

SAN MATEO COUNTY
AMERICANS WITH DISABILITIES ACT, TITLE II
POLICIES AND PROCEDURES

2/25/03

Introduction

The purpose of this document is to assist all County Departments with an understanding of and responsibility for the implementation of Title II of the Americans with Disabilities Act (ADA) of 1990. Title II of the ADA prohibits discrimination against persons with disabilities in all services, programs and activities provided or made available by state or local governments. Programmatic access requires that each program, when viewed in its entirety is accessible to and usable by people with disabilities. Examples of programmatic access include, but are not limited to: movement of a program/activity/service to an accessible location, use of visual or audio aides, use of accessible vehicle, modification of existing facility, etc.

The attached Policies and Procedures, approved by the San Mateo County Board of Supervisors, outline how each department will implement Title II. **There is also a San Mateo County ADA Coordinator for Programs and Services who is available to County departments for consultation on any issue related to Title II.** The San Mateo County ADA Coordinator is located within Aging and Adult Services.

Title I of the ADA pertains specifically to employment related issues for persons with disabilities. The County of San Mateo and Public Services has an ADA Employment Coordinator available for consultation regarding employment concerns such as identification of specific reasonable accommodation options and understanding of the essential functions of a particular job.

*All references to the ADA Coordinator in this document refer to the San Mateo County ADA Coordinator for Programs and Services.

**San Mateo County Policies and Procedures
Americans with Disabilities Act, Title II**

Policy I - Reasonable Accommodations

The County will comply with federal law in providing reasonable accommodations for persons with disabilities who are seeking participation in the services, activities and programs offered by the County and to assist in meeting program eligibility criteria and testing. Accommodations include physical access to County offices, programs, services, and public meetings, and audio aids, visual aids, and speech aids as needed. Requesters are asked to give three (3) days advance notice if possible. Persons with disabilities will always be asked for their preferences regarding accommodations.

Responsibility

- ◇ The primary responsibility for meeting requests for reasonable accommodations will rest with the Department Head or his/her designee.
- ◇ If needed, the Department Head or his/her designee may contact the County ADA Coordinator for advice/technical assistance regarding a particular request.

Procedure

1. Provide public notification of reasonable accommodations. Examples might include audio aids, visual aids, speech aids, policy/procedure on all appropriate County literature, e.g., materials, brochures, agendas, announcements, advertisements.

Recommended Language for Flyers, Meeting Notices, Etc.:

In compliance with the Americans with Disabilities Act, Title II (ADA, Title II), the County will provide reasonable accommodations for persons with disabilities. If possible, please give three (3) days advance notice of any accommodation needs by calling

_____ (Voice) or
_____ (TDD).

For Public Meetings Include the Following Statement:

For the comfort and safety of those who are sensitive to airborne chemicals, please refrain from wearing fragrances.

2. When receiving a request for reasonable accommodations, e.g., audio aids, visual aids, and speech aids, the Department Head or his/her designee will:
 - a. Refer to Reasonable Accommodations Resource Guide [Attachment A] to locate accommodation(s).

- b. Whenever possible arrange for the accommodation(s).
- c. Consult with the County ADA Coordinator, as needed.
- d. Immediately notify the requestor of the outcome of the request for accommodation(s).
- e. If the department is unable to provide the requested accommodation(s), or an acceptable alternative, the department head or his/her designee will record, in writing, the reason(s) therefore, and provide a written response to the person making the request and the San Mateo County ADA Coordinator.

Policy II - ADA, Title II Grievance Procedure

Anyone believing the County has not met their rights under the ADA, Title II will be informed how to access the County ADA, Title II Grievance Procedure.

Responsibility

- ◇ The primary responsibility for assuring that individuals are informed regarding access to the County ADA, Title II Grievance Procedure; and assuring public notification of County ADA, Title II Grievance Procedure will rest with the Department Head or his/her designee.

Procedure

1. Assure that all appropriate staff are aware of ADA, Title II Grievance Procedure. (See: Attachment B - County ADA, Title II Grievance Procedure)
2. Each department shall make copies of the ADA, Title II Grievance Procedure readily available to the public and will provide it when an accommodation is not provided or upon receipt of information that a person believes their ADA Title II rights have not been met. (See: Attachment B - County ADA, Title II Grievance Procedure)

Policy III - Accessibility of County Buildings

The County will assure that all County buildings and facilities used for programs accessed by the public, which are owned, purchased, leased, scheduled for lease renewal, constructed, or renovated, meet ADA Title II compliance through barrier removal or programmatic solutions.

Responsibility

- The primary responsibility for assuring that each remodeled building or facility to be occupied by the County is accessible to people with disabilities will rest with the Department Head or his/her designee.
- The primary responsibility for assuring that each building or facility purchased, leased or scheduled for lease renewal, that is to be occupied by the County, is accessible to people with disabilities will rest with the Real Property Division. Once the Real Property Division signs off and the building is occupied by program staff, the responsibility for physical and programmatic access will revert to the Department Head or his/her designee.
- The primary responsibility for assuring that any reconstruction of an existing County building or facility is accessible to people with disabilities will rest with the Public Works Division. Once the Public Works Division signs off, and the building is occupied by program staff, the responsibility for physical and programmatic access will revert to the Department Head or his/her designee.
- No County Department will enter into any lease agreement if the public will have access to the building or facility, until a plan for ADA Title II compliance has been developed, including time frame and financing.
- The County ADA Coordinator along with the Commission on Disabilities' ADA Compliance Committee will be available for consultation to review sites and assess ADA Title II compliance. In addition, the ADA Compliance Committee will continue to set priorities and make recommendations to the Board of Supervisors regarding modifications of County buildings and facilities included in the ADA Transition Plan Projects. Each Department Head or his/her designee will enlist the full cooperation of their Department with the ADA Compliance Committee's work when projects involve buildings and facilities within jurisdiction of their respective Department.
- Responsibility for the cost of improvements to county-owned facilities will be negotiated by the respective Department/Agencies and the County Manager's Office. However, Departments/Agencies not contributing to the County's 10% surcharge will be wholly responsible for improvements unless there are existing agreements, legislation or other instruments to the contrary.

Procedures

1. Each Department Head or his/her designee will review the ADA Title II compliance of each building or facility within the jurisdiction of their Department. Reviews of County buildings and facilities included in the ADA Transition Plan have already been completed, but may need to be updated, depending upon programmatic changes within each Department. The ADA Transition Plan is kept updated by Public Works and the County ADA Coordinator. Each Department Head or his/her designee may want to contact the County ADA Coordinator to determine if the buildings or facilities within the jurisdiction of their respective Departments are included in the ADA Transition Plan, and if they are, to obtain copies of the reviews.
2. If the buildings or facilities are County owned or leased, but not included in the ADA Transition Plan, the Department Head or his/her designee should notify the ADA Coordinator and may request consultation to assess ADA Title II compliance.
3. *Plans for renovation, purchase, lease or lease renewal of County buildings and facilities* will be reviewed by the Department Head or his/her designee to assure ADA Title II compliance prior to plan or lease agreement approval. The County ADA Coordinator and the ADA Compliance Committee will assist in this process if requested.

**Policy IV - R ce for
Audio Access**

The County will assure that all County buildings and facilities accessed by the public for County programs and services, which are owned or leased, or are constructed or renovated, undergo a review to assess ADA, Title II compliance for audio access.

Responsibility

- ◇ The primary responsibility for assuring review of County buildings and facilities for ADA, Title II compliance for audio access will rest with the Department of Public Works, Department Head or his/her designee and the CoD ADA Compliance Committee.
- ◇ The primary responsibility for assuring that plans for renovation, purchase, or lease of County buildings and facilities are reviewed by the appropriate Division for ADA, Title II, compliance for audio access will rest with the appropriate Department Head or his/her designee.

Procedures

1. The process of evaluating audio access to County buildings and facilities being conducted by the Commission on Disabilities (CoD) ADA Compliance Committee (for the Transition Plan) will continue to include a review of ADA, Title II compliance, for audio access.
2. Plans for renovation, purchase, or lease of County buildings and facilities will be reviewed for ADA, Title II compliance for audio access prior to plan approval.

Policy V - Telephone Access

The County will provide telephone access to persons with speech or hearing impairments that is comparable to access provided to the general public. This access will be provided through the use of TDDs (Telecommunications Device for the Deaf) and/or the California Relay Service and Speech-to-Speech Relay.

Responsibility

- ◇ The primary responsibility for assuring telephone access to persons with speech or hearing impairments will rest with the Department Head or his/her designee.

Procedures

1. Each Department will cooperate with the ADA Coordinator in conducting periodic surveys of the department's compliance with above policy and assessing need for TDDs and/or training in use of TDDs, California Relay Service and Speech-to-Speech Relay.
2. Each Department shall assure that all appropriate personnel are adequately trained in use of TDDs, California Relay Service or Speech-to-Speech Relay.
 - ◇ The ADA Coordinator can be used as a resource regarding this training.

Policy VI - Eligibility Criteria and Tests

The County will assure that it uses criteria or tests that do not violate ADA, Title II and unnecessarily prevent participation in County services/program/activities based solely on disability.

(For example, a county library cannot require that a person have a driver's license in order to obtain a library card; other types of identification must be allowed, as some individuals with disabilities are unable to obtain a driver's license.)

Responsibility

- ◇ The primary responsibility for assuring that disability and/or skill eligibility criteria/tests are necessary and do not prevent participation based solely on disability will rest with the Department Head or his/her designee.

Procedure

1. Each Department will cooperate with the ADA Coordinator in conducting periodic surveys of the department's compliance with above policy; and assessing need for and use of disability and/or skill eligibility criteria/tests.
2. The ADA Coordinator can be used as a resource regarding how to modify current eligibility criteria, modify programs, and/or provide separate programming meeting the needs of a particular individual.
3. The ADA Coordinator may appoint an ad hoc committee to assist his/her efforts in ensuring the Departments compliance with above policy.
4. Each Department shall assure that all appropriate personnel are adequately trained in need for and use of disability and/or skill eligibility criteria/tests.

Policy VII - Information about Disabilities

The County will meet the ADA, Title II by not requiring information about the disabilities of program applicants/participants unless the information is necessary to assess an individual's ability to participate in the program.

Responsibility

- ◇ The primary responsibility for assuring that information about the disabilities of program applicants/participants is necessary to assess an individual's ability to participate in the program will rest with the Department Head or his/her designee.

Procedure

1. Assure that all appropriate personnel are adequately trained in need for and use of information, including confidentiality concerns, about the disabilities of program applicants/participants.
2. The ADA Coordinator can be used as a resource regarding how to modify current department practices.

Policy VIII - Nondiscrimination – Contract Language Policy

All County contracts will include as part of contract language, the contractor's obligation to abide by the County's nondiscrimination policy. Individuals with disabilities are to be included in the list of those to whom the policy (nondiscrimination) applies.

Responsibility

- ◇ The primary responsibility for assuring inclusion of contract language regarding the contractor's obligation to abide by the County's nondiscrimination policy will rest with the Department Head or his/her designee and a representative from County Counsel. This responsibility applies to all levels of contracts, i.e., contracts signed within the department, and contracts referred to County Manager and the Board.

Procedure

1. Assure that nondiscrimination policy references individuals with disabilities.
2. All contracts that are new, renewed or extended after the Policies and Procedures are approved by the Board of Supervisors must include contract language regarding the contractor's obligation to abide by the County's nondiscrimination policy as specified by County Counsel.

An example of appropriate contract language in effect as of July 1, 2002 is as follows:

"No person shall be excluded from participation in, denied benefits of, or be subject to discrimination under this Agreement on the basis of their race, color, religion, national origin, age, sex, sexual orientation, pregnancy, childbirth or related conditions, medical condition, mental or physical disability or veteran's status. Contractor shall ensure full compliance with federal, state and local laws, directives and executive orders regarding non-discrimination in employment for all employees, subcontractors or in the provision of services under this contract for all program participants and/or recipients under this Agreement."

Policy IX - Sensitivity to Disabilities

County employees will be adequately informed on the ADA, Title II and its requirements, including an understanding of and sensitivity to disabilities covered by the ADA, Title II.

Responsibility

- ◇ The primary responsibility for assuring that employees are informed on the ADA, Title II and its requirements, including an understanding of and sensitivity to disabilities covered by the ADA, Title II will rest with the Department Head or his/her designee.

Procedure

1. Provide for periodic ADA, Title II and disability sensitivity training, as economically feasible. Training will be for “employees whose primary responsibility is to serve the public” as well as those employees selected by the department head and include requirements of ADA, Title II and sensitivity to disabilities covered by the ADA, Title II.
 - ◇ The ADA Coordinator can be used as a resource regarding this training.
2. Upon completion of training, each employee in attendance shall have a signed completion sheet added to his or her personnel file or their attendance will be electronically recorded.

Policy X – Web Page Accessibility

The County will assure that all Internet web pages generated, funded, or sponsored by County Departments are accessible to people with disabilities in accordance with the “San Mateo County World Wide Web Page Disability Access Design Standards”. (Attachment C).

Responsibility

- ◇ The primary responsibility for assuring that departmental web pages are accessible to people with disabilities will rest with the Department Head or his/her designee.
- ◇ If needed, the Department Head or his/her designee may contact the Information Services Department (ISD) for advice, technical assistance or clarification of the “San Mateo County World Wide Web Page Disability Access Design Standards”.
- ◇ The County ADA Coordinator can be contacted to arrange for consumer (people with disabilities) input and feedback regarding the accessibility of a specific web page.

Procedure

1. Incorporate “Disability Access Design Standards” in the production of all new web pages. Pages that were produced prior to July 1, 2002 are to be retrofitted to these standards by July 1, 2003. These standards will evolve as new technologies and information systems emerge.
2. ISD will at least annually, as technology dictates provide County Departments with updates on new technologies and information systems. Each Department Head or his/her designee will be responsible for conducting minimally, an annual review of the accessibility of their Department’s web pages to assure that the accessibility features continue to be compatible with emerging technologies.

ATTACHMENT A

AMERICANS WITH DISABILITIES ACT REASONABLE ACCOMMODATION RESOURCE GUIDE

The attached Reasonable Accommodation Resource Guide is primarily intended for use by County Department Heads (or their designee) to provide reasonable accommodation services for County sponsored activities upon request by a person with a disability. It may also be helpful for other County employees but is not intended for distribution to the public.

Many of these resources will charge fees, particularly if the need is for a particular service such as evaluation, training, adaptive equipment, etc.

There are also several in-house resources that may be helpful.

- If a County employee requests job related reasonable accommodation due to a disability the Department Head (or their designee) may wish to contact the Equal Employment Opportunity Specialist in Employee and Public Services Department at 363-4738.
- If you have additional questions or concerns regarding disability related resources for your department or the general public contact the Commission on Disabilities at 573-2580.

REASONABLE ACCOMMODATION RESOURCE GUIDE

ATTACHMENT A

BLIND/VISUAL IMPAIRMENT:

Large print enables many individuals with visual impairments to read printed material. Large print should be a minimum of size 18 font. It should be in Courier or other easy to read style, not italics. Large print material should be either black on white or black on yellow.

Orientation and mobility training is utilized by individuals who are visually impaired or blind. An orientation and mobility instructor orients that person to their surroundings, both inside and outside. The person is taught specific travel routes, landmarks and auditory cues in addition to using a travel cane, if needed, in order to independently get from place to place.

AGENCY	ADDRESS/PHONE	COMMENTS
Peninsula Center for the Blind and Visually Impaired	2470 El Camino Real Suite 107, Palo Alto, CA 94306 650-858-0202 voice only	Orientation/mobility training, readers, evaluation/services for visually impaired
Contra Costa Braille Transcribers Contact: Adrienne Giles	510-223-2517 voice only	Transcribe text into Braille
Sensory Access Foundation	1142 W. Evelyn Ave Sunnyvale, CA 94086 408-245-7330 voice 408-245-1001 TDD	Assistive technology/work site evaluations for individuals who are blind/visually impaired
Rose Resnick Lighthouse for the Blind	214 Van Ness Ave San Francisco, CA 94102 415-431-1481 voice 415-431-4572 TDD	Assistive technology training/products for individuals who are blind/visually impaired

DEAF/HEARING/SPEECH IMPAIRMENT:

Telecommunications Device for the Deaf (also known as TDD or TTY) is utilized by individuals who are hearing impaired or deaf. It has a typewriter-like keyboard with a cradle attachment in which to place the telephone handset. The deaf/hearing-impaired individual can then communicate with another person who also has a TDD or use the **California Relay Service** to act as an intermediary to communicate the conversation back and forth between the parties. Some TDD's have the ability to print out the conversation.

Assistive Listening Device may be used by individuals with hearing impairments in large rooms for group meetings/trainings, etc. Sound is amplified for individuals through a receiver, which contains an earphone.

Sign language interpreters are utilized by individuals who are deaf or hearing impaired in order to communicate information using American Sign Language. It is very common for interpreting services to be requested by a deaf/hearing-impaired person for meetings, training sessions and/or day-to-day job duties.

Speech to Speech Relay Service is utilized if you are having difficulty understanding someone. You (or they) may call the relay service to act as an intermediary to communicate the conversation.

AGENCY	ADDRESS/PHONE	COMMENTS
Court Interpreter Services Ana Martinez	650-363-4780 voice	Contact first for sign language interpreter for County services/events
Hands on Interpreter Service	800-900-9478 voice 800-900-9479 TDD	Sign language interpreters
Hired Hands Interpreter Referral Service	510-659-1882 voice/TDD	Sign language interpreters
Speech to Speech Relay Service	800-854-7784 voice 800-735-2929 TDD	Phone assistance for individuals who are speech impaired
Golden Gate Hearing Services	1400 Franklin St. San Francisco, CA 94109 415-931-8180 voice/TDD	Assistive devices (TDD/TTY amplification systems) for individuals with a hearing impairment or who are deaf
Hearing Society for the Bay Area	870 Market St., Suite 330 San Francisco, CA 94102 415-693-5870 voice 415-834-1005 TDD	Assistive devices (TDD/TTY amplification systems) for individuals with a hearing impairment or who are deaf
Bay Area Communication Access	973 Market St., Suite 280 San Francisco, CA 94103 415-356-0405 voice 415-356-0376 TDD	Sign language interpreters

AGENCY	ADDRESS/PHONE	COMMENTS
The Deaf Store	510-351-3938 voice 510-351-3937 TDD	Products (TDD, assistive listening device) for individuals who are deaf/hearing impaired
CA Relay Service	888-877-5379 voice-Sprint 877-735-2929 TDD-Sprint 888-877-5381 TDD-Sprint-Spanish 800-735-2922 voice-MCI 800-735-2929 TDD-MCI 800-855-3000 TDD-MCI-Spanish	Phone assistance for individuals who are deaf/hearing impaired

ASSISTIVE TECHNOLOGY: Assistive technology is an adaptive device(s) that allows a person (disabled or not) to function as independently as possible in their environment (home, work, etc). Some examples include specialized software (i.e. speech recognition), keyboards (i.e. split keyboard) or mouse (i.e. trackball, track pad), adjustable height desk, monitor holder, mobile arm supports, etc. For a person with a disability, assistive technology can often be the difference in whether or not they can independently access programs/services.

AGENCY	ADDRESS/PHONE	COMMENTS
Center for Accessible Technology	Mail: 2547 8 th St., 12A Berkeley, CA 94710 Location: 2525 8 th St. Berkeley, CA 94710 510-841-3224 voice/TDD	Assistive technology evaluation/training
College of San Mateo High Tech Center Carolyn Fiori	1700 Hillsdale Blvd. San Mateo, CA 94402 650-574-6432 voice 650-358-6803 TDD	Assistive technology training only
Pacific Disability Business Technical Assistance Center (DBTAC)	800-949-4232 voice/TDD	General information/technical assistance regarding Americans with Disabilities Act (ADA)
SF State Rehab. Engineering Technology Project	Coordinator: Ray Grott 415-338-1333	Assistive technology/work site evaluations, custom designed work stations
Job Accommodation Network	800-526-7234 voice/TDD	Federal agency which provides technical assistance with reasonable accommodation issues

ADAPTIVE EQUIPMENT: Utilized by individuals, typically with a mobility impairment, to access their environment in order to remain independent.

AGENCY	ADDRESS/PHONE	COMMENTS
Rehab. Specialists, Inc.	2557 Wyandotte Mountain View, CA 94043 650-965-2626 voice only	Purchase of ramps or tracks for wheelchair access, rental of manual wheelchairs
Wheelchairs of San Mateo	808 Burlway Rd., Suite 7 Burlingame, CA 94010 650-342-4864 voice only	Purchase of ramps or tracks for wheelchair access, rental of manual wheelchairs

	ADDITIONAL RESOURCES	
Family Caregiver Alliance	690 Market St., Suite 600 San Francisco, CA 94110 415-434-3388 voice/TDD	Services for individuals with brain injuries
Center for Independence of the Disabled	875 O'Neill Ave Belmont, CA 94002 650-595-0783 voice 650-595-0743 TDD	Work site evaluations
Golden Gate Regional Center	3130 La Selva St., Suite 202 San Mateo, CA 94403 650-574-9232 voice only	Support services (finances, housing, jobs, independent living skills) for individuals with a developmental disability*

*Disability whose onset occurs under 21 years of age and impacts physical, cognitive and/or developmental process (es).

**If you need additional information or resources please contact the Commission on Disabilities at: 573-2580.

WORD/AAAPSCUSHARED/SANDY /RESOURCE
As of 10/10/00

SAN MATEO COUNTY
ADA TITLE II GRIEVANCE PROCEDURE

Attachment B

San Mateo County has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act. Title II states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination” in programs or activities sponsored by a public entity.

Complaints should be addressed to: Stephen Juel, ADA Coordinator, 225 37th Avenue, San Mateo, CA 94403, (650) 573-2498, TDD (650) 573-2220 who has been designated to coordinate ADA compliance efforts.

1. A complaint should be filed in writing or verbally, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations.
2. A complaint should be filed within thirty (30) working days, after the complainant becomes aware of the alleged violations. (Processing of allegations of discrimination which occurred before this grievance procedure was in place will be considered on a case-by-case basis.)
3. An investigation as may be appropriate, shall follow filing of complaint. The investigation shall be conducted by the designated Department ADA representative. **The County ADA Coordinator is available for consultation during the investigation process.** These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Department, and a copy forwarded to the ADA coordinator, no later than thirty (30) working days after its filing.
5. The ADA coordinator and Department ADA representative shall maintain the files and records of San Mateo County relating to the complaints filed.
6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within ten (10) working days to the County ADA coordinator.

7. Following the request for reconsideration, the County ADA coordinator shall conduct an investigation as is appropriate, and submit those findings to the appropriate Department and the complainant within thirty (30) working days.

If these findings differ from those of the original Departmental determination, a copy of both findings shall be submitted to the Assistant County Manager for review and reconciliation.

8. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
9. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that San Mateo County complies with the ADA and implementing regulations.

SAN MATEO COUNTY
WORLD WIDE WEB PAGE
DISABILITY ACCESS DESIGN STANDARDS

Attachment C

Background

In response to the need to ensure that our web pages are accessible to persons with disabilities navigating at our web site, San Mateo County has developed these standards for web page design. Just as curb cuts enable persons who use wheelchairs to navigate, electronic curb cuts enable persons with hearing, visual and learning disabilities to navigate our web site.

These standards are influenced by Universal Design concepts embraced by the National Information Infrastructure (NII). Specifically, Universal Design calls for the development of information systems flexible enough to accommodate the needs and preferences of the broadest range of users of computers and equipment, regardless of age or disability.

Our standards embrace the NII White Paper concepts that "building choice" removes communications and information access barriers that restrict business and social interactions between people with and without disabilities; removes age-related barriers to participation in society; reduces language and literacy-related barriers to society; reduces risk of information worker injuries and enhances commerce opportunities.

Standards

1. The Disability Access Design Standards are to be incorporated in all San Mateo County Web pages, functions and sites. Pages, functions and sites placed into production prior to July 1, 2002, are to be retrofitted to these standards by July 1, 2003. These standards will evolve as new technologies and information systems emerge.
2. The San Mateo County Home Page and all County Department and program home pages will be linked to a page entitled "Access Instructions" for Users with Disabilities". This page will provide instructions for access to the County web pages for person with disabilities through a link, which will be located at the bottom of all Home Pages.

3. All San Mateo County Web pages shall support text (i.e., text only) browsers directly on the page or have a mirror site that contains alternative text pages displaying the same information. This capability will be referred to as "text accessible". Effectiveness of text browser access shall be tested for the following releases of Netscape Communication, Internet Explorer, and text-to-voice translating (text reader) software:

Macintosh: IE 4.5 Netscape 4.7 and above

Windows: IE 5.0 Netscape 4.7 and above

JAWS for Windows (text reader)

4. Web page design assistance:

Helpful sites for web pages design are located at:

www.igs.net/~starling/acc/index.htm,
www.ca.gov/access/howtoweb.html, and www.dop.ucla.edu.)

5. If a document is posted in Portable Document Format* (PDF), then a second version will also be posted in a text accessible format utilizing ASCII or text HTML. However, those PDF documents depicting information which by their very nature are graphical, such as street maps, building plan drawings, and pictorial diagrams, are exempt from this Accessibility Requirement. All hyperlinks to PDF documents will include the word "PDF" within the hyperlink description.

*Adobe has an online tool where you can convert PDFs into HTML.

6. Every graphic image and photograph shall have an "Alt" tag with a short description of that graphic image. The Alt text should provide alternative or substitute text, primarily for use when the image is not being displayed. The description should provide information on what job the image was doing on the page. If the graphic image is being used as a hyperlink, it must also include a description of the information at the hyperlink.
7. All audio and video clips shall have text transcriptions of descriptions. The graphic page will have a closed-captioned (CC) link button.
8. Any link text shall contain descriptive words that can be quickly reviewed by users. Words like "this", "here" or "click" alone do not convey information about the nature of the link.

9. An alternate mechanism for on-line forms will be provided since all browsers do not support forms. For example, the page could provide a phone number or e-mail address for obtaining the form of assistance.
10. If visitors are required to download software not accessible by a text reader in order to obtain County documents, then the following Alternate Document Format Notice will be posted at the site: "To obtain this information in an accessible format, please call (650)(phone#) (Voice) or (650) (phone #) (TTY)."
11. The use of frames will be avoided since they are not supported by all browsers and cannot be read intelligently by text readers. In addition, when using tables, newspaper style layouts with text wrapping from one column to the next should be avoided, as they are not accessible. If tables are used in this way, then the Alternative Document Format Notice must be posted at the site. The text in tables should be checked with a text browser to make sure that it is wrapping correctly.
12. The use of frames and tables will be avoided since tables are not supported by all browsers and cannot be read intelligently by text readers. For example, newspaper style layouts with text wrapping from one column to the next are not accessible. If tables are used, then the Alternative Document Format Notice must be posted at the site.