



**Americans with Disabilities Act  
Self-Evaluation and Transition Plan  
County of Mono**



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## **INTRODUCTION**

The Americans with Disabilities Act (ADA) is one of our landmark pieces of legislation in the country, bringing an end to discrimination solely on the basis of disability. The ADA was enacted on July 26, 1990, with full enforcement on January 26, 1992, after the guidelines and provisions were completed and published.

The ADA offers comprehensive civil rights protections for persons with disabilities under five separate titles or sections:

Title I	Employment
Title II	State and Local Government Services
Title III	Public Accommodations
Title IV	Telecommunications
Title V	Miscellaneous Provisions

The ADA is a companion civil rights legislation to the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973. This legislation mandates that qualified disabled individuals shall not be excluded from participation in, denied the benefit of, or be subjected to discrimination under any program, service or activity on the basis of their disability.

The ADA specifically states the intent not to apply lesser standards than required under other federal, state or local laws; therefore, the standard that is the most stringent has precedence unless the state or local law conflicts with federal law. This intent has particular application with respect to the County's obligations under Section 504 or under Title 24 of the California Code of Regulations, which in some cases, exceed ADA requirements with respect to structural and physical changes. For example, Title 24, Part 2 of the California Code of Regulations (also known as the California Building Code) requires a walk or sidewalk to be 48 inches in width, whereas the ADA Accessibility Guidelines require only a 36-inch width. In such a case, the State standard is the more stringent and has precedence.

Title II also mandates that county governments may not require eligibility criteria for participation in programs and activities that would screen persons with disabilities, unless it can be proved that such requirements are necessary for the mandatory provision of the service or program. Title II also discusses the use of auxiliary aids necessary to enable persons who have visual, hearing, mobility or similar impairments to gain access to programs and activities provided by making an appropriate reasonable accommodation.

A public entity such as Mono County must operate each service, program, or activity so that the service, program, or activity, when viewed in its entirety, is readily accessible to and usable by individuals with disabilities. However, as described in Code of Federal Regulation Title 28, 35.150(a) (1-3), this does not necessarily require a public entity to make each of its existing facilities accessible to and usable by individuals with disabilities. There are various means to make reasonable accommodations, having the same activity at alternate sites and other methods as noted in CFR 28., 35.150(b)(1). Nor does it require a public entity to take any action that would threaten or destroy the historical significance of an historic property. If the public entity can demonstrate that a modification would fundamentally alter the nature of its service, program, or activity, or cause undue financial and administrative burdens, it would not be required to make that particular modification. The entity would be required, however, to take other action that

would not result in such an alteration or such burdens, but would nevertheless ensure that individuals with disabilities receive the benefits or services provided by the public entity.

### **GUIDELINES, REGULATIONS AND CODES**

The ADA does not designate a specific code or standard for evaluating access to existing facilities. Title II gives government agencies a choice between the Uniform Federal Access Standards (UFAS) and the Americans with Disabilities Act Accessibility Guidelines (ADAAG) as a standard for renovations. Since the ADA specifically states that it does not override requirements of other state and local requirements, the State of California Building Code (Title 24, Part 2) access regulations must also be applied, to the extent that Title 24 does not conflict with applicable federal law. Therefore, for the purpose of this Self-Evaluation and Transition Plan, each facility or site area is evaluated based on the most stringent requirements of the ADA Accessibility Guidelines and/or Title 24.

### **FOCUS OF THE SELF-EVALUATION**

Title II provides that a public entity must evaluate its services, programs, policies, and practices to determine whether they are in compliance with the nondiscrimination regulations of the ADA. The regulations detailing compliance requirements were issued in July 1991. A self-evaluation is required and intended to examine programs, services and activities, identify problems or barriers that may limit accessibility by the disabled and describe potential compliance solutions to programs, services and activities. The entity must then proceed to make the necessary changes resulting from the self-evaluation. The ADA also requires a transition plan to be prepared to describe any structural or physical barrier changes required to make programs accessible.

In the ADA, 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 an impairment; or
3. Being regarded as having such impairment.

If an individual meets any one of these three tests, he or she is considered to be an individual with a disability for purposes of coverage under the Americans with Disabilities Act. The Final Rules of the ADA describe in greater detail the conditions included and excluded as disabilities under the ADA. These rules are available upon request and are incorporated as part of this Self-Evaluation and Transition Plan.

### **Section 35.105 Self-evaluation**

1. A public entity shall, within one year of the effective date of this part, evaluate its current services, policies, and practices, and the effects thereof, that do not or may not meet the requirements of this part and, to the extent modification of any such services, policies, and practices is required, the public entity shall proceed to make the necessary modifications.
2. A public entity shall provide an opportunity to interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the self-evaluation process by submitting comments.
3. A public entity that employs 50 or more persons shall, for at least three years following the completion of the self-evaluation, maintain on file and make available for public inspection:

- a. A list of the interested persons consulted;
  - b. A description of areas examined and any problems identified; and
  - c. A description of any modifications made.
4. If a public entity has already complied with the self-evaluation requirement of a regulation implementing section 504 of the Rehabilitation Act of 1973, then the requirements of this section shall apply only to those policies and practices that were not included in the previous self-evaluation.

### **SELF-EVALUATION PROCESS**

The County's programs, services and activities were evaluated and reviewed based on their services, policies and practices for accessibility to individuals with disabilities. The collection of this data started in 1994 and remains a continuous process. The Self-Evaluation process has involved a comprehensive review of all county buildings and facilities conducted by county staff, including the ADA Task Force, as well as consultants hired from time to time by the county.

### **FOCUS OF THE TRANSITION PLAN**

A public agency is required to prepare a transition plan if physical or structural modifications to facilities are required to provide access to programs or services. Title II of the ADA regulates government agencies, with its primary goal being to ensure that all of their programs and services are accessible to individuals with disabilities. The transition plan is limited to evaluating physical or structural barriers; however, an analysis of the programs and services rendered by the County is also important to determine necessary physical changes. The transition plan documents what actions the County will take or has taken to alter its facilities or services.

Generally, the transition plan lists existing barriers in County facilities, and it further provides a schedule for barrier removal or retrofit to provide access for individuals with disabilities. The County is required to provide access to all of its programs but is not required to remove all architectural barriers in all of its facilities. In addition to making physical improvements, government agencies can choose among various administrative solutions, such as relocating or modifying a particular program in order to obtain overall program access. The facilities for the purpose of this Transition Plan list the items that will be corrected to achieve access to Mono County's buildings, facilities and parks. The ADA states the following about the Transition Plan:

#### **Section 35.150 (d) Transition Plan**

1. In the event that structural changes to facilities will be undertaken to achieve program accessibility, a public entity that employs 50 or more persons shall develop a transition plan setting forth the steps necessary to complete such changes. A public entity shall provide an opportunity to interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the development of the transition plan by submitting comments. A copy of the transition plan shall be made available for public inspection.
2. If a public entity has the responsibility or authority over streets, roads or walkways, its transition plan shall include a schedule for providing curb ramps or other sloped areas where pedestrian walks cross curbs, giving priority to walkways serving entities covered by the Act, including state and local government offices and facilities, transportation, places of public accommodation, and employers, followed by walkways serving other areas.
3. The plan shall, at a minimum:



- a. Identify physical obstacles in the public entity's facilities that limit the accessibility of its programs or activities to individuals with disabilities;
- b. Describe in detail the methods that will be used to make the facilities accessible;
- c. Specify the schedule for taking the steps necessary to achieve compliance with this section and a time period for the transition period; and
- d. Indicate the official responsible for implementation of the plan.

Title II of the ADA requires that a public entity provide program accessibility to all facilities, including those facilities that may be located within public right of way. "Facilities" as defined by the ADA includes any part of the built environment that is used by the public. This not only includes buildings and structures, but also includes sidewalks, walks, curb ramps and pedestrian push buttons within the path of travel.

The most recent data/findings for the Transition Plan were collected from 2010 through 2014. The findings of the buildings and facilities can be reviewed in the Facilities section located on page 8. All of the buildings and facilities under consideration to undertake physical barrier removal are listed in the Facilities section on page 8 of this document. The Mono County Self Evaluation and Transition Plan may be found on the County's website, [www.monocounty.ca.gov](http://www.monocounty.ca.gov).

## **SCHEDULE AND APPROACH FOR THE TRANSITION PLAN**

Mono County will proceed with a thorough and systematic approach to repairing and retrofitting the issues found during the self-evaluation process. Mono County will be committing to a continuous schedule to complete the issues listed in the Transition Plan for Facilities (page 12). The County will be using guidelines and/or regulations from the California Title 24 Access Regulations, the ADA and ADA Access Guidelines, 28 CFR Part 35 and 36 and any access regulations that might not be covered in the areas mentioned, which are relevant access laws for people with disabilities.

## **PRIORITIES FOR PHYSICAL BARRIER CORRECTIONS**

The priorities established will be based on two areas of concern. The first evaluates the specific location of the public facility and program with respect to its usage as identified by our disabled community. The second area evaluates the physical barrier itself with respect to primary accessibility issues (e.g., barriers entering public structures, activity rooms and/or areas, restrooms, etc.).

## **RESPONSIBLE PERSONS FOR SELF-EVALUATION AND TRANSITION PLAN**

The Mono County ADA Task Force, whose membership is detailed on page 2 of this document, will be responsible for the creation and content of the Self Evaluation and Transition Plan. It must be noted that members of the ADA Task Force may change over time given future possible staffing changes.

## **FACILITIES**

### **A. Program barrier removal priorities**

All facilities in which the County provides programs, activities and services to the public were reviewed and ranked based on the following criteria (each of these criteria is deemed by the County to have equal importance with no single criterion having priority over another):

- Level of use by the public: Do the facilities receive a high level of public use;
- Program uniqueness: Some programs are unique to a building, facility or park and cannot occur at another location;
- Geographic distribution: By selecting a range of facilities that are distributed throughout the county, the County can ensure maximum access for all residents;
- Citizen rights: Facilities where services are provided to exercise citizen rights – voting, right to a trial, access to elected officials, etc.;
- Citizen responsibilities: Facilities where taxes are paid, permits and licenses are obtained, and services are provided;
- Social need: Facilities that meet social needs such as homeless shelters, health clinics, etc.; and
- Identified complaints: Efforts should focus on identified accessibility complaints.

### **B. Prioritizing access to programs, activities and services**

County staff from each department listed the programs, activities and services provided to the public and locations where the programs are provided. Each program was evaluated using the criteria listed above. The ADA Task Force reviewed and confirmed these priorities.

### **C. Priorities for barrier removal within facilities**

The ADA Task Force confirmed priorities for barrier removal within each facility based on criteria published in the ADA. Barriers are assigned levels of priority using the following criteria:

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

Examples:

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

2. Priority Two: A second-level priority is placed on those barrier-removal items that improve or enhance access to program use areas. Examples:
  - Transaction counters
  - Conference and meeting rooms
  - Public offices
  - Recreation environments/features
  - Public restrooms
3. Priority Three: A third-level priority is placed on those barrier-removal items that improve access to amenities serving program areas. Examples:
  - Drinking fountains
  - Public telephones
  - Vending machines
4. Priority Four: A fourth level of priority is assigned to areas or features that are not required to be modified because no public programs are located in the facility or portion of the facility, or because other locations provide access to the program.

#### **D. Transition plan for facilities**

The transition plan for the removal of architectural barriers to program access must contain the following information:

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

The County will accomplish barrier removals based on two strategies: policy and procedure modifications to remove programmatic barriers and construction projects to remove architectural barriers.

The responsibility for ensuring barrier removal will reside with the Mono County ADA Task Force.

#### **E. Phasing schedule for facilities**

Because Mono County has a large number of facilities and limited resources, it is impossible to immediately remove all barriers to program access. Barriers in facilities will be removed systematically, county-wide, based on established program priorities. It is the intent of the County to address barriers to accessibility in public buildings and parks based upon the immediate necessity of programmatic access, degree of complexity, and overall cost.

Mono County reserves the right to modify barrier removal priorities in order to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities, changes in County programs, and funding constraints and opportunities. It is the goal of this Transition Plan to provide access to the programs, activities and services provided by the County. Interim measures will

be explored and implemented in order to provide programmatic access to the public pending the implementation of physical barrier-removal projects.

The following information describes the priorities and schedule for barrier removal in public buildings and facilities. It is the County's intent to review all barriers during the first year of the implementation of this plan and address those barriers that can be resolved through programmatic modifications or physical barrier removal. The County will then revise the following schedule for removal of remaining barriers.

**Facility Group One**

1. Memorial Hall
2. Annex II Entry
3. Mono Lake Park
4. Crowley Lake Park
5. Benton Community Center Entrance
6. Benton Park
7. Sheriff's Administration Building Entrance
8. Mountain Gate Phase II
9. Crowley Lake Community Center Site

**Facility Group Two**

1. Walker Wellness Center Bathrooms
2. Walker Senior Center Bathrooms
3. Walker Park Bathrooms
4. Bridgeport Park Bathrooms
5. Guss Hess Park Bathrooms
6. Mono Lake Park Bathrooms

**Facility Group Three**

None.

**Facility Group Four**

None.

### **ADA Policy & Complaint Procedure**

If a public entity has 50 or more employees, it is required to designate at least one responsible employee to coordinate American with Disabilities Act (ADA) compliance. The County of Mono has designated the ADA Task Force as its primary "Designated Access Coordinator" and has also assigned ADA Coordinator responsibilities at the department level to designated departmental management staff members. The Coordinator is responsible for coordinating the efforts of the County to comply with Title II and for investigating any complaints that the County has violated Title II of the ADA. The Coordinator is also responsible for coordinating the efforts of the County to comply with Title 24 and all other applicable state and federal physical and program accessibility requirements.

All complaints or grievances submitted to the County of Mono must be in writing on a form designated and contain specific information about the alleged violation or discrimination including: name; address; complainant's telephone number; and the location, date, and a complete description of the problem. Anonymous complaints or grievances will not be accepted. Complaints or grievances will be kept confidential to the greatest extent possible, unless ordered released by a court of competent jurisdiction (see Evidence Code 1040). Alternative means of filing complaints or grievances may be accepted at the discretion of the ADA Coordinator. These may be submitted by telephone, email (confidentiality cannot be assured), letter, personal interview, or tape recording, upon request. However, all complaints or grievances must provide all the information required consistent with the format of the official complaint form, which is located in Appendix B on page 29.

All complaints must be submitted by the complainant or his/her designee to the Mono County Code Enforcement Division at the below location or, upon approval of a request to submit by an alternative method, by telephone at (760) 924-1826 or via email at [ncriss@mono.ca.gov](mailto:ncriss@mono.ca.gov).

Complaints should be submitted as soon as possible, but no later than 60 calendar days after the date of the alleged violation or discriminatory act.

County of Mono  
ADA Coordinator  
c/o Code Enforcement Division  
P.O. Box 347  
Mammoth Lakes, CA 93546

If you need any additional assistance, please contact:

Tom Perry, Building Official/Certified Access Specialist (CASp)

(760) 932-5433

[tperry@mono.ca.gov](mailto:tperry@mono.ca.gov)

Marshall Rudolph, County Counsel

(760) 924-1707

[mrudolph@mono.ca.gov](mailto:mrudolph@mono.ca.gov)

Joe Blanchard, Facilities Superintendent

(760) 932-5443

[jblanchard@mono.ca.gov](mailto:jblanchard@mono.ca.gov)

The ADA Task Force will investigate and resolve complaints consistent with the ADA Grievance Procedure. The ADA Task Force will acknowledge complaints within 15 calendar days, and when requested, in an alternate format accessible to the complainant. Wherever possible, the County of Mono will provide reasonable accommodation to resolve grievance concerns. If any grievance resides outside the County's jurisdiction, the complainant will be notified and when possible, referred to the appropriate agency.

## **APPENDIX A**

### **ADA Toolkit**

#### **INTRODUCTION**

In order to facilitate access to all County programs and departments, the County will maintain these program accessibility guidelines, standards and resources. This information is available to all employees and volunteers. The County will add to these guidelines when necessary to address its needs and include information and technological devices that help staff and volunteers communicate with individuals with a variety of disabilities. The County 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 & 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 at 800-514-0301 (voice) or 800-514-0383 (TDD - telecommunications display devices). 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 at <http://www.ada.gov/>.

1. ADA Regulation for Title II: The publication described Title II of the Americans with Disability Act, Pub. L. 101-226, 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.
2. 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.
3. Accessibility of State and Local Government Website to People with Disabilities: A five-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 staff in understanding and implementing federal accessibility guidelines.

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

1. 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 Disability 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).
2. State and Local Government Facilities: ADAAG Amendments: The Access Board has issued final guidelines to provide additional guidance to the Department of Justice and the Department of Transportation in establishing accessibility standards for new construction and the alterations of state and local government facilities covered by Title II of the Americans with Disabilities Act 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.
3. Building Elements for Children: ADAAG Amendments: The Access Board has issued 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.
4. Play Areas: ADAAG Amendments: The Access board has issued 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. 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.
5. Recreation Facilities: ADAAG Amendments: The Access Board has issued 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. 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 & ADVISORY REPORTS FOR FACILITIES**

The following publications provide additional information on specific aspects of the above guidelines and standards for facilities. 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:

1. Using ADA Accessibility Guidelines (ADAAG) Technical Bulletin: This bulletin was developed to serve the specific needs of architects and other design professionals who must apply the 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.
2. 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.
3. 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.
4. Ground and Floor Surfaces Technical Bulletin: More than 27 million Americans report some difficulty in walking. Of these, 8 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.
5. 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.

6. Detectable Warnings: 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 ADAAG requires 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.
7. Assistive Listening Systems Technical Bulletins: Assistive listening systems (ALS) 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 currently available and tips on choosing appropriate systems for different types of applications.
8. 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 on an accessible route, and the requirements for accessible routes within play areas.
9. Summaries of Accessibility Guidelines for Recreation Facilities: The Access Board issued accessibility guidelines for newly constructed and altered recreation facilities in 2010. The recreation facility guidelines are a supplement to ADA Accessibility Guidelines. 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.
10. 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 ADA Accessibility Guidelines 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 outlined in this publication.

## **GUIDELINES FOR TRANSPORTATION**

1. 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.
2. 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 movable aisle armrests. Revisions to the specifications for doors and lighting are also adopted. The specifications describe the design features than an OTRB must have to be readily accessible to and usable by persons who use wheelchairs or other mobility aids.

## **GUIDANCE MATERIAL FOR TRANSPORTATION**

1. 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
2. Securement of Wheelchairs and Other Mobility Aids: As a public or private transit authority, the responsibility of safe, efficient service from public agencies that 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 also the variety and sizes of lifts, and the numerous makes of buses and vans, it can be seen easily 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 & STANDARDS FOR COMMUNICATION**

1. Standards for Electronic and Information Technology: The Access Board has issued 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 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**

1. 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.
2. 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 County 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 & REGULATIONS**

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

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

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

### **Division of State Architect**

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

1. 2013 CBC Advisory 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 St. Ste. 101, Sacramento, CA 95814, 916-322-4700.

### **Resources for Providing Accessible Programs & Facilities**

1. ADA Document Portal: The 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 10 ADA & IT Technical Assistance Centers.
2. 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.
3. American Association of Museums (AAM): Accessible exhibit design publications are available for purchase from AAM's website at <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.
4. Beneficial Designs: 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. Ste. C, Minden, NV 89423, 775-783-8822, <http://www.beneficialdesigns.com/>.
5. Smithsonian Institution: The Accessibility Program has developed the Smithsonian Guidelines for Accessible Exhibition Design (1996), which are available for downloading at <http://www.si.edu/opa/accessibility/exdesign/start.htm>.
6. Further information: Smithsonian Accessibility Program at the Arts and Industries Building, Room 1239 MRC 426, Washington, DC 20560, 202-786-2942.
7. National Center on Accessibility (NCA): The Center at <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 NCS 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?" that 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.

8. National Center on Physical Activity & Disability: The center provides information and resources on physical activity at <http://www.ncpad.org/> 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.
9. California State Parks Accessibility Guidelines: A state outdoor recreation resource: [http://www.parks.ca.gov/pages/21944/files/ca\\_stateparksaccessguiderey\\_titlepagewi th\\_disclaimer.pdf](http://www.parks.ca.gov/pages/21944/files/ca_stateparksaccessguiderey_titlepagewi th_disclaimer.pdf).

### **Resources for Assistive Technologies (General)**

The County 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 at <http://www.abledata.com/> that provides up-to-date links to assistive technologies and disability-related resources.

### **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 its website at <http://www.atnet.org>:

- 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; and visually impaired/blind.

### **INTERNATIONAL COMMISSION ON TECHNOLOGY & ACCESSIBILITY (ICTA)**

The 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 on the ICTA website at <http://www.ictaglobal.org/>.

### **ALTERNATIVE FORMAT COMMUNICATIONS**

Resources to produce standardized publications such as applications and registration forms in Braille, audiotape, large-print text, and accessible electronic media will be assembled. Information regarding Braille services and other accommodations for people with visual disabilities is available by contacting:

1. Lighthouse for the Blind and visually Impaired: 415-258-8496
2. American Council for the Blind (ACB): The ACB at <http://www.acb.org/> is a national organization advocating on behalf of persons who are blind or have low vision. The 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 compact disc. The ACB is located at 1155 15<sup>th</sup> St. NW, Ste. 1004, Washington, DC 20005, 800-424-8666 or by email at [info@acb.org](mailto:info@acb.org)
3. National Center on Accessibility: The NCA publishes "What Are Alternative Formats? How Do They apply to Programs and Services?," which is available for downloading from its website at <http://www.ncaonline.org/>.
4. National Center for Accessible Media (NCAM): The 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. The 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. MAGpie is available for downloading from NCAM's website at <http://ncam.wgbh.org>.

### **American Sign Language Interpreters**

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

### **Assistive Listening Systems & Devices**

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

1. Assistive Communications: See the online directory of augmentative and assistive communications manufacturers and vendors available at the California Assistive Technology System website at <http://www.atnet.org>.

2. Assistive Listening Systems: See also the Assistive Listening Systems technical Bulletins available on the U.S. Access board's website at <http://www.access-board.gov/>.

### **Closed-Caption Machine**

1. Captioning Services: See the online director of on-site and remote real-time captioning services available at the California Assistive Technology System website at <http://www.atnet.org>.
2. 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. The TDI's online resources at <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.

### **Text Telephone (TDD)**

1. 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. The TDI's online resources at <http://www.tdi-online.org/> include information about telecommunications access such as TTY, pagers, telephony, VoIP, and more.
2. Text Telephones Technical Bulletin: Available on the U.S. Access Board's website at <http://www.access-board.gov/>.

### **Transportation**

Programs that provide transportation for their programs should provide accessible transportation as needed/requested by program participants.

American Association of State Highway and Transportation Officials (AASHTO): The 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 at <http://www.transportation.org/>, address accessible circulation systems, including: AASHTO Guide for the Planning, Design, and Operation of Pedestrian Facilities, 1<sup>st</sup> Edition and Guide for the Development of Bicycle Facilities, 3<sup>rd</sup> Edition.

1. Federal Transit Administration (FTA): The FTA regulates and enforces requirements of the ADA covering transportation facilities and systems. The FTA maintains a technical



assistance line on ADA questions at 888-446-4511 and on its website at <http://www.fta.dot.gov/>.

### **Enlarging Printed Materials**

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

### **Guide to Disabilities and Disability Etiquette**

A guide is available that can assist with staff and volunteers to become familiar with a variety of types of disabilities and to assist them in being aware of the abilities and needs of people with disabilities in order not to offend or demean them. The guide should be updated periodically to ensure that it includes current acceptable language for talking about disabilities.

1. Disability Etiquette: Interacting with People with Disabilities is available online at the city of Long Beach's website at <http://www.crinet.org/interact.php>.

### **Lending Library of Assistive Technology Equipment**

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

1. DisabilityInfo.gov's Online Resources for High School: Guidelines for Accessing Alternative Format, inclusion materials, educational technology. A comprehensive list including college prep materials, transition issues for children with special needs and more.  
<http://www.disabilityinfo.gov/digovpublic/public/DisplayPage.do?parentFolderId=79>.
2. Accessibility Connections Community Map: A Directory of Bay Area Assistive Technology Services is an online service available at <http://www.cforat.org/home/bard/>.
3. American Association of People with Disabilities: The American Association of People with Disabilities at <http://www.aapd-dc.org/> is the largest nonprofit, nonpartisan, cross-disability organization in the United States.
4. American Foundation for the Blind (AFB): The AFB is committed to improving accessibility in all aspects of life – from cell phones to ATMs, on websites and in workplaces. Services include assistance in making products and services accessible to people with visual impairments. The AFB offers expert consulting services and accessible media production. The AFB provides objective product evaluations of adaptive technologies through its assistive technology product database at <http://www.afb.org/>. Local assistance is available through the American Foundation for the Blind-West, 44 Montgomery St. Ste. 1305, San Francisco, CA 94040, 415-392-4845, or by email at [sanfran@afb.net](mailto:sanfran@afb.net).
5. Adaptive Environments: This educational nonprofit 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/>.

6. 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 St. Ste. 590, Sacramento, CA 95814, 916-552-6619, or by email at [arcca@quicknet.com](mailto:arcca@quicknet.com).
7. Bay Area Outreach and Recreation Program (BORP): The 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. The BORP offers a number of competitive sports programs, as well as outdoor adventures, family outings, and integrated cycling. The BORP staff has extensive experience in providing recreation services to people with disabilities, including involving disabled immigrants and minorities in recreation programs. The BORP, <http://www.borp.org/>, is located at 830 Bancroft Way Ste. 205, Berkeley, CA 94710, 510-849-4663 or by email at [info@borp.org](mailto:info@borp.org).
8. Center for Independent Living (CIL): The 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 toward self-sufficiency. For assistance with programs and for information, contact CIL at 710 4<sup>th</sup> St., San Rafael, CA 94901, 415-459-6245 TTY/TDD: 7-1-1 on its website at <http://www.marincil.org/>.
9. Disability Resources Inc. (DRI): The DRI is a national nonprofit organization that provides information about resources for independent living. The DRI maintains assistive technology resources at <http://www.disabilityresources.org/>.
10. Environmental Health Network (EHN): The 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. The EHN provides information on environmental and chemical sensitivities at EHN, PO Box 1155, Larkspur, CA 94977-1155, 415-541-5075 and website at <http://www.users.lmi.net/wilworks/>.
11. National Association of the Deaf (NAD): The NAD is a national consumer organization representing people who are deaf and hard of hearing. The NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website at <http://www.nad.org/>.
12. National Federation of the Blind (NFB): The NFB is a national organization advocating on behalf of persons who are blind or have low vision. The NFB provided online resources at <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).
13. National Organization on Disability (NOD): The NOD promotes the full and equal participation and contribution of America's 54 million men, women and children with disabilities in all aspects of life. The NOD maintains an online directory of information and links including transportation-related resources at <http://www.nod.org/>.

14. Paralyzed Veterans of America (PVA): The PVA is a national advocacy organization representing veterans. PVA's Sports and Recreation Program promotes activities for people with disabilities, emphasizing activities that enhance lifetime health and fitness. Website [http://www.pva.org/site/PageServer?pagename=sports\\_main](http://www.pva.org/site/PageServer?pagename=sports_main) provides information on useful sports publications and a list of contacts.
15. State Council on Developmental Disabilities: Located at 1507 21<sup>st</sup> St. Ste. 210, Sacramento, CA 95814, 916-322-8481, email [scdd@dss.ca.gov](mailto:scdd@dss.ca.gov) or website at <http://www.scdd.ca.gov/>.
16. State Office for Deaf Access: Department of Social Services, 744 P St., MS 6-91, Sacramento, CA 95814, 916-653-8320, email [deaf.access@dss.ca.gov](mailto:deaf.access@dss.ca.gov) or website at [http://www.dss.cahwnet.gov/cdssweb/OfficeofDe\\_189.htm](http://www.dss.cahwnet.gov/cdssweb/OfficeofDe_189.htm).
17. State Office of Services to the Blind: California Department of Social Services, 744 P St., MS 6-91, Sacramento, CA 95814, 916-657-3327, email [BlindAccess@dss.ca.gov](mailto:BlindAccess@dss.ca.gov), website at [http://www.dss.cahwnet.gov/cdssweb/blindservi\\_187.htm](http://www.dss.cahwnet.gov/cdssweb/blindservi_187.htm).
18. United Cerebral Palsy Association (UCP): The 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. The 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 on Sports and Leisure Channel is available on UCP's website at [http://www.ucp.org/ucp\\_channel.cfm/1/15](http://www.ucp.org/ucp_channel.cfm/1/15).
19. United Spinal Association: The 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 its website at <http://www.unitedspinal.org>.
20. World Institute on Disability (WID): The WID is an international public policy center dedicated to carrying out research on disability issues and overcoming obstacles to independent living. The WID maintains an online information and resource directory on technology, research, universal design, and the ADA at <http://www.wid.org/resources/>.

## **APPENDIX B**

County of Mono County  
Grievance Procedure  
Under the Americans with Disabilities Act

### **I. Purpose:**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the County of Mono. The County of Mono's Personnel Policy governs employment-related complaints of disability discrimination.

### **II. Provisions:**

#### **A. Complaint**

Any complaint alleging an ADA violation should be in writing and include the following information: the name, address and telephone number of the complainant and the location, date and description of the alleged discrimination. Alternative means of filing complaints, such as personal interview or tape recording of the complaint, shall be made available to any person upon request. Complaints may also be submitted by email, provided the person submitting the complaint writes the words "ADA Grievance" in the subject line.

The complaint should be submitted by the complainant and/or his or her designee as soon as possible but not later than sixty (60) calendar days after the alleged violation to:

Mono County Code Enforcement Division  
PO Box 347

Mammoth Lakes, CA 93546

#### B. Response

The ADA Coordinator or his or her designee shall endeavor to resolve all issues raised in any complaint submitted as quickly as circumstances allow. The ADA Coordinator or his or her designee shall conduct any investigation deemed necessary upon receipt of a complaint. Within thirty (30) calendar days after the receipt of a complaint, the ADA Coordinator or his or her designee shall meet with the complainant to discuss the allegations in the complaint and, if appropriate, a proposed resolution. Within thirty (30) calendar days of the meeting, the ADA Coordinator or his or her designee shall respond in writing and, if appropriate, in an alternative format accessible to the complainant (e.g., large print, Braille, or audio tape). The written (or alternative format) response shall explain the position of the County of Mono and offer, when appropriate, options for substantive resolution of the complaint.

#### C. Appeal

If the response of the ADA coordinator or his or her designee does not resolve the issues(s) raised in the complaint to the satisfaction of the complainant, the complainant or complainant's designee may appeal the decision within thirty (30) calendar days after receipt of the written (or alternative format) response. Appeals must be submitted to the ADA Task Force or the ADA Task Force's designee.

Within thirty (30) calendar days after receipt of the appeal, the ADA Task Force or the ADA Task Force's designee shall review any and all materials that were presented to the ADA Coordinator or his or her designee and may meet with the complainant to discuss the allegations made in the complaint and, if appropriate, a proposed resolution of the complaint. Within thirty (30) calendar days after the ADA Task Force's review of the materials that were presented to the ADA Coordinator, the ADA Task Force or the ADA Task Force's designee shall respond in writing and, if appropriate, in a format accessible to the complainant, with a decision on the appeal. The decision of the ADA Task Force or the ADA Task Forces' designee shall be final.

#### D. Document Retention

All written complaints received by the ADA Coordinator or the ADA Coordinator's designee, all written appeals to the ADA Task Force or the ADA Task Force's designee, all written responses from any of these officials, and all alternative format documentation when possible shall be retained by the County of Mono for at least three (3) years following the resolution of any complaint.

E. Pursuit of Other Remedies

The complainant's right of prompt and equitable resolution of the complaint shall not be affected by the complainant's pursuit of other remedies, such as the filing of a complaint with the Department of Justice or the Equal Employment Opportunity Commission. Complaints filed with federal agencies must be filed in accordance with the appropriate federal timelines and procedures.

## ADA GRIEVANCE FORM

**Name:** \_\_\_\_\_

Telephone (\_\_\_\_\_) \_\_\_\_\_

E-mail \_\_\_\_\_

Mailing Address \_\_\_\_\_

Physical Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

**Please provide a complete description of your grievance:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Please specify the location of your grievance:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Please state what you think should be done to resolve the grievance:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please attach additional pages or photo(s) as needed.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please return to:

P.O. Box 347, Mammoth Lakes, CA 93546 ATTN: Code Enforcement

Upon request, reasonable accommodation will be provided in completing this form. Contact Marshall Rudolph, ADA Coordinator, (760) 924-1707, [mrudolph@mono.ca.gov](mailto:mrudolph@mono.ca.gov), or go to a location listed in the procedure section.