

Commission on Disability AGENDA

Regular Meeting

**North Berkeley Senior Center
Workshop B
1901 Hearst Ave. (at MLK)
Berkeley, CA 94709**

**Wednesday
April 20, 2016
6:30 PM**

The Commission may take a break at approximately 8:00 pm.

A. PRELIMINARY BUSINESS

- 1) Call to Order by Chair Singer
- 2) Roll Call by Secretary
- 3) Public Comment on Items Not on the Agenda
- 4) Approval the Draft Action Minutes of January 20, 2016* and February 17, 2016*.
- 5) Approval and Order of Agenda
- 6) Update by Administration/Staff**
- 7) Announcements

B. DISCUSSION/ACTION ITEMS

- * Written material included in packet
- ** Written material to be delivered at meeting
- *** Written material previously mailed

The public may speak at the beginning of any item.

- 1. Election of Chair**
staff (Rejwan)
- 2. Paratransit information Report***
Leah Talley, Manager of Aging Services
- 3. Universal Design:** Review communication to Council Members.*
Commissioner Weiss and Walsh
- 4. Establish New Subcommittees ****
Commissioner Singer
- 5. Impacts of Bicyclists and Bicycle Traffic on Vulnerable Pedestrian Populations**
Status update: Commissioner Graham
- 6. Annual Work Plan** (distributed at the February agenda)
Commissioner Singer.
- 7. Service Animals Welcome:**
 - a. Provision of Educational Material per Resolution 65,751.
 1. Preparation of signs for distribution
 2. City of Berkeley Website
Status update
Staff (Rejwan)

- b. Training of Public Accommodations in Berkeley*
 - 1. Business-Public Accommodations and Conveyances
 - 2. No Cost TrainingCommissioner Weiss

C. INFORMATION ITEMS AND SUBCOMMITTEE REPORTS

Information items can be moved to Discussion or Action by majority vote.

- 1) Berkeley Research Collaborative. Status Update.
Commissioner Weiss
- 2) Legislative Update
Commissioner Leeder
- 3) Easy Does It Quarterly Report
- 4) Center Street Garage Construction Project.***

Subcommittee Reports:

Convention on the Rights of Persons with Disabilities (CRPD),
Accessible Transportation, Parking, Sidewalks and Pedestrian Safety
Emergency Preparedness Subcommittees.

D. COMMUNICATIONS

E. FUTURE AGENDA ITEMS (from adopted work plan, referrals, etc)

- 1. Accessible Website, Digital Media and Information Technology
- 2. US Census Access

F. ADJOURNMENT

Agenda Posted: Wednesday, March 9, 2016

A complete agenda packet is available for public review on the web at http://www.cityofberkeley.info/Clerk/Commissions/Commissions_Commission_on_Disability_Homepage.aspx, and at the Public Works/Engineering Division front desk, 1947 Center Street, 4th Floor.

ADA Disclaimer



“This meeting is being held in a wheelchair accessible location. To request a disability-related accommodation(s) to participate in the meeting, including auxiliary aids or services, please contact the Disability Services specialist at 981-6346 (V) or 981-6903 (TDD) at least three business days before the meeting date. Please refrain from wearing scented products to this meeting.”

Communications Disclaimer

*Communications to Berkeley boards, commissions or committees are public record and will become part of the City's electronic records, which are accessible through the City's website. **Please note: e-mail addresses, names, addresses, and other contact information are not required, but if included in any communication to a City board, commission or committee, will become part of the public record.** If you do not want your e-mail address or any other contact information to be made public, you may deliver communications via U.S. Postal Service or in person to the secretary of the relevant board, commission or committee. If you do not want your contact information included in the public record, please do not include that information in your communication. Please contact the secretary to the relevant board, commission or committee for further information.*

Commission Secretary: Carmella Rejwan, AIA, Disability Compliance Coordinator, 1947 Center St., 4th Floor, Berkeley, CA, 94704, Telephone (510) 981-6341, Fax: (510) 981-6340 TDD: (510) 981-6345 email: crejwan@cityofberkeley.info



Commission on Disability
REVISED DRAFT ACTION MINUTES

Regular Meeting

January 20, 2016

North Berkeley Senior Center
1901 Hearst Avenue (at MLK)
Berkeley, CA

A. PRELIMINARY BUSINESS

1. Call to Order

Chair Hazel Weiss called the meeting to order at approximately 6:34 PM

2. Roll Call:

Commissioners Present: Murray, Singer, Trahan, Upadhyay, Walsh and Weiss.
Absent: Graham, Leeder (L/A).
Staff Present: Carmella Rejwan, Office of Access Services
Guest:

3. Public Comment (on items not on the Agenda):
Speakers: 2

4. Approval of Draft Action Minutes:
It was moved, seconded, carried (Murray/Trahan) Unanimous to approve the Minutes of November 18, 2015 as corrected. Ayes: Murray, Singer, Trahan, Upadhyay, Walsh and Weiss. Noes: 0 Abstain: 0 Absent: Graham.
Motion Passed (6-0-1)

5. Approval and Order of Agenda: The order was changed to take up item C4 before B2 to allow Rita Maran go first.

6. Update by Administration: None

7. Update by staff:

Staff noted that the City hired Paul Church on a part time basis as a Disability Coordinator Officer.

8. Announcements:

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B. DISCUSSION/ACTION ITEMS

1. **Recognition of Don L. Brown** : Adopt Language to forward to City Council Commissioner Weiss and Walsh.

It was moved, seconded, carried (Murray/Trahan) Unanimous to approve the appreciation letter as corrected and to send it to Don Brown with copies to Mayor and City Council as follows:

The City of Berkeley Commission on Disability recognizes, acknowledges, thanks and commends Don L. Brown, Disability Services Specialist, Office of Access Services, City of Berkeley for his service to this Commission as its Secretary and primary staff resource, and for his service to the City of Berkeley working to ensure:

- access to City programs and services for people with disabilities, and
- compliance with local, state and federal laws that provide for access and protect persons with disabilities from discrimination.

As Disability Services Specialist, Mr. Brown further:

- developed training programs and resource materials,
- advised City employees about how to integrate people with disabilities in City activities.
- answered questions from both citizens and City employees about accommodating persons with disabilities and,
- Addressed multiple access considerations including: Communication Access, Facility Access, Employment Accommodations, Policies, Procedures, and Practices, and Information and Referral.

The Commission on Disability and the City of Berkeley also benefited greatly from Don Brown's knowledge, skills and experience in multidisciplinary areas of Disability Services, Education, Training, Advocacy and Public Policy. He is known at the local and national level for his expertise including his testimony on disability services to the United States Congress.

The Commission on Disability respectfully requests transmittal of this acknowledgment to Don L. Brown.

Action :Ayes: Murray, Singer, Trahan, Upadhyay, Walsh and Weiss. Noes: 0.
Absent: 1. Motion passed (6 -0-0-1)

2. **Easy Does It Emergency Services.**

Speaker Nikki Brown-Booker, Acting Director of EDI reported on current status of EDI. She will discuss the quarterly performance report in the next Commission meeting after her meetings with the Contract Monitor.

Action: No action taken.

- 3. Universal Design:** Continue Discussion: Develop and adopt short and long term COD Goals for future recommendation to Council.
Action: No action taken.

- 4. Service Animals Welcome: Provision of Educational Material per Resolution 65,751.**
 - a. Annual Business License Renewals
Staff is authorized to provide the commission with decals that say Service Animals Welcome, for distribution. Commissioner Walsh will make recommendation on the color and size of the decal.
Action: No Action Taken

 - b. City of Berkeley Website*
Commissioner Weiss distributed a revised language to be posted at the Disability Compliance Program City web.
Action: It was moved, seconded, carried (Murray/Upadhyay) Unanimous approval of the text. Ayes: Leeder, Murray, Singer, Trahan, Walsh and Weiss. Noes: 0. Motion. Absent: Graham, Abstain: 0. Passed (6 -0-0-1).

C. INFORMATION ITEMS AND SUBCOMMITTEE REPORTS

Information items can be moved to Discussion or Action by majority vote.

- 1) Impacts of Bicyclists and Bicycle Traffic on Vulnerable Pedestrian Populations Status Update. Discussion with public speaker Mark Humbert (Berkeley Transportation Commission).
No update.
- 2) Berkeley Research Collaborative. Status Update.
No update.
- 3) Legislative Update
No update

Subcommittee Reports:

Convention on the Rights of Persons with Disabilities (CRPD),

Speaker:

Rita Maran, a Chair of the CRPD subcommittee of the Peace and Justice Commission, gave a review of the UN Convention on the Rights of Persons with Disabilities and CRPD subcommittee work.

Accessible Transportation, Parking, Sidewalks and Pedestrian Safety.

Emergency Preparedness Subcommittees.

D. COMMUNICATIONS.

E. FUTURE AGENDA ITEMS

1. Commission on Disability Elections (Chair and Vice Chair)
Carmella Rejwan, Secretary.
2. Census.
Commissioner Walsh.
3. Service Animals Welcome: Provision of Educational Material per Resolution
65,751. Staff (Rejwan).
4. Easy Does It Emergency Services.
5. Accessible Website and Digital Media.

F. ADJOURNMENT

It was MSC Murray/Trahan to adjourn the meeting at 10:00 PM.

Ayes: Murray, Singer, Trahan, Upadhyay, Walsh and Weiss.

Absent: Graham (6-0-0-1)

Public Present: 3 Total Speakers: 3

Commission Interim Secretary: Carmella Rejwan, Disability Coordinator, 1947 Center St.,
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Minutes on the web:

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Commission on Disability DRAFT ACTION MINUTES

Regular Meeting

February 17, 2016

North Berkeley Senior Center
1901 Hearst Avenue (at MLK)
Berkeley, CA

A. PRELIMINARY BUSINESS

1. Call to Order

Chair Hazel Weiss called the meeting to order at approximately 6:30 PM

2. Roll Call:

Commissioners Present: Leeder, Murray, Singer, Trahan, and Weiss. Absent: Graham (Arr. 6:36), Upadhyay (Arr. 6:32), and Walsh (Arr. 6:37).

Staff Present: Carmella Rejwan, Office of Access Services

Guest: 0

3. Public Comment (on items not on the Agenda):

Speakers: 0

4. Approval of Draft Action Minutes:

It was moved, seconded, carried (Trahan Murray /) Unanimous to approve the Minutes of November 18, 2015 as corrected. The minutes of January 20 will be deferred to the March meeting. Ayes: Graham, Leeder, Murray, Singer, Trahan, Upadhyay, Walsh and Weiss. Noes: 0 Abstain: 0 Absent: 0. Motion Passed (8-0-0-0).

5. Approval and Order of Agenda: The order was changed to take up item B4 before B1 to allow Chris Downey go first.

6. Update by Administration/Staff: None

7. Announcements:

B. DISCUSSION/ACTION ITEMS

1. Election of Chairperson.

No action taken. Carried over to March.

2. Election of Vice Chair

Action: It was moved, seconded and carried (Murray/ Walsh) to approve Commissioner Weiss as Vice Chair of The Commission on Disability. Ayes: Graham, Leeder, Singer, Trahan, and Weiss. Noes: Walsh, Murray, Upadhyay. Abstain: 0.

Motion passed (5-3-0-0).

3. Easy Does It (EDI):

No Action Taken. Guest unable to attend.

4. Universal Design:

Presentation by Chris Downey, architect and instructor of Universal Design at U C Berkeley.

Action: Moved, seconded, carried (Leeder/Murray) for Commissioner Weiss to prepare communication to Council Members concerning Universal Design.

Ayes: 8 Noes: 0 Abstain: 0.

Motion passed (8-0-0-0).

5. Annual Work Plan

Action: No action taken.

6. Service Animals Welcome:

a. Provision of Educational Material per Resolution 65,751 N.S.

1. Preparation of signs for distribution

Action: Moved, seconded and carried (Walsh/Trahan) to approve the redesign of the sign for Service Animals in Berkeley Welcome.

Ayes: 8 Noes: 0 Abstain: 0

Motion passed (8-0-0-0).

2. City of Berkeley Website.

No Action Taken.

b. Training for Public Accommodations in Berkeley.

No Action Taken.

C. INFORMATION ITEMS AND SUBCOMMITTEE REPORTS

Information items can be moved to Discussion or Action by majority vote.

- 1) Impacts of Bicyclists and Bicycle Traffic on Vulnerable Pedestrian Populations Status Update. Commissioner Graham gave update on her meeting with the Transportation Commission.

- 2) Berkeley Research Collaborative. Status Update.
No update.
- 3) Legislative Update
No update

Subcommittee Reports:

1. Convention on the Rights of Persons with Disabilities (CRPD).
2. Accessible Transportation, Parking, Sidewalks and Pedestrian Safety
3. Emergency Preparedness Subcommittees

D. COMMUNICATIONS.

E. FUTURE AGENDA ITEMS

1. Establish new subcommittees
2. Service Animals Welcome: Provision of Educational Material per Resolution 65,751. Staff (Rejwan).
3. Easy Does It Emergency Services. (Nikki Brown-Booker).
4. Universal Design message. (Helen Weiss)
5. Selection of subcommittees.
6. U S Census access (Commissioner Walsh)

F. ADJOURNMENT

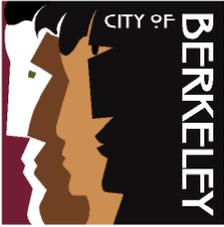
Moved, Seconded, Carried Murray/Trahan to adjourn the meeting at 9:40 PM.
Ayes: Graham, Leeder, Murray, Singer, Trahan, Upadhyay, Walsh and Weiss.
Absent: 0. Unanimous consent (8-0-0-0)

Public Present: 1 Total Speakers: 1

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B2.1

Health, Housing &
Community Services Department
Aging Services Division

MEMORANDUM

TO: Commission on Aging
Commission on Disability

FROM: Leah Talley, Manager of Aging Services

DATE: March 4, 2016

SUBJECT: Appointment to PAPCO Committee

The Paratransit Advisory Planning Committee (PAPCO) of the Alameda County Transportation Commission (ACTC) is responsible for recommending to ACTC how to distribute Measure B and Measure BB city-program paratransit funds and other paratransit funds. The City of Berkeley needs a citizen representative on PAPCO to effectively represent the voices of Berkeley's paratransit users and the City's interests.

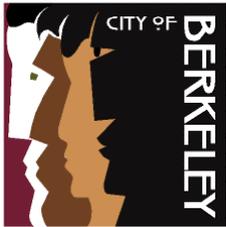
PAPCO is a 28-member citizen advisory group, which administers Measure B funds approved by Alameda County voters in November 2000 and Measure BB funds approved by Alameda County voters in November 2015. This funding source provides revenue for the local paratransit programs that are operated by most of the cities of Alameda County. PAPCO is also responsible for recommending to ACTC how the "coordination and gap" funds should be allocated and used.

The City's former appointee recently vacated her seat. ACTC has requested that the City nominate a new citizen representative. In keeping with past practice, the Housing Department has facilitated the following nomination process:

In early September 2015, Aging Services staff distributed over 900 letters to the City's paratransit riders, soliciting interest in sitting on the PAPCO. Three interested candidates contacted City staff, and one interested candidate, Ms. Linda Smith, returned an application to the Aging Services Staff at the end of October.

Although Ms. Smith is the only applicant, she is recommended as an excellent candidate to serve as the City of Berkeley appointee to PAPCO. Ms. Smith has demonstrated interest and experience in issues pertaining to residents with disabilities generally, and to transit and paratransit specifically. Ms. Smith has been a long-time user of public transit, and has been a regular user of Berkeley Paratransit Services since 2014. Ms. Smith is a consumer of East Bay Paratransit services.

Through her activist work, she demonstrates a commitment to the Berkeley disabled and aging community. She has been a Commissioner on the Mental Health Commission and a member of the Mental Health Services Act Advisory Committee. She is currently an active participant in the Mental Health Services Act Advisory Committee's work, and is currently an elected member of the North Berkeley Senior Center Advisory Committee. She also volunteers through the City's Senior Centers, and through the Alameda County Pool of Champions.



Health, Housing &
Community Services Department
Aging Services Division

MEMORANDUM

TO: Commission on Aging
Commission on Disability

FROM: Leah Talley, Manager of Aging Services

DATE: March 4, 2016

SUBJECT: Berkeley Paratransit Services: Annual Plan and Program Development

Each year, Berkeley Paratransit Services (BPS) seeks input from paratransit riders and the community as it develops a plan for the upcoming fiscal year. BPS is a program that the City’s Aging Services Division administers. The goal of BPS is to provide financial assistance to low-income Berkeley residents to help meet their individual transportation needs and to assist Berkeley residents who travel by wheelchair with their personal transportation needs. Below is a summary of our current services:

MEASURE B PROGRAM	ELIGIBILITY
Taxi Scrip Program Provides up to \$360/year of free scrip, (i.e. temporary paper money) to pay for rides on conventional taxicabs, wheelchair-accessible taxicabs, vans, and other selected vehicles.	1. Berkeley residents over age 80 or who are East Bay Paratransit certified, of any income. 2. Seniors age 70 to 79 who are at or below 30% of Area Median Income.
Wheelchair-Van Program Provides 12 free vouchers 3 times per year, or a combination of vouchers and scrip exclusively to wheelchair users needing wheelchair-accessible van service for rides that are beyond the scope of services provided by East Bay Paratransit.	Those who travel by wheelchair and are certified by East Bay Paratransit as requiring “wheelchair lift” service, irrespective of income level.
East Bay Paratransit Tickets Provides for a limited number of free East Bay Paratransit/ACT tickets to individuals certified by East Bay Paratransit.	Limited to providing transportation services to people who meet criteria established in the Americans with Disabilities Act.

MEASURE B PROGRAM	ELIGIBILITY
<p>Medical Return Trip Improvement Program (MrTrip) Provides limited subsidies for taxicab or van rides to those returning from a health related appointment. Up to \$360 is reimbursed annually.</p>	<p>Those participants in the Taxi Scrip Program or the Wheelchair Van Program.</p>

MEASURE BB PROGRAM	ELIGIBILITY
<p>High Medical Need Program Provides additional \$120 in taxi scrip or 3 wheelchair van vouchers per month to seniors and disabled Berkeley residents with transportation needs associated with frequent medical appointments. Examples include, but are not limited to: dialysis appointments; cancer treatment appointments.</p>	<p>Those participants in the Taxi Scrip Program or the Wheelchair Van Program.</p>

Developing and Implementing the Plan for Fiscal Year 2016-17

Measure B provides about \$260,000 in revenue annually, with the City providing \$106,000 in support. We propose to continue our core programs through Measure B support, with benefits adjusted to respond to demand and budget.

The passage of Measure BB brought additional revenue of about \$275,000 to support transportation needs of seniors and disabled Berkeley residents. Based on a needs assessment conducted in late 2015, and feedback from consumers and the current Alameda County Transportation Commission Paratransit Advisory Planning Committee, the plan for Measure B and BB for Fiscal Year 2017 includes:

MEASURE B Programs
<p>Maintained existing programs:</p> <ul style="list-style-type: none"> • Taxi Scrip • Wheelchair Van Program • Assistance with East Bay Paratransit Tickets

MEASURE BB Programs	PROGRAM PLANS FOR FY17
<p>Increased Staffing: Measure BB</p>	<p>Part-time career staff person to support outreach, enrollment and implementation of new programs.</p>
<p>High Medical Need Program (Measure BB)</p>	<p>Program has had little uptake with riders. Determine the contributing factors of low program utilization, and tailor outreach activities to address findings.</p>

MEASURE BB Programs in Development	PROGRAM DESCRIPTION
Fixed Shuttle	In consultation with AC Transit, develop and implement a fixed shuttle to provide additional access to shopping and neighborhood activities.
Travel Training	Provide travel training for seniors and disabled Berkeley residents to gain skills in accessing transportation resources and assess if travel training impacts public transit usage.
Service Provider Driver Education	Provide education and empathy education to service providers about the needs of senior and disabled riders.

Thank you for your ongoing support and feedback as we move forward into the next program year.

BERKELEY PARATRANSIT SERVICES

COMMUNITY NEEDS ASSESSMENT



July –
December
2015

RESULTS, ANALYSIS, & RECOMMENDATIONS

This document explores the current state of elder and disabled consumers' experiences with Berkeley Paratransit Services.

Berkeley Paratransit Needs Assessment

1. Context & Purpose

In 2014, Alameda County voters approved Measure BB, a 30 year Transportation Expenditure Plan for that increased the County sales tax by 0.5 percent to improve transportation in the County. This has increased the City of Berkeley's ability to serve the transportation needs of elders and people living with disabilities. This needs assessment aims to identify, analyze, and recommend the transportation needs and potential solutions of current and potential users of Berkeley Paratransit Services.

2. Assessment Process

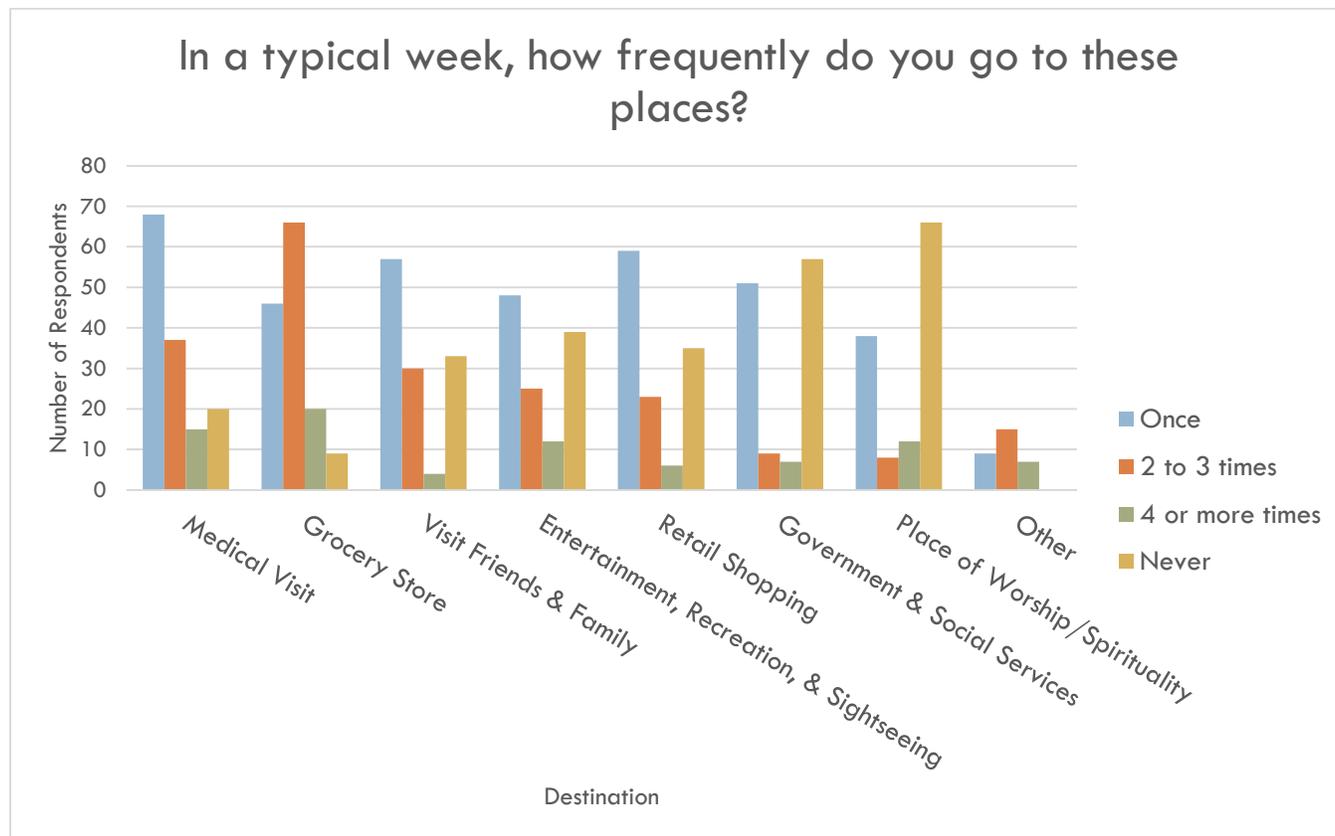
The survey was designed and implemented by a staff member in the Office of the Director of the Health, Housing and Community Services Department. Surveys were mailed to 950 current paratransit users, handed out by staff at the Center for Independent Living and at the City of Berkeley Taxi Scrip reimbursement window at 1947 Center Street, and hand-delivered to local service providers. One-hundred and fifty-five surveys were returned. Two focus groups were held at the South Berkeley Senior and at Redwood Gardens Apartments, a subsidized senior housing facility.

Of the consumer respondents, 131 are current Berkeley Paratransit users; 24 are not. Of the Berkeley Paratransit users, 36% are seniors; 12% are non-senior disabled adults; 52% are both. No surveys were returned by taxi drivers. To assess taxi driver needs, surveyor interviewed the 3 staff who primarily interact with taxi drivers related to paratransit program scrip on a regular basis.

3. Assessment of Current Conditions

3.1 Results of the Mailed Survey

I. TRANSPORTATION USAGE



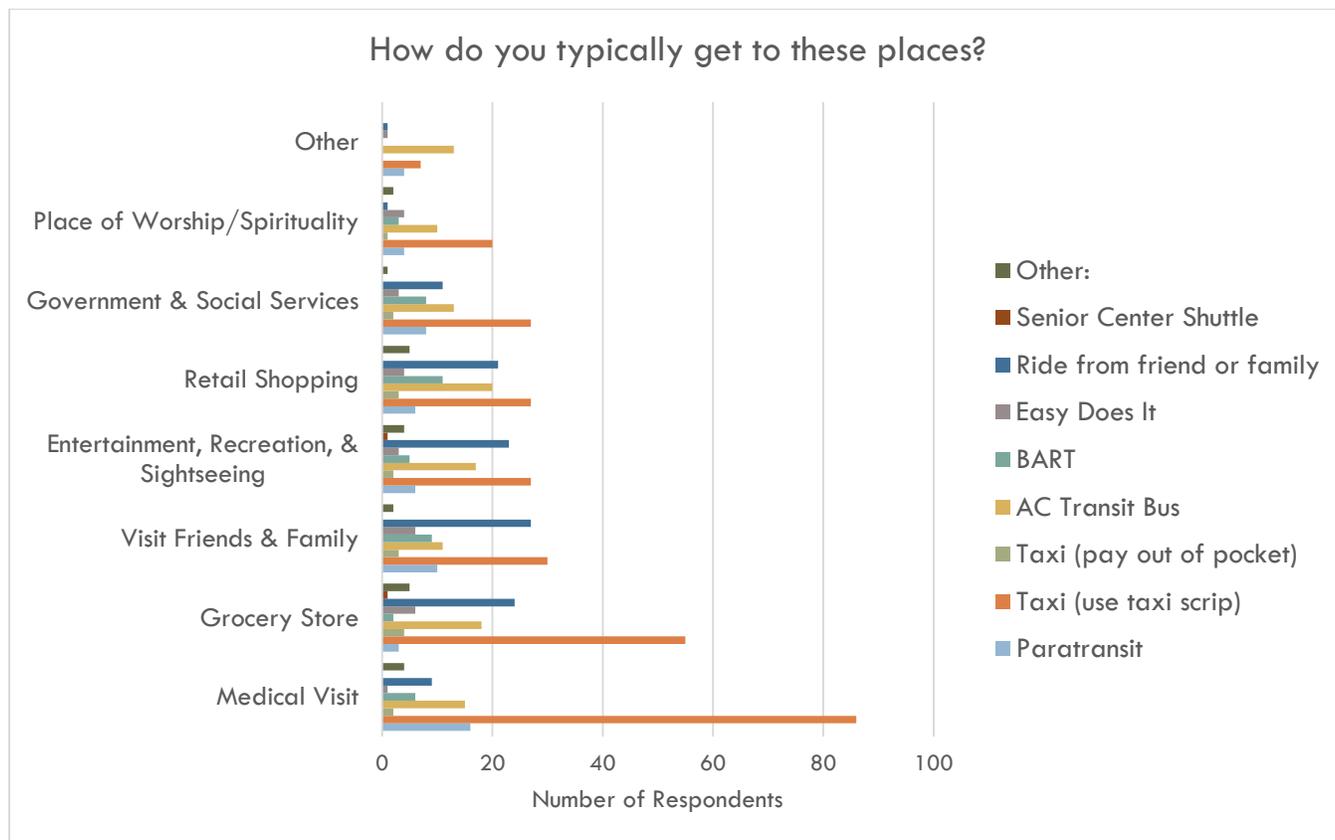
Shopping, medical visits, and socializing were consistently the most frequent activities. Places of worship and government services were the least common destinations.

The most common “other” categories that consumers shared were **health- and socializing- related**.

Specific “Other” Destinations

- Health & wellness
 - exercise classes
 - pharmacy
 - physical therapy
- Senior Center
- Paid employment
- Volunteer work
- Libraries
- Community meetings
- Bank
- Post Office

II. TRANSPORTATION DESTINATIONS



In nearly all instances, **taxi scrip, a ride from friends or family, and AC Transit buses were the most frequently used modes of transportation.** Taxi scrip was most popular, particularly for medical visits and trips to the grocery store.

Other Modes of Transportation

- Rides from consumers' In Home Supportive Services (IHSS) attendant
- Apartment shuttles
- Walking
- Respondent's private vehicle

Other Destinations

- Distant locations outside of Berkeley to visit friends & family
- Senior Centers
- Libraries
- San Francisco Museums
- Pharmacy
- Health & wellness activities (e.g. exercise classes)

III. TRANSPORTATION LIMITATIONS

Transportation issues prevent you from going to which places?



Socialization (47%)

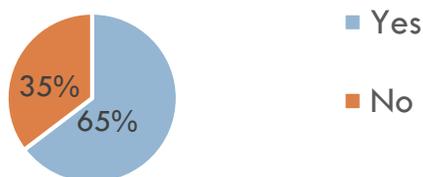
- Theater
- Coffee shops
- Museums
- Visiting friends and family
- Movies
- Political meetings
- Special events, particularly in the evening
- Concerts
- Restaurants

Green Spaces (17%)

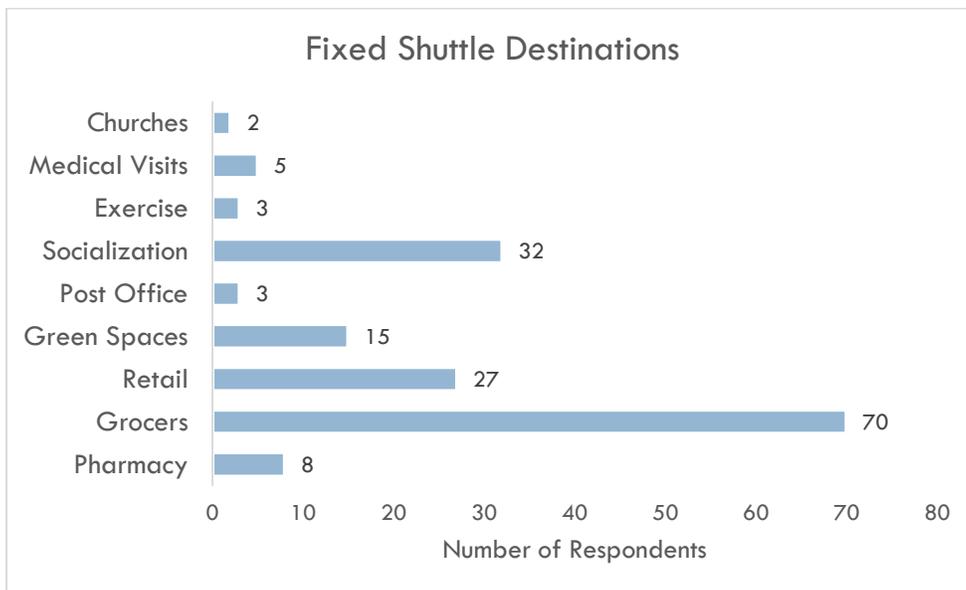
- Regional Parks
- Tilden
- Lake Anza
- Chabot

IV. POTENTIAL SOLUTIONS: FIXED SHUTTLE

If Berkeley Paratransit added a shuttle with fixed stops, would this be helpful to you?



V. POTENTIAL SHUTTLE DESTINATIONS



For the 65% who answered “Yes,” **groceries, socialization, retail shopping, and green spaces were the most desired destinations**, with pharmacies, medical visits, exercise classes, and church trailing.

Specific locations for the various types of destinations include:

Grocery Stores

- Safeway (on Rose)
- Berkeley Bowls
- Costco
- Ranch 99
- Trader Joes

Socialization

- Family/Friend Events
- Senior Centers
- Different housing projects & senior living facilities
- Visiting specific neighborhoods*

Green Spaces

- Lake Anza
- Tilden
- Botanical Gardens
- Regional Parks

Retail Shops

- El Cerrito Plaza
- Hilltop Mall
- Target (Emeryville & Albany)

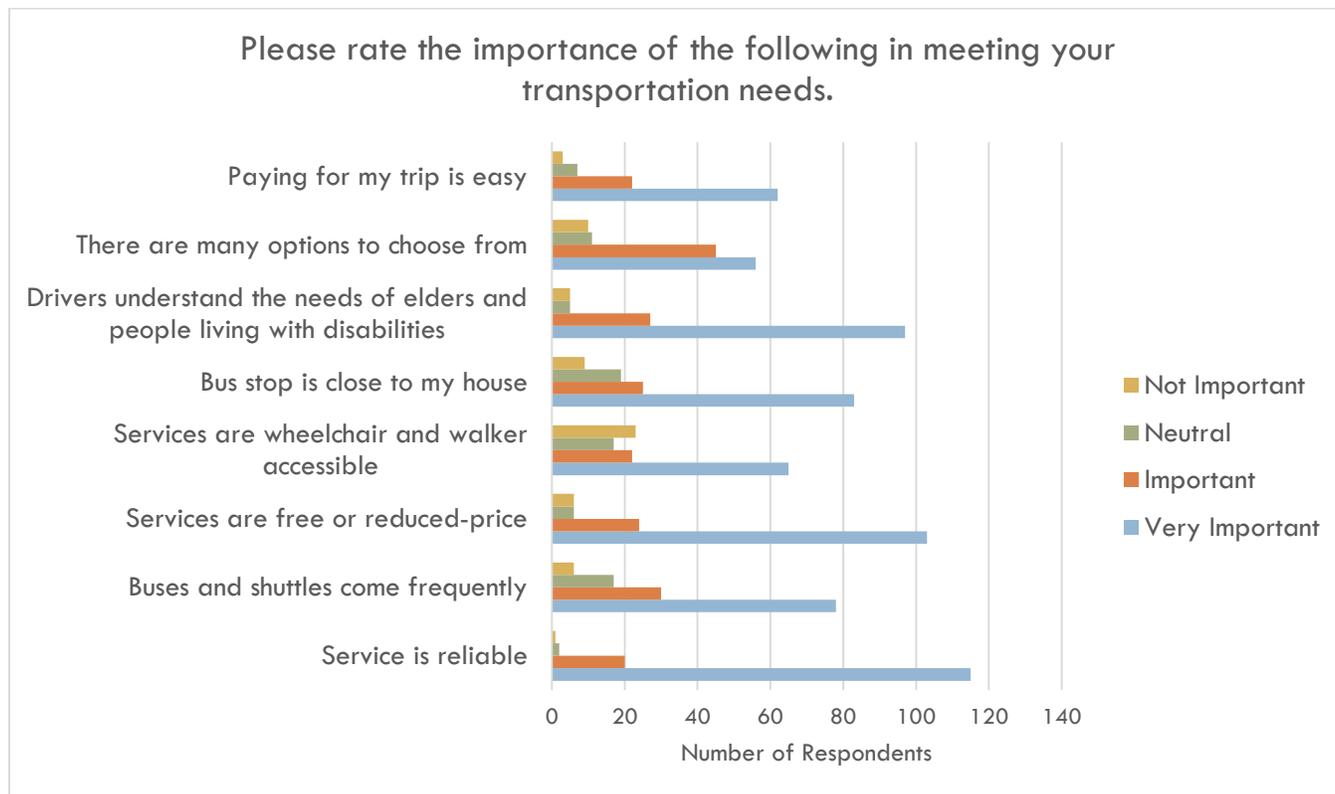
Health & Wellness

- CVS, on Shattuck and on Telegraph & Derby
- Walgreens
- Kaiser Oakland
- Kaiser Richmond
- Physical Therapy
- YMCA
- Public Swimming

***Specific Neighborhoods**

- Oakland Chinatown
- Downtown Oakland
- Downtown Berkeley
- Jack London Square
- Rockridge
- SF museums
- Solano
- Lake Merritt
- Grand Lake

VI. TRANSPORTATION NEEDS



Reliability, cost, and driver empathy were the most valued aspects of respondents’ transportation needs.

Wheelchair and walker accessibility, having many options, and the ease with which people pay for their trips were the least important.

3.2 Results of the Taxi Driver Survey

No taxi drivers returned surveys. Information gathered by City of Berkeley staff at the reimbursement desk, taxi stands and through phone conversations with taxi companies indicates that drivers favor the use of electronic payment for taxi scrip to replace the paper scrips they use today. Potential barriers to implementation for taxi drivers include cost of equipment needed in taxi cabs. Currently, taxi companies are paid through a submitted invoice, or individual taxi drivers bring paper scrip to the customer service desk where they exchange scrip for cash payment.

3.3 Results of the Consumer Focus Groups

The results of the mailed survey aligned with the more in-depth feedback received from participants in the focus groups we conducted.

Taxis

1. Not all taxi drivers accept scrip. Focus group members have a list of specific cabbies whose cell phones they call. They rarely or never call the cab company itself.
2. Taxi riders are concerned about the accuracy of what they're being charged and if the driver is taking them "the long way" because they are seniors.
3. Some riders feel unsafe because they are elderly, female, and don't understand the customs or primary language of the driver.
4. Taxis are particularly important for people who are in chronic pain. Participants reported that transit buses are uncomfortable for riders with pain issues, and that East Bay Paratransit shuttle buses can also be a painful ride.

Confusion around Berkeley Paratransit Services

1. Focus group participants confused Berkeley Paratransit Services with East Bay Paratransit.
2. Some community members were not aware of Berkeley Paratransit Service programs, including requirements of program participation.
3. Some assumed the process for signing up would be long and arduous.

Fixed Shuttle

Focus group participants reported that a fixed shuttle offered by the City could connect people to other existing shuttle routes, as well as a variety of destinations.

Desired destinations include:

- Doctor appointments
- Banks on Shattuck
- Costco
- Movie theaters
- Downtown Berkeley
- Kaiser Oakland
- Pharmica
- Berkeley Bowls
- Bear's Pond
- The Cal campus for concerts (seniors often can't participate because it's hilly)
- Various area festivals
- YMCA warm pool
- Rose Garden
- 4th Street

Socialization

Focus groups prioritized transport for socialization as a key transportation need. Participants reported that they would like to get out at night to go to plays or other events, go see family and friends, and access museums, parks, coffee houses, and retail areas on a regular basis. Current paratransit users reported that they use their taxi scrip for medical visits, which limits transportation options for socialization and other needs.

4. Analysis

1. The cumulative results of the mailed survey indicated that **shopping, socializing, and health/wellness-related destinations are most important to respondents**. By using scrip for medical and grocery needs first, transportation to social opportunities becomes more difficult.
2. **People most frequently travel via taxi scrip, followed by rides from friends or family, and then the bus**. They do not take East Bay Paratransit or BART unless their preferred options are unavailable. When asked why they do not take the bus, both survey respondents and focus group participants noted physical discomfort with AC Transit buses. While respondents are familiar with the bus system, many prefer taxis and private vehicles that are more comfortable and able to maneuver around bumps and potholes that cause pain for some riders.
3. **Empathy for taxi riders is important**. By ordinance, all Berkeley taxis are required to accept scrip. However, taxi riders report that not all taxis will accept the call for a scrip ride. Taxi driver education on senior and disabled rider issues was seen as a need by taxi users. Additionally, developing contractual relationships with larger taxi providers may provide the City with a better relationship to provide taxi services that meet the needs of senior and disabled citizens.
4. Survey respondents and focus group participants value a fixed shuttle to meet the needs not currently met by current options. **Shopping and socializing seem to be the most unmet need and most desired type of fixed shuttle destinations**.
5. **Electronic payment for taxi rides would improve payment system for taxis in Berkeley**. Costs for hardware to implement system would be a barrier to taxi operators. Berkeley Municipal Code requires all taxi drivers to accept scrip; many providers would not be able to implement hardware improvements without cost.
6. **Berkeley Paratransit Services was not recognized as a separate transportation program**. Some confused East Bay Paratransit with Berkeley Paratransit Services.

5. Recommendations

These recommendations are aimed to increase access to transportation in the City of Berkeley and respond to expressed needs of seniors and people living with disabilities. These include travelling to the doctor, the pharmacy, and the grocery store. The need to socialize and the need to be understood by those providing transportation services are also a priority for the Berkeley community.

TIER ONE

These recommendations could be implemented in the current year's plan:

- ❖ **Change the name of Berkeley Paratransit Services to alleviate confusion between it and East Bay Paratransit and increase rider education.**
- ❖ **Provide travel training and assess to determine if training results in increased public transit usage.**
- ❖ **Provide driver education on the needs of senior and disabled riders.**

TIER TWO

These recommendations could be in development during FY16, and implemented in the FY17 plan:

- ❖ **In consultation with AC Transit, and based on community input, develop and implement a fixed shuttle to provide access to shopping and neighborhood activities.**

TIER THREE

These recommendations have barriers to completion, which could be addressed during the FY17 plan:

- ❖ **Consider developing contractual relationships with taxi companies to provide taxi services through scrip payments.**
- ❖ **Analyze and address barriers to implementing electronic payment for scrip; barriers include cost of equipment and current requirements of Berkeley Municipal Code.**



Berkeley Paratransit Community Survey

We want to make sure that Berkeley’s Paratransit Plan serves YOU! Your input is invaluable and will help us provide useful and reliable transportation for you and your neighbors. Please note, this survey covers **Berkeley Paratransit** services, not East Bay Paratransit services.

1. Are you in the Berkeley Paratransit Program? Please select one.

- Yes No

2. If YES – are you a senior, disable adult, or both? Please select one.

- Senior Disabled Adult Both

3. In a typical week, how frequently do you go to the places below?

	4 or more trips	2-3 trips	Once	Never
Medical visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grocery store	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visit family & friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Entertainment, Recreation, & Sightseeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retail shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government / Social Services errands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Place of worship / spirituality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please write in):				
1.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. How do you typically get to these places?

	Paratransit	Taxi (use taxi scrip)	Taxi (pay out of pocket)	AC Transit Bus	BART	Easy Does It	Ride from friend or family	Senior Center Shuttle	Other Shuttle Service (Please write in below)
Medical Visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grocery Store	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visit friends & family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Entertainment, Recreation, & Sightseeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retail Shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government Or Social Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Worship & Spirituality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please write in your response):									
1.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2.	<input type="radio"/>								
3.	<input type="radio"/>								

Please share your “Other” destinations and how you get there here: _____

5. Do transportation issues prevent you from going places?

Yes No

6. If yes, which places? Please write them in here:

7. If Berkeley Paratransit added a shuttle with fixed stops, would this be helpful to you?

Yes No

8. If yes, where would you want it to go? Please be specific (eg. Safeway on Rose Street, Lake Anza, etc)

9. Please rate the importance of the following in meeting your transportation needs:

	Very important	Important	Neutral	Not Important
Service is reliable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buses and shuttles come frequently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Services are free or reduced-price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services are wheelchair and walker accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus stop is close to my house	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drivers understand the needs of elders and people living with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are many options to choose from	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying for my trip is easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please write in your response):				
1.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

TO: Mayor and City Council

FROM: Commission on Disability

RE: Incorporating Principles of Universal Design

[insert date]

The Commission on Disability has had several meetings including most recently the February, 2016 meeting regarding Universal Design (UD). Universal Design involves the process of creating buildings, products and environments that are usable by people of all ages and physical capacities. The objective being further to provide access to and use of housing, workplaces, transportation as well as neighborhoods and other community destinations advancing the further principle that all individuals, regardless of ability, should be valued equally.

The Center for Universal Design at North Carolina State University developed 7 principles of s design:

- Equitable use
- Flexible use
- Intuitive use
- Perceptible information
- Tolerance for error
- Low physical effort and
- Size and space for approach and use.

The UD principles should be relevant considerations to the development of ordinances and codes as well as serve as guideposts for planners.

Enclosed is additional information regarding UD [list names of attachments here]. The Commission will continue to actively solicit input from experts and the community on UD and will provide this material to Council. The Commission hopes that Council will find this information useful and incorporate such principles whenever possible.



Universal Design Education

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content

What is Universal Design?

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Polly Welch, Associate Professor
University of Oregon, Eugene, Oregon, USA

This document is the first chapter in the book, *Strategies for Teaching Universal Design*, Welch, P. Editor, (Adaptive Environments Center and MIG Communications, 1995) . It discusses what universal design is and is not and why the term was needed at all.

What is universal design? It is, simply, "an approach to creating environments and products that are usable by all people to the greatest extent possible." (1) The ambiguity of the term universal design, according to James Mueller, is its virtue because it provokes discussion. The implication that universal design applies to everyone is another virtue of the term. As Elizabeth Church points out, "universal design implies that 'it' could happen to me" as opposed to "special needs" that are always someone else's. (2) Ralph Caplan adds that "in a rational world you wouldn't have to use it, because that's what design itself would be." (3)

Although a recently coined term, the concept of universal design is not new. Architect Michael Bednar in 1977 noted that the functional capability of all people is usually enhanced when environmental barriers are removed and suggested that a new concept is needed that is "much broader and more universal" and "involves the environmental needs of all users." (4) The term accessible design was used in the early 1980s to describe the value of

universal design—design for all people. (5) Over time, however, accessible and accessibility have become synonymous with making environments usable primarily by people with disabilities, losing the more inclusive connotation of making environments understandable to and usable by all people. An accessible building implies that a person using a wheelchair can get into the building, but the notion that the building is convenient to public transportation, has an easily located front door, and provides good directories for wayfinding is usually not part of the image of accessibility that comes to mind for designers. Those features, however, are the essence of a universal design approach.

Universal design is not a euphemism for accessibility. It is not a catchy phrase to make more palatable the requirements of the ADA Standards for Accessible Design. It is a term that re-establishes an important goal of good design—that it shall meet the needs of as many users as possible. Universal indicates a unanimity of practice and applicability to all cases without significant exception. (6) Universal design suggests solutions that are capable of being adjusted or modified to meet varied requirements. It is the inclusivity of universal design that makes it cost effective; universal design increases the number of people whose needs are being addressed and it encourages an integrative approach rather than multiple separate solutions.

The need for the concept of universal design emerged through two separate but related movements: the struggle by the disability community to erase the "we—they" dichotomy that allowed designers to marginalize the needs of people with disabilities and the pressure from groups within the design professions for democratization of values through a more pluralistic definition of good design.

Early advocacy and legal efforts by the disability community in the sixties and seventies to make existing public places physically accessible to people with disabilities resulted in the development of numerous architectural features to promote "handicap accessibility"—the ramp, the lift, the larger toilet stall, and the international symbol with its wheelchair user. These devices have provided much needed access and provided potent symbols of separateness as well. Lusher and Mace point out that the hard-won laws to increase educational, employment, housing, and recreational opportunities for people with disabilities "were inadequate as educational media and they reinforced the outdated, narrow view of human

environmental needs by requiring a few special features for what was perceived as a few people." (7)

The term universal design was invented in response to a conceptual dilemma that has plagued advocates of barrier-free environments since the passage of the first ANSI standards. How do you overcome pervasive attitudinal barriers when physical barriers can be neatly addressed with a few code-compliance measures? The circular dilemma confounded the disability community's effort to win broad access. The codes, balancing cost and change, established minimum standards, which provided the most basic access, but did little to encourage designers and building owners to consider the benefits of making buildings more accessible to a broad array of users. Some building owners even wondered why they should make their buildings accessible if people with disabilities never used their buildings, overlooking the paradoxical nature of their question.

The second movement, with roots in the same decades, is the loose association of designers and scientists interested in how the built environment meets the needs of its users. Early efforts focused on the functional fit of environments and products to people, resulting in anthropocentric and human-factors research. Unfortunately, much of the data that reached designers was based on the average, young, able-bodied male. Other groups pressed for users to have a greater voice in the design of buildings and open space through greater participation in decision-making and through better representation of the diversity of users. (8) Designers and researchers who subscribe to these values have sometimes inadvertently perpetuated the segregation of users by giving specific constituencies, like the elderly, special attention. The study of "special populations" has generated important information for designers on how the environment can meet specific needs, but special has become another word for separate. (9)

The inherent limitations of design standards, in general, have produced yet another reason for the concept of universal design. Designers, manufacturers, and building officials have pressed for clear, simple specification of solutions for achieving accessibility. People with disabilities found that the reduction of complex variables to single solutions excluded many whose disabilities fell outside the norm. Although extensive empirical research (10) has examined more closely the specifics of how a

representative range of people with disabilities access and interact with the environment, an alternative to the prevailing paradigms of minimum standard and exceptions to the norm has not emerged. Designers have historically tended to interpret minimum standards as maximums, particularly when solutions beyond the minimum might result in higher costs. The codes have also reinforced the notion that design for people with disabilities can be achieved by modification to the norm. Not only does this result in design that segregates, it is also a costly solution. (11)

The passage of the Americans with Disabilities Act in 1990 heralded the opportunity for a paradigm shift. Extending the design discussion beyond the realm of building codes and into the realm of civil rights took the design and building industries by surprise. By framing the issue of access as part of the American promise for equal opportunity, the focus was shifted from the purely pragmatic decision of where to place the wheelchair lift to who uses the built environment and how to provide them with greater opportunities to access places and programs. The broadened perspective created a sense of uncertainty for design decision-makers. Reassurance came in the form of standards that had some resemblance to the earlier code requirements but the new requirements also provided an opportunity for greater creativity and a challenge for designers to think beyond the minimum requirements by introducing the concept of equivalent facilitation. To achieve an appropriate equivalent design solution through alternate means requires that designers and building owners must understand the needs of users well enough to make informed judgments and to effectively use the input of users with disabilities.

The positive outcome of the Americans with Disabilities Act is increased consciousness among designers, building owners, and manufacturers about the rights of people with a range of disabilities and more accessible public and private places. The new level of consciousness establishes a teachable moment. By heightening the awareness of designers to a previously marginalized group of users, inclusive design values are more likely to be included in design discourse. The disappointment to some veterans of barrier-free design efforts is the recodification of user needs. People are disabled by situations and attitudes: a designer can meet the letter of the law, follow the details of the standards, and still not create an enabling environment. The possibilities for replacing standards with another paradigm for responsible design may lie in the elaboration of universal design values.

Universal design is also lifespan design. All of us benefit from accessible places and products at many stages in the passage from childhood to old age. The case for universal design is frequently made by citing national census data and projections. In 1990, 48.9 million Americans had some type of disability and 31 million, one in every eight Americans, were 65 or older; by 2030 it is predicted that one in five Americans will be over 65. While statistics by themselves can be informative, Lusher and Mace contend that arguing the numbers game misses the point. Leon Pastalan concurs, pointing out that by focusing instead on the "context of normal expectations of the human condition, trying to justify the importance of each vulnerable population group becomes unnecessary." (12) Michel Philibert, French philosopher and gerontologist, has proposed that we are at the dawn of a new understanding where aging is defined as a pattern of change throughout the entire lifespan. (13) So designing for children, older people and people with disabilities is not thinking about separate groups of users but a spectrum of human-environment interaction.

Notes

1. Mace, R., G. Hardie, and J. Plaice (1991). "Accessible Environments: Toward Universal Design." In *Design Interventions: Toward A More Humane Architecture*, edited by Preiser, Vischer, and White, Pp.156. New York: Van Nostrand Reinhold.
2. Mueller's and Church's comments were made at the UDEP Conference, Boston, November 1994.
3. Caplan, Ralph. "Disabled By Design." *Interior Design*, August 1992.
4. Bednar, Michael (1977). *Barrier Free Environments*. Stroudsburg, Pa.: Dowden, Hutchinson, and Ross.
5. Ostroff, Elaine and Daniel Iacofano (1982). *Teaching Design For All People: The State of the Art*. Boston: Adaptive Environments Center.
6. Webster's Third New International Dictionary (1981).
7. Lusher, Ruth Hall and Ronald Mace (1989). "Design for Physical and Mental Disabilities." In *Encyclopedia of Architecture: Design Engineering and Construction*, edited by Wilkes and Packard, Pp.755. New York: John Wiley and Sons.
8. Environmental Design Research Association.
9. Kailes, June Isaacson (1984). *Language is More Than a Trivial Concern*.
10. Steinfeld et al. (1979). Two-year project at Syracuse University, the findings and conclusions of

which formed the basis for the revisions to ANSI A117.1 described in "Developing Standards for Accessibility" in Ref. 4.

11. Ref. 7, Pp.754.

12. Mace, Ronald (1988). Universal Design: Housing for the Lifespan of All People. Washington, D4C.: U4S4 Department of Housing and Urban Development, P.4.

13. Byerts, Thomas (1977). "Prologue." Journal of Architectural Education Pp.31, no. 1.

additional information

Teach



Learn



Service Animals Welcome Sign Recommendations
for Commission On Disability (COD) Consideration

The following recommendations are premised on consistency and acceptability with Commissioner Walsh's recommendations on accessibility and with Berkeley Health Department's Tobacco Ordinance Sign Project experience.

- 1. Print half the signs with adhesive back (Health Dept. "outdoor sign") ***
- 2. Print half the signs with static front (Health Dept. "indoor sign") ***
- 3. Use the accessible design Commissioner Walsh developed for a "half-size" sign for both sign types above.**

Justification:

- The Health Dept. has over 5+ years' experience with signs for commercial outlets, their signs have evolved to current versions considering cost, merchant preferences, durability etc.
- Commercial outlets are more likely to post the sign if they can choose from two options that already work in actual practice.
- The "outdoor" sign with adhesive backing is flexible in use, a Universal Design principle and can be used indoors on walls, bulletin boards etc. either using the adhesive directly or affixing the sign to another backing that could be taped, tacked, museum taped etc. and easily moved as needed
- The "indoor" sign is responsive to locations wanting to affix a moveable/removable sign inside a door or window.

If COD must pick one sign type only, I recommend the "outdoor" sign with adhesive back as it is more flexible in use and improves accessibility over the static cling "indoor" sign that could bubble

*Tobacco signs/types from Berkeley Health Dept. will be available for review at the COD meeting.

Respectfully submitted by: Commissioner Hazel Weiss for March 16, 2016 Meeting Agenda Packet

Welcoming Disabled Guests and Their Service Animals

D9c304

Please keep the following laws and guidelines in mind when serving a disabled customer and his or her service animal. Not obeying the law exposes you and your employer to serious legal penalties.

Under the Law, You **Must**

- Treat disabled guests with service animals like any other guests
- Allow service animals in your establishment, even if you have a “no pets” policy
- Remember that some disabilities are “invisible” — such as hearing loss or seizure disorders

Under the Law, You May

- Reject a service animal if it is aggressive, unsafe or disruptive
- Charge a disabled guest for any damages caused by them or their service animal



Welcoming Disabled Guests and their Service Animals

Please keep the following laws and guidelines in mind when serving a disabled customer and his or her service animal. Not obeying the law exposes you and your employer to serious legal penalties.

Under the Law, You Must **Never**

- Ask a disabled guest to show proof of disability — or require proof that their service animals are somehow “certified”
- Restrict disabled guests and their service animals to certain areas (e.g., smoking floors, “pet” rooms, or smoking sections)
- Charge an extra fee or cleaning deposit for service animals at check-in

As a Good Host, You Should

- Ask a disabled guest if they need assistance — don't assume they do
- Remember that service animals have need, too — try to help them
- Remember that you should never to feed, pet or distract a service animal in any way
- Remember that you should not touch a disabled person or a service animal without permission — even if you think you're helping



Pacific ADA Center Offers:

TECHNICAL ASSISTANCE

We respond to inquiries via our hotline number: (800) 949-4232 (V/TTY) and email: adatech@adapacific.org. We are a place for you to obtain factual information about compliance with disability rights legislation. Visit www.adapacific.org for more information.

TRAININGS

Our ADA trainings can be custom designed to meet your needs from basic to advanced levels and cover an array of topics from employment, to public access, to understanding concepts of Section 508 of the Rehabilitation Act.

MATERIALS

We provide electronic materials from all Federal agencies regarding the ADA. Paper materials and alternate formats are also available by request.

CONFERENCES

We coordinate and conduct regional conferences, workshops, and update seminars.

In partnership with other Regional ADA Centers, we offer a monthly Distance Learning Teleconference on a variety of current ADA and Accessible IT topics.

Pacific ADA Center

555 12th Street, Suite 1030
Oakland, CA 94607-4046

Technical Assistance:
(800) 949-4232 (V/TTY)
(510) 285-5600 (V/TTY)

World Wide Web:
www.adapacific.org

Email:
adatech@adapacific.org

Pacific ADA Center is funded by a grant from the National Institute on Disability and Rehabilitation Research (NIDRR).

Pacific ADA Center provides information, materials, and assistance to individuals and entities covered by the Americans with Disabilities Act. However, NIDRR is not responsible for the enforcement of the ADA.

The information, materials, and technical assistance provided are intended solely as information guidance and are neither a determination of your legal rights or responsibilities under the Act, nor binding on any agency with enforcement responsibility under the ADA.

*Striving to
provide full access for
persons with
disabilities*



This document is available in alternate formats by contacting the Pacific ADA Center. Please call our toll-free Technical Assistance hotline at 1-800-949-4232.

Email: adatech@adapacific.org
Website: www.adapacific.org

DO YOU HAVE QUESTIONS ABOUT THE AMERICANS WITH DISABILITIES ACT (ADA)?

DO YOU UNDERSTAND THE FOLLOWING TERMS?

- REASONABLE ACCOMMODATION
- ESSENTIAL FUNCTIONS
- MEDICAL INQUIRIES
- PROGRAM ACCESS
- EFFECTIVE COMMUNICATION
- ACCESSIBLE PATH OF TRAVEL
- ACCESSIBLE INFORMATION TECHNOLOGY

ABOUT US

The Pacific ADA Center provides information, training, technical assistance, and materials on the Americans with Disabilities Act (ADA).

OUR MISSION

The purpose of the Pacific ADA Center is to build a partnership between the disability community and the general public to promote full and unrestricted participation in society for persons with disabilities through education and technical assistance.

WHAT WE DO

We provide up-to-date ADA information, including its amendments and regulations related to employment; state and local government; public accommodations (private entities); telecommunications; and transportation. We also provide information on the relationship of the ADA to the Family Medical Leave Act, Workforce Investment Act, Section 508 of the Rehabilitation Act, the Telecommunications Act, and others.

Our staff is continuously trained by federal agencies such as the Department of Justice (DOJ), the Equal Employment Opportunity Commission (EEOC), and the Access Board.

We are able to provide updated and understandable answers to your inquiries. Callers may order materials from our toll free hotline, (800) 949-4232, during normal business hours - 8:00AM - 5:00PM Pacific Time.

WHO WE SERVE

- Federal Region IX: Arizona, California, Hawaii, Nevada, and the Pacific Basin
- All Private Entities: for profit and non-profit
- Employers
- State and Local Governments
- Architects and Designers
- Persons with Disabilities
- Educational Entities
- Information Technology Specialists
- Emergency Managers and Planners
- Anyone interested in the ADA



UPCOMING EVENTS

03.09.2016 -
New Year, New Laws

03.16.2016 -
HR in Hospitality Expo

[all events](#)

JOIN CH&LA NOW

RESOURCES

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[Member Services](#)

[Guest Resources](#)

[California Water Resources](#)

[Injury and Illness Prevention Program](#)

[Industry Principles on Human Trafficking](#)

CH&LA NEWS

CH&LA Announces 2015 Stars of the Industry Award Winners

CH&LA announced their 2015 Stars of the Industry award winners on Thursday at the US Grant hotel in San Diego. The annual Stars of the Industry awards, presented by USA TODAY, are given out to...

[more](#)

We Welcome Service Animals

Join Us in This Important Effort

Service animals enrich the lives of many disabled Americans by performing vital tasks that increase their owners' safety, mobility and independence. These animals are not a luxury, but a necessity. By denying a disabled person with a service animal access to your business, you're exposing yourself to lawsuits and serious penalties. So please join us in welcoming disabled guests and their service animals into your business. It's the law. And it's the right thing to do.

"We Welcome Service Animals" is a national campaign created by the California Hotel & Lodging Association Educational Foundation and made possible by funding from the American Hotel & Lodging Foundation and the American Express Foundation to teach people in the hospitality industry and law enforcement how to improve service to disabled guests who depend on service animals for assistance. Under the Americans with Disabilities Act (ADA), hotels, motels and restaurants are required to treat disabled customers with service animals like all other guests, providing them with the same service and access to all areas where other guests are allowed. Violating the ADA can lead to serious penalties and costly lawsuits. Also denying access to disabled people with service animals is a crime in every state.



Materials developed for this national campaign include:

 [Program Overview](#)

 [Laws for Disabled Individuals with Service Animals \(Spike's Quiz\)](#)

 [Quick Facts](#)

In addition, videos are also available online - click on the link below.

 [We Welcome Service Animals \(English\)](#)

 [We Welcome Service Animals \(Spanish\)](#)

It's the Law — and the Right Thing to Do

Congress passed the Americans with Disabilities Act (ADA) in 1990 to prevent discrimination against persons with disabilities. Among other things, the law guarantees all disabled persons the legal right to be accompanied by a service animal in all areas open to the general public. Failure to comply with the ADA exposes you and your business to lawsuits and serious federal penalties. Other state and local laws against discrimination may also exist in your area.

What is a Service Animal?

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. (Beginning March 15, 2011, only dogs and miniature horses are recognized as service

animals under titles II and III of the ADA.)

The potentially life-saving tasks they perform may include:

- guiding individuals who are blind or who have impaired vision
- alerting individuals who are deaf or hearing impaired to intruders or to sounds, such as fire alarms, telephones and door bells
- pulling a wheelchair
- providing minimal protection or rescue work
- reminding a person with mental illness to take prescribed medications
- calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack

You may not always see a service animal performing these tasks — but they're always on the job, working to make life safer and more rewarding for their owners. Service animals can often be identified by special harnesses or colorful vests they sometimes wear — but these items are not required by law. So if you are uncertain whether an animal is a service animal, simply ask its owner.

Make All Your Guests Feel Welcome

Under the Americans with Disabilities Act:

- You must allow service animals in your hotel or restaurant — even if you have a “no pets” policy or a health code that prohibits animals in restaurants. Service animals are not pets. The ADA pre-empts health codes on this issue.
- You may not ask disabled guests to show proof of disability — even if the disability is not readily apparent to you or ask for proof that their animals are “certified” to provide assistance; this is true even if state or local laws provide to the contrary. However, you may ask what service the animal provides.
- You may not restrict disabled guests and their service animals to certain areas — such as smoking floors, “pet rooms” or restaurant smoking sections. They are allowed in all guest rooms, dining rooms and buffets, swimming pools, exercise rooms and any other place guests are normally allowed.
- You may not charge an extra fee or cleaning deposit for service animals at check-in. However, like any other guests, those with service animals are still responsible for any damage caused by them or their animal.
- You may eject a service animal that engages in excessive or prolonged barking, or is, eating food off tables, being aggressive or threatening other guests or employees — but this is highly unlikely.
- You should not touch disabled persons or their service animals without permission — it's rude and can jeopardize the safety of both.
- You should not pet, feed or distract a service animal in any way. Remember, they're not pets — they're working.
- Ask disabled guests if they need assistance — don't assume they do.
- Remember that service animals have needs too — so try to offer a safe, nearby area where they can be walked to relieve themselves.

For more information about our “We Welcome Service Animals” program, or to request materials, please contact CH&LA at 1-916-444-5780. For information on the Americans with Disabilities Act, please contact the Department of Justice via the telephone numbers or web site below.

ADA Information Line — Telephone: 1-800-514-0301 (Voice)

ADA Information Line — Telephone: 1-800-514-0301 (TTY)

ADA Homepage - <http://www.ada.gov>

For a printed brochure, please send an email to [Sue Norton](mailto:Sue.Norton@chla.org).

