

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

2/25/03

TRAINING MANUAL

San Mateo County Policies and Procedures

Americans with Disabilities Act, Title II

This training manual is intended for use as a guide for San Mateo County employees in providing training to their staff regarding the Americans With Disabilities Act, Title II.

Any reference to CoD in this manual refers to the San Mateo County

Any reference to ADA Coordinator in this manual refers to the San Mateo County ADA Coordinator for Programs and Services.

The purposes of the policies that follow are to allow qualified persons with disabilities the opportunity to fully participate in all County programs, services and activities. This includes: reasonable accommodations; grievances; physical, audio and telephone access to all County buildings and facilities; eligibility criteria/tests; gathering/sharing of disability related information; contract language; disability sensitivity; County web pages (Internet and Intranet). County employees may not ask (verbally or on an application) a person with a disability about their health or medical history. County employees may ask about their ability to perform specific tasks such as filling out an application, reading literature, (e.g., materials, brochures), taking a test, accessing County meetings, etc. only in the context of assessing a potential need for the provision of reasonable accommodation services.

The policies are to be implemented upon request by a qualified person(s) with a disability. An example of how to implement a specific request is provided following each policy statement.

Staff involved in carrying out policies and procedures may be a part of: assisting members of the public with reasonable accommodation requests; arranging public meetings; determining program/services eligibility; providing testing and/or intake; design/production of literature, materials, brochures, agendas, announcements, advertisements; negotiating, developing, signing and/or referring contracts through the County; planning, developing, coordinating and facilitating staff training; generating, funding or sponsoring any inter/intranet Web pages.

Additionally, for Policy I, Reasonable Accommodation, public notification is required on all appropriate County literature such as materials, brochures, agendas, public announcements and advertisements.

The recommended language is as follows:

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 the Following Statement Should Also Be Included:

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

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.

What Are Reasonable Accommodations?

Accommodations include physical access to County offices, programs, services, and public meetings, and audio aids, visual aids, and speech aids. Include a general definition of reasonable accommodations, and specific examples of types of audio aids, visual aids, and speech aids.

What To Do

Describe how requests will come in.

Explain that: Requesters are always to be asked for their preferences regarding accommodations; requesters are asked to give three (3) days advance notice if possible, but when notice is less than three days, every effort should be made to meet the request. If necessary or appropriate, notification will be made to either meet the request; or notification will be given to the person requesting the accommodation that the provision has or has not been arranged.

Describe where to go and procedure to be followed for provision of: Audio aids; Visual aids; Speech aids; and other reasonable accommodations.

Go over Reasonable Accommodations Resource Guide [Attachment A].

Explain that if needed, the Department Head or his/her designee may contact the County ADA Coordinator for advice/technical assistance regarding a particular request.

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.

Does The County Have An ADA Grievance Procedure?

Provide copy of grievance procedure; and discuss procedure (Attachment B).

What To Do

Review how to respond to an ADA Title II complaint/grievance.

Explain responsibility to assure that all appropriate staff are aware of the County's ADA Title II Grievance Procedure; and

To assure that all appropriate staff are aware of their obligation to inform the public concerning how to access the ADA Title II Grievance Procedure.

Policy III – Accessibility of County Buildings and Facilities

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.

What Is ADA Title II Compliance In County Buildings?

Discuss physical access to programs, activities, goods and services. Give examples, i.e., parking, path of travel, entrances, counters, restrooms, drinking fountains, telephones, etc.

Review “Building Accessibility Priorities” (Attachment C).

Discuss potential programmatic solutions that provide access to programs, activities, goods and services. Give examples, i.e., relocate activity to an accessible location, assist in completion of forms, etc.

What To Do

Current County The process of evaluating physical access to County buildings and facilities being conducted by the CoD ADA Compliance Committee (for the Transition Plan) will continue to include a review of ADA Title II compliance, including physical access. Describe this process.

Policy IV – Review of County Buildings and Facilities for ADA Title II Compliance 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.

What Is Audio Access?

Discuss audio access. Give examples of assistive listening devices and when they are required, where to find resources.

Why Provide ADA Title II Compliance, Including Audio Access?

Discuss need to provide programs, services, activities comparable to those provided to/for the general public.

Is ADA Title II Compliance, Including Audio Access In County Buildings Always Required?

Explain the requirement is to provide programs, services, and activities comparable to those provided to/for the general public. If this can be accomplished through the use of an alternative (accessible) location it is allowable.

What To Do

Current County : - The process of evaluating audio access to County buildings and facilities that is being conducted by the CoD ADA Compliance Committee (for the Transition Plan) will continue to include a review of audio access. Describe this process.

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.

What Is A TDD; The California Relay Service; And Speech-To-Speech Relay?

Describe each of the systems (Attachment D); when and where they should be used, and how they are used.

What To Do

Introduce the need for the department to conduct a survey of the department's compliance with the above policy; and to assess the need for TDDs and/or training in use of TDDs, California Relay Service and Speech-to-Speech Relay.

Explain that the results of the survey and any recommendations are to be reported to the County ADA Coordinator.

Explain responsibility to assure that all appropriate personnel are adequately trained in the use of TDDs, California Relay Service and Speech-To-Speech Relay.

Inform that the County ADA Coordinator could be used as a resource regarding training.

Explain the need to inform the public of the provision of these systems through publication of information and TDD number(s) on all appropriate County business cards, literature, materials, brochures, agendas, announcements, advertisements, etc.

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/programs/activities based solely on disability.

What To Do

Discuss what can and cannot be asked of program applicants/participants regarding disability, when these questions can and cannot be asked, the requirement that information be voluntary, be kept confidential, and not be used as the sole determinant to prevent program participation.

Introduce the need for the department to conduct a periodic survey of department's compliance with above policy; and to assess the need for and use of disability and/or skill eligibility criteria/tests.

Explain that the results of the survey and any recommendations are to be reported to the County ADA Coordinator.

Explain that, if the survey indicated a need for change, the ADA Coordinator could be used as a resource regarding how to modify current eligibility criteria, modify programs, and/or provide separate programming to meet the needs of a particular individual.

Explain responsibility to assure that all appropriate personnel are adequately trained in the need for and use of disability and/or skill eligibility criteria/tests.

(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.)

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.

What To Do

Discuss what can and cannot be asked of program applicants/participants regarding disability, when these questions can and cannot be asked, the requirement that information be voluntary, be kept confidential, and not be used to prevent program participation.

Explain that staff should assess the need for and use of information about the disabilities of program applicants/participants.

Explain that, if there is a need for change within a specific department, the ADA Coordinator could be used as a resource regarding how to modify current department practices.

Explain responsibility to 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.

Policy VIII – Non-discrimination – 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.

What Contracts Require Inclusion of Language?

All levels of contracts are covered by the policy, i.e., contracts signed within the department, and contracts referred to County Manager and the Board.

What To Do

Explain department’s obligation to:

Review all current contracts for inclusion of contract language regarding the contractor’s obligation to abide by the County’s nondiscrimination policy; and to assure that when/if contracts are renewed said language is included;

To assure that 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; and that contract from/for the department will not be approved without the inclusion of said language in effect as of July 1, 2002; and

Contractors are adequately informed regarding the policy.

Policy IX - Sensitivity to All D -

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.

What To Do

Explain requirement that departments provide for periodic ADA Title II and disability sensitivity training; that training is to be for “employees whose primary responsibility is to serve the public” as well as those employees selected by the department head; and will include requirements of ADA, Title II and sensitivity to disabilities covered by the ADA. Title II.

Explain that the ADA Coordinator can be used as a resource regarding this training.

2. Explain that 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 E).

Why is Web Page Accessibility Provided?

Discuss need to provide web page access to the general public of any County generated information, particularly those with visual impairments.

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 consultation with 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 (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.

BUILDING ACCESSIBILITY PRIORITIES

Attachment C

1. Parking
2. At least 1 accessible path of travel
3. At least 1 accessible entrance
4. At least 1 accessible bathroom
5. Access to goods and services

**BUILDING ACCESSIBILITY PRIORITIES
FACILITY PRIORITIZATION**

<u>Criteria:</u>	<u>Possible Points:</u>
Primary use of building (e.g., office, retail, etc. of use)	1-5
Type of services provided	1-5
Services geographically distributed evenly throughout County (Are services accessible in North, Central and South County?)	1-5
Is the building county owned or leased?	1-2
County's future plans for building?	1-5

TOTAL POSSIBLE POINTS: 22

The buildings with the highest possible scores will be given priority.

Future Plans:

<u>Score:</u>	<u>Plan:</u>
0	Moving in less than a year
1	Moving in 1 year
2	Moving in 2 years
3	Moving in 3 years
4	Moving in 4 years
5	No future plans to move or over 5 years

Attachment D

California Relay Service



The California Relay Service (CRS) enables a person using a TTY to communicate by phone with a person who does not use a TTY* (*Telecommunication device with keyboard and visual display, for people who are deaf, hard of hearing or speech disabled). The service also works in reverse - allowing a non-TTY user to call a TTY user.

Home
RFP
Community Meetings
Consumer Feedback
Response to Consumer Feedback

Specially trained relay operators are on-line to relay your conversation as it takes place. The operator reads the TTY text to the non TTY user, and types the spoken response to the TTY user.



CRS is available 24 hours a day, seven days a week, to assist with your calls. You can make as many calls as you wish and talk as long as you like. There is no extra charge to use the relay service; you pay only for the call to the other person. All TTY operator services, including directory assistance are available through CRS.

You can reach the California Relay Service (CRS) toll free:

To reach a toll-free MCI / CRS operator:

- TTY users call 1-800-735-2929
- Non-TTY users call (calling by voice) 1-800-735-2922
- Spanish speaking users call 1-800-855-3000 voz y TTY
- Computer/ASCII 1-800-735-0091 (8 bit, 0 parity, 1 stop bit, half duplex)
- For international calls, when you are outside of the US, you must first dial the country's international dialing code and then call 1-209-863-0162.

- MCI CRS Customer Service 1-800-735-0373 voice/TTY
- http://www.wcom.com/about_the_company/global_relay/

To reach a toll-free Sprint / CRS operator:

- TTY users call: 1-877-735-2929
- Non-TTY users (calling by voice): 1-888-877-5379
- Computer/ASCII users call: 1-888-877-5380 (8 bit, 0 parity, 1 stop bit, half duplex for 110-300 baud or full duplex for 1200-2400 baud)
- Spanish speaking users: 1-888-877-5381 voz y TTY
- For international calls, when you are outside of the US, you must first dial the country's international dialing code and then call:
1-605-224-1837.
- Sprint Relay Customer Service 1-800-676-3777 voice/TTY
- <http://www.sprint-crs.com/>

**Speech-to-Speech relay provides live operators to voice for people who have difficulty being understood on the telephone.

To reach a toll-free Speech-to-Speech operator:

- **Speech to Speech users: 1-800-854-7784

WHO PAYS FOR THIS PROGRAM?

State legislation was passed requiring the California Public Utilities Commission (CPUC) to implement a program to distribute telecommunications equipment and services for individuals certified as having functional limitations of hearing, vision, movement, manipulation, speech and/or interpretation of information.

The program is funded by a small surcharge that appears on all Californian's telephone bills. The money collected from this surcharge pays for both the equipment loan program and the California Relay Service (CRS). This surcharge appears on your phone bill as "CA Relay Service and Communications Devices Fund."

WHAT TO DO IF YOU HAVE A COMPLAINT

If you have a problem with the equipment or distribution process, check the back of this brochure or your local telephone bill for the correct telephone number to call.

If you have a problem with the CA Relay Service, call the Customer Service number for your CRS provider (see numbers above, under CA Relay Service).

If you are unable to resolve your complaint, you may contact the DDTP Consumer Affairs Specialist at 1-800-867-4323 (voice/TTY).

To request a presentation for your group or community outreach, please call 1-800-995-6831 (Voice/TTY).

DDTP/CTAP Administrative Office is located at : 505 14th Street, Suite 400, Oakland, CA 94

Main Telephone Number:
(510) 302-1100 (Voice)
(510) 302-1101 (TTY)
(510) 302-1130 (Fax)

Consumer Affairs:
(800) 867-4323 (Voice)
(800) 867-4323 (TTY)
(510) 302-1131 (Fax)

CTAP Call Center
81 West March Lane
Stockton, CA 95207
(800) 806-1191 (voice)
(800) 806-4474 (TTY)
(800) 896-7670 (Spanish TTY)
(800) 949-5650 (Spanish voice)
(800) 889-3974 (Fax)

Note: This is not a public location. Customers may contact via mail, fax or phone

SAN MATEO COUNTY
WORLD WIDE WEB PAGE
DISABILITY ACCESS DESIGN STANDARDS

Attachment E

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 telecommunications 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.itpolicy.gsa.gov/coca/nii.htm) (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.

San Mateo County World Wide Web Page Disability Access Design Standards

p. 3

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.