the Fishing Program website.
  - *Action Step:* The District will include the TDD number along side other phone numbers on all notices and other Fishing Program material, including the web page.
  - *Implementation Timeline:* March 2006 – March 2007
- Outside contractors providing programs and services to the public may not have been notified of their responsibilities for providing such services in a nondiscriminatory manner. The District also may not have required assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.
  - *Action Step:* The District will ensure that outside contractors providing programs and services to the public are notified of their responsibility to provide services in a nondiscriminatory manner, and the District will require assurances that contractors have fulfilled their ADA Title II requirements.
  - *Implementation Timeline:* March 2006 – March 2009

- Locations that are desired for program use are not always accessible.
  - *Action Step:* The District will ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, an alternate location will be considered or the District and the individual with a disability will determine the modifications that will be made to make the program accessible.
  - *See Section 4.2 – Transition Plan*

## Interpretive Programs

### Visitor Center Activities

#### 1. Description of Program or Activity

The District has five visitors' centers, each of which hosts a variety of activities and exhibits designed to provide visitors with educational experiences. Activities include workshops, natural and cultural history programs, resource management experiences (such as working in the nectar garden at Coyote Hills or helping to tend and harvest crops at Ardenwood Farms), naturalist-led hikes, educator training sessions, and youth-focused programs. These programs are conducted by the interpretive staff, which includes naturalists, interpretive student aides, and volunteer docents. A varied audience, including all age groups, ethnicities, cultures, and abilities participate in visitor center activities.

#### 2. Survey Respondent(s)

- Tara Reinertson and Gaeta Bell, Ardenwood Historic Farm, 510-796-4076
- Traci Parent, Black Diamond Mines, 925-775-3713
- Paul Ferreira, Coyote Hills, 510-795-9385
- Jack Kenny, 510-841-8732
- Sharol Nelson-Embry, Crab Cove, 510-521-6887
- Margaret Kelley, Tilden, 510-525-2233

#### 3. Location(s) of Facilities

- Ardenwood Historic Farm: barn, farmyard, granary, Patterson House, greenhouse, animal pens, heirloom vegetable garden
- Black Diamond Mines: Hazel-Atlas Mine, Greathouse Visitor Center
- Coyote Hills: Visitor Center, garden, picnic area, marsh, shellmound, nectar garden
- Crab Cove: Visitor Center
- Sunol: Visitor Center, wilderness run, school camp
- Tilden: Auditorium, Little Farm Garden, Junior Ranger Lodge, butterfly garden, fire well, ponds

#### 4. Practices That Facilitate the Participation of People with Disabilities

- The District provides a variety of visitor center activities in various settings.
- There are limited circumstances in which the participation of a person with a disability in the District's visitor center activities (such as the Junior Ranger Aide program) would be restricted or excluded. These exclusions or restrictions are necessary to the operation of the programs and to the safety of the participants who do not have 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 District visitor center activity participants.
- Staff members are aware that it may be necessary to modify the District's program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Some staff members have experience working with people with disabilities, and staff members have received limited training regarding physical modifications for people with disabilities.
- The District has an ADA coordinator.

- In some District publications, the public is advised that the District is prepared to make reasonable modifications to accommodate the special needs of visitors with disabilities.
- On request the District provides documents and publications in alternative media or an accessible format. For example, some documents at Tilden's Little Farm are available in Braille, many documents are available on the web, and staff is prepared to accommodate requests.
- The District provides lower tables to those with mobility or other disabilities.
- Where District programs include transportation, accessible transportation is provided in sufficient numbers to meet demand.
- The [Click here and enter name of facility or room]was recently remodeled to improve accessibility with the following features: Example of modification to a facility reported in Self-Evaluation

## 5. Practices That Require Modification and Action Steps

- Some staff members are unaware of the extent to which it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Action Step:* All staff members will be made aware of the extent to which it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Implementation Timeline:* March 2006 – March 2007
- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007
- Participants in some visitor center activities (such as the Junior Rangers at Tilden Park) are required to complete a written form in order to be admitted to the program, and District staff do not report being prepared to provide alternative methods of program registration for people with disabilities that prevent them from filling out or signing forms.
  - *Action Step:* The District will provide alternative methods of program registration for people with disabilities that prevent them from filling out or signing forms.
  - *Implementation Timeline:* March 2006 – March 2007
- Some staff members have not had experience working with people with disabilities and have not received training regarding the provision of appropriate modifications for people with disabilities. Other staff members have only minimal training or experience in working with people with disabilities
  - *Action Step:* The District will ensure that all staff members receive training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008

- The District has a TDD, but visitor center staff members may not have sufficient access to this equipment, and they have not been trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.
  - *Action Step:* The District will ensure that visitor center program staff members have sufficient access to TDD equipment, and the District will ensure that they are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- Although the District does have access to a TDD, the TDD number is not displayed on all visitor center websites.
  - *Action Step:* The District will include the TDD number along side other phone numbers on all notices and other visitor center activity material, including the web page.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not consistently publicize information about the accessibility of visitor center activities or the right of people with disabilities to participate.
  - *Action Step:* The District will notify the public of the right of individuals with disabilities to participate in its visitor center activities, including special procedures and devices offered by the District to make programs and services more accessible.
  - *Implementation Timeline:* March 2006 – March 2007
- The District does not have a policy of notifying the public that it is prepared to make reasonable modifications to visitor center activities to make them accessible to people with disabilities.
  - *Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications. For example: some visitor center handouts include the lines "Accommodation will be made for visitors with disabilities upon request," and "For assistance please call 'phone number' or 'e-mail'." This line could be added to all publications, including flyers, reservation forms, pamphlets, etc., and the TDD phone number could be added also.
  - *Implementation Timeline:* March 2006 – March 2008
- The District's interpretive audio-visual presentations (powerpoints, slide shows, and videos) are not provided in accessible formats for individuals with visual, hearing, or learning disabilities.
  - *Action Step:* Where appropriate or when requested, the District will make interpretive audio-visual presentations available in alternative media (such as large print, Braille, or audiotape transcriptions, sign language interpretation, computer disk, or pictorial signage) for individuals with visual or learning disabilities. When requested, naturalists making presentations will audibly read and describe any text and images.
  - *Implementation Timeline:* March 2006 – March 2009
- Sign language interpreters and other auxiliary aids and services are not available at the Tilden Visitor Center Auditorium for horticulture classes, lectures, and presentations.
  - *Action Step:* For horticulture classes, lectures, and presentations at the Visitor Center Auditorium, the District will make available additional auxiliary aids and services—such as sign language interpreters, TDD equipment, and pen and paper—for people with hearing or speech disabilities.
  - *Implementation Timeline:* March 2006 – March 2009

- The District does not include information about the accessibility of all visitor center facilities where programs are offered on its web site.
  - *Action Step:* The District will ensure that people with disabilities can obtain information regarding the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be provided in the District's visitor center web pages, as well as its on other notices and publications.
  - *Implementation Timeline:* March 2006 – March 2008
- Documents posted to the District's website for downloading by the public do not meet the technical requirements for accessibility.
  - *Action Step:* All documents posted to the website for downloading will be produced in an approved accessible format.
  - *Implementation Timeline:* March 2006 – March 2008
- Notices regarding programs at the Botanic Garden Visitor Center, which are posted at the Center, may not be accessible to individuals with visual or learning disabilities.
  - *Action Step:* Where appropriate or when requested, notices regarding Visitor Center programs will be made available in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities.
  - *Implementation Timeline:* March 2006 – March 2007
- The EEC Auditorium at Tilden Park (non-fixed seating) does not have a permanent assistive listening system, and may not have adequate outlets and facilities to support a temporary system.
  - *Action Step:* At the EEC Auditorium, the District will either provide a permanent assistive listening system or adequate outlets and facilities to support a temporary system.
  - *Implementation Timeline:* March 2006 – March 2007
- Some park visitors have noted the need for additional aids and services to make some visitor center exhibits accessible for people with disabilities. For example, a person with a hearing disability wanted to be able to read about the farm animals that can be seen in the farmyard at Ardenwood Historic Farm.
  - *Action Step:* The District will make available additional aids and services to make visitor center exhibits accessible for people with all kinds of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District has not established emergency evacuation procedures for individuals with disabilities.
  - *Action Step:* The District will develop and post emergency evacuation procedures and provide a means of alerting people with visual, hearing, and/or learning disabilities of an activated alarm.
  - *Implementation Timeline:* March 2006 – March 2008

## **Non-Visitor Center Activities (Walks, Hikes, Campfires, etc.)**

### **1. Description of Program or Activity**

The District's Interpretive staff provides various programs that enable the public to learn about the parks, their history, flora, fauna, and geology, while having a safe, enjoyable experience in the parks. These programs comprise various hikes, walks, talks, and campfire programs.

### **2. Survey Respondent(s)**

- Christina Garcia, Ardenwood Historic Farm, 510-796-4076
- Traci Parent, Black Diamond Mines, 925-775-3713
- Paul Ferreira, Coyote Hills, 510-795-9385
- Sharol Nelson-Embry, Crab Cove, 510-521-6887

### **3. Location(s) of Facilities**

- Alameda Creek Regional Trail
- Anthony Chabot
- Antioch Pier
- Ardenwood Historic Farm
- Briones
- Camp Ohlone
- Camp sites district-wide
- Contra Loma
- Coyote Hills
- Cull Canyon
- Dell Valle
- Delta-Big Break
- Don Castro
- Garin
- Hayward Shoreline
- Lake Chabot
- Lake Temescal, Oakland
- Las Trampas Regional Wilderness
- Martin Luther King, Jr. Regional Shoreline
- Martinez Shoreline
- Mission Peak
- Morgan Territory
- Oyster Bay Regional Shoreline
- Pleasanton Ridge
- Quarry Lakes
- Redwood
- Roberts
- Round Valley
- Sibley Volcanic Preserve
- Sunol Regional Wilderness
- Tilden Park: New Woodland, Jewel Lake Boardwalk, various trails

#### 4. Practices That Facilitate the Participation of People with Disabilities

- The District provides a variety of programs in various settings.
- There are no circumstances in which the participation of a person with a disability in the District's Non-Visitor Center Activities would be restricted or excluded.
- The District does provide separate activities for people with disabilities, such as "Introduction to Fishing for Disabled Kids." However, there are no circumstances in which a person with a disability would be prohibited from participating in regular (non-separate) activities because of the provision of separate activities.
- 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 participants in the District's Non-Visitor Center Activities.
- Staff members are aware that it may be necessary to modify the District's program policies or practices to enable people with disabilities to participate in and benefit from a program.
- Staff members have received training in disability issues and have experience working with people with disabilities.

#### 5. Practices That Require Modification and Action Steps

- Staff members are unaware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Action Step:* Staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Implementation Timeline:* March 2006 – March 2007
- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007
- The District may not be prepared to provide alternative methods of program registration for people with disabilities that prevent them from filling out or signing forms.
  - *Action Step:* The District will provide alternative methods of program registration for people who have disabilities that prevent them from filling out or signing forms.
  - *Implementation Timeline:* March 2006 – March 2007
- Not all staff members have received training regarding the provision of appropriate modifications for people with disabilities, and some staff members may not have experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008

- The District does not publicize information about the accessibility of its programs or services or the right of people with disabilities to participate.
  - *Action Step:* The District will include notice of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices offered by the District to make programs and services more accessible.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
  - *Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications. For example, such notice could be included on flyers publicizing Non-Visitor Center Activities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District has not established emergency evacuation procedures for individuals with disabilities.
  - *Action Step:* The District will develop and post emergency evacuation procedures and provide a means of alerting people with hearing or learning impairments of an activated alarm.
  - *Implementation Timeline:* March 2006 – March 2008

## **Community Outreach**

### **1. Description of Program or Activity**

The District's Interpretive Community Outreach program brings natural and cultural history programs to groups who may not otherwise be able to attend programs in the parks. The Community Outreach program is also a way for the District to publicize the many wonderful educational and recreational resources people can experience when they visit the District's parks. Activities often involve slide show presentations and/or demonstrations of nature specimens.

### **2. Survey Respondent(s)**

- Sara Fetterly, Ardenwood Historic Farm, 510-796-4076
- Paul Ferreira, Coyote Hills, 510-795-9385
- Sharol Nelson-Embry, Crab Cove, 510-521-6887
- Jessica Sheppard, Tilden, 510-525-2233

### **3. Location(s) of Facilities**

- Various sites in Alameda and Contra Costa County, such as schools, libraries, community centers, or museums

### **4. Practices That Facilitate the Participation of People with Disabilities**

- The District provides a variety of outreach programs in various settings.
- There are no circumstances in which the participation of a person with a disability in the District's Community Outreach Program would be restricted or excluded.
- 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 District Outreach Program participants.
- Staff members are aware that it may be necessary to modify the District's program policies or

practices to enable people with disabilities to participate in and benefit from a program.

- Staff members have received some training in disability issues and have experience working with people with disabilities.
- When requested, staff members are prepared to provide documents, publications, multi-media presentations and demonstrations in alternative formats.

## 5. Practices That Require Modification and Action Steps

- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007
- Staff members have not received adequate training regarding the provision of appropriate modifications for people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not publicize information about the accessibility of its Community Outreach programs or the right of people with disabilities to participate.
  - *Action Step:* The District will notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices offered by the District to make programs and services more accessible.
  - *Implementation Timeline:* March 2006 – March 2007
- While the District does include notice on some documents that they are prepared to make reasonable modifications to programs or services to make them accessible, they do not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
  - *Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications. For example, information that states this willingness may be included on the "Your Invited" pamphlet and the "To Schedule a Naturalist-led Program" letter that is sent to local educators.
  - *Implementation Timeline:* March 2006 – March 2007
- Facilities where outreach programs are held may not always be accessible.
  - *Action Step:* When it is the responsibility of District staff to schedule the facility where an outreach presentation will be held, the District will ensure that a physically accessible location is scheduled. If a program location is not accessible to certain individuals, an alternate location will be considered or the District and the individual with a disability will determine the modifications that will be made to make the program accessible.
  - *Implementation Timeline:* March 2006 – March 2008

## **Interpretive Media and Publications**

### **1. Description of Program or Activity**

Interpretive Media and Publications consist of written materials, printed photos or graphics, videos, and multimedia or slide shows, which are intended to educate park visitors about park resources and notify them of programs or events. (Note: the services evaluated in this section are only those that originate from the Interpretive staff, not those that originate with the District's main publications group.)

### **2. Survey Respondent(s)**

- Tara Reinertson, Ardenwood Historic Farm, 510-796-4076
- Paul Ferreira, Coyote Hills, 510-795-9385
- Bob Kanagaki, Black Diamond Mines, 925-757-2620
- Linda Yemoto, Tilden, 510-525-2233
- Nicholas Cavagnaro, Exhibit Design, 510-521-6656

### **3. Location(s) of Facilities**

- Black Diamond Mines: Greathouse visitor center, B-North Auditorium, brochure boxes
- Coyote Hills: visitor center
- Garin: visitor center
- Tilden: visitor center

### **4. Practices That Facilitate the Participation of People 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 District Interpretive Program participants.
- Staff members are aware to some degree that it may be necessary to modify the District's Interpretive Media and Publications practices to enable people with disabilities to benefit from their services.

### **5. Practices That Require Modification and Action Steps**

- Staff members may not be aware of the extent to which it may be necessary to modify Interpretive Media and Publications practices to enable people with disabilities to benefit from their services.
  - *Action Step:* Staff members will be made fully aware of the extent to which it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Implementation Timeline:* March 2006 – March 2007
- The District has not established a process for responding to requests for alternative media and publication formats.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and they have limited experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing interpretive media and publication services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not adequately publicize information about the accessibility of its Interpretive Media and Publications services or the right of people with disabilities to benefit from these services.
  - *Action Step:* The District will notify the public of the right of individuals with disabilities to participate in its programs and services, including special procedures and devices offered by the District to make programs and services more accessible.
  - *Implementation Timeline:* March 2006 – March 2007
- The District does not have a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
  - *Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications. Conspicuous and permanent notification shall be included at all visitor centers, and notification will also be included on interpretive exhibits, flyers and notices.
  - *Implementation Timeline:* March 2006 – March 2007
- The District does not include images of individuals with disabilities in its publications and on its web page.
  - *Action Step:* When pamphlets, flyers, or publications such as "Regional in Nature" (Examples: reports or web pages) are accompanied by illustrations, the District will include images of individuals with and without disabilities.
  - *Implementation Timeline:* March 2006 – March 2009
- All documents, publications and multi-media shows may not be available in alternative formats for individuals with visual or learning disabilities.
  - *Action Step:* When requested, the District will provide Interpretive publications, slide-shows, and videos in alternative formats.
  - *Implementation Timeline:* March 2006 – March 2008

## **Bike Programs**

### **1. Description of Program or Activity**

Tilden Nature Area Staff conduct bike programs to provide educational and recreational outings for visitors who own a bicycle and helmet. These programs provide opportunities to learn the history and natural history of various park areas. Participants transport their own bicycles to a meeting spot, ride on a variety of surfaces and trail types, and listen to interpretive information provided by naturalists.

### **2. Survey Respondent(s)**

- David Zuckerman, Tilden, 510-525-2233

### **3. Location(s) of Facilities**

- Eastshore State Park
- Lafayette-Moraga Trail
- Miller-Knox Regional Shoreline
- Point Pinole Regional Shoreline
- Sunol Regional Wilderness
- Tilden Regional Park
- Wildcat Canyon Regional Park

### **4. Practices That Facilitate the Participation of People with Disabilities**

- The District provides a variety of bike interpretive programs in various settings.
- There are no circumstances in which the participation of a person with a disability in the District's interpretive bike programs would be restricted or excluded.
- 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 District interpretive bike program participants.
- Some interpretive staff members have received training in disability issues.
- The District has an ADA Coordinator.

### **5. Practices That Require Modification and Action Steps**

- Staff members may not be fully aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from interpretive bike programs.
  - *Action Step:* Staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from interpretive bike programs.
  - *Implementation Timeline:* March 2006 – March 2007
- Staff members do not report having received training regarding the provision of appropriate modifications for people with disabilities.
  - *Action Step:* The District will ensure that all staff members have received training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007
- The District has not established emergency evacuation procedures for interpretive bike program participants with disabilities.
  - *Action Step:* The District will develop emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm.
  - *Implementation Timeline:* March 2006 – March 2008

## **Boat/Canoe/Kayak Programs**

### **1. Description of Program or Activity**

Interpretive boat/canoe/kayak programs comprise a variety of on-the-water cruises that provide opportunities to learn about the area's natural history and view wildlife. Trips range from paddling excursions on the Bay or area lakes, to whale-watching cruises in the Pacific, and catamaran cruises on the Delta. Some programs require participants to provide their own equipment, while others are conducted using chartered vessels. When chartered vessels are used, a District naturalist provides the program.

### **2. Survey Respondent(s)**

- Michael Moran, Black Diamond Mines, 925-775-3719
- Sharol Nelson-Embry, Crab Cove, 510-521-6887
- David Zuckerman, Tilden, 510-525-2233

### **3. Location(s) of Facilities**

Departure Points:

- Pier 39, San Francisco
- Antioch Marina, Antioch
- Sugarbarge Marina, Bethel Island
- Pillar Point, Half Moon Bay
- Berkeley Marina, Berkeley
- Lake Chabot, San Leandro
- Lake Del Valle, Pleasanton
- Brooks Island, Berkeley
- Martin Luther King, Jr. Regional Shoreline
- Jewel Lake, Tilden

### **4. Practices That Facilitate the Participation of People with Disabilities**

- The District provides a variety of Interpretive Boat Programs in various settings.
- 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 District Interpretive Boat Program participants.
- Some staff members have received training in disability issues and have experience working with people with disabilities.
- The District has an ADA coordinator
- The public is advised that the District is prepared to make reasonable modifications.
- The District has a TDD and staff members have been trained in the use of this device.

### **5. Practices That Require Modification and Action Steps**

- Staff members may not be fully aware of the extent to which it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from the District's interpretive boat programs.
  - *Action Step:* Staff members will be made aware of the extent to which it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Implementation Timeline:* March 2006 – March 2007

- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007
- Some staff members have not had experience working with people with disabilities, and have not received training regarding the provision of appropriate modifications for people with disabilities.
  - *Action Step:* The District will ensure that all staff members receive training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008

## **Van Programs**

### **1. Description of Program or Activity**

This program is designed to enable seniors and visitors with mobility limitations to see difficult-to-reach park areas. Participants visit various sites, learn about their historical significance, view historic photos, and look at flora and fauna. Tours are held on a regular basis, but not on a set schedule.

### **2. Survey Respondent(s)**

- Bob Kanagaki, Black Diamond Mines, 925-757-2620

### **3. Location(s) of Facilities**

- Black Diamond Mine: Hazel Atlas Mine, Greathouse Visitor Center, Rose Hill Cemetary, Star Mine Group Camp, Prospect Tunnel, and Stewartville Backpack Camp
- Alameda Creek

### **4. Practices That Facilitate the Participation of People with Disabilities**

- The District's Van Programs are designed specifically for seniors or people with disabilities. However, there are no circumstances in which a person with a disability would be prohibited from participating in regular (non-separate) activities because of the provision of the Van Programs.
- 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 District Van Program participants.
- The District has an ADA Coordinator
- The District provides some documents and publications used by the Van Programs in alternative media or accessible formats, such as large print.
- The District has a means of alerting people with hearing and learning impairments of an activated alarm.

### **5. Practices That Require Modification and Action Steps**

- Staff members are unaware of the extent to which it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Action Step:* Staff members will be made aware of the extent to which it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Implementation Timeline:* March 2006 – March 2007

- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007
- While staff members have some experience working with people with disabilities, they have not received training regarding the provision of appropriate modifications for people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- Documents and publications for the interpretive van programs may not be provided in adequate alternative formats for individuals with disabilities.
  - *Action Step:* Where appropriate or when requested the District will provide interpretive material and publications for the van program in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with visual or learning disabilities.
  - *Implementation Timeline:* March 2006 – March 2007
- The District's Van Programs are reported and advertised to be wheelchair accessible; however, vans used for these programs do not have wheelchair lifts.
  - *Action Step:* The District will acquire accessible vehicles for program use and keep them well maintained. If it is not financially feasible to purchase accessible vehicles, the District will contract with a provider of this service.
  - *Implementation Timeline:* March 2006 – March 2008

## **Horse Programs**

### **1. Description of Program or Activity**

This District's Horse Programs comprise horse drawn wagon and horse drawn train rides at Ardenwood Historic Farm, and 20-minute, narrated horseback rides at Sunol Wilderness. The Ardenwood programs are intended to allow visitors to take a step back in time and experience some of the everyday life at the turn of the last century, while the Sunol rides introduce visitors to the park's history and natural history. The Farm Technician (driver), Park Rangers (safety), and the naturalist staff (interpretation) run Ardenwood's horse drawn *wagon* program, while the Society for the Preservation of the Carter Railroad Resources runs Ardenwood's horse drawn *train* program. Volunteers from the International Stable Association conduct the Sunol rides.

### **2. Survey Respondent(s)**

- Tara Reinertson, 510-796-4076

### **3. Location(s) of Facilities**

- Ardenwood Historic Farm: Farmyard/Deer Park Loop, Granary, Central Field
- Sunol: Sunol Pack Station

#### 4. Practices That Facilitate the Participation of People with Disabilities

- The District's Ardenwood Farms horse programs include different options for participating in this historical experience.
- 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 District Horse Program participants.
- Staff members are aware that it may be necessary to modify the District's horse program policies or practices to enable people with disabilities to participate in and benefit from the program.
- Staff members have received some training in disability issues and have some experience working with people with disabilities.
- The District has an ADA Coordinator.

#### 5. Practices That Require Modification and Action Steps

- Staff members may not be fully aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.  
*Action Step:* Staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.  
*Implementation Timeline:* March 2006 – March 2007
- The District has not established a process for responding to requests for modification to the District's interpretive horse programs.  
*Action Step:* The District will develop a process or procedure for responding to requests for modification.  
*Implementation Timeline:* March 2006 – March 2007
- Not all staff members have received training regarding the provision of appropriate modifications for people with disabilities, and they may not have experience working with people with disabilities.  
*Action Step:* The District will provide training in providing services to persons with a range of disabilities.  
*Implementation Timeline:* March 2006 – March 2008
- The District does not include complete information about the accessibility of facilities where horse programs or services are offered on its web site.  
*Action Step:* The District will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be provided on the District's web page.  
*Implementation Timeline:* March 2006 – March 2008
- While the District has a TDD, it does not include this information on the Ardenwood or Sunol web pages.  
*Action Step:* The District will ensure that their TDD number is included on web pages, notices and other program material serving interpretive horse programs.  
*Implementation Timeline:* March 2006 – March 2008

- The District has not established emergency evacuation procedures for individuals with disabilities participating in interpretive horse programs.

*Action Step:* The District will develop emergency evacuation procedures and provide a means of alerting people with hearing and learning impairments of an activated alarm. Program providers will ensure that participants are made aware of these procedures.

*Implementation Timeline:* March 2006 – March 2008

- The outside contractors that provide services to the District's interpretive horse programs may not have been notified of their responsibilities for providing these services in a nondiscriminatory manner.

*Action Step:* The District will ensure that all outside contractors are notified of their responsibilities for providing their services in a nondiscriminatory manner. The District will also require assurances from contractors of their fulfillment of Title II of the ADA nondiscrimination and access requirements.

*Implementation Timeline:* March 2006 – March 2008

## **Volunteer/Docent Programs**

### **1. Description of Program or Activity**

Volunteer docents, resource management volunteers, holiday event volunteers, and safety patrol volunteers are an integral part of the District's interpretive programs. These volunteers enrich the various programs they serve, and in turn, the volunteers' lives are enriched by their participation. Volunteers perform a variety of tasks, from helping out with farm chores and demonstrating historic activities to monitoring bluebird boxes, helping with plant identification and herbarium maintenance, assisting with special event costumes and make-up, and providing public safety personnel with information regarding safety issues or park conditions that require attention. The Volunteer Trail Safety Patrol consists of the following groups: Volunteer Mounted Patrol, Bicycle Patrol, Hiking Patrol, Companion Dog Patrol, Marine Safety Unit, and Search and Rescue Team (only members of the different patrol units are eligible to be on the Volunteer Search and Rescue Team).

### **2. Survey Respondent(s)**

- Christina Garcia, 510-796-4076
- Ron Mueller, 510-582-2206
- Dave "Doc Quack" Riensche, 510-544-2319
- Patrick Balizan, 510-544-3133

### **3. Location(s) of Facilities**

- Ardenwood Historic Farm: barn, farmyard, granary, animal pens, greenhouse, heirloom vegetable garden.
- Sunol: visitor center, docent room, school camp, wilderness room, operations office
- Garin: Apple orchard
- Dry Creek Pioneer: Meyers Garden
- Coyote Hills, Contra Loma: Quail Habitat Enhancement
- Hayward Shoreline: Tern Habitat Enhancement
- MLK, Jr. Regional Shoreline: Burrowing Owl Nest Box Network
- Diablo Foothills: Oak Woodland Restoration
- Lake Chabot, Quarry Lakes, and Alameda Creek: Wood Duck Program
- Coyote Hills, Quarry Lakes: Tree Swallow Nest Box Network

- Waterbird Preserve: Riparian Wetland Enhancement
- Oro Loma Marsh, Hayward: Bird surveys
- Garin, Sunol, Brushy Peak, and Contra Loma: Managed Grasslands Research
- Nike classroom (safety patrol meetings), District Main Office, 2950 Peralta Oaks Ct., Oakland
- Peralta Oaks Boardroom (safety patrol meetings), District Main Office, 2950 Peralta Oaks Ct., Oakland
- All park facilities as needed

#### **4. Practices That Facilitate the Participation of People with Disabilities**

- District staff who oversee the Apple Orchard & Meyers Garden volunteer programs, respond to requests for modification on a case-by-case basis and grant all reasonable requests.
- There are no circumstances in which District policy restricts or excludes a person with a disability from participation in the District's volunteer programs. The one exception is the Volunteer Trail Safety Patrol Program, and while there are circumstances in which the participation of a person with a disability in the District's Volunteer Trail Safety Patrol Program would be restricted or excluded. These exclusions or restrictions are necessary to the operation of the programs and to the safety of the participants who do not have 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 volunteer program participants.
- There are circumstances in which the participation of a person with a disability in the District's Volunteer Trail Safety Patrol Program would be restricted or excluded. These exclusions or restrictions are necessary to the operation of the programs and to the safety of the participants who do not have disabilities.
- The District provides transportation up the hill to the Apple Orchard for those with mobility impairment.
- Some District Volunteer Program staff have training and experience working with people with disabilities.

#### **5. Practices That Require Modification and Action Steps**

- All Volunteer Program staff members may are not aware of the extent to which it may be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Action Step:* All Volunteer Program staff members will be made aware that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.
  - *Implementation Timeline:* March 2006 – March 2007
- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007

- The District may not be prepared to provide alternative methods of Volunteer Program registration for people with disabilities that prevent them from filling out or signing forms.
  - *Action Step:* The District will provide alternative methods of Volunteer Program registration for people who have disabilities that prevent them from filling out or signing forms.
  - *Implementation Timeline:* March 2006 – March 2007
- Not all volunteer program staff members have received training regarding the provision of appropriate modifications for people with disabilities, and some do not report having experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not publicize information about the accessibility of volunteer programs or the right of people with disabilities to participate.
  - *Action Step:* The District will notify the public of the right of individuals with disabilities to participate in the District's volunteer programs, including special procedures and devices offered by the District to make the program more accessible.
  - *Implementation Timeline:* March 2006 – March 2007
- The District does not have a policy of notifying the public that it is prepared to make reasonable modifications to Volunteer Programs to make them accessible to people with disabilities.
  - *Action Step:* The District will ensure that the public is advised that the District is prepared to make reasonable modifications.
  - *Implementation Timeline:* March 2006 – March 2007
- Documents and publications used by program volunteers may not be available in formats that are accessible to participants with all kinds of disabilities.
  - *Action Step:* The District will ensure that, when requested, documents and publications relating to volunteer programs will be made available in formats that are accessible (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.).
  - *Implementation Timeline:* March 2006 – March 2007
- Documents posted to the District's website for downloading by the public do not meet the technical requirements for accessibility.
  - *Action Step:* All documents posted to the website for downloading will be produced in an approved accessible format.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not include information about the accessibility of facilities where programs or services are offered on its "Volunteers" web page.
  - *Action Step:* The District will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be provided in the District's "Volunteers" web page.
  - *Implementation Timeline:* March 2006 – March 2008

- When transportation is provided, the District may not have adequate accessible vehicles to meet client demand.
  - *Action Step:* The District will ensure that accessible vehicles are available for program use and keep them well maintained
  - *Implementation Timeline:* March 2006 – March 2009
- Locations that are desired for program use are not always accessible.
  - *Action Step:* The District will ensure that physically accessible locations will be provided for each type of program. If a program location is not accessible to certain individuals, an alternate location will be considered or the District and the individual with a disability will determine the modifications that will be made to make the program accessible.
  - *Implementation Timeline:* March 2006 – March 2008
- The District may not have established emergency evacuation procedures for individuals with disabilities participating in volunteer programs.
  - *Action Step:* The District will develop and post emergency evacuation procedures and provide a means of alerting people with learning impairments of an activated alarm.
  - *Implementation Timeline:* March 2006 – March 2008

# Kite Flying

## 1. Description of Program or Activity

The purpose of this program is to provide an open and safe area for people to fly kites, both for enjoyment and also in competition.

## 2. Survey Respondent(s)

- Ron Mueller, 510-582-2206
- Pete Maloney, 510-272-4810

## 3. Location(s) of Facilities

- Meadow and kite field, Garin Park
- Middle Harbor Shoreline
- Crown Beach
- MLK Jr. Shoreline
- Miller/Knox Regional Shoreline
- Point Isabel

## 4. Practices That Facilitate the Participation of People with Disabilities

- The District provides a variety of areas where kite flying may take place.
- There are no circumstances in which District policy restricts or excludes the participation of a person from kite flying because of a disability.
- 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 Kite Flying Program participants.

## 5. Practices That Require Modification and Action Steps

- The District has not established a process for responding to requests for modification.
  - *Action Step:* The District will develop a process or procedure for responding to requests for modification.
  - *Implementation Timeline:* March 2006 – March 2007
- Staff members have not received thorough training regarding the provision of appropriate modifications for people with disabilities, and staff members have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008

## Meadow Play

### 1. Description of Program or Activity

Provide irrigated meadows for people to enjoy and engage in various physical activities.

### 2. Survey Respondent(s)

- Ron Mueller, 510-582-2206
- Bryan Mortenson and Paul Miller, 510-482-6023

### 3. Location(s) of Facilities

- Garin Park
- Alvarado
- Tilden Park
- Redwood
- Anthony Chabot
- Recreation meadow area, Kennedy Grove
- Upper & lower lawn areas, Roberts

### 4. Practices That Facilitate the Participation of People with Disabilities

- The District provides a variety of settings in which park visitors can participate in meadow play.
- There are no circumstances in which District policy restricts or excludes the participation of a person from meadow play because of a disability.
- 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 Meadow Play Program participants.

### 5. Practices That Require Modification and Action Steps

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and staff members have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008

# Mountain Biking

## 1. Description of Program or Activity

Provide access to trails for mountain bike use.

## 2. Survey Respondent(s)

- Paul Miller and Denise Defreese, 510-482-6023

## 3. Location(s) of Facilities

- 50 miles of trails and staging areas, Briones
- Two miles of trails and staging areas, Roberts
- Wildcat Park
- Tilden Park
- Sibley Preserve
- Redwood
- Anthony Chabot
- Leona Canyon Preserve

## 4. Practices That Facilitate the Participation of People with Disabilities

- The District provides a variety of places where park users can go mountain biking.
- There are no circumstances in which District Policy would restrict or exclude persons with disabilities from participation in the Mountain Biking Program.
- 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 mountain bikers using District facilities.

## 5. Practices That Require Modification and Action Steps

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and they have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008

# Picnicking

## 1. Description of Program or Activity

The District provides picnic areas—including tables, fire pits or grills, and trash receptacles—where individuals, families, and groups can picnic in the parks.

## 2. Survey Respondent(s)

- Joan Suzio, 510-521-7090
- Al Olivera, 510-482-6021

### Group Picnicking

- Paul Miller, Bryan Mortenson, Jim Silliman, Dave Freitas, 510-482-6023
- Ron Mueller, 510-582-2206

## 3. Location(s) of Facilities

- All shoreline parks except Hayward shoreline
- Contra Costa County Trails
- East Contra Costa Trails
- Alameda County Trails
- Shadow Cliffs, Contra Loma
- Lake Chabot
- Quarry Lakes
- Del-valle

### Group Picnicking

- Don Castro
- Cull Canyon
- Temescal Recreation Area
- Kennedy Grove
- Roberts
- Briones
- Wildcat
- Alvarado
- Tilden Park
- Redwood
- Anthony Chabot
- Garin: Buttonwood, Pioneer, Cattlemens, Rancliside

#### 4. Practices That Facilitate the Participation of People with Disabilities

- The District provides a variety of picnic areas in various settings.
- There are no circumstances in which District Policy restricts or excludes the participation of a person with a disability from picnicking in the parks.
- 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 others picnicking in District parks.
- Staff members are aware that it may be necessary to modify the District's program policies or practices to enable people with disabilities to enjoy picnicking in District parks.
- On request, the District provides transportation to hard-to-reach picnic sites and aids in opening gates for those with mobility or other disabilities.

#### 5. Practices That Require Modification and Action Steps

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and staff members have had limited experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District does not include complete information about the accessibility of picnic areas in its publications.
  - *Action Step:* The District will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. For example, information regarding the location of accessible entrances and picnic sites can be provided in the park brochures, in the "Group Picnicking" brochure, or on the park maps posted on the website.
  - *Implementation Timeline:* March 2006 – March 2008
- Documents posted to the District's website for downloading by the public do not meet the technical requirements for accessibility.
  - *Action Step:* All documents posted to the website for downloading will be produced in an approved accessible format.
  - *Implementation Timeline:* March 2006 – March 2008
- When transportation is provided, the District may not have fully accessible vehicles available to meet client requests.
  - *Action Step:* The District will ensure that requests for transportation are accommodated with accessible vehicles. If it is not financially feasible for the District to provide this service, the District will contract with a provider of this service.
  - *Implementation Timeline:* March 2006 – March 2009

## Playground Activities

### 1. Description of Program or Activity

The District provides play areas and play structures for children 12 and under

### 2. Survey Respondent(s)

- Jeff Wilson and Bryan Mortenson, 510-482-6029

### 3. Location(s) of Facilities

- Alvarado
- Tilden Park
- Redwood
- Temescal Recreation Area
- Kennedy Grove

### 4. Practices That Facilitate the Participation of People with Disabilities

- The District provides a variety of playgrounds in various settings.
- There are no circumstances in which District policy would restrict or exclude a person with a disability from participation in playground activities in District playgrounds.
- 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 users of the District's playgrounds.

### 5. Practices That Require Modification and Action Steps

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities, and staff members have not had experience working with people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- Locations that are desired for program use are not always accessible.
  - *Action Step:* The District will ensure that physically accessible locations are provided for each type of program. If a program location is not accessible to certain individuals, an alternate location will be considered or the District and the individual with a disability will determine the modifications that will be made to make the program accessible.
  - *Implementation Timeline:* March 2006 – March 2009

## **Trail Activities**

### **Bicycling**

#### **1. Description of Program or Activity**

The District provides paved and unpaved trails for use by both recreational bike riders and bike-riding commuters.

#### **2. Survey Respondent(s)**

- Janet Gomes, 925-757-2632 (Lakes Unit)
- Bill Nichols, 510-521-7090 (Shoreline Unit)
- Jack Kenny, 925-846-4915 (Interpretive Parklands)

#### **3. Location(s) of Facilities**

- All shoreline parks and trails
- Bishop Ranch Open Space
- Black Diamond Mines
- Camp Ohlone
- Contra Loma
- Coyote Hills
- Del Valle
- Diablo Foothills
- Dry Creek Pioneer
- Dublin Hills Preserve
- Garin
- Lake Chabot
- Las Trampas
- Mission Peak
- Monument Peak
- Morgan Territory
- Pleasanton Ridge
- Quarry Lakes
- Shadow Cliffs
- Sunol Regional Wilderness

### **Horseback Riding**

#### **1. Description of Program or Activity**

The District provides paved and unpaved trails for horseback-riding.

#### **2. Survey Respondent(s)**

- Al Olivera, 510-482-6021
- Jack Kenny, 925-846-4915 (Interpretive Parklands)
- Warren Schultz, 925-846-4929 (Lakes Unit)
- Jerry Richards, 510-237-6896

### **3. Location(s) of Facilities**

- Alameda Creek Trail
- Bishop Ranch Open Space
- Black Diamond Mines
- Contra Costa County Trails
- Contra Loma
- Del-Valle
- Dry Creek Pioneer
- Dublin Hills
- East Contra Costa County Trails
- Garin Park
- Lake Chabot
- Las Trampas
- Mission Peak
- Morgan Territory
- Ohlone Wilderness
- Pleasanton Ridge
- Point Pinole
- Round Valley
- Shadow Cliffs
- Sunol Regional Wilderness

### **Hiking/Walking**

#### **1. Description of Program or Activity**

The District provides paved and unpaved trails in a variety of park environments for hiking or walking.

#### **2. Survey Respondent(s)**

- Jack Kenny, 925-846-4915 (Interpretive Parklands)
- Jeff Wilson, 510-482-6025 (Parkland Unit)
- Denise Defreese 510-482-6023
- Jerry Richardson, 510-237-6896
- Al Olivera, 510-482-6021

#### **3. Location(s) of Facilities**

- Alhambra Creek Trail
- Anthony Chabot
- Camp Ohlone
- Coyote Hills
- Bear Creek Staging
- Bishop Ranch Open Space
- Black Diamond Mines
- Diablo Foothills

- Dry Creek Pioneer
- Dublin Hills
- Garin Park
- Las Trampas Wilderness
- Leona Canyon Preserve
- Lafayette Ridge Staging
- Mission Peak
- Monument Peak
- Morgan Territory
- Ohlone Wilderness
- Pleasanton Ridge
- Redwood
- Round Valley
- Sibley Preserve
- Sunol Regional Wilderness
- Tilden Park Botanic Garden
- Tilden Park
- Wildcat Creek Trail

### **Running/Jogging**

#### **1. Description of Program or Activity**

The District provides paved and unpaved trails for walking and jogging.

#### **2. Survey Respondent(s)**

- Eljas Hernandez, 925-846-4899 (Lakes Unit)
- Pete Maloney, 510-272-4810

#### **3. Location(s) of Facilities**

- Contra Loma
- Del Valle
- Lake Chabot
- Middle harbor Shoreline Park
- Quarry Lakes
- Shadow Cliffs

### **Skating/ Skateboarding**

#### **1. Description of Program or Activity**

The District provides paved trails for use by skaters and skateboarders.

#### **2. Survey Respondent(s)**

- Al Olivera, 510-482-6021 (Trail Unit)
- Kevin Takei, 510-521-7090

### 3. Location(s) of Facilities

- Alameda Creek Trail
- Contra Costa County Trails
- Crown Beach
- East Contra Costa County trails
- Eastshore State Park
- Miller/Knox Regional Shoreline
- Point Isabel
- Point Pinole

The following findings apply to all District Trail Activities.

### 4. Practices That Facilitate the Participation of People with Disabilities

- The District provides a variety of settings in which people can participate in trail activities.
- There are no circumstances in which District policy would restrict or exclude a person with a disability from participating in trail activities.
- 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 participants in District trail activities.
- The District has rocked several trails to provide all weather access for all park visitors. Following are the trails that were modified:
  1. The Alhambra Creek Trail, from the parking area to the water trough;
  2. Abrigo Valley, approximately 1 mile to Weetai Chi Camp; and
  3. Old Briones Road Trail, approximately 1 mile from Briones Creek to the corrals.

### 5. Practices That Require Modification and Action Steps

- Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.
  - *Action Step:* The District will provide training in providing services to persons with a range of disabilities.
  - *Implementation Timeline:* March 2006 – March 2008
- The District includes limited information about the accessibility of facilities used for trail activities in its park brochures and on its web site.
  - *Action Step:* The District will ensure that people with disabilities can obtain information about the availability and location of accessible programs, services, activities, and facilities. Information regarding the location of accessible entrances, program sites, TDD numbers, and other access features can be provided in the District's park brochures or on its web site.
  - *Implementation Timeline:* March 2006 – March 2008
- District staff has had requests to improve accessibility to several areas used for trail activities. Following are requests reported by staff:
  1. Improve trail access to the Coyote Hills butterfly gardens;
  2. Improve trail access in the Tilden Botanic Garden;
  3. Improve trail access at Morgan Territory (remove motorcycle barriers);
  4. Improve trail access to Little Yosemite; and
  5. Increase disabled parking at Garin Park.

6. Maintain all trails clear of debris.
  - *Action Step:* The District will ensure that physically accessible locations are provided for trail activities. If an activity location is not accessible to certain individuals, an alternate location will be considered or the District and the individual with a disability will determine the modifications that will be made to make the trail activity accessible.
  - *See Section 4.2 – Transition Plan*

## **4.0 Transition Plan**

The Transition Plan combines the findings of the facility surveys, policy assessments, and program evaluations. Specific policy and program recommendations can be found in section 3. The specific architectural modifications required to make programs accessible are listed in the *East Bay Regional Park District Access Survey—Facility Reports* (see Appendix). 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 District will maintain in working order equipment and features that are required to provide access to individuals with disabilities.

### **4.1 Priorities Development Process**

#### **4.1.1 District-wide Priorities Workshop**

Workshops were held with District staff to set priorities for renovating facilities to bring them into compliance with ADA guidelines. All facilities providing programs, activities and services by the District were listed and ranked based on the following criteria:

##### ***Program Uniqueness/Program Number***

The numbers of programs and programs unique to a facility give an indication of the importance of the facility to the community. Many programs that are unique to a facility cannot occur at another facility.

##### ***Level of Use by the Public***

The level of actual use by the public varies between facilities. Facilities that receive a high level of use by the public were given a higher rating.

##### ***Geographic Distribution***

It is important that facilities are distributed throughout the District in order to ensure maximum access for all District residents. Facilities that are best suited to serve the needs of the residents within each of the District's three broad service areas received a higher priority for improvement.

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

#### **4.1.2 Priorities within Facilities Workshop**

District staff identified priorities for barrier removal within each facility. Barriers were assigned levels of priority using the following criteria:

**“A” barriers:** “A” barriers are those elements that are associated with parks and facilities that were determined to be critical to providing access to the District’s programs, activities and services.

**“B” barriers:** “B” barriers were identified as not in compliance with ADAAG, Outdoor Recreation Guidelines, or State of California Access Regulations, but do not present barriers to District programs, activities and services when viewed in their entirety.

##### ***Level 1: Barriers that pose significant obstacles to facility access.***

Level 1 priorities are those features that significantly affect access to facilities. For example:

- Parking lots and hazards

##### ***Level 2: Barriers that pose obstacles to program access***

Level 2 priorities are those features that affect access to programs, activities, and services provided by the District. For example:

- Restrooms
- Walkways to restrooms
- Bathing facilities
- Curb ramps within facilities
- Camping areas
- Doors/gates
- Stairs
- Game and sports areas

##### ***Level 3: Barriers that pose obstacles to program access***

Level 3 priorities are those additional features that affect access to programs, activities, and services provided by the District. For example:

- Ramps
- Drinking fountains
- Telephones
- Benches
- Picnic areas
- Walks
- Outdoor recreation route
- Trails

##### ***Level 4: Barriers that pose obstacles to program access***

Level 4 priorities are those additional features that affect access to programs, activities, and services provided by the District. For example:

- Site Furnishings

- Fixed trash receptacles
- Utilities in recreation areas
- Signs

Levels 1-4 are grouped to represent both construction type and type of barrier. Based on this priority system the District can bundle improvement projects to optimize the efficiency of removing barriers quickly and most economically. For example, specialized contractors can most efficiently complete parking lot improvements. Similarly, restroom barrier removal projects can be bundled to achieve the best results.

Appropriate District staff, maximizing the number of improvements possible, may best accomplish barrier removals listed under levels 3 and 4. District staff will be assigned to barrier removal projects in all category levels as appropriate.

## 4.2 Transition Plan

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 actions;
- Identification of a schedule for barrier removal; and
- Identification of responsibility for ensuring barrier removal.

The facility reports provide the identification of barriers and the specific barrier removal actions. The District will accomplish barrier removals based on two strategies, contracting for major projects and barrier removal by District staff.

The following tables are a compilation of the results of the prioritization work sessions. Specific barriers to program access and their removal actions may be found in the East Bay Regional Park District *Access Survey—Facility Reports* (See Appendix).

The responsibility for ensuring barrier removal will reside with the Assistant General Manager, Planning/Stewardship & Development.

<b>A1 Priority</b>	
<b>Park Name</b>	<b>Cost</b>
Alameda Creek Trail	\$6,300.00
Anthony Chabot	\$20,700.00
Ardenwood Historic Farm	\$2,400.00
Black Diamond Mines	\$3,500.00
Briones	\$13,700.00
Carquinez Strait	\$6,400.00
Contra Loma	\$12,100.00
Coyote Hills	\$2,000.00
Crown Beach	\$7,000.00
Cull Canyon	\$4,800.00
Del Valle	\$17,400.00
Don Castro	\$3,800.00
Kennedy Grove	\$6,750.00
Lake Chabot	\$2,300.00
Martinez Regional Shoreline	\$9,300.00
Miller/Knox Regional Shoreline	\$4,900.00
MLK Jr. Shoreline	\$2,600.00
Pleasanton Ridge	\$4,800.00
Point Isabel	\$10,400.00
Point Pinole	\$8,300.00
Quarry Lakes	\$800.00
Roberts	\$10,000.00
Shadow Cliffs	\$5,100.00
Sunol Regional Wilderness	\$12,100.00
Tilden Park	\$16,400.00
Tilden Park - Brazil Room	\$2,300.00
Tilden Park - Golf	\$5,400.00
Tilden Park - Lake Anza	\$5,400.00
Tilden Park - Little Farm	\$10,750.00
Tilden Park - Merry-Go-Round	\$1,800.00
Tilden Park - Steam Train	\$3,300.00
<b>Total Cost for A1 Priority</b>	<b>\$222,800.00</b>

<b>A2 Priority</b>	
<b>Park Name</b>	<b>Cost</b>
Alameda Creek Trail	\$34,800.00
Anthony Chabot	\$133,450.00
Ardenwood Historic Farm	\$97,000.00
Black Diamond Mines	\$22,800.00
Briones	\$65,350.00
Carquinez Strait	\$7,900.00
Contra Loma	\$21,250.00
Coyote Hills	\$84,000.00
Crown Beach	\$73,900.00
Cull Canyon	\$49,500.00
Del Valle	\$122,400.00
Don Castro	\$90,400.00
Iron Horse Regional Trail (north)	\$98,800.00
Kennedy Grove	\$96,600.00
Lake Chabot	\$211,200.00
Martinez Regional Shoreline	\$23,750.00
Miller/Knox Regional Shoreline	\$11,150.00
MLK Jr. Shoreline	\$3,450.00
Pleasanton Ridge	\$33,650.00
Point Isabel	\$39,050.00
Point Pinole	\$98,250.00
Quarry Lakes	\$26,950.00
Roberts	\$215,900.00
Shadow Cliffs	\$87,650.00
Sunol Regional Wilderness	\$80,050.00
Tilden Park	\$223,600.00
Tilden Park - Brazil Room	\$34,750.00
Tilden Park - Golf	\$73,100.00
Tilden Park - Lake Anza	\$117,350.00
Tilden Park - Little Farm	\$49,900.00
Tilden Park - Merry-Go-Round	\$51,400.00
Tilden Park - Steam Train	\$14,350.00
<b>Total Cost for A2 Priority</b>	<b>\$2,393,650.00</b>

<b>A3 Priority</b>	
<b>Park Name</b>	<b>Cost</b>
Alameda Creek Trail	\$105,450.00
Anthony Chabot	\$57,700.00
Ardenwood Historic Farm	\$78,750.00
Black Diamond Mines	\$18,000.00
Briones	\$32,509.30
Carquinez Strait	\$9,950.00
Contra Loma	\$51,900.00
Coyote Hills	\$35,650.00
Crown Beach	\$69,350.00
Cull Canyon	\$32,400.00
Del Valle	\$22,000.00
Don Castro	\$38,750.00
Eastshore State Park	\$3,000.00
Iron Horse Regional Trail (north)	\$180,250.00
Kennedy Grove	\$50,000.00
Lake Chabot	\$56,150.00
Martinez Regional Shoreline	\$23,000.00
Miller/Knox Regional Shoreline	\$11,850.00
Pleasanton Ridge	\$8,750.00
Point Isabel	\$16,500.00
Point Pinole	\$23,400.00
Quarry Lakes	\$750.00
Roberts	\$19,950.00
Shadow Cliffs	\$20,500.00
Sunol Regional Wilderness	\$67,700.00
Tilden Park	\$34,450.00
Tilden Park - Brazil Room	\$3,100.00
Tilden Park - Golf	\$22,500.00
Tilden Park - Little Farm	\$4,700.00
Tilden Park - Merry-Go-Round	\$5,250.00
Tilden Park - Steam Train	\$6,250.00
<b>Total Cost for A3 Priority</b>	<b>\$1,110,459.30</b>

<b>A4 Priority</b>	
<b>Park Name</b>	<b>Cost</b>
Alameda Creek Trail	\$39,250.00
Anthony Chabot	\$35,500.00
Ardenwood Historic Farm	\$16,000.00
Black Diamond Mines	\$1,000.00
Briones	\$2,500.00
Carquinez Strait	\$2,250.00
Contra Loma	\$9,000.00
Coyote Hills	\$4,250.00
Crown Beach	\$36,000.00
Cull Canyon	\$5,750.00
Del Valle	\$1,000.00
Eastshore State Park	\$600.00
Iron Horse Regional Trail (north)	\$157,000.00
Kennedy Grove	\$22,600.00
Lake Chabot	\$20,000.00
Martinez Regional Shoreline	\$4,250.00
Pleasanton Ridge	\$13,750.00
Point Isabel	\$4,500.00
Point Pinole	\$19,500.00
<b>Total Cost for A4 Priority</b>	<b>\$394,700.00</b>

<b>B1 Priority</b>	
<b>Park Name</b>	<b>Cost</b>
Anthony Chabot	\$36,900.00
Antioch/Oakley Reg'l Shoreline	\$2,300.00
Ardenwood Historic Farm	\$3,300.00
Bishop Ranch Open Space	\$3,200.00
Camp Ohlone (Sunol)	\$1,300.00
Carquinez Strait	\$1,800.00
Castle Rock	\$3,800.00
Contra Costa Canal Regional Trail	\$4,000.00
Contra Loma	\$4,800.00
Coyote Hills	\$3,700.00
Crown Beach	\$100.00
Del Valle	\$12,100.00
Diablo Foothills	\$10,600.00
Don Castro	\$3,300
Garin Park	\$8,600.00
Hayward Regional Shoreline	\$3,100.00
Huckleberry Botanic	\$3,800.00
Lafayette-Moraga Regional Trail	\$14,500.00
Lake Chabot	\$7,500.00
Las Trampas Wilderness	\$7,100.00
Leona Canyon Preserve	\$1,500.00
Little Hills	\$3,900.00
Martinez Regional Shoreline	\$3,300.00
Miller/Knox Regional Shoreline	\$4,350.00
Mission Peak	\$4,800.00
MLK Jr. Shoreline	\$4,400.00
Morgan Territory	\$4,100.00
Peralta Oaks	\$3,700.00
Quarry Lakes	\$2,500.00
Redwood	\$162,100.00
Round Valley	\$4,300.00
Sibley Preserve	\$3,300.00
Sobrante Ridge Botanic	\$4,300.00
Temescal Recreation Area	\$6,600.00
Tilden Park	\$12,100.00
Tilden Park - Botanic	\$1,300.00
Tilden Park - EEC	\$100.00
Trudeau Training Center	\$3,300.00
Waterbird Preserve	\$1,300.00
Wildcat Creek Trail	\$4,800.00
Wildcat Park - Alvarado Park	\$4,400.00
<b>Total Cost for B1 Priority</b>	<b>\$376,250.00</b>

<b>B2 Priority</b>	
<b>Park Name</b>	<b>Cost</b>
Anthony Chabot	\$25,200.00
Antioch/Oakley Reg'l Shoreline	\$400.00
Ardenwood Historic Farm	\$45,550.00
Big Break to Delta Shore Trail	\$6,300.00
Black Diamond Mines	\$51,650.00
Briones	\$1,450.00
Briones to Mt. Diablo Regional Trail	\$61,100.00
Camp Ohlone (Sunol)	\$19,550.00
Carquinez Strait	\$34,450.00
Castle Rock	\$139,700.00
Contra Costa Canal Regional Trail	\$71,400.00
Contra Loma	\$2,750.00
Coyote Hills	\$32,550.00
Crown Beach	\$74,150.00
Del Valle	\$94,450.00
Delta de Anza Regional Trail	\$86,550.00
Diablo Foothills	\$3,450.00
Don Castro	\$22,050.00
Garin Park	\$77,850.00
Hayward Regional Shoreline	\$2,000.00
Huckleberry Botanic	\$7,900.00
Lafayette-Moraga Regional Trail	\$38,350.00
Lake Chabot	\$127,600.00
Las Trampas Wilderness	\$24,650.00
Little Hills	\$88,800.00
Marsh Creek Trail, Oakley	\$11,950.00
Martinez Regional Shoreline	\$12,300.00
Miller/Knox Regional Shoreline	\$83,000.00
Mission Peak	\$6,450.00
MLK Jr. Shoreline	\$120,800.00
Morgan Territory	\$17,700.00
Oyster Bay	\$3,150.00
Peralta Oaks	\$111,350.00
Point Pinole	\$7,800.00
Quarry Lakes	\$44,600.00
Redwood	\$84,050.00
Roberts	\$106,150.00
Round Valley	\$12,550.00
Shadow Cliffs	\$60,200.00
Sibley Preserve	\$13,200.00
Sunol Regional Wilderness	\$20,550.00
Temescal Recreation Area	\$108,750.00
Tilden Park	\$115,650.00
Tilden Park - Botanic	\$36,550.00
Tilden Park - EEC	\$99,950.00
Tilden Park - Lake Anza	\$11,500.00
Tilden Park - Little Farm	\$23,200.00
Trudeau Training Center	\$50,150.00
Waterbird Preserve	\$11,250.00
Wildcat Creek Trail	\$13,700.00
Wildcat Park - Alvarado Park	\$70,100.00
<b>Total Cost for B2 Priority</b>	<b>\$2,396,450.00</b>

<b>B3 Priority</b>	
Alameda Creek Trail	\$2,400.00
Anthony Chabot	\$51,250.00
Antioch/Oakley Reg'l Shoreline	\$27,700.00
Ardenwood Historic Farm	\$29,800.00
Big Break to Delta Shore Trail	\$1,300.00
Bishop Ranch Open Space	\$7,900.00
Black Diamond Mines	\$46,900.00
Briones	\$32,800.00
Briones to Mt. Diablo Regional Trail	\$32,200.00
California Riding and Hiking Trail	\$10,950.00
Camp Arroyo (Del Valle)	\$6,750.00
Camp Ohlone (Sunol)	\$32,450.00
Carquinez Strait	\$47,250.00
Castle Rock	\$88,650.00
Contra Costa Canal Regional Trail	\$34,500.00
Contra Loma	\$14,000.00
Coyote Hills	\$78,900.00
Crown Beach	\$42,000.00
Cull Canyon	\$13,350.00
Del Valle	\$69,900.00
Delta de Anza Regional Trail	\$20,000.00
Diablo Foothills	\$20,000.00
Don Castro	\$61,400.00
Garin Park	\$79,200.00
Hayward Regional Shoreline	\$38,300.00
Huckleberry Botanic	\$1,750.00
Lafayette-Moraga Regional Trail	\$79,750.00
Lake Chabot	\$119,250.00
Las Trampas Wilderness	\$13,900.00
Little Hills	\$5,250.00
Marsh Creek Trail, Oakley	\$2,200.00
Martinez Regional Shoreline	\$12,400.00
Miller/Knox Regional Shoreline	\$101,050.00
Mission Peak	\$6,400.00
MLK Jr. Shoreline	\$116,700.00
Morgan Territory	\$16,450.00
Oyster Bay	\$70,750.00
Peralta Oaks	\$7,800.00
Point Pinole	\$32,900.00
Quarry Lakes	\$33,400.00
Redwood	\$239,150.00
Roberts	\$240,250.00
Round Valley	\$15,700.00
Shadow Cliffs	\$19,750.00
Sibley Preserve	\$21,850.00
Sobrante Ridge Botanic	\$20,600.00
Sunol Regional Wilderness	\$24,300.00
Temescal Recreation Area	\$70,450.00
Tilden Park	\$177,650.00
Tilden Park - Botanic	\$16,450.00
Tilden Park - EEC	\$79,350.00
Tilden Park - Lake Anza	\$29,450.00
Trudeau Training Center	\$11,850.00
Waterbird Preserve	\$13,000.00
Wildcat Creek Trail	\$24,150.00
Wildcat Park - Alvarado Park	\$154,900.00
<b>Total Cost for B3 Priority</b>	<b>\$2,668,650.00</b>

<b>B4 Priority</b>	
<b>Park Name</b>	<b>Cost</b>
Alameda Creek Trail	\$1,250.00
Anthony Chabot	\$48,650.00
Antioch/Oakley Reg'l Shoreline	\$7,750.00
Ardenwood Historic Farm	\$4,250.00
Big Break to Delta Shore Trail	\$10,000.00
Black Diamond Mines	\$12,250.00
Briones	\$10,500.00
Briones to Mt. Diablo Regional Trail	\$5,000.00
Camp Arroyo (Del Valle)	\$3,250.00
Camp Ohlone (Sunol)	\$12,500.00
Carquinez Strait	\$3,000.00
Castle Rock	\$23,500.00
Contra Costa Canal Regional Trail	\$30,000.00
Coyote Hills	\$18,500.00
Crown Beach	\$15,750.00
Cull Canyon	\$16,000.00
Del Valle	\$26,250.00
Delta de Anza Regional Trail	\$18,000.00
Don Castro	\$14,750.00
Garin Park	\$26,500.00
Hayward Regional Shoreline	\$5,000.00
Huckleberry Botanic	\$5,000.00
Lafayette-Moraga Regional Trail	\$17,250.00
Lake Chabot	\$62,800.00
Las Trampas Wilderness	\$3,000.00
Leona Canyon Preserve	\$4,000.00
Marsh Creek Trail, Oakley	\$15,000.00
Martinez Regional Shoreline	\$3,250.00
Miller/Knox Regional Shoreline	\$43,750.00
Mission Peak	\$4,000.00
MLK Jr. Shoreline	\$59,500.00
Morgan Territory	\$31,250.00
Oyster Bay	\$28,250.00
Point Pinole	\$11,500.00
Quarry Lakes	\$21,250.00
Redwood	\$89,150.00
Roberts	\$81,050.00
Round Valley	\$20,250.00
Shadow Cliffs	\$6,750.00
Sibley Preserve	\$14,000.00
Sobrante Ridge Botanic	\$10,250.00
Sunol Regional Wilderness	\$35,750.00
Temescal Recreation Area	\$50,750.00
Tilden Park	\$59,250.00
Tilden Park - Botanic	\$7,250.00
Tilden Park - EEC	\$11,500.00
Tilden Park - Lake Anza	\$13,000.00
Wildcat Creek Trail	\$6,000.00
Wildcat Park - Alvarado Park	\$39,500.00
<b>Total Cost for B4 Priority</b>	<b>\$1,066,900.00</b>

<b>C Priority</b>	
<b>Park Name</b>	<b>Cost</b>
Eastshore State Park	\$128,350.00
Hayward Regional Shoreline	\$17,200.00
<b>Total Cost for C Priority</b>	<b>\$145,550.00</b>

### 4.2.1 Phasing Schedule

Because East Bay Regional Parks District has a large number of facilities, it is impossible to immediately renovate all facilities that create barriers to program access. Barriers to facilities will be removed systematically, District-wide. Facilities targeted in Phase One will become a high priority for capital improvement funding. The East Bay Regional Park District reserves the right to change the barrier removal priorities in order to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities, and changes in District programs.

The following tables describe the priorities and associated timelines for barrier removals at District facilities:

YEAR	ACTION	COST	RESPONSIBLE PARTY	COMMENTS
<b>2006</b>				
	Website upgrade	\$100,000	Consultant	
	Staff training & special equipment	\$75,000	Consultant	
	Remove Priority A1 barriers	\$150,000	Contractor/Operations staff	
	Remove Priority A3&4 barriers	\$175,000	Park staff	
		<b>\$500,000</b>		
<b>2007</b>				
	Remove Priority A1 barriers	\$75,000	Contractor/Operations staff	<b>Priority A1 barrier removals complete</b>
	Design Priority A2 barrier removals	\$150,000	Consultant	
	Remove Priority A3&4 barriers	\$275,000	Park staff	
		<b>\$500,000</b>		
<b>2008 thru 2014</b>				
	Remove Priority A2 barriers (\$375k/ Yr.)	\$2,250,000	Contractor/Operations staff	
	Remove Priority A3&4 barriers (\$125k/ Yr.)	\$750,000	Park staff	
		<b>\$3,000,000</b>		
<b>2015</b>				
	Remove Priority A2 barriers	\$143,650	Contractor/Operations staff	<b>Priority A2 barrier removals complete</b>
	Remove Priority A3&4 barriers	\$305,159	Park staff	<b>Priority A3&amp;4 barrier removals complete</b>
	Remove Priority B1 barriers	\$51,191	Contractor/Operations staff	
		<b>\$500,000</b>		

YEAR	ACTION	COST	RESPONSIBLE PARTY	COMMENTS
<b>2016</b>	Remove Priority B1 barriers	\$321,759	Contractor/Operations staff	<b>Priority B1 barrier removals complete</b>
	Design Priority B2 barrier removals	\$178,241	Consultant	
		<b>\$500,000</b>		
<b>2017 thru 2022</b>	Remove Priority B2 barriers (\$375k/ Yr.)	\$2,250,000	Contractor/Operations staff	
	Remove Priority B3&4 barriers (\$125k/ Yr.)	\$750,000	Park staff	
		<b>\$3,000,000</b>		
<b>2023</b>	Remove Priority B2 barriers	\$141,700	Contractor/Operations staff	<b>Priority B2 barrier removals complete</b>
	Remove Priority B3&4 barriers	\$358,300	Park staff	
		<b>\$500,000</b>		
<b>2024 thru 2028</b>	Remove Priority B3&4 barriers (\$500k/ Yr.)	\$2,500,000	Park staff	
<b>2029</b>	Remove Priority B3&4 barriers	\$115,250	Park staff	<b>Priority B3&amp;4 barrier removals complete</b>

### 4.3 Internal Park Trails

The current Park District Master Plan identifies trails as an important component of the Regional Park system and notes that there has been an increasing demand for trails. There are currently well over 1,000 miles of trails located throughout the District and those trails fall into three broad categories:

- 1) Narrow or single track trails, which are built in areas where due to terrain, habitat or resource concerns construction of the wider multi-use trails would not be appropriate or achievable. These trails are usually reserved for hiking and equestrian use and receive infrequent maintenance.
- 2) Multiuse trails, which are typically dirt service roads, generally installed by prior land owners as “fire roads.” These trails provide broad access to users of all types, but are not paved with rock or asphalt to make them accessible in wet weather. They generally conform to the contours of the

existing terrain and typically are not engineered. These trails are generally open to all users and are patrolled regularly by District staff for needed clearing of litter or debris. These trails are generally graded on an annual basis to maintain a smooth surface.

3) Paved trails, which are often located in utility or former railroad corridors that traverse developed or developing areas. These are typically viewed by the public as “recreation facilities” themselves, or connectors between the 65 parks in the District-wide system. These trails are by far the Districts most heavily used trails and also provide an alternative to the use of a motor vehicle for short commutes to work, school or shopping. These trails are patrolled daily by District staff for litter and debris removal and are repaved as needed. In addition, dozens of miles of internal paved trails that exist within the boundaries of individual parks provide better and year round access within the different types of District parks. These “intra park” trails provide access to a range of District experiences including shorelines, lakes, grassland and hill parks.

There are approximately 200+ miles of narrow trails, 600+ miles of unpaved multiuse trails and 250+ miles of paved trails, for a District-wide total of well over 1,000 miles. The current ADA Self Evaluation and Transition Plan includes an inventory of the barriers on paved regional trails and these trails are scheduled for barrier removal using the priority system developed for the parks and are included in that phasing schedule.

For the remaining intra park trails, whether narrow, unpaved multi-use or paved trails, the five-year goal of the Transition Plan is to survey, using the Universal Trails Access Program (UTAP), at least 200 miles of these trails. The criteria to determine the priority for survey will be:

- 1) The level of use, so the most popular trails will be surveyed first.
- 2) Trail settings, such as open shoreline, beaches, grasslands, bay-oak woodlands, to be sure that the survey covers a cross-section of District’s trail experiences within the parks.
- 3) Equitable distribution across the three District Metropolitan Planning Areas: West Metro, South Metro and Diablo.
- 4) A cross section of park types as identified in the Master Plan: 1) Regional Parks, 2) Regional Shorelines, 3) Regional Recreation Areas, and 4) Regional Preserves.
- 5) Accessibility standards for intra park trails (as distinct from external park regional trails) will be met through the evaluation and improvement of a minimum of 200 miles of trails, comprised of roughly 160 miles of unpaved multi-use trails and 30 miles of paved internal park trails and 10 miles of single track trails.
- 6) After a trial year in 2005 using UTAP, the District intends to continue its survey approach through the year 2010, or until at least 200+ miles of trails have been surveyed. After each year’s survey work is complete, barriers to access that have been identified will be scheduled for removal based on a similar priority plan used throughout the transition plan, with the goal of making a minimum 200 miles of intra park trails, that represent a broad cross section of the District’s trail experiences, accessible. Further, as the results of the UTAP trail survey are completed, the District will work to place the summary copies of the reports generated at

park offices, kiosks, information panels and on the District's upgraded website so that all potential park users can access and have information about the variety of trail experiences that are available throughout the two county Park District.

The District will use the guidelines recommended in the U. S. Access Board Regulatory Negotiation Committee's Final Report: Outdoor Developed Areas when designing and building new trails, or when significantly altered existing trail segments.



## **5.0 ADA Policy and Complaint Procedure**

### **5.1 Purpose**

In keeping with its efforts to provide access to all programs and activities offered to the public, the East Bay Regional Park District has adopted a policy of providing reasonable program modifications and auxiliary aids and services to people with disabilities, unless to do so would cause an undue burden to the District.

### **5.2 Policy**

It is the policy of the East Bay Regional Park District that no member of the public shall be favored or in any way discriminated against because of mental or physical disability or medical condition.

The District representative responsible for ensuring District compliance with this nondiscrimination policy is Mike Anderson, the ADA Coordinator.

All official District publications, notices, and announcements will include a statement of the District's nondiscrimination policy. In addition, the nondiscrimination policy shall be posted in public places readily accessible to the public.

Upon request, the ADA Coordinator or his/her designee shall make available to the public a form on which to file a complaint.

### **5.3 Procedures for Making Reasonable Program Modifications or Providing Auxiliary Aids or Services**

Requests for reasonable program modifications or auxiliary aids or services shall be made to the department responsible for the program or service.

The department offering the program or service shall meet with the qualified individual with a disability to identify the limitations resulting from the disability and the potential accommodations to those limitations.

The department offering the program or service shall consult with the affected program or service staff to determine the reasonable accommodation. The department offering the program or service may also consult with the District's ADA Coordinator or other resource providing services or information regarding individuals with disabilities as appropriate.

The department offering the program or service shall document the accommodation(s) that was offered and the response of the person with the disability to the accommodation(s) offered. This documentation shall be filed with the ADA Coordinator's office.

If the qualified individual with a disability is not satisfied with the results of this process, he or she shall follow the complaint procedure set out at section 5.4 below

#### **5.4 ADA Complaint Procedure**

A complaint is a claimed violation of the Americans with Disabilities Act. Qualified individuals with disabilities may file a complaint as set forth below.

1. It is the policy of the East Bay Regional Park District that no member of the public shall be favored or in any way discriminated against because of mental or physical disability or medical condition.
2. The District representative responsible for ensuring District compliance with this nondiscrimination policy is the District Manager.
3. All official District publications, notices, and announcements will include a statement of the District's nondiscrimination policy. In addition, the nondiscrimination policy shall be posted in public places readily accessible to the public.
4. Upon request, the ADA Coordinator or his/her designee shall make available to the public a form on which to file a complaint.
5. A person who alleges that he or she has personally suffered unlawful discrimination, or who has learned of such unlawful discrimination in his or her official capacity should invoke the following resolution procedure:
  - A person who alleges that he or she has personally suffered unlawful discrimination, or who has learned of such unlawful discrimination in his or her official capacity, shall meet with the District Manager or his/her designee within 60 days of the alleged incident.
  - The District Manager or his/her designee shall fill out an "Interview Form for Documenting Discrimination" at that meeting, or as soon thereafter as practical.
  - The District Manager or his/her designee shall then investigate the alleged complaint, which may include meeting with the complainant, the party against whom the complaint is made, and witnesses.
  - After the District Manager or his/her designee determines the appropriate resolution, he or she shall meet with the complainant to discuss the complaint in an attempt to resolve the matter.

The District Manager or his/her designee shall also advise the party(s) against whom the complaint is made of his/her rights under the investigation procedures, and any possible disciplinary actions should the complaint be found valid

## 6.0 Program Accessibility Guidelines, Standards & Resources

### Introduction

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

### Federal Accessibility Standards and Regulations

#### *U.S. Department of Justice*

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

- *ADA Regulation for Title II*: This publication describes Title II of the Americans with Disabilities Act, Pub. L. 101-336, which prohibits discrimination on the basis of disability by public entities. Title II of the ADA protects qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all state and local governments. This rule adopts the general prohibitions of discrimination established under section 504, as well as the requirements for making programs accessible to individuals with disabilities and for providing equally effective communications. It also sets forth standards for what constitutes discrimination on the basis of mental or physical disability, provides a definition of disability and qualified individual with a disability, and establishes a complaint mechanism for resolving allegations of discrimination.
- *Title II Technical Assistance Manual (1993) and Yearly Supplements*. This 56-page manual explains in lay terms what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance.
- *Accessibility of State and Local Government Websites to People with Disabilities*. A 5-page publication providing guidance on making state and local government websites accessible.

#### *U.S. Access Board*

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

implementing federal accessibility guidelines.

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

#### *Guidelines and Standards for Facilities*

- *ADA Accessibility Guidelines (ADAAG)*: This document contains scoping and technical requirements for accessibility to buildings and facilities by individuals with disabilities under the Americans with Disabilities Act (ADA) of 1990. These scoping and technical requirements are to be applied during the design, construction, and alteration of buildings and facilities covered by Titles II and III of the ADA to the extent required by regulations issued by federal agencies, including the Department of Justice and the Department of Transportation, under the ADA. This document must be used in conjunction with Title 24 of the California Building Code (see *State of California Accessibility Standards and Regulations*).
- *State and Local Government Facilities: ADAAG Amendments*: The Access Board is issuing final guidelines to provide additional guidance to the Department of Justice and the Department of Transportation in establishing accessibility standards for new construction and alterations of State and local government facilities covered by Title II of the Americans with Disabilities Act (ADA) of 1990. The guidelines will ensure that newly constructed and altered State and local government facilities are readily accessible to and usable by individuals with disabilities in terms of architecture, design, and communication.
- *Building Elements for Children: ADAAG Amendments*: The Access Board is issuing final guidelines to provide additional guidance to the Department of Justice and the Department of Transportation in establishing alternate specifications for building elements designed for use by children. These specifications are based on children's dimensions and anthropometrics and apply to building elements designed specifically for use by children ages 12 and younger.
- *Play Areas: ADAAG Amendments*: The Access Board is issuing final accessibility guidelines to serve as the basis for standards to be adopted by the Department of Justice for new construction and alterations of play areas covered by the Americans with Disabilities Act (ADA). The guidelines include scoping and technical provisions for ground level and elevated play components, accessible routes, ramps and transfer systems, ground surfaces, and soft contained play structures.
- *Recreation Facilities: ADAAG Amendments*: The Access Board is issuing final accessibility guidelines to serve as the basis for standards to be adopted by the Department of Justice for new construction and alterations of recreation facilities covered by the Americans with Disabilities Act (ADA). The guidelines include scoping and technical provisions for amusement rides, boating facilities, fishing piers and platforms, golf courses, miniature golf, sports facilities, and swimming pools and spas.

#### *Guidance Material and Advisory Reports for Facilities*

The following publications provide additional information on specific aspects of the above guidelines and standards for facilities. District employees are encouraged to refer to these publications to obtain more detailed and up-to-date information when evaluating and implementing accessibility improvements to facilities.

- *Using ADAAG Technical Bulletin*: This bulletin was developed to serve the specific needs of architects and other design professionals who must apply the ADA Accessibility Guidelines (ADAAG) to new construction and alterations projects covered by Titles II and III of the ADA. It is also intended to clarify accessibility regulations generally, including those that

apply to existing facilities covered by the ADA.

- *Visual Alarms Technical Bulletin:* In passing the Americans with Disabilities Act in 1990, Congress specifically directed the Access Board to provide greater guidance regarding communications accessibility. Thus the ADA Accessibility Guidelines (ADAAG) require that where emergency warning systems are provided in new or altered construction, they must include both audible and visible alarms that meet certain technical specifications. This bulletin was developed to provide more technical information about the types of visual fire alarms available and how and where their use is required.
- *Text Telephones Technical Bulletin:* Text telephones are machinery or equipment that employs interactive graphic (i.e., typed) communications through the transmission of coded signals across the standard telephone network. Text telephones can include, for example, devices known as TDDs (telecommunications display devices or telecommunications devices for deaf persons) or computers. This bulletin was developed to provide more technical information about the types of text telephones available and how and where their use is required.
- *Ground and Floor Surfaces Technical Bulletin:* Over twenty-seven million Americans report some difficulty in walking. Of these, eight million have a severe limitation and one-fifth of this population is elderly. Ambulatory persons with mobility impairments—especially those who use walking aids—are particularly at risk of slipping and falling even on level surfaces. The information in this bulletin is intended to provide designers with an understanding of the variables that affect the measurement and performance of materials specified for use on walking surfaces and to better describe the requirements of an accessible route.
- *Parking Technical Bulletin:* Accessible parking requires that sufficient space be provided alongside the vehicle so that persons using mobility aids, including wheelchairs, can transfer and maneuver to and from the vehicle. Accessible parking also involves the appropriate designation and location of spaces and their connection to an accessible route. This bulletin was developed to provide more detailed information about the requirements for accessible parking including the configuration, location, and quantities of accessible parking spaces.
- *Detectable Warnings Update (March 2003):* Currently, the Access Board is in the process of developing guidelines on public rights-of-ways that, once finalized, will supplement the new ADAAG. While ADAAG covers various features common to public streets and sidewalks, such as curb ramps and crosswalks, further guidance is necessary to address conditions unique to public rights-of-way. Constraints posed by space limitations at sidewalks, roadway design practices, slope, and terrain raise valid questions on how and to what extent access can be achieved. Guidance on providing access for blind pedestrians at street crossings is also considered essential. This bulletin outlines the requirements of detectable warnings, a distinctive surface pattern of domes detectable by cane or underfoot, which are used to alert people with vision impairments of their approach to streets and hazardous drop-offs. The ADA Accessibility Guidelines (ADAAG) require these warnings on the surface of curb ramps, which remove a tactile cue otherwise provided by curb faces, and at other areas where pedestrian ways blend with vehicular ways. They are also required along the edges of boarding platforms in transit facilities and the perimeter of reflecting pools.
- *Assistive Listening Systems Technical Bulletins:* Assistive listening systems (ALSs) are devices designed to help people with hearing loss improve their auditory access in difficult and large-area listening situations. Typically, these devices are used in such venues as movie houses, theaters, auditoriums, convention centers, and stadiums, where they are piggybacked on a public address system. They may also be used in smaller listening locations like courtrooms, museums, classrooms, and community centers. This bulletin provides

information about the types of systems that are currently available and tips on choosing the appropriate systems for different types of applications.

- *Guide to the ADA Accessibility Guidelines for Play Areas:* The Access Board has developed accessibility guidelines for newly constructed and altered play areas. This bulletin is designed to assist in using the play area accessibility guidelines and provides information regarding where the play area guidelines apply, what a play component is considered to be, how many play components must be an accessible route, and the requirements for accessible routes within play areas.
- *Summaries of Accessibility Guidelines for Recreation Facilities:* The Access Board issued accessibility guidelines for newly constructed and altered recreation facilities in 2002. The recreation facility guidelines are a supplement to ADAAG. They cover the following facilities and elements: amusement rides, boating facilities, fishing piers and platforms, miniature golf courses, golf courses, exercise equipment, bowling lanes, shooting facilities, swimming pools, wading pools, and spas.
- *Accessibility Guidelines for Outdoor Developed Areas:* The Regulatory Negotiation Committee on Accessibility Guidelines for Outdoor Developed Areas was established in June 1997. The accessibility guidelines proposed by the Committee include consideration of the latest information, design, and construction practices in existence. Proposed section 16 of ADAAG requires all areas of newly designed or newly constructed and altered portions of existing trails connecting to designated trailheads or accessible trails to comply with this section. This proposed section also provides design guidelines for all newly constructed and altered camping facilities, picnic areas, and beach access routes. It is recognized that compliance with this section will not always result in facilities that will be accessible to all persons with disabilities. These guidelines recognize that often the natural environment will prevent full compliance with certain technical provisions, which are outlined in this publication.

#### *Guidelines for Transportation*

- *ADA Accessibility Guidelines for Transportation Vehicles:* This publication provides minimum guidelines and requirements for accessibility standards for transportation vehicles required to be accessible by the Americans with Disabilities Act (ADA) of 1990, including over-the road bus and tram systems.
- *ADA Accessibility Guidelines for Transportation Vehicles; Over-the-Road Buses:* This publication outlines the amendments to the accessibility guidelines for over-the-road buses (OTRB) made by the Architectural and Transportation Barriers Compliance Board and the Department of Transportation to include scoping and technical provisions for lifts, ramps, wheelchair securement devices, and moveable aisle armrests. Revisions to the specifications for doors and lighting are also adopted. The specifications describe the design features that an OTRB must have to be readily accessible to and usable by persons who use wheelchairs or other mobility aids.

#### *Guidance Material for Transportation*

- *Manuals on ADA Accessibility Guidelines for Transportation Vehicles:* This technical assistance document is one of a series provided to help in understanding the background and underlying rationale of the Americans with Disabilities Act Accessibility Guidelines for Transportation Vehicles (Vehicle Guidelines) and how the guidelines may apply in a particular case. The documents in this series include:
  - Buses, vans, and systems

- Over-the-road buses and systems
- Automated guideway transit vehicles and systems
- Trams, similar vehicles, and systems
- *Securement of Wheelchairs and Other Mobility Aids:* As a public or private transit authority, the responsibility of safe, efficient service from public agencies who offer transportation services has been enlarged to affording ridership to people using a wide variety of mobility aids. In considering not only the many types of mobility aid devices, but the variety and sizes of lifts, and the numerous makes of buses and vans, it can be easily seen that there is no single, definitive solution to accessibility on mass transit vehicles. This publication reports on the experience of two transit accessibility leaders who have taken the initiative to involve the ridership in needs assessment and have established policies, educated operators, and informed the public to achieve greater accessibility in their bus transit systems.

#### *Guidelines and Standards for Communication*

- *Standards for Electronic and Information Technology:* The Access Board is issuing final accessibility standards for electronic and information technology covered by section 508 of the Rehabilitation Act Amendments of 1998. Section 508 requires the Access Board to publish standards setting forth a definition of electronic and information technology and the technical and functional performance criteria necessary for such technology to comply with section 508. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

#### *Guidance Material for Communication*

- *Bulletin on the Telecommunications Act Accessibility Guidelines:* As technology continues to improve our means of telecommunication, it can pose challenges to accessibility on one hand, while on the other hold the key to innovative access solutions. Section 255 of the Telecommunications Act requires telecommunications products and services to be accessible to people with disabilities. This is required to the extent access is "readily achievable," meaning easily accomplishable, without much difficulty or expense. Telecommunications products covered include: wired and wireless telecommunication devices, such as telephones (including pay phones and cellular phones), pagers, and fax machines; other products that have a telecommunication service capability, such as computers with modems, and equipment that carriers use to provide services, such as a phone company's switching equipment.
- *Summary of Standards for Electronic and Information Technology: An Overview:* This bulletin presents an overview of the new standards for electronic and information technology and section 508.

Federal guidelines and standards are subject to periodic revision based on research findings and guidance from advisory committees. The District should have a regular practice of reviewing research materials posted to the U.S. Access Board's website and updating local guidelines and practices as new standards are adopted or existing standards are revised.

## State of California Accessibility Standards and Regulations

### ***Title 24, California Building Code***

The State of California has also adopted a set of design guidelines for accessible facilities, which can be found in the California Code of Regulations, Title 24, Part II, California Building Code (CBC). CBC contains general building design and construction requirements relating to fire and life safety, structural safety, and access compliance. CBC provisions provide minimum standards to safeguard life or limb, health, property and public welfare by regulating and controlling the design, construction, quality of materials, use and occupancy, location and maintenance of all buildings and structures and certain equipment. Although California has adopted most of the ADAAG requirements, there are some differences. In general, the more restrictive requirement (whether federal or state) should be applied when designing accessible facilities. The complete Title 24 or any of its parts is available for purchase from the International Conference of Building Officials (ICBO), 5360 South Workman Mill Road, Whittier, CA 90601, 1.800.423.6587, (website: [www.icbo.org](http://www.icbo.org)) or at various bookstores that carry technical books.

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

### ***Division of State Architect***

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

- *DSA's 2003 California Access Compliance Reference Manual*: The purpose of this book of regulations and statutes together is to clarify the obligations for architectural accessibility in California.

For further technical assistance contact DSA's Access Compliance Program at 1130 K Street, Suite 101, Sacramento, California 95814 (916.322.4700).

## Resources for Providing Accessible Programs and Facilities

- *ADA Document Portal*: This website (<http://www.adaportal.org/>) provides links to an ADA Collection consisting of more than 7,400 documents on a wide range of topics. The ADA Document Portal is supported by the ten ADA & IT Technical Assistance Centers
- *DisabilityInfo.Gov*: A one-stop interagency portal for information on Federal programs, services, and resources for people with disabilities, their families, employers, service providers, and other community members.
- *California State Parks Accessibility Guidelines*: These guidelines present principles for providing accessibility in park settings. They are intended for practical use in the field and as a reference manual that can accommodate many situations and settings. The guidelines cover all of the "building blocks of an accessible park" including accessible programs such as guided and self-guided programs and tours, audiovisual programs, campfire centers and assembly areas, exhibits, historic sites, trails, visitor information, and special events. This publication is available for downloading from the California State Parks website (<http://parks.ca.gov/>). Further information is available from the Accessibility Section by phone (916.4458949) or by email at [access@parks.ca.gov](mailto:access@parks.ca.gov).

- *American Association of Museums*: Accessible exhibit design publications are available for purchase from AAM's website (<http://www.aam-us.org>), including *Everyone's Welcome* (available in a variety of formats), which addresses museum programs and the ADA, *The Accessible Museum*, which offers model programs of accessibility for older people and people with disabilities, and *What Museum Guides Need to Know* to provide access to blind and visually impaired visitors.
- *Beneficial Design*: Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal consultation, standards development, and serves as a rehabilitation information resource. Contact Beneficial Designs, Inc. at 2240 Meridian Blvd, Suite C, Minden, NV 89423-8628, (775.783.8822), by email at [mail@beneficialdesigns.com](mailto:mail@beneficialdesigns.com) or website (<http://www.beneficialdesigns.com/>).
- *National Park Service*: The Technical Preservation Services of NPS publishes a series of Preservation Briefs, including *Making Historic Properties Accessible* (Technical Brief 32) by Thomas C. Jester and Sharon C. Park, AIA, and *Protecting Cultural Landscapes: Planning, Treatment and Management of Historic Landscapes* (Technical Brief 36) by Charles A. Birnbaum, ASLA, which are available for downloading from the NPS website (<http://www.cr.nps.gov/hps/tps/briefs/>).
- *Smithsonian Institution*: The Accessibility Program has developed the *Smithsonian Guidelines for Accessible Exhibition Design* (1996), which are available for downloading from their website (<http://www.si.edu/opa/accessibility/exdesign/start.htm>). Further information is available from the Smithsonian Accessibility Program at the Arts and Industries Building, Room 1239 MRC 426, Washington, D.C. 20560 (202.786.2942).
- *National Alliance on Accessible Golf*: The National Alliance on Accessible Golf (<http://www.accessgolf.org/>), which is comprised of leading golf organizations and several universities, promotes and provides information on accessible golf.
- *National Center on Accessibility*: The Center (<http://www.ncaonline.org/>) is a cooperative project between the National Park Service and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the research activities of the NCA is the National Trails Surface Study. This study is primarily the result of questions that NCA has, for many years and continues to receive from organizations, agencies and individuals who desire to make their trails accessible; are interested in an unobtrusive surface that blends and is friendly to the environment; and provides a quality trail experience for people with and without disabilities. NCA also publishes *What is an Accessible Trail?*, which summarizes the federal guidelines for outdoor developed areas and is available for downloading from its website. The NCA website also has information on campground accessibility, accessible picnic tables, access to beaches, and inclusion of people with disabilities in aquatic venues.
- *National Center on Physical Activity and Disability*: The Center (<http://www.ncpad.org/>) 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.
- *National Park Service*: NPS has many programs that address the issue of providing accessible recreation services to people with disabilities. These include *Wilderness Accessibility for People with Disabilities* (available for downloading at <http://planning.nps.gov/wilderness/toolbox3.cfm>) and Director's Order #42, Accessibility,

which establishes the purpose and role of the NPS Accessibility Program, lists applicable laws, standards and authorities, implementation strategies, roles and responsibilities. It also addresses National Park Service policies and provides links to additional information sources (available for downloading at [http://www.nps.gov/access/resources\\_online.htm](http://www.nps.gov/access/resources_online.htm)).

- *National Recreation and Park Association:* NRPA (<http://www.nrpa.org/>) is a national, non-profit service organization dedicated to advancing parks, recreation and environmental efforts that enhance the quality of life for all people.
- *Wilderness Inquiry:* Wilderness Inquiry (<http://www.wildernessinquiry.org/>) is a non-profit organization that focuses on getting people from all walks of life to personally experience the natural world. Wilderness Inquiry conducted a study for the Departments of Agriculture and Interior on ways to improve access for persons with disabilities to outdoor recreational opportunities made available to the public.
- *United States Golf Association (USGA):* USGA's Resource Center for Individuals with Disabilities (<http://www.resourcecenter.usga.org/>) was created to help make golf more accessible to individuals with disabilities. The Resource Center provides information of interest to potential or current golfers with disabilities and is funded and managed by the USGA in partnership with other national organizations.

## Resources for Assistive Technologies (General)

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

### ***ABLEDATA***

The National Institute on Disability and Rehabilitation Research of the U.S. Department of Education maintains a national web-based service (<http://www.abledata.com/>), which provides up-to-date links to assistive technologies and disability-related resources. ABLEDATA's mission is to provide objective information on such assistive products as:

- *Architectural elements:* Products that make the built environment more accessible, including indoor and outdoor architectural elements, vertical lifts, lighting, and signs.
- *Blind and low vision:* Products for people with visual disabilities, including computers, educational aids, information storage, kitchen aids, labeling, magnification, office equipment, orientation and mobility, reading, recreation, sensors, telephones, tools, travel, typing, and writing (Braille).
- *Communication:* Products to help people with disabilities related to speech, writing and other methods of communication, including alternative and augmentative communication, signal systems, telephones, typing, and writing.
- *Computers:* Products to allow people with disabilities to use desktop and laptop computers and other kinds of information technology including software, hardware, and computer accessories.
- *Controls:* Products that provide people with disabilities with the ability to start, stop or adjust electric or electronic devices including environmental controls and control switches.
- *Deaf and hard of hearing:* Products for people with hearing disabilities, including amplification, recreational electronics, signal switches, and telephones.
- *Deaf Blind:* Products for people who are both deaf and blind.
- *Education:* Products to provide people with disabilities with access to educational materials

and instruction in school and in other learning environments including classroom and instructional materials.

- *Recreation*: Products to assist people with disabilities with their leisure and athletic activities including crafts, electronics, gardening, music, photography, and sports.
- *Seating*: Products that assist people to sit comfortably and safely including seating systems and therapeutic seats.
- *Transportation*: Products to enable people with disabilities to drive or ride in cars, vans, trucks and buses including mass transit vehicles and facilities and vehicle accessories.
- *Wheeled mobility*: Products and accessories that enable people with mobility disabilities to move freely indoors and outdoors including wheelchairs (manual, sport, and powered), wheelchair alternatives (scooters), wheelchair accessories, and carts.
- *Workplace*: Products to aid people with disabilities at work including agricultural equipment, office equipment, tools, and work stations.

### ***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 maintains several directories on their website (<http://www.atnet.org>) including

- On-site and remote real-time captioning services
- American Sign Language (ASL) Interpreters
- Ergonomic office equipment vendors
- Augmentative and assistive communications manufacturers and vendors
- Organizations that provide low-cost and donated computers for organizations that provide services to people with disabilities
- Assistive technology vendors and service providers for:
  - Hard of Hearing/Deaf
  - Learning Disabled
  - Mobility/Physical/Orthopedic
  - Speech/Language
  - Visually impaired/Blind

### ***International Commission on Technology and Accessibility***

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

### **Alternative Format Communications**

Resources to produce standardized publications such as applications and registration forms in Braille, audiotape, large-print text, and accessible electronic media will be assembled.

- *American Council of the Blind*: ACB (<http://www.acb.org/>) is a national organization advocating on behalf of persons who are blind or have low vision. ACB also publishes *A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired*, which is available online, in regular print, large print, Braille, or on cassette tape. ACB is located at 1155 15th St. NW, Suite 1004, Washington, DC 20005 (800.424.8666) or by email at [info@acb.org](mailto:info@acb.org).
- *National Center on Accessibility*: NCA publishes *What are Alternative Formats? How Do They Apply to Programs and Services?*, which is available for downloading from their website (<http://www.ncaonline.org/>).
- *National Center for Accessible Media*: NCAM is a research and development facility dedicated to the issues of media and information technology for people with disabilities in their homes, schools, workplaces, and communities. Developers of Web- and CD-ROM-based multimedia need an authoring tool for making their materials accessible to persons with disabilities. NCAM has developed two such tools, version 1.0 and 2.01 of the Media Access Generator (MAGpie), for creating captions and audio descriptions for rich media. Media Access Generator (MAGpie) is available for downloading from NCAM's website (<http://ncam.wgbh.org>).

### **American Sign Language Interpreters**

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

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

- See the on-line directory of ASL interpreters available at the *California Assistive Technology System* website (<http://www.atnet.org>).

### **Assistive Listening Systems and Devices**

Systems and devices to amplify sound for persons with hearing disabilities should be available for public meetings and conferences. 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, District Divisions should have access to a device for encoding closed captioning on films and videotapes used for training and other programs.

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

## Optical Readers

Equipment that can translate printed information into an audio format should be available to Divisions.

## Text Telephone (TDD)

To the extent necessary, District Divisions should have access to a text telephone or have access to a telephone transfer service as required by the law and offered by public telephone companies.

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

## Transportation

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

- *American Association of State Highway and Transportation Officials*: AASHTO is the organization that maintains the "Green Book" for design of roads and highways and has begun to address accessibility of pedestrian networks. Several AASHTO publications, which can be ordered from the AASHTO website (<http://www.transportation.org/>), address accessible circulation systems, including: *AASHTO Guide for the Planning, Design, and Operation of Pedestrian Facilities, 1st Edition* and *Guide for the Development of Bicycle Facilities, 3rd Edition*.
- *Federal Transit Administration*: FTA regulates and enforces requirements of the ADA covering transportation facilities and systems. FTA maintains a technical assistance line on ADA questions at (888.446.4511) and on their website (<http://www.fta.dot.gov/>).

## Enlarging Printed Materials

A copy machine capable of enlarging printed materials should be available for each site where programs or transaction counter services are provided to the public.

## Guide to Disabilities and Disability Etiquette

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

- *Disability Etiquette: Interacting with People with Disabilities* is available on-line at the City of Long Beach's website ([www.ci.long-beach.ca.us/hr/employees/ada/etiquette.htm](http://www.ci.long-beach.ca.us/hr/employees/ada/etiquette.htm)).

## Lending Library of Assistive Technology Equipment

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

- *Accessibility Connections Community Map: A Directory of Bay Area Assistive Technology Services* is an on-line service available at <http://www.cforat.org/home/bard/>.
- *American Association of People with Disabilities*: The American Association of People with Disabilities (<http://www.aapd-dc.org/>) is the largest nonprofit, nonpartisan, cross-disability organization in the United States.
- *American Foundation for the Blind*: The American Foundation for the Blind is committed to improving accessibility in all aspects of life—from cell phones to ATMs, on web sites and in workplaces. Services include assistance in making products and services accessible to people with visual impairments. AFB offers expert consulting services and accessible media production. AFB provides objective product evaluations of adaptive technologies through its assistive technology product database (<http://www.afb.org/>). Local assistance is available through the American Foundation for the Blind-West, 44 Montgomery Street, Suite 1305, San Francisco, CA 94040 (415.392.4845) or by email at [sanfran@afb.net](mailto:sanfran@afb.net).
- *Adaptive Environments*: This educational non-profit organization is committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages and abilities. Adaptive Environments provides education and consultation to public and private entities about strategies, precedents and best practices that go beyond legal requirements to design places, things, communication and policy that integrate solutions to the reality of human diversity (<http://www.adaptenv.org/>).
- *The Arc*: The Arc (formerly Association for Retarded Citizens of the United States) is the country's largest voluntary organization committed to the welfare of all children and adults with mental retardation and their families (<http://www.thearc.org/>). Local information is available from Arc California, 1225 Eighth Street, Suite 590, Sacramento, CA 95814 (916.552.6619) or by email at [arcca@quicknet.com](mailto:arcca@quicknet.com).
- *Bay Area Outreach and Recreation Program*: BORP was founded in 1976 by people with

disabilities to create access to the outdoors, to fitness, to sports, and to recreation for a population who'd been left out. BORP offers a number of competitive sports programs, as well as outdoor adventures, family outings, and integrated cycling. BORP staff have extensive experience in providing recreation services to people with disabilities, including involving disabled immigrants and minorities in recreation programs. BORP (<http://www.borp.org/>) is located at 830 Bancroft Way, Suite 205, Berkeley, CA 94710 (510.849.4663) or by email at [info@borp.org](mailto:info@borp.org).

- *California's AT Network:* California's AT Network is dedicated to expanding the accessibility of tools, resources and technology that will help increase independence, improve personal productivity and enhance the quality of life for all Californians. For information and assistance, contact the AT Network at 660 J Street, Suite 270, Sacramento, CA 95814-2495 (800.390.2699), by email at [info@atnet.org](mailto:info@atnet.org), or at their website (<http://www.catsca.org/>).
- *Center for Independent Living:* The Center for Independent Living (CIL) is a national leader in helping people with disabilities live independently and become productive, fully participating members of society. The staff and board, most of whom have disabilities, are strongly committed to supporting others in their efforts towards self sufficiency. For assistance with programs and for information, contact CIL at 2539 Telegraph Avenue, Berkeley, CA 94704 (510.841.4776) on at their website (<http://www.cilberkeley.org>).
- *DisabilityResources, Inc.:* Disability Resources, Inc. is a national nonprofit organization that provides information about resources for independent living. DRI maintains an on-line directory of assistive technology resources (<http://www.disabilityresources.org/>).
- *Environmental Health Network:* EHN's focus is on issues of access and developments relating to the health and welfare of the environmentally sensitive and to promote public awareness of environmental sensitivities and causative factors. EHN provides information environmental and chemical sensitivities at EHN, P.O. Box 1155, Larkspur, California, 94977-1155 (415.541.5075) and on its website (<http://users.lmi.net/wilworks/>).
- *National Association of the Deaf:* NAD is a national consumer organization representing people who are deaf and hard of hearing. NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website (<http://www.nad.org/>).
- *National Federation of the Blind:* NFB is a national organization advocating on behalf of persons who are blind or have low vision. NFB provided on-line resources (<http://www.nfb.org/>) for technology for the blind, including a technology resource list, a computer resource list, screen access technology, sources of large print software for computers, and sources of closed circuit TV (CCTV's).
- *National Organization on Disability:* The National Organization on Disability promotes the full and equal participation and contribution of America's 54 million men, women and children with disabilities in all aspects of life. NOD maintains an on-line directory of information and links including transportation-related resources (<http://www.nod.org/>).
- *Paralyzed Veterans of America:* PVA is a national advocacy organization representing veterans. PVA's Sports and Recreation Program promotes a range of activities for people with disabilities, with special emphasis on activities that enhance lifetime health and fitness. PVA's website (<http://www.pva.org/sports/sportsindex.htm>) provides information on useful sports publications and a list of contacts.
- *State Council on Developmental Disabilities,* 1507 21st Street, Ste. 210, Sacramento, CA 95814-5299 (916.322.8481), email: [scdd@dss.ca.gov](mailto:scdd@dss.ca.gov) or website (<http://www.scdd.ca.gov/>).

- *State Office for Deaf Access*, Department of Social Services, 744 P Street, MS 6-91, Sacramento, CA 95814 (916.653.8320), email: [deaf.access@dss.ca.gov](mailto:deaf.access@dss.ca.gov) or website ([http://www.dss.cahwnet.gov/cdssweb/OfficeofDe\\_189.htm](http://www.dss.cahwnet.gov/cdssweb/OfficeofDe_189.htm))
- *State Office of Services to the Blind*, California Department of Social Services, 744 P Street, MS 6-94, Sacramento, CA 95814 (916.657.3327), email: [BlindAccess@dss.ca.gov](mailto:BlindAccess@dss.ca.gov) or website ([http://www.dss.cahwnet.gov/cdssweb/blindservi\\_187.htm](http://www.dss.cahwnet.gov/cdssweb/blindservi_187.htm)).
- *United Cerebral Palsy Association*: UCP's mission is to advance the independence, productivity and full citizenship of people with cerebral palsy and other disabilities, through our commitment to the principles of independence, inclusion and self-determination. UCP's Sports and Leisure Channel is designed for people with disabilities who are interested in sports and other leisure activities and proposes creative ideas for inclusive community recreation programs, including outdoor adventure activities for people with disabilities. Information about the Sports and Leisure Channel is available on UCP's website ([http://www.ucp.org/ucp\\_channel.cfm/1/15](http://www.ucp.org/ucp_channel.cfm/1/15)).
- *United Spinal Association*: United Spinal Association is a membership organization serving individuals with spinal cord injuries or disease. Formerly known as the Eastern Paralyzed Veterans Association, the organization expanded its mission to serve people with spinal cord injuries or disease regardless of their age, gender, or veteran status. Information on accessibility training and consulting services and recreational opportunities for people with spinal cord injuries or disease is available on their website (<http://www.unitedspinal.org/>).
- *World Institute on Disability*: WID is an international public policy center dedicated to carrying out research on disability issues and overcoming obstacles to independent living. WID maintains an on-line information and resource directory on technology, research, universal design, and the ADA (<http://www.wid.org/resources/>).

# **APPENDIX A**



## PROGRAM ACCESSIBILITY QUESTIONNAIRE

**Program name:** \_\_\_\_\_

**Staff person:** \_\_\_\_\_

**Phone number:** \_\_\_\_\_

The purpose of this interview is to gather data on how programs are, or are not, accessible to people with disabilities. Questions cover registration, program activities, and participant evaluation and testing. Your participation in this interview will help the District improve its ability to serve the needs of people with disabilities and their families.

### 1. Nature of the program

1.1 Describe the program and its purpose.

1.2 What are the specific activities that comprise the program?

1.3 Describe or attach all written or unwritten policies, rules or regulations that are specific to this program.

## 2. Program eligibility requirements and admission

2.1 Are there any limitations or ratios for the number of persons with disabilities who may participate in or be admitted to the program?

- No
- Yes
- Don't know

If yes, explain:

2.2 Does your program use any criteria (e.g., good health, residency, letters of recommendation) or written and/or oral tests (including level of skill or achievement, or other factor being tested) in the admission process?

- No
- Yes
- Don't know

If yes, list and describe them:

2.3 Are there any forms required for admission to the program (e.g., tests and/or the submission of other admissions criteria such as certificates)?

- No
- Yes

If yes, describe or attach the forms:

2.4 Do the forms listed in 2.3 above contain a notice that your organization does not discriminate against people with disabilities?

- No
- Yes
- Don't know

2.5 Is an interview required prior to an applicant's entrance into the program?

- No
- Yes
- Don't know

If yes, what steps are taken (including the provision of auxiliary aids, as required) to ensure non-discrimination in interviewing?

### 3. Participation in the program

3.1 Who participates in the program? (List types of participants by age, ability, etc.)

3.2 Approximately how many members of the public receive service from your program each year?

3.3 Are participants questioned about their disabilities in order to make accommodations for people with disabilities?

- No
- Yes
- Don't know

If yes, what steps are taken to ensure that information gathered is confidential, voluntary, and not used to affect any person adversely?

3.4 Is there an orientation program for new participants? (Include any introduction to the facility, equipment, safety rules, workshop policies, etc.)

- No
- Yes

If yes, describe:

3.5 List all written materials, tools, equipment, or other aids or devices that are used for the program.

3.6 What adaptations are made to accommodate people with disabilities?

3.7 Are auxiliary aids (such as tools, access to using equipment, moving light sources, worktable levels, etc.) used to assist persons with disabilities?

No

Yes

If yes, describe:

3.8 Have people with disabilities participated in the program during the past year?

No

Yes

Don't know

If yes, how many? \_\_\_\_\_

Which specific disabilities? (Check all that apply and indicate how many):

Wheelchair user \_\_\_\_\_

Cane/crutch/walker user \_\_\_\_\_

Vision \_\_\_\_\_

Hearing \_\_\_\_\_

Emotional/developmental \_\_\_\_\_

3.9 Once in the program, is participant testing or any other form of participant evaluation used?

No

Yes

If yes, describe test evaluation and attach any written forms.

3.10 Have you had requests for improving access to the program?

No

Yes

Don't know

If yes, describe:



## 5. Program providers

5.1 Does anyone on your program staff have specific training or experience working with people with disabilities?

No

Yes

If yes, describe training or experience:

**6. Concessionaires/Special Recreation Operators/Other Permittees/Special Events.**

Federal law requires that any outside organization that uses District facilities, receives assistance from, or assists the District in providing services, or relies on the District to inform their participants of the existence of their programs, must also comply with accessibility requirements. These organizations must not discriminate against people with disabilities in admission requirements, testing, or recruitment and must make their programs available to all who would like to participate, regardless of disability.

6.1 Please list all concessionaires, special recreation operators, permittees, and special event operators, and describe their programs.

6.2 Are concessionaires, special recreation operators, permittees, and special event operators informed of their responsibility under the ADA to provide accessible programs? If so, how?

6.3 Approximately how many special events occur in the parks annually?

Approximately how many people attend these events?

6.4 Are announcements regarding special events made available in alternative format versions (audio, large print, Braille, etc.)?

Yes       No

Do they include phone numbers for individuals requesting special accommodation?

Yes       No

Do they include information about special qualifications for participants (e.g. ability to traverse 3 miles of rough terrain)

Yes       No

6.5 Are special event operators provided with a checklist on accessibility requirements, including routes of travel, sales areas, parking, and restrooms?

## 7. Transportation

7.1 Do you provide transportation to volunteers, program participants, and/or visitors?

- No
- Yes
- Don't know

If yes, describe:

7.2 What procedures does your office follow to make transportation accessible to persons who are:

Visually impaired?

Hearing impaired?

Mobility impaired?

## 8. Audio-visual presentations

8.3 Does your office prepare audio-visual presentations for public use or make any audio-visual presentations to the public?

No

Yes

If no, go on to section 9.

8.2 How do you make audio-visual presentations prepared or presented by your office accessible to persons with disabilities? Describe:

8.4 Do you portray individuals with disabilities in audio-visual presentations?

No

Yes

Don't know

## 9. Emergency evacuation

9.1 What equipment and/or procedures do you use to notify individuals with disabilities of emergencies and evacuation procedures? List equipment and/or procedures specific to individuals with:

Visual Disabilities:

Hearing Disabilities:

Learning Disabilities:

Mobility Disabilities:

## 10. Communication

### 10.1 How do you communicate telephonically with individuals with hearing disabilities?

If you use telecommunication devices for the deaf (TDDs), list location, telephone number, and organization or TDD directories in which the TDD number is listed.

If you use a TDD relay service, list the name of the company and type of service.

If you use a relay service, have you performed outreach to people with hearing and speech disabilities?

No

Yes

If yes, how?

### 10.2 How do you train your staff in operating TDDs and in other means of communicating over the telephone with a person with a hearing disability?

## **11. Notification**

- 11.1 How do you notify all persons (employees, applicants, participants, beneficiaries, volunteers, visitors, and other interested parties including those with visual and/or hearing disabilities) of their right to participate in your programs or activities regardless of their disability?
- 11.2 How do you notify all persons that your meetings, hearings, and conferences will be held in accessible locations and that auxiliary aids will be provided, upon request, to participants with disabilities?
- 11.3 How do you notify all persons about how and with whom to file a disability discrimination complaint and what procedures are they told to follow? (This includes disability discrimination complaints because of employment and volunteer services practices.)

## **12. Automated electronic equipment**

12.1 Do you use electronic equipment—including copying machines, personal computers, microfilm readers, etc.—in your programs and activities?

No

Yes

If no, go on to section 13.

12.2 How do you ensure that electronic equipment is accessible to and usable by individuals with disabilities?

### 13. Meetings

13.1 Do you require that public meetings, hearings, and conferences be held in accessible locations?

- No
- Yes

13.2 Are interpreters, readers, and/or adaptive equipment provided in an expeditious manner, when requested, for meetings, interview, conferences, and for public appearances by and with department officials, and public hearings?

- No
- Yes

13.3 Do you ensure that individuals with hearing disabilities who do not read sign language can participate effectively in meetings, conferences, and hearings via assistive listening devices or other means?

- No
- Yes

## 14. Documents and publications

14.1 What documents do you publish?

14.2 Are all the program documents controlled centrally?

- No
- Yes

14.3 How do you make documents and publications available to individuals with visual disabilities? Do you use (check all that apply)

- Audiotape?
- Large print?
- Braille?
- Computer disk?
- E-Mail?
- Web Page?
- Some other media? List:

14.4 Do you make the content of documents and publications available in simple, easy-to-understand language for individuals with learning disabilities?

- No
- Yes

14.5 Do you portray individuals with disabilities in your documents and in publications?

- No
- Yes

If yes, provide a copy of the document or publication.

# **APPENDIX B**



## Summary of Outreach Web Survey Data

### Overview

Using a survey questionnaire (as described in Section 1.2), the District collected information from park users about their experiences in the parks. The questionnaire was chiefly available as an accessible, interactive web site, with a printed version as the primary alternative, and other formats available on request. The questionnaire asked for feedback in three parts: Part 1, Parks, Part 2, Regional Trails, and Part 3, General Information.

### Part 1, Parks Results

There were over 150 responses to this section. Most visitors had visited the parks 10 or fewer times, many had visited between 10 and 50 times, and a few had visited over 50 times. While most respondents had visited the parks alone, many had visited with a companion. Respondents reported participating in a wide range of activities, including bird watching, dog walking, mountain biking, meadow play hiking, horseback riding, picnicking, swimming, boating, butterfly watching, fishing, and riding the Tilden Park Merry-go-round and Steam Train. Comments regarding access issues emphasized factors that would improve wheelchair access, such as widening certain gates and paths, providing paved or firmer paths, and removing pathway obstacles like poison ivy or potholes. Several respondents mentioned accessible parking problems, and a few mentioned difficulties accessing picnic sites, playgrounds, and restrooms. Also, several respondents found access to park areas was "fine" or "ok."

A selection of the "Access Issue" responses that we received about Parks follows:

- Garin Park: "The gates on the trails could be wider to make equestrian access safer. The narrow openings and metal gates are very dangerous. Equine access is safer with gates 4+ feet wide."
- Roberts: "Uneven paths, distance from parking."
- Ardenwood Historic Farm: "This is a wonderful park!"
- Briones: "The only thing I don't like about Briones and many other EBRPs is the cattle grazing. It cause tremendous damage and erosion to the trails and elsewhere, not to mention the SMELL!"
- Del Valle: "Van accessible parking needs a wide, flat surface. Sloped parking spaces don't work for those of us using lifts to enter and exit our vans."
- Eastshore State Park: "Need improved access and designated disabled parking. Dangerous pavement and broken glass. No one attending to debris. It is a rare spot for a disabled person to be able to come with a dog and enjoy nature and beach access. I have been carried over the sand by friends which is a great privilege."
- Antioch/Oakley Regional Shoreline: " I saw a long list of parks where service dogs are excluded. I can understand certain sensitive wildlife areas and possibly a couple other exception but many of these are VERY inappropriate and illegal to exclude service animals."
- Tilden Park: "The road/trail from the visitors center to the Jewel Lake boardwalk trail can not be used by a wheelchair in the winter due to mud."
- Martinez Regional Shoreline: "Playground had few activities that were accessible, particularly as the playground was on soft surface (hard to get chair too). Covered picnic area was very nice. Crossing railroad tracks with the chair was a bit of a nightmare."
- Hayward Regional Shoreline: "Opening around gate too narrow; difficult to push wheelchair through (Winton parking lot)."
- Kennedy Grove: "Restrooms are not ADA compliant."

- Las Trampas Wilderness: "Everything is great. Perhaps better trail signs."
- Tilden Park: "Sometimes poison oak hangs over main trails. This can be difficult for my son who has an intellectual disability, we have to make sure he doesn't brush against it. And trails with significant encroachment are off limits to him. Suggest at least making sure main trails don't have encroachment."
- Sibley Preserve: "wider trails."
- Coyote Hills: "Not enough smooth hard paths for wheelchair use. Difficult to get into the visitors center. Boardwalk and paved areas are in disrepair. The unpaved path through the pond/marsh area is flooded in the winter and cannot be used with a wheelchair. Need to repair the pathways in the picnic area, plus they need to be widened for wheelchair use. There needs to be a disabled parking area near the entrance gate (trailhead to the "shellmounds"). Difficult to get a wheelchair around the gate to the marsh trail/boardwalk."

### ***Part 2, Regional Trails Results***

There were almost 50 responses to this section. Most visitors had used Regional Trails 10 or fewer times, and about half as many had experienced the trails both more than 50 times and between 10 and 50 times. While most respondents used the trails alone or as part of a duo, a few have visited trails with 3 or more companions. Comments regarding access issues emphasized the lack of accessible parking at trailheads and problems with trail surfaces, such as cracks, potholes, or loose gravel. For a few respondents, proper signage and trail markers were an issue. Also, just as with the Parks portion of the survey, several respondents had not experienced any access issues with the Regional Trails.

A selection of the "Access Issue" responses that we received about Trails follows:

- Contra Costa Canal Regional Trail: "No handicapped parking near trail entrances. Bike posts too close together for scooter. Not enough signs."
- Iron Horse Regional Trail: "This is a very well-maintained trail for wheelchair users like myself. The only problem is no real parking at the trail crossings in S Walnut Creek, Alamo, and Danville. You never know if where you park is legal or your car will be towed."
- Iron Horse Regional Trail: "We love this trail. Perfect for rollerblading behind power wheelchair. The trail should go over/under major streets like Crow Canyon and Bollinger."
- Ohlone Regional Trail: "Excellent trail. Only thing I don't like is the grazing cattle!"
- Skyline National Trail: "Barrier at trailhead—path around stone column is too narrow. Some benches that can be approached by a wheelchair would be good along the trail."

### ***Part 3, General Information***

This section of the questionnaire focused on park visitors' evaluation of the District's information outreach process, including their suggestions for improvement. It also asked park user's to share the kinds of experiences they expect when they come to the parks, and it provided an opportunity for users to add any additional comments or suggestions. Finally, it asked respondents interested in reviewing the draft self-evaluation and transition plan to provide their contact information.

Most respondents reported getting their information about the parks from the District's web site and park brochures, and many also said word of mouth was an important conduit for park information. Some also reported getting information via magazines/newspapers or by calling the parks directly, and a few listed calling park headquarters or radio/tv as a source for information. The majority of respondents said that the information available is adequate, but many also had comments or

suggestions for improvement. Here is a selection of these:

- "Information about disability access needs to be much more explicit. Not sure if I should take the first handicapped parking spot I see and if that will be close to where I'm going. Need trails marked as to accessibility."
- "I've wanted to bring my family to events (such as the Historic farm in Fremont) but I have not had a clear picture of whether it would be accessible. A separate disabled accessibility guide would help."
- "Website does not give clear access information. Telephone contact did not give all access information needed."
- "Park staff are most cooperative and pleasant to work with."
- "Need specific information about accessibility, trail conditions, facilities, etc. Nothing that I could find on this website provides that information."
- "Post invitations on e-mail or mail. . . get low cost transportation to sites. . . have volunteer guides escort people if they wish."
- "More signs about access. More bathrooms, and less slippery floors in bathrooms and entrance to bathrooms. Specific info. about access on website."
- "When making maps, give as much information as possible about trails, if you want disabled folks to have knowledge full enough to be truly informative. My partner uses a power wheelchair, so as long as the trail is clear, wide enough and not too steep (steep is okay; too steep isn't—subjective, I know), we can use trails that others who are disabled may not."
- "More trails that are "nature" worthy. Better access to bird watching and star gazing."
- "Keep offering these surveys. It would be great if EBRPD Visitor Centers offered a compilation of accessible trails in a brochure which described bathroom and trail accommodation!"
- "Need comprehensive access guide—written and on website. Particularly, need details regarding accessible walks and trails."
- "Make park and trail pamphlets available at local Park/Rec Departments and community centers."
- "I think that map boards at the parking lots that are clear and specify types of trails would be helpful to all people trying to use the parks."

Many respondents come to the parks seeking adventure, time alone with nature, easy access, or wildlife viewing. Some come to experience time with family, guided interpretive programs, or an outing with a group. A few come to the parks looking for extreme challenge. This section of the questionnaire also included a variety of comments, and here is a selection:

- "relaxation."
- "a good workout."
- "peace and quiet."
- "quiet atmosphere, place to do artistic work, place to sit and read outside."
- "alone with nature isn't quite right, because the accessible trails are all fairly highly used, but certainly, the parks provide relief, restoration, relaxation. . . we live in such a beautiful place."

Finally, here is a selection of the general comments respondents shared with the District:

- "We would like more tactile exhibits for those with low vision/blindness. Perhaps a garden with specifically aromatic plants like a self-guided herb garden. Less gravel and more paved areas and ramps for those in wheelchairs. More free concerts, especially in Tilden Park."

- "Since my walking became more difficult, I've lost access to lots of off-leash access areas since I can't reach them (and my dogs need them since I can't exercise them adequately on-leash). Please protect those areas that still exist and are accessible to disabled."
- "For family activities, or even company functions - being able to get to the sites easily. For some areas that are farther from the road way - additional areas would be ideal. - Additional handicap parking or drop off locations would be helpful."
- "Castle Rock is very difficult in terms of access."
- "At Chabot, we ended up on the golf course, because the signs weren't well-marked- we thought it was a little unorthodox to have to go through a golf course to get to the other side of the trail we were on and looking to continue - anyway, needless to say, we got yelled at. I've been frustrated by Roberts Park, not knowing what trails to try or where to hit a good access spot. Overall, we love the parks."
- "There is no accommodation to get in boats to go fishing. Fishing from the pier is not very good."
- "Have difficulties finding trails of interests. I have noticed that park employees have little wildlife knowledge. In state and federal parks rangers are generally good sources of info. I have asked numerous employees where good bird watching might be and none have had a suggestion. This is odd?"
- "On a positive note, the pool at Roberts is very accessible."

## **Acknowledgments**

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