



MEMORANDUM

PUBLIC WORKS DEPARTMENT

DATE: March 14, 2017

TO: Darrell Talbert, City Manager

FROM: Nelson D. Nelson, Public Works Director *NDN*

SUBJECT: Updated ADA Transition Plan – Biannual Progress Report

Attached for your information, is the Biannual Progress Report as required per the Updated ADA Transition Plan:

"The City's ADA Coordinator is also authorized to keep the ADA Self-Evaluation and Transition Plan and the ADA Non-Discrimination Policy and Grievance Procedure up-to-date, and is directed to update them at least every two (2) years."

Resolution No. 2013-017 was approved and adopted by City Council on March 6, 2013, adopting the update to the City of Corona Americans with Disabilities Act Self-Evaluation and Transition Plan, including re-adoption of the City's ADA Non-Discrimination Policy and Grievance Procedure, and designation of the City's ADA Coordinator.

**Updated ADA Transition Plan – Structural Improvements
Biannual Progress Report
March 6 2017
(For Period of January 1, 2015 to December 31, 2016)**

Seven request for services related to ADA issues were received by the ADA Coordinator in 2015 and 2016. All of these requests were closed upon completion of the desired improvements. These improvements included the installation of ADA compliant curb ramps and audible pedestrian push buttons at signalized crosswalks. There was also one request for a copy of the ADA Non-Discrimination Policy and Grievance Procedure but no Grievance Form was formally submitted during this two-year period.

The City's website for Transit services updated three web pages to conform to current ADA standards. The Information Technology Department also provided training to city staff to show them how to add a line of simple HTML code to provide text for each image/graphic to enable a visually impaired user to understand what the image depicts. Training was also provided to inform staff how displaying PDF documents on the website need to also include an alternate text-based format, such as HTML or RTF to be compatible with assistive technologies. The City's website was modified to allow users with low vision to specify in their browsers or operating system font sizes and background colors that would then auto adjust as they browsed the City website.

Appendix A is the revised version of the ADA Non-Discrimination Policy and Grievance Procedure.

For the period of January 1, 2015, through December 31, 2016, the City completed improvements to City facilities and deficient street corners. A detailed list of the items completed is shown in **Appendix B**; however, the following is a summary list of City facilities that were modified to comply with current ADA requirements:

- Border Park
- Brentwood Park
- Butterfield Park
- City Hall
- Husted Park
- Kellogg Park
- Lincoln Park
- Ontario Park
- Mangular Park
- Mountain Gate Park
- Sheridan Park
- Serfas Club Park
- Public Right-of-Way Infrastructure

Appendix A



ADA NON-DISCRIMINATION POLICY AND GRIEVANCE PROCEDURE

In Accordance with Title II of the Americans with Disabilities Act

NON-DISCRIMINATION POLICY

The City of Corona is committed to ensuring that people with disabilities are able to take part in and benefit from, the variety of public programs, services, and activities offered by the City. The City of Corona continues to modify its facilities, programs, policies, or practices, as necessary to ensure such access is provided.

ADA GRIEVANCE PROCEDURE

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), and ADA Amendments Act of 2008, the City of Corona (City) does not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Title II of the Americans with Disabilities Act requires that public entities adopt and publish grievance procedures to assure the prompt and equitable resolution of grievances. The purpose of this ADA grievance procedure is to resolve as promptly as possible any problems, grievances, or conflicts related to the City's ADA compliance without the need for the grievant to resort to other remedies available under the law.

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4. What if I need assistance filling out my grievance?
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7. Should I be concerned that a City office or employee might retaliate against me if I complain?
8. What can I do if I am not satisfied with the initial investigation?
9. How long are complaints kept?

1. WHO MAY FILE A GRIEVANCE?

You or your authorized representative may file an ADA grievance if you believe that:

- The City is not in compliance with the physical access requirements of the Americans with Disabilities Act related to its public facilities, land, or right-of-ways, or
- You or a specific class of individuals have been denied access to participate in City programs, services, or activities on the basis of disability, or
- You or a specific class of individuals have been otherwise subjected to discrimination on the basis of disability by the City of Corona, or
- The City has otherwise violated the ADA.
- Current City of Corona employees are to contact the Human Resources Department should they have ADA issues or concerns.

2. WHEN SHOULD A GRIEVANCE BE FILED?

Before filing a grievance, you may seek informal resolution by contacting the City's Designated ADA Coordinator:

Nelson Nelson
(951) 736-2235
nelson.nelson@ci.corona.ca.us
400 South Vicentia Avenue
Corona CA 92882-2187

If your informal concern is not resolved in a timely fashion, you may file a formal grievance under this procedure.

You are encouraged to file your grievance as soon as possible, but within 60 business days.

3. WHAT SHOULD THE GRIEVANCE INCLUDE?

The grievance should be in writing and contain information about the grievance, submission date, name, address, telephone, or cell phone number of grievant, location, date, and description of the problem. A grievance form is available at the City for your convenience, but is not required to be used.

Grievances should be submitted to the ADA Coordinator (Nelson Nelson), with a copy to the City Clerk.

4. WHAT IF I NEED ASSISTANCE FILLING OUT MY GRIEVANCE?

An alternate means of filing grievances, such as personal interviews or audio recording of the grievance, will be made available upon request for people with disabilities.

5. WHAT HAPPENS AFTER I FILE MY GRIEVANCE?

After receiving your grievance, the ADA Coordinator will investigate within 20 business days. The investigation may include you and any other person(s) the investigator believes to have relevant knowledge concerning your grievance. The investigator will also consider any written evidence submitted.

After completing the investigation, the investigator will review the factual information gathered. The ADA Coordinator will then issue a written response.

6. WHEN WILL I RECEIVE A RESPONSE?

The ADA Coordinator will provide a response within 20 business days.

7. SHOULD I BE CONCERNED THAT A CITY OFFICER OR EMPLOYEE MIGHT RETALIATE AGAINST ME IF I COMPLAIN?

The City does not retaliate against any person for filing a grievance, and does not permit retaliation by its officers or employees. Please notify the ADA Coordinator of any perceived retaliation.

8. WHAT CAN I DO IF I AM NOT SATISFIED WITH THE INITIAL INVESTIGATION?

If you are not satisfied with the findings of the investigation, you may submit an appeal to the City Manager within 15 business days of your receipt of the written response, stating the reasons for the appeal. An alternate means of filing an appeal, such as personal interviews or audio recording of the appeal, will be made available upon request for people with disabilities.

Within 20 business days after receipt of the appeal, the City Manager, or his/her designee, will meet with the grievant to discuss a resolution. Within 20 business days after the meeting, the City Manager, or his/her designee, will respond with a final resolution.

You may file your appeal at the following address:

City of Corona
City Manager's Office
400 S. Vicentia Avenue
Corona, CA 92882-2187

If you are not satisfied with the results of the appeal, you may file a complaint with the appropriate agency or department of the State or Federal government. Contact the U.S. Department of Justice or the California Department of Justice Civil Rights Division for information about how to file a complaint with these agencies.

Using this grievance procedure is not a prerequisite to pursuing any of your other remedies. However, in the interest of a prompt resolution of the grievance, the City encourages you to use this procedure in addition to any other available alternatives you may choose.

9. HOW LONG ARE GRIEVANCES KEPT?

All grievances received by the ADA Coordinator and appeals to the City Manager will be kept by the City of Corona for at least three (3) years.

2015 ADA Upgrades – Scope of Work completed

Installation of new ADA signs on restroom facilities in all parks and restriped of all parking lots.
Repainted all handicap stalls at 25 parks

Border Park

- *Replaced sidewalk and playground border

Brentwood Park

- *Installation of rubberized surfacing

Butterfield Park

- *Constructed new ADA ramp to existing park shelter

City Park

- *Install ADA pool lift

Husted Park

- *Install ADA parking and ramp

Kellogg Park

- *Installation of rubberized surfacing
- *Construct ramp to tennis courts

Lincoln Park

- *Install ADA parking and ramp

Ontario Park

- *Install ADA parking and ramp
- *Install of concrete aprons at all 4 crosswalks at Lincoln and Citron

Mangular Park

- *Install ramp improvements

Mountain Gate Park

- *Installation of rubberized surfacing

Sheridan Park

- *Install ADA parking and ramp

Serfas Club Park

- *Install ADA parking and ramp

Public Right-of-way Infrastructure through 12-31-15

- *Installed 36 new ADA compliant ramps.
- *Replaced 87 ramps with ADA compliant ramps.
- *Retrofitted 61 ramps to comply with ADA standards.
- *Replaced 21 Pedestrian Push Buttons
- *Repainted 300 linear feet of Blue Curb
- *Replaced 2 Handicap Parking Only signs

2016 ADA Upgrades – Scope of Work completed

Public Right-of-way Infrastructure through 12-31-16

- *Installed 69 new ADA compliant ramps.
- *Replaced 109 ramps with ADA compliant ramps.
- *Retrofitted 42 ramp to comply with ADA standards.
- *Replaced 21 Pedestrian Push Buttons
- *Constructed 5 new traffic signals with Pedestrian Push Buttons.
- *Installed 90 linear feet of Blue Curb
- *Installed 3 Handicap Parking Only signs on Public Streets