



**CITY OF PASADENA  
ACCESSIBILITY AND DISABILITY COMMISSION  
MEETING AGENDA  
TUESDAY, OCTOBER 27, 2015 AT 4:00 PM  
JACKIE ROBINSON COMMUNITY CENTER, ROOM 200**

- I. CALL TO ORDER AND COMMENTS FROM THE CHAIR**
- II. PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA**
- III. REVIEW TIMELINES FOR ACHIEVING COMMISSION OBJECTIVES**
- IV. ADA25 ACTIVITIES**
- V. DISCUSS FUTURE FOCUS OF ACCESSIBILITY COORDINATOR POSITION**
- VI. NEW 5-YEAR CITY ACCESSIBILITY COMPLIANCE PLAN**
- VII. COORDINATOR'S REPORT ON ACCESSIBILITY DEVELOPMENTS**
- VIII. APPROVE MINUTES OF SEPTEMBER 22, 2015**
- IX. ADJOURNMENT**

**Posting Statement: I hereby certify that this agenda was posted in its entirety on the bulletin board at Council Chamber, Room S249 and the bulletin board in the rotunda area of City Hall, 100 N. Garfield Avenue, and a copy provided to the Information Service Department, Main Library, for posting by 5:30 PM on the 22<sup>nd</sup> day of October 2015. Documents distributed to a majority of the Commission regarding any item on this agenda will be made available at the Reception Counter at Jackie Robinson Community Center. For information on accessibility and to request reasonable accommodations at least 3 days in advance, contact Robert Gorski, Accessibility and Disability Issues Coordinator at 744-4782 or 744-4371 TTY.**

## FROM THE DEPARTMENT OF PUBLIC WORKS

Public Works staff has begun preparation of the FY 2017 Capital Improvement Program (CIP) budget. As part of this process, we seek ideas and recommendations for new projects.

We are looking for projects that will improve the City's public infrastructure in the areas of: streets, transportation, street lights, street lights and electrical system undergrounding, traffic signals, parks, public buildings, parking, sewers, storm drains, the Rose Bowl, the Pasadena Center, technology, water system and power facilities.

If you have been thinking about new ideas or have seen some needs while on your job, this is your opportunity to submit them to us for review. We use three criteria to establish the eligibility of a project:

- Does it address a particular safety issue?
- Are existing maintenance efforts no longer satisfactory to keep a facility in good repair?
- Is the existing facility no longer adequate to meet the demand?

In addition, the cost estimate of the proposed project must exceed \$75,000, otherwise the item will be considered as part of the operating budget.

To submit your suggestions, please go to <http://citynet/departments/PublicWorks/CIP>  
Feel free to submit more than one idea. However, each idea must be done separately. All new project ideas must be submitted by *November 16, 2015*.

If you have questions, please call Brenda Harvey-Williams at 744-3718 or Phyllis Hallowell at 744-3952.

- Once a project idea is submitted, it is reviewed by the Finance and Management Services Division staff for completeness and to insure it qualifies as a CIP project. It is then put into one of the 14 CIP categories:
  1. Municipal Buildings and Facilities
  2. Street and Streetscapes
  3. Street Lighting
  4. Street Lighting and Electrical System Undergrounding
  5. Transportation
  6. Parking
  7. Sewers and Storm Drains
  8. Rose Bowl Improvements
  9. Parks and Landscaping
  10. Arroyo Projects
  11. Pasadena Center Improvements
  12. Water System
  13. Electric System
  14. Technology Projects

Projects are then sent to the appropriate Department for review and comment. Department staff reviews each project and prioritize them as high, medium or low.

Next, each Department prepares a preliminary cost estimate for the construction or implementation of the high priority projects. After the project costs have been developed, the appropriate department recommends how the new project will be integrated with the projects that are already planned. A high priority new project may require the postponement of an existing project. The department then recommends a funding plan for each project based upon the priorities. This list is reviewed and approved by the City Manager.

A City Manager's Recommended CIP budget is prepared and sent to the appropriate citizens' commissions/committees for review and support. The citizen groups and the categories they review are listed below:

Transportation Advisory Commission

- Street and Streetscapes, Transportation, and Parking

Recreation and Parks Commission

- Parks and Landscaping and Arroyo Projects (Excluding Hahamonga projects)

Hahamonga Watershed Parks Advisory Committee

- Arroyo Projects (Hahamonga projects only)

Northwest Commission

- All projects located in Northwest Pasadena

Planning Commission

- All new projects

At each commission meeting, as well as the Finance Committee and City Council meetings, citizens are invited and encouraged to participate in the CIP process. Before any votes of support are taken, public comment is heard and considered.

The City Manager's Recommended CIP Budget, along with the comments and suggested changes of the citizen groups, is then presented to the City Council's Finance Committee. The Finance Committee reviews the City Manager's Recommended CIP in detail, considers comments and recommendations from citizens' commissions, and makes a final budget recommendation to the full City Council. The City Council holds a public hearing to review and discuss the City Manager's Recommended CIP. At the conclusion of the public hearing the City Council votes to adopt a Capital Improvement Program.

CITY OF PASADENA  
ACCESSIBILITY AND DISABILITY COMMISSION  
MEETING MINUTES  
SEPTEMBER 22, 2015  
DRAFT

Members Present: Dennis Campos (arrived 4:16), Elona Jackson-Hinton, , Jorge Lambrinos, Jennipha Lauren Nielsen (participated by telephone), John Orr, Joy Rittenhouse, Xilian Chen Stammer, Michael Warner II

Member Absent: Judy Post

Others present: Robert Gorski (Accessibility Issues Coordinator);

### I CALL TO ORDER

Dennis Campos called meeting to order at 4:01 pm. He read a laudatory paragraph about the Commission's ADA25 work that was in the current City Manager's newsletter. He thanked to Michael Warner and Robert Gorski for their work on the commission objectives.

### II PUBLIC COMMENT

Xilian Chen Stammer reported on attending a meeting of Councilmember Wilson's commission appointees and informing the group about the Commission's lead in ADA25 recognition, the commission's involvement in addressing uplifted public sidewalks, and the need to include people with disabilities in City employment programs.

Joy Rittenhouse reported that City departments signed off on the agreement with MACH1, a therapeutic riding program, to operate in the Hahamongna Annex. Only the signature of the City Manager is needed, and then Rittenhouse expects MACH1 to move into its new location in three weeks.

### III PROGRESS ON OBJECTIVES

- #1 John Orr will meet with the accessibility issues coordinator to refine recommendations on captioning and assistive listening; Orr expects to have a preliminary report at the October meeting.
- #2 Jennipha Nielsen provided a preliminary project mission statement, restroom accessibility checklist, and display decal. Commissioners discussed the possibility of the Old Pasadena business Association sponsoring a campaign to encourage restroom accessibility in Old Pasadena restaurants.
- #3 Dennis Campos is reviewing existing police policies related to providing services to people with disabilities.
- #4 Xilian Chen Stammer presented a complaint form, instructions for its use, and feedback previously received by e-mail. Commissioners agreed that the form should not become part of a formal City complaint process, and that the last line

in the form should be changed from “Complaint submitted to \_\_\_\_\_” to “Complainant referred to \_\_\_\_\_.”

- #5 Michael Warner will have a Top Ten list of web site accessibility features for the commission to review in November.
- #6 Elona Hinton will have a draft report for commission review in January. John Orr offered to help Elona on this task.
- #7 Elona Hinton is clarifying a mission statement for the objective and will meet with the accessibility issues coordinator for research assistance.

#### IV ADA25 ACTIVITIES

Robert Gorski reviewed recent activities and upcoming opportunities for staffing ADA information tables at public events.

#### V COORDINATOR POSITION DESCRIPTION

The commission agreed to designate Jorge Lambrinos to draft a preliminary set of recommendations on the accessibility issues coordinator position description. Matters related to the description which are important to the commission include 1] having the position report to the City Manager, 2] emphasis on compliance and not services provision, and 3] more assistance to Pasadena’s business community about ADA compliance.

#### VI APPROVAL OF MINTUES

John Orr moved to approve the minutes with a spelling correction to the heading of Item II and adding John Orr’s last name in the first paragraph under item IV

#### VII. ADJOURNMENT

The Commission agreed to hold its December meeting on December. 17. The meeting adjourned at 6 pm.

Submitted by Dennis Campos, Chair, Accessibility and Disability Commission  
Prepared by Xilian Chen Stammer, Secretary, Accessibility and Disability Commission

# Complaint Report

This form is intended to document complaints received by the Pasadena *Accessibility and Disability Commission*

<b>Report</b>		<b>Involved Facility/Services</b>
<i>Reported:</i> <input type="checkbox"/> In person <input type="checkbox"/> By Letter <input type="checkbox"/> By Telephone		<i>Type of Facility/Services:</i>
<i>Complainant Name:</i>		<i>Facility/Services Name:</i>
<i>Address:    Street    City    State    Zip Code</i>		<i>Address:    Street    City    State    Zip Code</i>
<i>Day Time /Cell Number:</i>	<i>Email Address:</i>	<i>Website Address and/or Telephone number (if available):</i>
<i>Relationship/involvement with Facility/Company:</i> <input type="checkbox"/> Resident <input type="checkbox"/> Employee <input type="checkbox"/> Student <input type="checkbox"/> Visitor <input type="checkbox"/> Other		<i>Area of Concerns (but not limited):</i> <input type="checkbox"/> Transportation <input type="checkbox"/> Disability Parking <input type="checkbox"/> Sidewalk <input type="checkbox"/> Facility Accessibility <input type="checkbox"/> Access to Emergency Information <input type="checkbox"/> Closed Captioning Display Requirements <input type="checkbox"/> Hearing Aid Compatibility for Telephones <input type="checkbox"/> Employee Assistance Program <input type="checkbox"/> Equal Opportunity & Non-Discrimination <input type="checkbox"/> Other
<i>Details of Allegation(s)/Description of Concern(s):</i>           		

Signature of Complainant: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Received by Commissioner or Staff (Please print): \_\_\_\_\_

Signature of Commissioner or Staff: \_\_\_\_\_ Date: \_\_\_\_\_

Complaint was referred to \_\_\_\_\_

# Complaint Report Protocol

## **Purpose**

The purpose of this protocol is to provide guidance on receiving and reporting complaints regarding American Disability Act (ADA) compliance related matters.

## **Important Information**

Collect *only* information related to the facts of incident/problem and avoid writing about opinions. Complaints *not* directly related to the ADA compliance and/or safety and accessibility matters, for example, personal complaints, business disagreements, monetary disputes, child rearing philosophy or style, and program differences will not be referred to the Accessibility and Disability Commission.

## **Complaint Report Protocol**

1. If the Complaint is filed in person, the person filing the complaint is responsible to complete the Complaint Report Form, sign it, and date it.
2. If the complaint is received by letter, the Commissioner/staff is responsible to complete the Complaint Report Form as much as possible based on the received letter, then attach the letter to the Complaint Report form.
3. If the complaint is received by telephone, the commissioner/staff is responsible to inform the person filing the complaint that a Complaint Report Form will be filled out by the commissioner/staff on behalf of the person filing the complaint. The commissioner/staff is also responsible to complete the Complaint Report Form based on the information provided by the person who made the telephone complaint.
4. Under all the circumstances listed above, the receiving commissioner/staff will:
  - a. sign the Complaint Report Form,
  - b. date it,
  - c. submit it to the related City Department,
  - d. make a copy of the Complaint Report for the Commission Binder, and
  - e. report to the Commission at the following commission meeting.
5. The receiving Commissioner/staff is responsible to inform (via email or telephone call) the person who filed the complaint on “when” and “to whom” the complaint Report was submitted, and the contact information (if possible) for the complaint to follow through.
6. After informing the complaint, the Commissioner/staff will record it on the Complaint Report Form and initial it.

## Proposed Strategies for Pasadena's Compliance

### with ADA Communication Regulations

#### City of Pasadena's Accessibility and Disability Commission

Draft: 10/21/2015

Access to civic life by people with disabilities is a fundamental goal of the Americans with Disabilities Act (ADA). To ensure that this goal is met, Title II of the ADA requires State and local governments to make their programs and services accessible to persons with disabilities. Governmental entities, for example, must ensure effective communication -- including the provision of necessary assistive listening aids and services -- so that individuals with disabilities can participate in civic life.

The Pasadena Accessibility and Disability Commission recommends the following policies to improve the City's effectiveness in assuring communication access for hard of hearing, deaf, limited vision and blind individuals.

**1. City Council Chambers.** City Council chambers currently provide assistive listening devices for use by attendees. City Website announcements and agendas for particular Council meetings currently contain the following sentences "To comply with the Americans with Disabilities Act of 1990, assistive listening devices are available at all Pasadena City Council meetings. Assistive listening headphones and neckloops can be checked out at the desk of the Sergeant-at-arms, located inside the City Council chambers."

The Accessibility and Disability Commission proposes that:

- a. This announcement should be amended by adding the following words: "Requests for other accommodations related to hearing and vision disabilities should be made at least three days in advance of meetings by calling 626-744-4124" or **by emailing \_\_\_\_\_**."<sup>1</sup>
- b. The City Council should explore the value and feasibility of providing real-time captioning during Council meetings, using a system that makes captioning available both in the chambers and in KPAS television/video coverage. KPAS currently reaches many persons in Pasadena who have experienced hearing loss. These people enjoy federally-mandated captioning on their public television and commercial channels. There is good reason why they should expect the same ease of accessibility through captioning of KPAS's coverage of City Council proceedings.

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<sup>1</sup> Requested accommodations, for example, might include real-time captioning, large print and/or braille agendas, and signing. The City is required to offer *reasonable* accommodations in response to requests. If City officials determine that a particular request is not reasonable, they should attempt to identify an alternative that effectively provides accessibility for the person making the request

- c. If a decision is made that real-time captioning at all City Council meetings is not feasible, closed-caption rebroadcasts of Council meetings should be offered by Pasadena Media.

**2. Neighborhood meetings that are sponsored by City Councilmembers** At the present time, there is no uniformity in practices involving sound amplification, assistive listening, and other communication accommodations at neighborhood meetings that are sponsored by City Councilmembers.

The Accessibility and Disability Commission proposes that:

- a. Sound amplification should be used at all Councilmember-sponsored neighborhood meetings.
- b. Internet, email, and written announcements of these meetings should contain the following announcement: "To comply with the Americans with Disabilities Act of 1990, the City will provide assistive listening devices on request at least three days in advance of meetings by calling 626-744-4124 or by emailing \_\_\_\_\_. Requests for other accommodations related to hearing and vision disabilities may also be made three days in advance of meetings."<sup>2</sup>
- c. If it is anticipated that 50 or more residents will be in attendance, a portable FM assistive listening system should be provided for the event.

**3. Pasadena Hearing Room (#120), Hale Building.** Internet-based announcements and agendas of public hearings currently contain the following announcement: "In compliance with the Americans with Disabilities Act (ADA) of 1990, listening assistive devices are available with a 24-hour advance notice. Please call (626) 744-4009 or (626) 744-4371 (TDD) to request use of a listening device...."

The Accessibility and Disability Commission proposes that this announcement should be amended by adding the following sentence: "Requests for other accommodations related to hearing and vision disabilities may also be made three days in advance of meetings."<sup>3</sup>

**4. Grand Conference Room, City Hall.** The City of Pasadena should assure that hearing disabilities do not preclude residents from opportunities to serve on City committees and commissions. The Accessibility and Disability Commission proposes that at least one of the City's meeting/commission rooms be equipped to accommodate the hearing-disability needs of these residents. The heavily-used Grand Conference Room in the basement of City Hall would seem to be a reasonable choice for creating this disability-friendly meeting site.

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<sup>2</sup> See footnote 1.

<sup>3</sup> See footnote 1.

This basement room is used for a variety of purposes by the City of Pasadena. It would make sense for the City to upgrade the quality of sound in this room for everyone who uses it, not just for the disabled. Representatives from the Accessibility and Disability Commission have occasionally met with representatives from other City Commissions here, and on every occasion they have heard complaints about how the size and shape of the conference table create hearing difficulties, especially for people who sit at the far ends of the conference table. It would be a fair simple matter to hang microphones from the ceiling over the table, slightly amplify voices for all attendees, then use a transmitter to broadcast sound to Radio Wave receivers (with neckloops or headphones) that are worn by hearing-disabled persons.

**5. The Mayor's State of the City Address.** Currently, a variety of venues in Pasadena have selected as sites for the Mayor's annual State of the City Address. Assistive listening systems have been provided at each of these sites.

The Commission on Accessibility and Disability proposes that:

- a. All Internet-based and printed announcements of this annual event include the following sentences: "To comply with the Americans with Disabilities Act of 1990, the City provides assistive listening devices at the Mayor's State of the City Address. Requests for other accommodations related to hearing and vision disabilities may be made at least three days in advance of this event by calling \_\_\_\_\_ or by emailing \_\_\_\_\_."<sup>4</sup>
- b. Real-time captioning should routinely be offered at this event, using a system that makes this captioning available both to hearing-disabled attendees and to persons who watch KPAS's television coverage.
- c. The Pasadena Playhouse should be regarded as an attractive "default" location for the Mayor's State of the City Address, in light of the fact that it has installed a state-of-art induction loop assistive listening system and, thus, that models the use of this technology in live performance auditoriums.

**6. Disaster Evacuation Shelters.** The City of Pasadena provides shelters for evacuees at one or more venues. Prior to the arrival of representatives of the Red Cross and (potentially) of the Federal Emergency Management Agency, employees of Pasadena's Department of Human Services and Recreation, offer a variety of services at these shelters.

The Accessibility and Disability Commission proposes that:

- a. Each venue that has been selected for use as a disaster evacuation shelter should have an installed sound amplification system that serves the auditoriums, gymnasiums and/or other rooms where beds will be provided for evacuees. Each of these rooms should also have an installed large-size bulletin/white board that can be used to provide emergency information for evacuees.

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<sup>4</sup> See footnote 1.

The sound amplification systems in potential disaster evacuation shelters should include wireless microphones that can be used by evacuees to address questions and comments to persons who are providing information.

- b. Three or more portable “disaster communication kits,” similar to those routinely used by FEMA, should be made available to Department of Human Services and Recreation employees who have been trained to offer communication services for hearing and vision disabled persons at evacuation shelter centers. These kits should contain: (1) amplifiers and assistive listening devices (e.g. Williams Sound Pocket Talkers) to facilitate one-on-one conversations with hard of hearing persons; (2) TDY and caption telephones; (3) iPads with apps that enable voice-to-text communication, and also that enable Video Relay Service (which allows evacuees who use American Sign Language to communicate on the Internet in real-time with certified signing interpreters; (4) magnifiers for people with low vision; (5) information in braille.

#### **Addendum:**

#### **Protocols for City Sponsored Events in which Assistive Listening Devices are Provided**

1. Internet, email, and printed announcements of events should provide information about the availability of assistive listening devices and—by request—other accommodations for hearing and vision disabled persons.
2. The City should assure that universal assistive listening signage is posted prominently at the event venue's entrance and by/on the table where assistive listening devices are distributed.
3. FM assistive listening devices and a limited number of neckloops should be distributed at locations that are clearly visible to persons who are attending events.
4. The person who is assigned the task of distributing and managing the return of assistive listening devices should be prepared to provide information about how the devices work.
5. In situations where large numbers of people are present, the City should clarify whether or not it wants to have some kind of security system in distributing assistive listening devices. The Ahmanson Theater, for example, requires users of Center-owned assistive listening devices to leave their drivers' licenses at the distribution desk until the devices are returned. Many venues ask individuals who are requesting assistive listening device to provide their names and phone numbers. The City should assure that assistive listening devices are routinely cleaned and charged.
6. The City should assure that assistive listening devices are routinely cleaned and charged.

# DRAFT

## Director, Office of Accessibility and Disability

Salary Range  
\$103,564.45 - \$129,455.46 annually

### **Definition:**

Under general supervision of the Pasadena City Manager' office and is responsible with compliance of Sec. 504 of the [Rehabilitation Act of 1973](#) and Title 24, the California Building Standards Code and the Americans with Disabilities Act of 1990(ADA) in the City of Pasadena; Provides staff support to the City of Pasadena Commission on Accessibility and Disability; performs related work as assigned.

### **Class Characteristics:**

This single position class assists the Office of the City Manager in monitoring compliance and implementation of Sec. 504 of the [Rehabilitation Act of 1973](#) and Title 24, the California Building Standards Code and the Americans with Disabilities Act of 1990(ADA). The incumbent is required to interface extensively as the City liaison with a variety of groups representing the community, assessing and evaluating the accessibility needs of the disabled community, and making recommendations for effective program implementation. The incumbent exercises considerable independence in the responsibility for assessing the concerns and interests of the disabled community, being sensitive to the issues and effectively articulating the accessibility and service needs of the disability community.

### **Essential Functions:**

I. Collaborates with the Accessibility and Disability Commission in development of policies and City ordinances benefiting persons with disabilities; advises on City and County ordinances, and State legislation impacting the disability community.

II. Responsible for compliance of the Sec. 504 of the [Rehabilitation Act of 1973](#) and Title 24, the California Building Standards Code and the ADA. Stays current with changes to Section 508 of the Rehabilitation Act and the Web Content Accessibility Guidelines (**WCAG**). Initiates and oversees an accessibility implementation program for compliance with state and federal laws on accessibility.

## D R A F T

III. Coordinates with appropriate City Departments, educational institutions, and community organizations and agencies to gather research and demographic information to assess the service needs of disabled persons in Pasadena.

IV. Analyses the accessibility needs in public places, city employment, transportation, housing, and recreation for people with disabilities. Develops approaches to reduce barriers; provides technical assistance to City Departments regarding compliance with Sec. 504 and Title 24 building requirements. Coordinates ADA compliance and activities with other City Departments; coordinates ADA activities with community agencies and groups; evaluates program effectiveness; prepares reports.

V. Develops, coordinates, and supervises educational activities to increase awareness and sensitivity of City staff and the community on issues related to accessibility and disability. Monitors the budgets associated with the Office of Accessibility and Disability and the Accessibility and Disability Commission.

VI. Works with the IT Department to maintain the City website and high tech equipment; Oversees accessibility content on the web page.

VII. Represents the City at a variety of community, coalition, committee/ commission meetings relating to accessibility and disability concerns. Facilitates communication on accessibility and disability issues between the City, the community, and persons with disabilities through a network of organizations, agencies, educational institutions, and other interested persons. Establishes and maintains effective working relationships with city staff, other Cities, County, State, and Federal Agencies as well as educational Institutions.

VIII. Supervises staff assigned to the Office. Monitors the budgets associated with the Office of Accessibility and Disability and the Accessibility and Disability Commission. Plans, organizes, and staffs all meetings of the City Commission on Accessibility and Disability. Disseminates agendas, minutes, correspondence, and reports. Prepares annual reports on the activities of the Office and of the Commission. Performs other duties as assigned.

## **D R A F T**

### **Qualification Guidelines:**

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance. Example combinations include: Master's degree preferred, in public or business administration, social work/service, political science or a related field, and three years of administrative experience in local government, a community based organization serving disabled individuals, or related business.

### **Knowledge, Skills and Abilities:**

Thorough knowledge of architectural barrier-free environments including ADA standards and of Section 504 and Title 24; Extensive knowledge of disability and accessibility issues; program and budget development; demonstrated ability to work/negotiate in a political environment; work effectively with citizen advisory bodies in the resolution of issues; ability to identify, analyze, and evaluate data objectively; prepare and present written and oral reports; exercise considerable independent judgment; facilitate consensus of opinion on various settings; demonstrated ability in work planning and organization, computer technology, and employment/affirmative action guidelines and policies.

### **Special Requirements:**

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record.

### **Class Data:**

Probationary Work Test Period = One Year

FLSA = Exempt

EEO = Professional

Unit = PMA Top

## Complaint Report – October 2015

This form is intended to document complaints received by the Pasadena *Accessibility and Disability Commission*

<b>Report</b>		<b>Involved Facility/Services</b>	
<i>Reported:</i> <input type="checkbox"/> In person <input type="checkbox"/> By Letter <input type="checkbox"/> By Telephone		<i>Type of Facility/Services:</i>	
<i>Complainant Name:</i>		<i>Facility/Services Name:</i>	
<i>Address:    Street    City    State    Zip Code</i>		<i>Address:    Street    City    State    Zip Code</i>	
<i>Day Time /Cell Number:</i>	<i>Email Address:</i>	<i>Website Address and/or Telephone number (if available):</i>	
<i>Relationship/involvement with Facility/Company:</i> <input type="checkbox"/> Resident <input type="checkbox"/> Employee <input type="checkbox"/> Student <input type="checkbox"/> Visitor <input type="checkbox"/> Other		<i>Area of Concerns (but not limited):</i>	
<i>Details of Allegation(s)/Description of Concern(s):</i>		<input type="checkbox"/> Transportation	
		<input type="checkbox"/> Disability Parking	
		<input type="checkbox"/> Sidewalk	
		<input type="checkbox"/> Facility Accessibility	
		<input type="checkbox"/> Access to Emergency Information	
		<input type="checkbox"/> Closed Captioning Display Requirements	
		<input type="checkbox"/> Hearing Aid Compatibility for Telephones	
		<input type="checkbox"/> Employee Assistance Program	
		<input type="checkbox"/> Equal Opportunity & Non-Discrimination	
		<input type="checkbox"/> Other	

Signature of Complainant: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Received by Commissioner or Staff (Please print): \_\_\_\_\_

Signature of Commissioner or Staff: \_\_\_\_\_ Date: \_\_\_\_\_

Complaint was referred to \_\_\_\_\_

# Complaint Report Protocol

## **Purpose**

The purpose of this protocol is to provide guidance on receiving and reporting complaints regarding American Disability Act (ADA) compliance related matters.

## **Important Information**

Collect *only* information related to the facts of incident/problem and avoid writing about opinions. Complaints *not* directly related to the ADA compliance and/or safety and accessibility matters, for example, personal complaints, business disagreements, monetary disputes, child rearing philosophy or style, and program differences will not be referred to the Accessibility and Disability Commission.

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  - b. date it,
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  - e. report to the Commission at the following commission meeting.
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