



## MEMORANDUM PUBLIC WORKS DEPARTMENT

**DATE:** May 20, 2019

**TO:** Mitch Lansdell, Interim City Manager

**FROM:** Nelson D. Nelson, Public Works Director/ADA Coordinator *NDN*

**SUBJECT:** Updated ADA Transition Plan – Biannual Progress Report

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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  
April 30, 2019  
(For Period of January 1, 2017 to December 31, 2018)**

Eleven requests for accessible ramps and removal of barriers were received by the ADA Coordinator in 2017 and 2018. Four of the requests were completely resolved. Public Works has scheduled the remaining seven requests into the next City Wide ADA Improvement Project to construct the desired improvements during the 2019-2020 Fiscal Year. The completed and future improvements include the installation of ADA compliant curb ramps, audible pedestrian push buttons at signalized crosswalks, replacement of lifted panels of sidewalk and relocation of signs to provide adequate width for proper access. No Grievances were submitted during this time period.

The City also just procured a software application called BlueDAG Title II, Administration and Inspection Suites for testing and if acceptable, for implementation for the next five years. BlueDAG offers a unique software application and training to completely manage the City's ADA compliance program. BlueDAG's Title II suite includes an integrated set of tools for Grievance Management, Notices, Projects, Self-evaluations, Transition Plans and annual reports. It may be integrated with the City's existing website, including an intake form for inbound grievances, and, if desirable, a live public searchable barrier map with up-to-the-minute details regarding ADA issues.

The Information Technology Department completed the following tasks in 2017 and 2018:

1. Launched new City website using Vision internet service which provides best practices for government websites for ADA compliance.
2. Launched Granicus/Legistar agenda creation software and website which generates the agenda packets with ADA requirements in mind.
3. Redesigned the Council Chambers to include High-Definition video equipment, automated closed captioning on all broadcast and streaming sources as well as a television in the Council Chambers dedicated to closed captioning.
4. Added assisted listening devices for patrons of the Council Chambers upon request.
5. Expanded video and audio capabilities into the Multi-Purpose Room as an overflow for large Council Meetings or events. This included High-Definition video, assisted listening devices, and automated closed captioning on a dedicated television.
6. Purchased services from the vendor SiteImprove which gives weekly updates on broken links, misspellings, images missing alternate text descriptions, etc. to help ensure the site meets the needs of all citizens.

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

For the period of January 1, 2017, through December 31, 2018, the City completed improvements to City facilities and deficient street corners. A detailed list of the items completed is shown in **Appendix B**.



## **AMERICANS WITH DISABILITIES ACT 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, and 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 the ADA Amendments Act of 2008, the City of Corona (City) does not discriminate against qualified individuals with disabilities on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services, and 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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## 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 D. Nelson  
(951) 739-4823  
[Nelson.Nelson@CoronaCA.gov](mailto:Nelson.Nelson@CoronaCA.gov)  
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 D. 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 persons 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 SUBMIT A GRIEVANCE?**

Individuals who exercise their rights under the ADA, or assist others in exercising their rights, are protected from retaliation. Any form of retaliation or coercion, including threats, intimidation, or interference, is prohibited if it interferes with the exercise of rights under the ADA. 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 persons 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 received by the City Manager will be kept by the City of Corona for at least three (3) years.



## **2017 ADA Upgrades – Scope of Work completed**

### **Public Right-of-way Infrastructure through 12-31-2017**

- \*Installed 38 new ADA compliant ramps
- \*Replaced 46 ramps with ADA compliant ramps
- \*Retrofitted 1 ramp to comply with ADA standards
- \*Replaced 55,000 square feet of damaged/lifted sidewalk
- \*Replaced 10 Pedestrian Push Buttons
- \*Constructed 3 new traffic signals with Pedestrian Push Buttons
- \*Installed 38 linear feet of Blue Curb
- \*Installed 2 Handicap Parking Only signs on Public Streets
- \*Installed 3 ADA swings and new surface at 3 parks

## **2018 ADA Upgrades – Scope of Work completed**

### **Public Right-of-way Infrastructure through 12-31-2018**

- \*Installed 8 new ADA compliant ramps
- \*Replaced 62 ramps with ADA compliant ramps
- \*Retrofitted 65 ramps to comply with ADA standards
- \*Replaced 80,000 square feet of damaged/lifted sidewalk
- \*Replaced 34 Pedestrian Push Buttons
- \*Constructed 2 new traffic signals with Pedestrian Push Buttons
- \*Installed 40 linear feet of Blue Curb
- \*Installed 2 Handicap Parking Only signs on Public Streets