



**Summary of Americans with
Disabilities Act (ADA) – Section 504**

**Review of Accessibility of City of Downey Programs, Services,
Activities, Facilities and Public Rights-of-Way**

**Americans with Disabilities Act (ADA) Title II
Section 504 of the Rehabilitation Act of 1973**



**1111 Brookshire Avenue
Downey, CA 90241**

**Prepared by
Disability Access Consultants
(800) 743-7067 in Collaboration and Assistance of the City of Downey**

TABLE OF CONTENTS

PURPOSE OF THE CITY OF DOWNEY ADA/504 SELF-EVALUATION AND TRANSITION PLAN 1

BACKGROUND 1

PRIOR ADA SELF-EVALUATION AND TRANSITION PLANS 2

DATES OF SELF-EVALUATION AND TRANSITION PLANS..... 2

ADA SELF-EVALUATION AND TRANSITION PLAN 2

REGULAR SELF-EVALUATION UPDATES 2

CLASSIFICATION OF THE CITY OF DOWNEY 3

FOCUS OF THE UPDATED CITY OF DOWNEY ADA SELF-EVALUATION..... 3

LOCATION OF SELF-EVALUATION 4

DESIGNATED ADA/504 COORDINATOR..... 4

SELF-EVALUATION FORMAT 4

GENERAL INFORMATION ABOUT THE CITY OF DOWNEY 4

CITY ORGANIZATION, DEPARTMENTS, COMMITTEES..... 5

METHODOLOGY FOR SELF-EVALUATION 5

TRANSITION/BARRIER REMOVAL PLAN 5

NOTICE TO THE PUBLIC OF THE SELF-EVALUATION26

SUMMARY OF FINDINGS AND RECOMMENDATIONS27

DESIGNATION OF ADA/504 COORDINATOR27

POSTING OF IDENTITY OF ADA/504 COORDINATOR AND NOTICE OF RIGHTS27

STATEMENT OF ACCOMMODATIONS ON PUBLIC NOTICES28

STATEMENT OF NONDISCRIMINATION28

INPUT INTO THE SELF-EVALUATION PROCESS29

GRIEVANCE/UNIFORM COMPLAINT PROCEDURES.....30

ACCESS TO PROGRAMS, SERVICES AND ACTIVITIES30

CITY POLICIES.....31

ELIGIBILITY CRITERIA.....31

ACCOMMODATIONS TO ACCESS PROGRAMS, SERVICES AND ACTIVITIES31

EQUALLY EFFECTIVE COMMUNICATION.....32

AUXILIARY AIDS AND SERVICES 32

INTERPRETER SERVICES 32

TELECOMMUNICATIONS DEVICES FOR THE DEAF 33

WEBSITE 33

ALTERNATE FORMATS 34

AVAILABILITY OF ONLINE INFORMATION AND SERVICES..... 34

TERMINOLOGY.....34

| | |
|--|----|
| STAFF TRAINING | 35 |
| NEW EMPLOYEE AND VOLUNTEER ORIENTATION | 36 |
| OUTREACH MATERIALS AND ACTIVITIES | 36 |
| DISTRIBUTION AND LOCATION OF PUBLICATIONS | 36 |
| FEES AND SURCHARGES | 37 |
| EMERGENCY EVACUATION PROCEDURES | 37 |
| ORGANIZATIONS REPRESENTING PERSONS WITH DISABILITIES | 38 |
| POLICIES FOR THE USE OF CITY FACILITIES | 38 |
| FACILITIES LEASED BY THE CITY | 38 |
| SELECTION OF CONTRACTORS AND CONTRACTED SERVICES | 39 |
| MAINTENANCE OF ACCESSIBLE FEATURES | 39 |
| PLANNING AND BUDGETING FOR ACCESSIBILITY | 39 |
| OPPORTUNITIES FOR INPUT | 40 |
| SURVEYS FOR ORGANIZATIONS REPRESENTING INDIVIDUALS WITH DISABILITIES | 40 |
| SURVEYS FOR FACILITY USERS | 41 |
| RESPONSES TO SURVEYS BY FACILITY USERS AND ORGANIZATIONS | 42 |
| IMPLEMENTING COMPLIANCE RECOMMENDATIONS | 46 |
| APPENDIX A - PUBLIC NOTICES AND POSTINGS | 47 |
| APPENDIX B - SURVEYS | 50 |
| SURVEY FOR PROGRAM AND FACILITY USERS | 50 |
| ORGANIZATIONAL SURVEY | 55 |

The City of Downey ADA Title II Self-evaluation was prepared by Disability Access Consultants, with the collaboration and assistance of City of Downey staff and input by other interested individuals and community members.

Ms. Shannon DeLong, Assistant to the City Manager, served as the primary contact and facilitator for the Americans with Disabilities Act (ADA) Self-evaluation of programs, services, activities and events of the City of Downey and the updated ADA transition/barrier removal plan for City of Downey buildings, parks, public rights-of-way and parking lots.

Ms. Shannon DeLong is the designated Americans with Disabilities Act (ADA) and Section 504 Coordinator for the ADA/504 Self-evaluation and Transition Plan.

A copy of the Self-evaluation and Transition Plan is available from the ADA/504 Coordinator. Accessible alternate formats are available.

Disability Access Consultants (DAC)
(800) 743-7067

Purpose of the City of Downey ADA/504 Self-evaluation and Transition Plan

The purpose of the City of Downey Americans with Disabilities Act (ADA) Title II and Section 504 Self-evaluation is to document the results of the City of Downey's review of access to programs, services, activities, events, facilities, parks, and public rights-of-way by individuals with disabilities in order to determine if any discriminatory or potentially discriminatory practices, policies or procedures exist. This report contains findings and recommendations based on the review of the City of Downey.

As evidenced by this study and update, the City of Downey is committed to complying with the tenets of Title II of the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973 (504), and other federal, state statutes and regulations to provide accessible for persons with disabilities. The update further serves to demonstrate the ongoing compliance efforts by the City.

The City of Downey contracted with Disability Access Consultants (DAC) to conduct a review of City buildings and parks, and public rights-of-way to update the City of Downey ADA Self-evaluation and Transition Plan in accordance of Title II of the ADA. The study includes accessibility requirements for the Americans with Disabilities Act (ADA) Title II, Title 24 of the California Building Code, Caltrans requirements, California Manual on Uniform Traffic Control Devices (CAMUTCD) and the Public Right-of-Way Accessibility Guidelines (PROWAG).

The City of Downey has demonstrated a commitment from the highest level of leadership with coordination of compliance activities and involvement of persons with disabilities and methodologies for compliance procedures. As evidenced in the ADA/504 Report, the City of Downey understands that the ADA/504 Compliance Plan is not a static document, but requires ongoing implementation and periodic updates.

Background

The ADA and Section 504 of the Rehabilitation Act requires state and local governments, such as city and county governments (referred to as public entities in this document) to ensure that their facilities, public rights-of-ways, policies, procedures and practices are accessible and do not discriminate.

In addition to the Department of Justice (DOJ), the Federal Highway Administration's (FHWA) Americans with Disabilities Act (ADA) and Section 504 program plays an important role to ensure that pedestrians with disabilities have an equal opportunity to use the transportation system in an accessible and safe manner.

As part of FHWA's regulatory responsibility under Title II of the ADA and Section 504 of the Rehabilitation Act of 1973 (504), the FHWA is required to ensure that recipients of Federal aid and State and local entities that are responsible for roadways and pedestrian facilities do not discriminate on the basis of disability in any highway transportation program, activity, service or benefit they provide to the general public; and to ensure that people with disabilities have equitable opportunities to use the public rights-of-way system. Furthermore, laws and regulations require accessible planning, design, and construction to integrate persons with disabilities and that the public entity does not discriminate.

As Caltrans is a recipient of federal funds and cities, counties and other public entities are subrecipients of the flow through funding, public entities are required to demonstrate their compliance with the ADA and Section 504 of the Rehabilitation Act. A component of the requests is the development of a comprehensive ADA/504 Self-evaluation and Transition Plan.

Section 504 of the 1973 Rehabilitation Act (Public Law 93-112) prohibits discrimination on the basis of disability in federally assisted programs. Section 504 requirements for USDOT administrations are covered under 49 CFR Part 27 (USDOT), Nondiscrimination on the Basis of Disability in Programs and Activities Receiving or Benefiting from Financial Assistance. The Americans with Disabilities Act (ADA, 1990, Public Law 101-336) is a broader civil rights statute that prohibits discrimination against people with disabilities.

The Department of Justice (DOJ) has rulemaking authority and enforcement responsibility for Title II, while USDOT is legally obligated to implement compliance procedures relating to transportation, including those

for highways, streets, and traffic management. The Federal Highway Administration (FHWA) Office of Civil Rights oversees the DOT requirements in these areas.

In order to ensure compliance, Caltrans conducts reviews to ensure that:

- FHWA recipients and subrecipients are informed of their responsibilities to provide accessibility in their programs, activities, facilities and public rights-of-way
- Recipients and subrecipients are in compliance with the ADA and Section 504
- Recipients and subrecipients are applying appropriate accessibility standards to all public rights-of-way and transportation facilities
- All complaints filed under Section 504 or the ADA are processed in accordance with established complaint procedures

Prior ADA Self-Evaluation and Transition Plans

The 2016-2017 study conducted by Disability Access Consultants updates and/or augments selected accessibility surveys and studies that were conducted previously.

Dates of Self-Evaluation and Transition Plans

The ADA self-evaluation and transition/barrier removal plans were prepared using information and input during 2016 and 2017. As the City understands the commitment for regular updates and annual reports, the City will continue to update its plan on a regular basis.

ADA Self-evaluation and Transition Plan

To further the City's commitment to provide programs, services and activities in a nondiscriminatory manner for individuals with disabilities, the City decided to conduct an updated Americans with Disabilities Act (ADA) and Section 504 Self-evaluation of programs, services, activities, parks and facilities.

The updated ADA/504 Self-evaluation provides a current benchmark for accessibility efforts by the City and provides an updated framework for implementation. The current study also incorporates recent updates in the ADA, California Building Code, Caltrans and accessibility trends.

The Self-evaluation of policies, procedures and activities was conducted in 2016-2017 under the direction of Shannon DeLong, Assistant to the City Manager for the City of Downey. Disability Access Consultants (DAC) was contracted to conduct a comprehensive survey of all City buildings, parks, parking lots and public rights-of-way. The goal of the City is that all potential physical and programmatic barriers for accessibility are identified and removed.

Regular Self-Evaluation Updates

The City understands that the ADA/504 plan is a living, on-going document and requires regular updates to keep it current. In its continuing efforts to maintain compliance, the City has several mechanisms in place to provide for an ongoing update of the Self-evaluation. The City's designated ADA/504 Coordinator is empowered with oversight responsibility for implementation of the requirements of the ADA, Section 504 and related accessibility standards and regulation. The City also has the use of web based accessibility management software called DACTrak to document and track the findings and the implementation of the plan, including progress reports.

Although the City actively solicited comments and surveys of programs, services and activities from City staff, community organizations and members of the public in August and September of 2016, it is anticipated that additional comments and input may be received.

As public input is important to develop and prioritize the plan, the City conducted extensive public outreach and as described in the public outreach portion of this document. It is recognized that input from stakeholders is a valuable component of an updated, usable and realistic plan.

Updates may also be necessitated by changes in the ADA, the California Building Code, PROWAG or MUTCD. An example is the court case regarding on-street parking. Another example is the FHWA and memorandum clarifying what is maintenance and what is an alteration.

Classification of the City of Downey

The City of Downey is classified as a “public entity” pursuant to Title II of the Americans with Disabilities Act which applies to state and local governments. A public entity covered by Title II is defined as:

- 1) Any State or local government;
- 2) Any department, agency, special purpose district, or other instrumentality of a State or local government; or
- 3) Certain commuter authorities as well as AMTRAK.

As defined, the term "public entity" does not include the Federal Government. Title II, therefore, does not apply to the Federal Government, which is covered by sections 501 and 504 of the Rehabilitation Act of 1973. Title II is intended to apply to all programs, activities, and services provided or operated by State and local governments. As Section 504 of the Rehabilitation Act applies to programs or activities receiving Federal financial assistance, the City understands that compliance with Section 504 is required.

Title II of the ADA covers programs, activities, and services of public entities. Title II is divided into two subtitles. This study focuses on subtitle A of Title II, which is implemented by the Department of Justice's Title II regulation. Subtitle B, covering public transportation, and the Department of Transportation's regulation implementing that subtitle, are not addressed in this study. The City did, however survey and incorporate findings from City owned and maintained public rights-of-way. In accordance with the ADA and Section 504, public rights-of-way are considered programs, services and activities of the public entity.

Subtitle A, the focus of the City of Downey self-evaluation, is intended to protect qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all State and local governments. It additionally extends the prohibition of discrimination on the basis of disability established by section 504 of the Rehabilitation Act of 1973, as amended, to all activities of State and local governments, including those that do not receive Federal financial assistance. By law, the Department of Justice's Title II regulation adopts the general prohibitions of discrimination established under section 504, and incorporates specific prohibitions of discrimination from the ADA. Section 508 standards for website accessibility are also incorporated into the study.

Focus of the Updated City of Downey ADA Self-Evaluation

Barriers that deny or limit access to programs, services or activities may be structural or nonstructural. Nonstructural barriers may be due to policies, practices or procedures that may inadvertently limit, segregate or discriminate against individuals with disabilities.

The focus of the City of Downey ADA/504 Self-evaluation and Transition Plan targets access to the City's programs, services and activities in nonstructural or programmatic areas as defined by Title II of the ADA and Section 504 of the Rehabilitation Act. Structural barriers are referenced in the transition plan by site and are contained in detail in individualized Transition/Barrier Removal reports of sites inspected and are available from the ADA Coordinator and in the DACTrak Accessibility Management System. It is important to note that some structural barriers may be addressed by using a programmatic methodology if they did not involve new construction or new remodeling and renovation. Findings, recommendations and other pertinent information from the study has been loaded into the web based DACTrak Accessibility Management System developed by Disability Access Consultants (DAC) and licensed to the City of Downey.

Using the features available in the DACTrak accessibility management software, the City is able to generate compliance assessment reports that provide the following information:

- A description of the non-compliant physical element
- Identification of the reason(s) a physical element is considered non-compliant
- Applicable federal and state accessibility code references that apply to the element

- Digital photographs of the non-compliant physical element
- Summary and detail aerial maps depicting the location of the non-compliant physical element, which are able to be exported into an ArcGIS file format
- Recommended method to bring the item into compliance
- A construction cost estimate when applicable
- A list of compliant elements found for each facility

Location of Self-Evaluation

The ADA/504 Self-evaluation and Transition Plan will be maintained and made available for public inspection by the City's ADA Coordinator, Shannon DeLong. The ADA/504 Self-evaluation and Transition Plan is available in alternate formats, as requested. Accommodations are also made by the City as requested.

Designated ADA/504 Coordinator

Ms. Shannon DeLong is designated as the ADA/504 Coordinator for the City of Downey. The City of Downey has established a dedicated phone number and email address specifically for comments and correspondence regarding the ADA Transition Plan, and as an easy and effective method for community members to contact the ADA Coordinator for any ADA related questions or concerns. The address and contact information for the ADA/504 Coordinator is:

Shannon DeLong
City of Downey
ADA/Section 504 Coordinator
11111 Brookshire Avenue
Downey, CA 90241
Phone: (562) 299-6619
Fax: (562) 923-6388
Email: ADACoordinator@downeyca.org
TTY: 711

The City offers alternate methods and accommodations to provide access to review or provide input into the City's plan.

Requests for information from the ADA/504 Coordinator can be sent by email, phone, mail, and fax. The ADA/504 Coordinator currently does not have a direct TTY number, but uses the California relay system. Information is available in alternate formats upon request.

Requests for copies or information about the City of Downey ADA/504 Self-evaluation and Transition Plan can be obtained from the ADA/504 Coordinator.

Self-Evaluation Format

This Self-evaluation provides an overall summary and profile of findings and recommendations. Findings and recommendations for potential physical barriers are found in the web based DACTrak software program. DACTrak has photographs of barriers, GIS information, findings, recommendations, estimated costs and other information. Custom reports and transition plan information can be generated from DACTrak to monitor and track the implementation of the plan.

General Information about the City of Downey

The City of Downey is located in southeast Los Angeles County, California, 13 miles southeast of downtown Los Angeles and was incorporated on December 17, 1956.

Downey is considered part of the Gateway Cities and is the birthplace of the Apollo space program. As of the 2010 census, the City had a total population of 111,772. The largest employers in the City are Kaiser Permanente managed care, the Stonewood Center shopping mall, the Downey Unified School District and the Rancho Los Amigos National Rehabilitation Center.

City Organization, Departments, Committees

Organization and Departments

The main City of Downey departments and divisions include:

- City Manager
- City Attorney
- City Clerk
- Community Development
- Emergency Preparedness
- Finance
- Fire
- Human Resources
- Library
- Parks & Recreation
- Public Works
- Police
- Green Task Force
- Planning Commission
- Successor Agency/Oversight Board
- Youth Commission

Methodology for Self-Evaluation

A City of Downey staff member was designated to provide oversight representation and direction regarding the study of City programs, services, activities and events. Ms. Shannon DeLong, was designated as the City staff member to serve as the City contact for the ADA/504 Self-evaluation. Ms. DeLong is also designated as the ADA/504 Coordinator.

Several methods have been used to provide comprehensive input regarding the public's accessibility to programs, services and activities offered by the City, including:

- Review of policies, procedures and other documents
- Survey of facility users
- Survey for program and site administrators
- Survey of organizations representing individuals with disabilities
- Review of the previous efforts by the City
- Visits to selected sites
- Inspection of City of Downey sites, facilities, parks, public rights-of-way and other areas
- Information posted on the website
- Public postings and notices requesting input at City locations in conspicuous locations
- Public input - phone calls, meetings and input during training sessions

Relevant policies, procedures and documents are continually being reviewed. Data is being collected regarding programs, services and activities for compliance with the requirements of Title II of the ADA and Section 504 of the Rehabilitation Act. Surveys have been distributed as one measure to determine the level of ADA/504 compliance within the organization. Public postings and notices are displayed in City locations asking for input in the study. Announcements have also been made on three occasions in the local newspaper in multiple languages, and on the City of Downey website.

Transition/Barrier Removal Plan

The term "transition plan" comes from the terminology in the 1990 Americans with Disabilities Act (ADA) that describes how public entities would be "transitioning" into compliance during the timelines of 1992 to 1995. The term barrier removal plan is used in addition to the term transition plan, as public entities are not

longer transitioning into compliance during the three years set aside in the law. The transition/barrier removal plan identifies the noncompliant barrier that may deny access to goods and services, the proposed method to remove the barrier, the identity of the responsible person to oversee the implementation of the plan and the projected schedule for barrier removal of “structural” barrier. The self-evaluation, on the other hand focuses on programmatic barriers that may deny access to programs services and activities. The two plans work congruently to remove the structural and programmatic barriers.

Public entities, such as the City of Downey, are required to provide access to City programs, services and activities for the recipients of services. Thus, the City must provide access for individuals with disabilities and document areas of noncompliance. Documentation is incorporated into the plan as barriers are removed. Plans are updated, for example, as the City acquires additional properties, remodels facilities or removes properties from its inventory list.

The following facilities were inspected by Disability Access Consultants:

- **Facilities and Parks**
 - Apollo Park
 - Barbara J Riley Community and Senior Center
 - Brookshire Children’s Park
 - Chamber of Commerce Building
 - City Hall
 - Crawford Park
 - Dennis The Menace Park
 - Discovery Sports Complex Park
 - Downey Civic Theatre
 - Furman Park
 - Gary P. McCaughan Gymnasium
 - Golden Park
 - Independence Park and Tennis Center
 - Downtown Parking Structure
 - Police Department
 - Public Works Maintenance Yard
 - Public Works Utility Yard
 - Rio Hondo Golf Course, Club House, Events Center and Hackers Grill
 - Rio San Gabriel Park
 - Temple Park
 - Transportation Depot Center (Transit Center) – Nance Street Transit Depot
 - Treasure Island Park
 - Wilderness Park

- **Public Rights-of-Way (Streets and Sidewalks)**
 - 10th Street - Brookshire Avenue to Birchdale Avenue
 - 11th Street - Brookshire Avenue to Birchdale Avenue
 - 2nd Street - Brookshire Avenue to End
 - 2nd Street - Downey Avenue to Paramount Boulevard
 - 2nd Street - End to Downey Avenue
 - 2nd Street - Paramount Boulevard to Rives Avenue
 - 2nd Street - Rives Avenue to Pomeroy Road
 - 3rd Street - Downey Avenue to End
 - 3rd Street - Lakewood Boulevard to End
 - 3rd Street - Old River School Road to Rives Avenue

- 3rd Street - Paramount Boulevard to Downey Avenue
- 3rd Street - Rives Avenue to Smallwood Avenue
- 3rd Street - Smallwood Avenue to Paramount Boulevard
- 4th Place - Old River School Road to Rives Avenue
- 4th Place - Rives Avenue To Paramount Boulevard
- 4th Street - Paramount Boulevard to Downey Avenue
- 4th Street - Rives Avenue To Paramount Boulevard
- 5th Street - Brookshire Avenue to Lakewood Boulevard
- 5th Street - Downey Avenue to Brookshire Avenue
- 5th Street - Paramount Boulevard to Downey Avenue
- 5th Street - Paramount Boulevard to Rives Avenue
- 5th Street & Brookshire Avenue
- 6th Street - Brookshire Avenue to Downey Avenue
- 6th Street - Brookshire Avenue to Lakewood Boulevard
- 6th Street - Rives Avenue To Paramount Boulevard
- 6th Street - Western Avenue to New Street
- 7th Street - Birchdale Avenue to Cul-De-Sac
- 7th Street - Birchdale Avenue to Lakewood Boulevard
- 7th Street - Brookshire Avenue To Paramount Boulevard
- 7th Street - Paramount Boulevard to Rives Avenue
- 8th Street - Rives Avenue To Cul-de-Sac
- Adco Avenue - Benares Street To Cul-de-sac
- Adco Avenue - Neo Street To Cul-de-sac
- Adenmoor Avenue - Elm Vista Drive to Cul-De-Sac
- Adenmoor Avenue - Hall Road to Margaret Street
- Adenmoor Avenue - Hall Road To Stewart and Gray Road
- Adenmoor Avenue - Priscilla Street to Angell Street
- Adenmoor Avenue -Imperial Highway to Adoree Street
- Adoree Street - Ardis Avenue to End
- Adoree Street - Blodgett Avenue To Barlin Avenue
- Adoree Street - Columbia Way To Lakewood Boulevard
- Adoree Street - Cul-de-sac to Woodruff Avenue
- Adoree Street - Downey Avenue To Paramount Boulevard
- Adoree Street & Columbia Way
- Adris Avenue - Angell Street To Foster Road
- Adris Avenue - Ratliffe Street to Imperial Highway
- Adwen Street - Old River School Road To Mitla Avenue
- Adwen Street - Rives Avenue To Old River School Road
- Adwen Street & Old River School Road
- Airpoint Avenue - Gardendale Street To Cul-de-sac
- Alameda Street - Lakewood Boulevard To Paramount Boulevard
- Alameda Street & Birchdale Avenue
- Alameda Street & Brookshire Avenue
- Alameda Street & Downey Avenue
- Albia Street - Brookshire Avenue To Cul-de-sac
- Albia Street - Marbel Avenue To Cul-de-sac
- Albia Street - Paramount Boulevard To Cul-de-sac

- Albia Street - Samoline Avenue To Paramount Boulevard
- Albia Street - Samoline Avenue to Smallwood Avenue
- Alderdale Street - Guatemala Avenue to Botany Street
- Aliwin Street - True Avenue to Dalewood Avenue
- Allengrove Street - Parrot Avenue to Brock Avenue
- Allengrove Street - Tweedy Lane to Danvers Street
- Allengrove Street - Tweedy Lane to Guatemala Avenue
- Amigos Avenue - Amigos Avenue to Erickson Avenue
- Amigos Avenue - Old River School Road to Rives Avenue
- Angell Street - Carfax Avenue to Adenmoor Avenue
- Apollo Way & Lakewood Boulevard
- Ardine Street - Pangborn Avenue to Newville Avenue
- Arnett Street - Downey Avenue to MCGovern Avenue
- Arnett Street - Firestone Boulevard To Old River School Road
- Arnett Street - Old River School Road To Julius Avenue
- Arnett Street - Old School River Road To Julius Avenue
- Arnett Street - Pruess Avenue To Rives Avenue
- Arnett Street - Rives Avenue To Horton Avenue
- Arrington Avenue - Muller Street to Cul-De-Sac
- Arrington Avenue - Otto Street to Florence Avenue
- Arrington Avenue - Telegraph Road to End
- Bairnsdale Street - Dos Rios Road to Cul-De-Sac
- Bairnsdale Street - Smallwood Avenue to Guatemala Avenue
- Bangle Road - Tweedy Lane to End
- Barlin Avenue - Cheyenne Street To Gardendale Street
- Barlin Avenue - Cheyenne Street To Imperial Highway
- Barlin Avenue - Golden Street To Century Boulevard
- Barlin Avenue - Golden Street To Gardendale Street
- Baysinger Street - Birchdale Avenue to Tristan Drive
- Baysinger Street - Hasty Avenue to Cul-De-Sac
- Baysinger Street - Paramount Boulevard to End
- Baysinger Street - Rives Avenue to End
- Baysinger Street - Vultee Avenue to Clancey Avenue
- Baysinger Street - Vultee Avenue to Haledon Avenue
- Belcher Street - Carfax Avenue to Faust Avenue
- Belcher Street - Corrigan Avenue To Cul-de-sac
- Belcher Street - Hanwell Avenue To Cul-de-sac
- Belcher Street - Woodruff Avenue to Eastbrook Avenue
- Bellder Drive - Everest Street To Imperial Highway
- Bellder Drive - Florence Avenue to Gainford Street
- Bellder Drive - Suva Street to Cul-De-Sac
- Bellder Drive - Via Amorita to Farm Street
- Bellflower Boulevard - Lakewood Boulevard to Congressman Steve Horn Way
- Bellflower Boulevard - Foster Road to Imperial Highway
- Bellflower Boulevard - Imperial Highway To Congressman Steve Horn Way
- Bellflower Boulevard & Congressman Steve Horn Way
- Bellflower Boulevard & Foster Road

- Bellflower Boulevard & Imperial Highway
- Bellflower Boulevard & N/O I 105 Ramp
- Bellflower Boulevard & S/O I 105 Ramp
- Bellflower Boulevard & Stewart and Gray Road
- Bellflower Boulevard / Coca Cola & Lakewood Boulevard
- Bellman Avenue - 5th Street To Cul-de-sac
- Bellman Avenue - 7th Street to Cherokee Drive
- Bellman Avenue - Baysinger Street to Cherokee Drive
- Bellman Avenue - Baysinger Street to Florence Avenue
- Bellman Avenue - Buckles Street to Fontana Street
- Benares Street - Norlain Avenue To Julius Avenue
- Benares Street - Old River School Road To Mitla Avenue
- Benares Street - Rives Avenue To Cul-de-sac
- Benedict Avenue - Imperial Highway to Everest Street
- Benfield Avenue - Studebaker Road to Cecilia Street
- Bigby Street - Vultee Avenue to Clancey Avenue
- Bigpy Street - Birchdale Avenue to Bellder Drive
- Bigpy Street - End to End
- Bigpy Street - Woodruff Avenue to Hasty Avenue
- Birchbark Avenue - Birchcrest Road to Vista Del Rosa Street
- Birchbark Avenue - Telegraph Road to Birchcrest Road
- Birchcrest Road - Cul-De-Sac to Cul-De-Sac
- Birchcrest Road - Paramount Boulevard to Cul-De-Sac
- Birchcrest Road - Tweedy Lane to Rives Avenue
- Birchdale Avenue - 10th Street to Cul-De-Sac
- Birchdale Avenue - 5th Street To End
- Birchdale Avenue - 6th Street to 5th Street
- Birchdale Avenue - Alameda Street To End
- Birchdale Avenue - Birchdale Avenue to Bellder Drive
- Birchdale Avenue - Cherokee Drive to Via Amorita
- Birchdale Avenue - Florence Avenue to 10th Street
- Birchdale Avenue - Florence Avenue to Lubec Street
- Birchdale Avenue - Muller Street to Cherokee Drive
- Birchdale Avenue - Raviller Drive to Lubec Street
- Birchleaf Avenue - Brookpark Road to Cedartree Road
- Bixler Avenue - Century Boulevard To Downey Avenue
- Bixler Avenue - End To Prichard Street
- Blandwood Road - Elmont Avenue to Elston Avenue
- Blandwood Road - Samoline Avenue to Cul-De-Sac
- Blandwood Road - Tweedy Lane to Cul-De-Sac
- Blanwood Road - True Avenue to Pico Vista Road
- Blodgett Avenue - Cheyenne Street To Adoree Street
- Blodgett Avenue - Donovan Street To Alameda Street
- Blodgett Avenue - Gardendale Street To Priscilla Street
- Blodgett Avenue - Golden Street To Gardendale Avenue
- Blodgett Avenue - Parkcliff Street To Prichard Street
- Bluff Road - Dos Rios Road to End

- Bluff Road - Suva Street to End - North
- Bluff Road - Suva Street to End - South
- Borsen Street - Adenmoor Avenue to Cul-de-sac
- Borson Street - Gurley Avenue To Brock Avenue
- Borson Street - Verdura Avenue To Cul-de-sac
- Botany Street - Tweedy Lane to Guatemala Avenue
- Boyne Street - Brookshire Avenue To Cul-de-sac
- Boyne Street - Brookshire Avenue to Patton Road
- Boyne Street - Downey Avenue to Gurley Avenue
- Boyson Street - Birchdale Avenue To Brookshire Avenue
- Branscomb Street - Carfax Avenue to Faust Avenue
- Brierbush Avenue - Muller Street to End
- Brock Avenue - Conrad Street To Cul-de-sac
- Brock Avenue - Gallatian Road to Lubec Street
- Brock Avenue - Gallatin Road to End
- Brock Avenue - Gardendale Street To Imperial Highway
- Brookgreen Road - Elston Avenue to Elmont Avenue
- Brookgreen Road - Parrot Avenue to Paramount Boulevard
- Brookgreen Road - Pico Vista Road to Cul-De-Sac
- Brookgreen Road - Samoline Avenue to Cul-De-Sac
- Brookmill Road - Old River School Road To End
- Brookmill Road - Paramount Boulevard To Rives Avenue
- Brookmill Road - Rives Avenue To End
- Brookpark Avenue - Cul-De-Sac to Rives Avenue
- Brookpark Road - Lindsey Avenue to Eglise Avenue
- Brookpark Road - Parrot Avenue to Stoakes Avenue
- Brookpark Road - Pico Vista Road to True Avenue
- Brookpark Road - True Avenue to Cord Avenue
- Brookshire Avenue - Firestone Boulevard to 6th Street
- Brookshire Avenue - Florence Avenue to 6th Street
- Brookshire Avenue - Gallatin Road to Florence Avenue
- Brookshire Avenue - Gallatin Road to Vista Del Rio Avenue
- Brookshire Avenue - Gardendale Street To Imperial Highway
- Brookshire Avenue - Stewart & Gray Road to Firestone Boulevard
- Brookshire Avenue - Stewart and Gray Road To Imperial Highway
- Brookshire Avenue & Civic Center Drive
- Brunache Street - Rives Avenue To Julius Avenue
- Buckles Street - Lakewood Boulevard to Bellman Avenue
- Buckles Street -Bellflower Boulevard To Lakewood Boulevard
- Buell Street - Cecilia Street to Chaney Avenue
- Buell Street - Fairford Avenue to End
- Buell Street - Norlain Avenue to Wiley Burke Avenue
- Buell Street - Pangborn Avenue To Lesterford Avenue
- Buell Street - Pangborn Avenue To Woodruff Avenue
- Buell Street - Parrot Avenue to Cul-De-Sac
- Buhman Avenue - Cedartree Road to Brookpark Road
- Burns Avenue - Old River School Road to Rives Avenue

- Burns Avenue - Rives Avenue To Paramount Boulevard
- Byers Street - Brookshire Avenue to Cul-De-Sac - East
- Byers Street - Brookshire Avenue To Cul-de-sac - West
- Caladre Avenue - Alameda Street To Orange Street
- Calmcrest Drive - Tweedy Lane to Cul-de-sac
- Carfax Avenue - Cul-de-sac to Foster Road
- Casanes Avenue - Gotham Street To Buell Street
- Casanes Avenue - Pellet Street to Cecilia Street
- Castana Avenue - Rosecrans Avenue To Deming Avenue
- Cavel Street - Brookshire Avenue to Boyne Street
- Cavel Street - Brookshire Avenue To End
- Cecilia Street - End to Cul-De-Sac
- Cecilia Street - Norlain Avenue to Rives Avenue
- Cecilia Street - Studebaker Road to End
- Cecilia Street - Woodruff Avenue to Lakewood Boulevard
- Cecilia Street - Woodruff Avenue To Pico Vista Road
- Cedartree Road - Serapis Avenue to Sideview Drive
- Cedartree Road - Stamps Road to Stoakes Avenue
- Cedartree Road - True Avenue to Klinedale Avenue
- Century Boulevard - End To Downey Avenue
- Century Boulevard - Klondike Avenue To Downey Avenue
- Century Boulevard - Lakewood Boulevard to Rosecrans Avenue
- Chaney Avenue - Cedartree Road to Brookpark Road
- Chaney Avenue - Via Amorita to Cecilia Street
- Chaney Avenue - Via Amorita to Florence Avenue
- Charloma Drive - Birchdale Avenue to Cul-De-Sac
- Charloma Drive - Brookshire Avenue to Stamps Avenue
- Chavers Avenue - Hondo Street To Rundell Street
- Cheddar Street - Adenmoor Avenue to Cul-de-sac
- Cheddar Street - Dunrobin Avenue to Cornuta Avenue
- Cherokee Drive - Downey Avenue To Lakewood Boulevard
- Cherokee Drive - Pomeroy Road to Cul-De-Sac
- Cherokee Drive - Wiley Burke Avenue to Cul-De-Sac
- Cheyenne Street - Barlin Avenue To Blodgett Avenue
- Cheyenne Street - Downey Avenue To Dolan Avenue
- Cheyenne Street - Laureldale Avenue To Barlin Avenue
- Cheyenne Street - Paramount Boulevard To Downey Ave
- Citizenship Court Road & Imperial Highway
- Civic Center Drive - 3rd Street to Brookshire Avenue
- Clancey Avenue - Cecilia Street to Baysinger Street
- Clea Street - Lakewood Boulevard To Downey Avenue
- Clea Street - Paramount Boulevard To End
- Coldbrook Avenue - Cul-de-sac to Angell Street
- Coldbrook Avenue - Hall Road To Stewart and Gray Road
- Coldbrook Avenue - Imperial Highway Service Road to Adoree Street
- Cole Street - Milta Avenue To Cul-de-sac
- Cole Street - Paramount Boulevard To Patton Road

- Cole Street - Paramount Boulevard To Rives Avenue
- Columbia Way - Foster Road to Lakewood Boulevard
- Columbia Way - Lakewood Boulevard To Adoree Street
- Columbia Way & Foster Road
- Comolette Street - Barlin Avenue To Cul-de-sac
- Comolette Street -Paramout Boulevard To Downey Avenue
- Conrad Street - Paramount Boulevard To End
- Consuelo Street - Paramount Boulevard To Bonita Street
- Cord Avenue - Cecilia Street to Fostoria Street
- Cord Avenue - Cedartree Road to Brookpark Road
- Cord Avenue - Pellet Street to Cul-De-Sac
- Cord Avenue - Via Amorita to Florence Avenue
- Corey Street - Pomerling Road To Cul-de-sac
- Corey Street - Rundell Street To Julius Avenue
- Cornuta Avenue - Foster Road to Angell Street
- Cornuta Avenue - Imperial Highway Service Road to Adoree Street
- Cornuta Avenue - Washburn Road To Spry Street
- Corrigan Avenue - Angell Street To Foster Road
- Corrigan Avenue - Buckles Street to Stewart & Gray Road
- Country Club Drive - Old River School Road to End
- Crider Avenue - Brookpark Road to Cul-De-Sac
- Crossdale Avenue - Dollison Drive to Cecilia Street
- Dacosta Street - Brookshire Avenue to Bellder Drive
- Dacosta Street - Brookshire Avenue to Cul-De-Sac
- Dacosta Street - Downey Avenue to Dolan Avenue
- Dacosta Street - La Reina Avenue to Cul-De-Sac
- Dacosta Street - Parrot Avenue to Cul-De-Sac
- Dahlia Street - Consuelo Street to Golondrinas Street
- Dalen Street - Barlin Avenue To Lakewood Boulevard
- Dalewood Avenue - Brookpark Road to Cul-De-Sac
- Dalewood Avenue - Cedartree Road to Pico Vista Road
- Dalwood Avenue - Cecilia Street to End
- Danvers Street - Lowman Avenue to End
- Danvers Street - Smallwood Avenue to Guatemala Avenue
- Davis Street - Downey Avenue to Brookshire Avenue
- De Palma Street - Downey Avenue To Paramount Boulevard
- De Palma Street - Morning Avenue To Paramount Boulevard
- De Palma Street - Salford Avenue To City of South Gate
- Deming Avenue - Fontana Street to Cul-De-Sac
- Deming Avenue - Gardendale Street To Lakewood Boulevard
- Deming Avenue - Rosecrans Avenue To End
- Dempster Avenue - Golden Street To Prichard Street
- Dempster Avenue - Prichard Street To Downey Avenue
- Depalma Street - Horton Avenue To Rives Avenue
- Devenir Avenue - Paramount Boulevard To Downey Avenue
- Devenir Street - Brookshire Avenue To Barlin Avenue
- Dinsdale Street - Downey Avenue to End

- Dinsdale Street - Parrot Avenue to Cul-De-Sac
- Dinsdale Street - Smallwood Avenue to Tweedy Lane
- Dinwiddie Street - Old River School Road To Rio Hondo Drive
- Dolan Avenue - 6th Street to 5th Street
- Dolan Avenue - 7th Street to Cherokee Drive
- Dolan Avenue - 7th Street to Cul-De-Sac
- Dolan Avenue - Adoree Street To Gardendale Street
- Dolan Avenue - Bigpy Street to End
- Dolan Avenue - Charloma Drive to Cul-De-Sac
- Dolan Avenue - Cherokee Drive To Bigby Avenue
- Dolan Avenue - Cleta Street to Galt Drive
- Dolan Avenue - Firestone Boulevard to End
- Dolan Avenue - Gainford Street to Dinsdale Street
- Dolan Avenue - Galt Drive to Firestone Boulevard
- Dolan Avenue - Gardendale Street To Adoree Street
- Dolan Avenue - Lubec Street to Gainford Street
- Dollison Avenue - Studebaker Road to End
- Donovan Street - Birchdale Avenue To Brookshire Avenue
- Donovan Street - Birchdale Avenue To Lakewood Boulevard
- Donovan Street - Downey Avenue To Brookshire Avenue
- Donovan Street & Lakewood Boulevard
- Dorion Street - Barlin Avenue To Blodgett Avenue
- Dos Rios Road - Coolgrove Drive to Cul-De-Sac
- Downey Avenue - Florence Avenue To Firestone Boulevard
- Downey Avenue - Gainford Street/ Valdina Drive to Florence Avenue
- Downey Avenue - Gallatin Road to Gainford Street/ Valdina Drive
- Downey Avenue - Gallatin Road to Vista Del Rio Avenue
- Downey Avenue - Gardendale Street To Imperial Highway
- Downey Avenue - Stewart & Gray Road to Texas Street
- Downey Avenue - Stewart and Gray Road To Imperial Highway
- Downey Avenue - Texas Street to Firestone Boulevard
- Downey Avenue & De Palma Street
- Downey Avenue & Firestone Boulevard
- Downey Avenue & Gardendale Street
- Downey Avenue & Stewart And Gray Road
- Downey Norwalk Road - Regentview Avenue to End
- Dumont Avenue - Cecilia Street to Little Lake Road
- Dunrobin Avenue - Foster Road to Washburn Road
- Earnshaw Avenue - Golden Street To Century Boulevard
- Eastbrook Avenue - Foster Road to Angell Street
- Eastbrook Avenue - Imperial Highway Service Road to Adoree Street
- Eastbrook Avenue - Washburn Road To Spry Street
- Eglise Avenue - Cedartree Road to Brookpark Road
- Eglise Avenue - Gotham Street to Woodruff Avenue
- Eglise Avenue - Via Amorita to Florence Avenue
- Elm Vista Drive - Bellflower Boulevard to Cul-De-Sac
- Elmcroft Avenue - Cecilia Street to End

- Elmont Avenue - Brookpark Road to Vista Del Rosa Street
- Elston Avenue - Brookpark Road to Vista Del Rosa Street
- Emily Lane - Ryerson Avenue to Old River School Road
- Erickson Avenue - Imperial Highway to Flores Street
- Eucalyptus Street - Birchdale Avenue To Brookshire Avenue
- Everest Street - Brookshire Avenue To Birchdale Avenue
- Everest Street - Downey Avenue To Brookshire Avenue
- Everest Street - Woodruff Avenue to Benedict Avenue
- Fairford Avenue - Florance Avenue to Cecilia Street
- Farm Street - Birchdale Avenue to Bellder Drive
- Farm Street - Pangborn Avenue To Lesterford Avenue
- Farm Street - Paramount Boulevard to Rives Avenue
- Farm Street - Vultee Avenue to Clancey Avenue
- Farm Street - Woodruff Avenue to Hasty Avenue
- Faust Avenue - Foster Road to Laurelwood Lane
- Fidler Avenue - Angell Street To Foster Road
- Fifth Street & Lakewood Boulevard
- Firestone Boulevard - Brookshire Avenue to Paramount Boulevard
- Firestone Boulevard - Paramount Boulevard to City Limits
- Firestone Boulevard - Woodruff Avenue to Brookshire Avenue
- Firestone Boulevard - Woodruff Avenue To City Limit
- Firestone Boulevard & Arnett Street
- Firestone Boulevard & Brookshire Avenue
- Firestone Boulevard & Dolan Avenue
- Firestone Boulevard & Lakewood Boulevard
- Firestone Boulevard & Patton Road
- Firestone Boulevard & Rives Avenue
- Firestone Boulevard & Ryerson Avenue
- Firestone Boulevard & Stonewood Center
- Firestone Boulevard Bridge Over San Gabriel River
- Firestone Place - Old River School Road to Pomeroy Road
- Florence Avenue & Woodruff Avenue
- Florence Avenue - Lakewood Boulevard To Paramount Boulevard
- Florence Avenue - Lakewood Boulevard to Woodruff Avenue
- Florence Avenue - Little Lake Road to Fairford Avenue
- Florence Avenue - Neville Avenue To Pangborn Avenue
- Florence Avenue - Paramount Boulevard to Sherry Avenue
- Florence Avenue - Woodruff Avenue to Little lake Road
- Florence Avenue & Fairford Avenue
- Florence Avenue & Mattock Avenue
- Florence Avenue & Old River School Road & Teacum Road
- Florence Avenue & Rives Avenue
- Florence Avenue & Studebaker Road
- Florence Avenue & Tweedy Lane
- Florence Avenue & Wiley Burke Avenue
- Florence Avenue Bridge Over Rio Hondo
- Florence Avenue Bridge Over San Gabriel River

- Florence Avenue Frontage Road - Eglise Avenue to End
- Florence Avenue Frontage Road - End to End
- Florence Avenue Frontage Road - Newville Avenue to Sideview Drive
- Flores Street - Erickson Avenue to End
- Fontana Street - Brookshire Avenue to Downey Avenue
- Fontana Street - Brookshire Avenue to Patton Road
- Fontana Street - Horton Avenue To Horley Avenue
- Fontana Street - Patton Road to Deming Avenue
- Fontana Street - Salford Avenue To Cul-de-sac
- Foster Bridge Boulevard - Suva Street & Bluff Road to City Limit
- Foster Road - Bellflower Boulevard to Hanwell Avenue
- Foster Road - Carfax Avenue to Faust Avenue
- Foster Road - Woodruff Avenue to Bellflower Boulevard
- Foster Road - Woodruff Avenue to End
- Foster Road Bridge Over San Gabriel River
- Fostoria Street - Old River School Road to Rives Road
- Fostoria Street - Pangborn Avenue To Newville Avenue
- Fostoria Street - Woodruff Avenue to Cul-De-Sac
- Gainford Street - Brookshire Avenue to Bellder Drive
- Gainford Street - Brookshire Avenue to Dolan Avenue
- Gainford Street - Downey Avenue to Dolan Avenue
- Gainford Street - Tweedy Lane to Horley Avenue
- Gallatin Road - Lakewood Boulevard to Tweedy Lane
- Gallatin Road & Paramount Boulevard
- Gallatin Road - Lakewood Boulevard to Cul-de-sac
- Galt Drive - Planett Avenue to Dolan Avenue
- Gardendale Street - City Limit To Hanwell Avenue
- Gardendale Street & Barlin Avenue
- Gardendale Street & Brookshire Avenue/N Somerset Ranch Road
- Garfield Avenue - Gardendale Street to Borwick Avenue
- Garfield Avenue & Gardendale Avenue
- Garnish Drive - Muller Street to Cul-De-Sac
- Gaybrook Avenue - Pico Vista Road to Cul-De-Sac
- Glenshire Avenue - Imperial Highway To Borson Street
- Glynn Avenue - Eucalyptus Street To Cul-de-sac
- Gneiss Avenue - Alameda Street To Cul-de-sac
- Gneiss Avenue - Gardendale Street To Adoree Street
- Gneiss Avenue - Orange Street To Alameda Street
- Golden Street - Castana Avenue To End
- Golondrinas Street - Rives Avenue to Erickson Avenue
- Gotham Street - Lakewood Boulevard to End
- Gotham Street - Pangborn Avenue To Woodruff Avenue
- Guatemala Avenue - Suva Street to Bangle Road
- Guatemala Avenue - Suva Street to Dinsdale Avenue
- Gunderson Avenue - Rosecrans Avenue To Reydon Street
- Gurley Ave - Imperial Highway To Borson Street
- Gurley Avenue - Alameda Street To Cole Street

- Gurley Avenue - De Palma Street To Arnett Street
- Halcourt Avenue - Little Lake Road to Cul-De-Sac
- Haledon Avenue - Cecilia Street to Baysinger Street
- Haledon Avenue - Florence Avenue to Otto Street
- Hall Road - Lakewood Boulevard To Woodruff Avenue
- Hanwell Avenue - Angell Street To Adoree Street
- Hanwell Avenue - Angell Street To Foster Road
- Haro Avenue - Benares Street To Cul-de-sac
- Haro Avenue - Neo Street To Cul-de-sac
- Haro Avenue - Stewart & Gray Road To End
- Harper Avenue - Rives Avenue To Cul-de-Sac
- Hasty Avenue - Buell Street to End
- Hasty Avenue - Cedartree Road to Brookpark Road
- Hasty Avenue - Cedartree Road to Telegraph Road
- Hasty Avenue - Gotham Street to Baysinger Street
- Hasty Avenue - Pellet Street to Cecilia Street
- Heritage Circle - Stewart & Gray Road To Heritage Circle
- Hondo Street - Rives Avenue To Old River School Road
- Hondo Street - Rives Avenue To Samoline Avenue
- Hopeland Avenue - Irwingrove Drive to Florence Avenue
- Horley Avenue - Adwen Street To Arnett Street
- Horley Avenue - Brunache Street To Nada Street
- Horley Avenue - Cecilia Street to Muller Street
- Horley Avenue - Irwingrove Drive to Florence Avenue
- Horley Avenue - Rundell Street To Hondo Street
- Horley Avenue - Suva Street to Allengrove Street
- Horley Avenue - Suva Street to Florence Avenue
- Horley Avenue - Yankey Street to Cul-De-Sac
- Horton Avenue - Brunache Street To Nada Street
- Horton Avenue - Cecilia Street to Muller Street
- Horton Avenue - Pivot Street To Adwen Street
- Horton Avenue - Stewart and Gray Road To Cul-de-sac
- I 105 East Ramp & Lakewood Boulevard
- I 105 West Ramp & Lakewood Boulevard
- Ibbetson Avenue - Belcher Street to Angell Street
- Ibbetson Avenue - Imperial Highway Service Road to Adoree Street
- Imperial Highway - City of Norwalk to Woodruff Avenue
- Imperial Highway - Lakewood Boulevard To Woodruff Avenue
- Imperial Highway - Paramount Boulevard To Lakewood Boulevard
- Imperial Highway & Adris Avenue
- Imperial Highway & Barlin Road
- Imperial Highway & Brookshire Avenue
- Imperial Highway & Columbia Way
- Imperial Highway & Downey Avenue
- Imperial Highway & Dunrobin Avenue
- Imperial Highway & Old River School Road
- Imperial Highway & Paramount Boulevard

- Imperial Highway & Smallwood Avenue
- Imperial Highway Frontage Road - End to Downey Avenue
- Imperial Highway Frontage Road Loop - Imperial Highway to Imperial Highway
- Imperial Highway Paramount Boulevard To Old River School Road
- Imperial Highway Service Road - Woodruff Avenue Service Road to Cul-de-sac
- Iowa Steet & Brookshire Avenue
- Iowa Street - Bellflower Boulevard to Adenmoor Avenue
- Iowa Street - Brookshire Avenue to Downey Avenue
- Irwingrove Drive - Hasty Avenue to Cul-De-Sac
- Irwingrove Drive - Old River School Road to Rives Avenue
- Irwingrove Drive - Old River School Road to Sherry Avenue
- Irwingrove Drive - Paramount Boulevard to Rives Avenue
- Irwingrove Drive - Vultee Avenue to Clancey Avenue
- Izetta Avenue - Imperial Highway Service Road to Adoree Street
- Izetta Avenue - Priscilla Street to Angell Street
- Izetta Avenue - Washburn Road To Spry Street
- Julius Avenue - Adwen Street to Cul-De-Sac
- Julius Avenue - Adwen Street To Pivot Street
- Julius Avenue - Florence Avenue To Quinn Street
- Julius Avenue - Laura Street To Nada Street
- Julius Avenue - Rundell Street To Hondo Street
- Julius Avenue - Sarabeth Street To Rundell Street
- Julius Avenue - Stewart and Gray Road To Benares Street
- Kingbee Street - Rives Avenue To Samoline Avenue
- Kipway Drive - Priscilla Street To Birdvale Drive
- Klinedale Avenue - Brookpark Road to Songfest Drive
- Klinedale Avenue - True Avenue to Cedartree Road
- Klondike Avenue - Century Boulevard To Downey Avenue
- Klondike Avenue - Downey Avenue To Roosevelt Avenue
- Koopman Avenue - Phlox Street to Pivot Street
- Kristen Drive - Gallatin Road to Cul-de-sac
- La Reina Avenue - 5th Street to Firestone Boulevard
- La Reina Avenue - 7th Street to 5th Street
- La Reina Avenue - Borson Street To Imperial Highway
- La Reina Avenue - Cul-De-Sac to Cul-De-Sac
- La Reina Avenue - Florence Avenue to 7th Street
- La Reina Avenue - Florence Avenue to Dacosta Street
- La Reina Avenue - Florence Avenue To Firestone Boulevard
- La Reina Avenue - Gallatin Road to Santa Gertrudes Drive
- La Reina Avenue - Nance Street to Firestone Boulevard
- La Villa Street - Downey Avenue to Cul-De-Sac
- La Villa Street - Pangborn Avenue To Newville Avenue
- Lakewood Boulevard - Firestone Boulevard to Florence Avenue
- Lakewood Boulevard - Florence Avenue to Telegraph Road
- Lakewood Boulevard - Gardendale Street to Century Boulevard
- Lakewood Boulevard - Gardendale Street to Imperial Highway
- Lakewood Boulevard - Stewart & Gray Road to Firestone Boulevard

- Lakewood Boulevard - Stewart and Gray Road To Imperial Highway
- Lakewood Boulevard & Columbia Way
- Lakewood Boulevard & Florence Avenue
- Lakewood Boulevard & Gallatin Road
- Lakewood Boulevard & Gardendale Street
- Lakewood Boulevard & I-5 North Ramp
- Lakewood Boulevard & I-5 South Ramp
- Lakewood Boulevard & Imperial Highway
- Lakewood Boulevard & Stewart And Gray Road
- Lakewood Boulevard & Stonewood Street
- Lakewood Boulevard Frontage Road - Deming Avenue to End
- Lakewood Boulevard Frontage Road - End to Deming
- Lakewood Boulevard Frontage Road - Lubec Street to Cul-De-Sac
- Lakewood Boulevard Frontage Road - Lubec Street to End
- Lakewood Boulevard Frontage Road- Donovan Street To Meadow Road
- Laura Street - Julius Avenue To Old River School Road
- Laura Street & Old River School Road
- Laureldale Avenue - Golden Avenue To Gardendale Street
- Laureldale Avenue - Golden Street To Downey Avenue
- Leahy Avenue - Adenmoor Avenue to Cul-de-sac
- Lefloss Avenue - Cecilia Street to Cul-De-Sac
- Leibacher Avenue - Cecilia Street to Little Lake Road
- Lemoran Avenue - Cedartree Road to Brookpark Road
- Lemoran Avenue - Gallatin Road to Raviller Drive
- Lemoran Avenue - Muller Street to End
- Lemoran Avenue Bridge Overpass & I-5
- Lesterford Avenue - Cecilia Street to Florence Avenue
- Lexington Road - Brookshire Avenue to Downey Avenue
- Lindell Avenue - Telegraph Road to I-5 Off Ramp
- Lindsey Avenue - Cedartree Road to Brookpark Road
- Little Lake Road - Cecilia Street to I-605 South Ramp
- Little Lake Road & Florence Avenue
- Lowman Avenue - Allengrove Street to Danvers Street
- Lowman Avenue - Telegraph Road to Brookpark Road
- Lubec Street - Brookshire Avenue to End
- Lubec Street - Guatemala Avenue to Norlain Avenue
- Lubec Street - Paramount Boulevard to Orizaba Avenue
- Lubec Street - Stamps Avenue to Manzanar Avenue
- Lubec Street - Tristan Drive to End
- Lubec Street - Tweedy Lane to Paramount Boulevard
- Lubec Street & Paramount Boulevard
- Luxor Street - Patton Road To Downey Avenue
- Luxor Street - Rives Avenue To Mitla Avenue
- Luxor Street - Samoline Avenue To Cul-de-sac
- Lyndora Street - Barlin Avenue To Cul-de-sac
- Manatee Street - Patton Road To Brookshire Avenue
- Mantee Street - Mcgovern Avenue to Gurley Avenue

- Manzanar Avenue - Charloma Drive to Lubec Street
- Manzanar Avenue - Charloma Drive to Suva Street
- Manzanar Avenue - Cherokee Drive to End
- Manzanar Avenue - Telegraph Road to End
- Manzanar Avenue - Vista Del Rio Avenue to Gallatin Road
- Marbel Avenue - 5th Street to End
- Marbel Avenue - 7th Street to Cul-De-Sac
- Marbel Avenue - Alameda Street To McCallum Street
- Marbel Avenue - Alameda Street To Melva Street
- Marbel Avenue - Donovan Street To Mory Street
- Marbel Avenue - Firestone Boulevard to End
- Marbel Avenue - Fontana Street to Cul-De-Sac
- Marbel Avenue - Nada Street To McCallum Street
- Margaret Street - Adenmoor Avenue to Cul-De-Sac
- Margaret Street - Lakewood Boulevard to Adenmoor Avenue
- Mattock Avenue - Florence Avenue To Farm Street
- Mattock Avenue - Mueller Street To Quinn Street
- Mccahill Street - Nash Avenue to End
- McCallum Street - Marbel Avenue To Cul-de-sac
- MCGovern Avenue - Mantee Street to Arnett Street
- Meadow Road - Birchdale Avenue To Lakewood Boulevard
- Meldar Avenue - Charloma Drive to Cul-De-Sac
- Meldar Avenue - Manzanar Avenue to End
- Meldar Avenue - Vista Del Rio Avenue to Gallatin Road
- Melva Street - Birchdale Avenue To Blodgett Avenue
- Melva Street - Blodgett Avenue To Cul-de-sac
- Melva Street - Lakewood Boulevard To Marbel Avenue
- Melva Street - Rives Avenue To Paramount Boulevard
- Metro Street - Sideview Drive to True Avenue
- Mitla Avenue - De Palma Street To End
- Mitla Avenue - Nada Street To Cole Street
- Montgomery Street - Conrad Street To Orange Street
- Morning Avenue - Brookmill Road To Cleta Street
- Morning Avenue - De Palma Street To Cleta Street
- Morning Avenue - Irwingrove Drive to Farm Street
- Morning Avenue - Melva Street To Cole Street
- Morning Avenue - Quill Drive to Cul-De-Sac
- Mory Street - Blodgett Avenue To Lakewood Boulevard
- Mueller Street - Pangborn Avenue To Lesterford Avenue
- Muller Street - Brookshire Avenue to Cul-De-Sac
- Muller Street - Chaney Avenue to Woodruff Avenue
- Muller Street - Fairford Avenue to End
- Muller Street - Lakewood Boulevard to Chaney Avenue
- Muller Street - Old River School Road to Wiley Burke Avenue
- Muller Street - Tristan Drive to Cul-De-Sac
- Muller Street - Wiley Burke Avenue to Rives Avenue
- Muller Street/ Rio Hondo Golf Club Drive & Old River School Road

- Myrtle Street - 2nd Street to Firestone Boulevard
- Myrtle Street - 5th Street to 2nd Street
- Myrtle Street - 7th Street to End
- Myrtle Street - Firestone Boulevard to End
- Nada Street - Horley Avenue to Richeon Avenue
- Nada Street - Julius Avenue To End
- Nada Street - Mitla Avenue To Cul-de-sac
- Nada Street - Old River School Road To Susan Avenue
- Nada Street - Patton Road To Marbel Avenue
- Nada Street - Pomerling Road to Cul-De-Sac
- Nance Avenue - Woodruff Avenue to Pangborn Avenue
- Nance Street - Myrtle Street to Downey Avenue
- Nash Avenue - Firestone Boulevard to End
- Nedra Avenue - 7th Street to Cul-De-Sac
- Neo Street - Old River School Drive To End
- Neo Street - Old River School Road To Norlain Avenue
- New Street - 6th Street to 2nd Street
- Newville Avenue - Ardine Street To La Villa Street
- Newville Avenue - Farm Street To Florence Avenue
- Newville Avenue - Mueller Street To Quinn Street
- Noren Street - La Reina Avenue to Downey Avenue
- Noreon Street - Downey Avenue to La Reina Avenue
- Norlain Avenue - Arnett Street To Neo Street
- Norlain Avenue - Arnett Street To Pivot Street
- Norlain Avenue - Buell Street to Fostoria Street
- Norlain Avenue - Hondo Street To Pomerling Road
- Norlain Avenue - Lubec Street to Dinsdale Street
- Norlain Avenue - Luxor Street To Benares Street
- Old River School Road - Amigos Avenue to Imperial Highway
- Old River School Road - Florence Avenue to Firestone Boulevard
- Old River School Road - Imperial Highway to Stewart & Gray Road
- Old River School Road - Stewart & Gray Road to Firestone Boulevard
- Old River School Road & Firestone Boulevard
- Orange Street - Birchdale Avenue To Brookshire Avenue
- Orange Street - Caladre Avenue To Paramount Boulevard
- Orange Street - Glynn Avenue To Brookshire Avenue
- Orizaba Avenue - Borson Street To Imperial Highway
- Orizaba Avenue - Dinsdale Street to Florence Avenue
- Orizaba Avenue - Duesler Street To Stewart And Gray Road
- Orizaba Avenue - Gallatin Road to Cul-De-Sac
- Orizaba Avenue - Orange Street To Quoit Street
- Orizaba Avenue - Quoit Street To Private Property
- Orizaba Avenue - Raviller Drive to Lubec Street
- Otto Street - Brookshire Avenue to Cul-De-Sac
- Otto Street - Bellder Drive to Cul-De-Sac
- Otto Street - Downey Avenue to Dolan Avenue
- Otto Street - La Reina Avenue to Downey Avenue

- Otto Street - Parrot Avenue to Cul-De-Sac
- Pageant Street - Brock Avenue to Cul-De-Sac
- Pangborn Avenue - Firestone Boulevard To Gotham Street
- Pangborn Avenue - Gotham Street To Florence Avenue
- Pangborn Avenue - Nance Street to End
- Pangborn Avenue - Washburn Road To Seaaca Street
- Paramount Boulevard - Florence Avenue To Firestone Boulevard
- Paramount Boulevard - Gallatin Road to Lubec Street
- Paramount Boulevard - Gallatin Road to Telegraph Road
- Paramount Boulevard - Gardendale Street To Imperial Highway
- Paramount Boulevard - Lubec Street to Florence Avenue
- Paramount Boulevard - Stewart & Gray Road to Firestone Boulevard
- Paramount Boulevard - Stewart and Gray Road To Imperial Highway
- Paramount Boulevard & 3rd Street
- Paramount Boulevard & Alameda Street
- Paramount Boulevard & Brookmill Road
- Paramount Boulevard & Firestone Boulevard
- Paramount Boulevard & Gardendale Street
- Paramount Boulevard & Imperial Highway
- Paramount Boulevard & Quill Drive_Quoit Street
- Paramount Boulevard & Stewart & Gray Road
- Paramount Boulevard Frontage Road - Vista Del Rosa Street to Brookgreen Road
- Paramount Boulevard Frontage Road - Vista Del Rosa Street to End
- Parkcliff Street - Barlin Avenue To Blodgett Avenue
- Parrot Avenue - 5th Street to Cul-De-Sac
- Parrot Avenue - Gallatian Road to Cul-De-Sac
- Parrot Avenue - Lubec Street to Dinsdale Street
- Parrot Avenue - Raviller Drive to Lubec Street
- Parrot Avenue - Vista Del Rosa Street to Brookpark Road
- Parrot Avenue - Vista Del Rosa Street to Cul-De-Sac
- Passons Boulevard - Cedartree Road to Brookpark Road
- Passons Boulevard - Cedartree Road to Telegraph Road
- Patton Road - Alameda Street To Stewart & Gray Road
- Patton Road - Cleta Street To Firestone Boulevard
- Patton Road - Stewart & Gray Road To Cleta Street
- Pellet Street - Pangborn Avenue To End
- Pellet Street - Rio Hondo Drive To Old River School Road
- Pernell Avenue - Cole Street To De Palma Street
- Pernell Avenue - Nada Street To Cole Street
- Pernell Avenue - Pellet Street to Cul-De-Sac
- Phlox Street - Paramount Boulevard to Downey Avenue
- Phlox Street - Paramount Boulevard to Pruess Avenue
- Phlox Street - Pomerling Road to Norlain Avenue
- Phlox Street - Pruess Avenue To Cul-de-sac
- Phlox Street - Rives Avenue to Cul-De-Sac
- Phlox Street - Rives Avenue To Horton Avenue
- Pico Vista Road - Cul-De-Sac to Cul-De-Sac

- Pico Vista Road - End to Cul-De-Sac
- Pico Vista Road - Telegraph Road to Cul-De-Sac
- Pivot Street - Julius Avenue To Rives Avenue
- Pivot Street - Koopman Avenue to Phlox Street
- Pivot Street - Norlain Avenue To Pomerling Road
- Planett Avenue - 7th Street to Cul-De-Sac
- Planett Avenue - Cleta Street to Galt Drive
- Planett Avenue - Orange Street To Cul-de-sac
- Pomerling Road - 3rd Street to Firestone Boulevard
- Pomerling Road - Arnett Street to Pivot Street
- Pomerling Road - Cul-de-sac To Cul-de-sac
- Pomerling Road - Florence Avenue to Lubec Street
- Pomerling Road - Hondo Street To Norlain Avenue
- Pomerling Road - Irwingrove Drive To Quinn Street
- Pomerling Road - Lubec Street to Ciro Street
- Pomerling Road - Rundell Street To Yankey Street
- Premiere Avenue - Angell Street To Foster Road
- Prichard Street - Castana Avenue To Downey Avenue
- Priscilla Street - Carfax Avenue to Faust Avenue
- Priscilla Street - Bellflower Boulevard to Cul-De-Sac
- Priscilla Street - Blodgett Avenue To Lakewood Boulevard
- Priscilla Street - Columbia Way To Hanwell Avenue
- Priscilla Street - Corrigan Avenue To Cul-de-sac
- Priscilla Street - Dunrobin Avenue to Adenmoor Avenue
- Priscilla Street - Hanwell Avenue To Lakewood Boulevard
- Priscilla Street - Paramount Boulevard To Downey Avenue
- Pruess Avenue - Brookmill Road To Phlox Street
- Pruess Avenue - Cleta Street To De Palma Street
- Pruess Avenue - Phlox Street To Cul-de-sac
- Puritan Avenue - Paramount Avenue To Downey Avenue
- Puritan Street - Brookshire Avenue To Downey Avenue
- Quill Drive - Old River School Road to End
- Quill Drive - Rives Avenue To Old River School Drive
- Quill Drive - Rives Avenue To Paramount Boulevard
- Quill Drive & Old River School Road
- Quinn Street - Bellman Avenue to Cul-De-Sac
- Quinn Street - Birchdale Avenue to Cul-De-Sac
- Quinn Street - Brookshire Avenue to Cul-De-Sac
- Quinn Street - Fairford Avenue to End
- Quinn Street - Pangborn Avenue To Mattock Avenue
- Quinn Street - Wiley Burke Avenue to Old River School Road
- Quoit Street - Orizaba Avenue To Downey Avenue
- Raebert Street - Vultee Avenue to Corrigan Avenue
- Raviller Drive - Brookshire Avenue to Birchdale Avenue
- Raviller Drive - Parrot Avenue to Orizaba Avenue
- Raviller Drive - Tweedy Lane to Gaymont Avenue
- Regentview Avenue - Stewart & Gray Road to Washburn Road

- Reydon Street - Castana Avenue To Gunderson Avenue
- Richeon Avenue - Adwen Street To Arnett Street
- Richeon Avenue - Brunache Street To Nada Street
- Richeon Avenue - Cecilia Street to Muller Street
- Richeon Avenue - Quill Drive To Rundell Street
- Rio Flora Place - Old River School Road to Cul-De-Sac
- Rio Hondo Drive - Dinwiddie Street To Cul-de-sac
- Rio Hondo Place - Old River School Road to Cul-De-Sac
- Rivergrove Road - Foster Bridge Boulevard to End
- Rives Avenue - Brookpark Avenue to Cul-De-Sac
- Rives Avenue - Burns Avenue to Firestone Boulevard
- Rives Avenue - Burns Avenue to Stewart & Gray Road
- Rives Avenue - Golondrinas Street to Imperial Highway
- Rives Avenue - Muller Street to Firestone Boulevard
- Rives Avenue - Muller Street to Florence Avenue
- Rives Avenue - Quill Drive To Imperial Highway
- Rives Avenue - Quill Drive to Stewart & Gray Road
- Rose Avenue - Lakewood Boulevard To Imperial Highway
- Rosecrans Avenue - City of Paramount to Lakewood Boulevard
- Rosecrans Avenue & Century Boulevard
- Rosecrans Avenue & Lakewood Boulevard
- Rundell Street - Rives Avenue To Old River School Road
- Rutgers Avenue - Angell Street To Foster Road
- Ryerson Avenue - De Palma Street To Adwen Street
- Ryerson Avenue - End to End
- Ryerson Avenue - Rio Flora Place to End
- Salford Avenue - Benares Street To Cul-de-sac
- Salford Avenue - Stewart & Gray Road To De Palma Street
- Samoline Avenue - Allengrove Street to Cul-de-sac
- Samoline Avenue - Brookmill Road To Cul-de-sac
- Samoline Avenue - De Palma Street To Cleta Street
- Samoline Avenue - Farm Street to Irwingrove Drive
- Samoline Avenue - Melva Street To Cul-de-sac
- Samoline Avenue - Melva Street To Quill Drive
- Samoline Avenue - Phlox Street To Cul-de-sac
- Samoline Avenue - Vista Del Rosa Street to Brookpark Road
- Samoline Lane - Cole Street to Cul-De-Sac
- Sandy Lane - Devenir Street To Cheyenne Street
- Santa Gertrudes Road - Downey Avenue to Brock Avenue
- Sarabeth Street - Julius Avenue To Yankey Street
- Seaaca Street - Pangborn Avenue To Cul-de-sac
- Serapis Avenue - Telegraph Road to End
- Severy Street - Orizaba Avenue to Cul-De-Sac
- Shellyfield Road - Cecilia Street to Gotham Street
- Shellyfield Road - Gallatin Road to Cul-de-sac
- Sherry Avenue - Irwingrove Drive to Via Rio Nido
- Sidewiew Drive - Cedartree Road to Brookpark Road

- Smallwood Avenue - 2nd Street To Farm Street
- Smallwood Avenue - Botany Street to Allengrove Street
- Smallwood Avenue - Brookpark Avenue to Birchcrest Road
- Smallwood Avenue - Dacosta Street to Dinsdale Street
- Smallwood Avenue - Florence Avenue to Dinsdale Street
- Smallwood Avenue - Imperial Highway to Leeds Street
- Smallwood Avenue - Melva Street To Cole Street
- Songfest Drive - Brookpark Road to Klinedale Avenue
- Songfest Drive - Metro Street to Telegraph Road
- Springer Street - Rives Avenue To Paramount Boulevard
- Spry Street - End To Izzetta Avenue
- Stamps Avenue - Downey Avenue to Gallatin Road
- Stamps Avenue - Gainford Street to Suva Street
- Stamps Avenue - Vista Del Rio Avenue to Cul-De-Sac
- Stamps Road - 7th Street to Cherokee Drive
- Stamps Road - 7th Street to Cul-De-Sac
- Stamps Road - Cherokee Drive To End
- Stamps Road - Telegraph Road to Brookpark Road
- Stanbridge Avenue - Angell Street To Foster Road
- Stewart & Gray Road - Bellflower Boulevard to Lakewood Boulevard
- Stewart & Gray Road - City of South Gate To Old River School Road
- Stewart & Gray Road - Paramount Boulevard To Old River School Road
- Stewart & Gray Road - Woodruff Avenue to Bellflower Boulevard
- Stewart & Gray Road - Woodruff Avenue to Firestone Boulevard
- Stewart & Gray Road & Brookshire Avenue
- Stewart & Gray Road & Downey Avenue
- Stewart & Gray Road & Old River School Road
- Stewart & Gray Road & Patton Road
- Stewart & Gray Road & Rives Avenue
- Stewart & Gray Road & Woodruff Avenue
- Stewart And Gray Road & Firestone Boulevard
- Stewart and Gray Road -Paramount Boulevard To Lakewood Boulevard
- Stoakes Avenue - Gallatin Road to Suva Street
- Stoakes Avenue - Gallatin Road to Vista Del Rio Avenue
- Stoakes Avenue - Telegraph Road to Brookpark Road
- Stonewood Street - Lakewood Boulevard to End
- Studebaker Road - Cecilia Street to Florence Avenue
- Studebaker Road & I-5 on Ramp
- Susan Avenue - Irwingrove Drive to Via Rio Nido
- Susan Avenue - Stewart & Gray Road To Cul-de-sac
- Susan Avenue - Stewart & Gray Road To End
- Susana Avenue - Benares Street To Cul-de-sac
- Suva Street - Brookshire Avenue to Cul-De-Sac
- Suva Street - Guatemala Avenue to City of Bell Gardens
- Suva Street - Guatemala Avenue to Horley Avenue
- Suva Street - Paramount Boulevard to Horley Avenue
- Suva Street - Paramount Boulevard to Orizaba Avenue

- Suva Street - Stamps Avenue to Manzanar Avenue
- Suva Street & Bluff Road/ Foster Bridge Boulevard
- Suva Street & Paramount Boulevard
- Tecum Road - Florence Avenue to Dinsdale Street
- Telegraph Road - City of Santa Fe Springs to Lakewood Boulevard
- Telegraph Road - Paramount Boulevard to City Limits - South Side Only
- Telegraph Road - Paramount Boulevard to Lakewood Boulevard - South Side Only
- Telegraph Road - Songfest Drive to True Avenue
- Telegraph Road & Birchbark Avenue
- Telegraph Road & Lakewood Boulevard
- Telegraph Road & Paramount Boulevard
- Telegraph Road & Parsons Boulevard
- Telegraph Road & Serapis Avenue
- Telegraph Road & True Avenue
- Telegraph Road Bridge Over Rio Hondo
- Texas Street - Downey Avenue to Dolan Avenue
- Tristan Drive - 5th Street to Muller Street
- Tristan Drive - Baysinger Street to Cherokee Drive
- Tristan Drive - Buckles Street to Fontana Street
- Tristan Drive - Lubec Street to End
- Tristan Drive - Lubec Street to Florence Avenue
- True Avenue - Telegraph Road to Cul-De-Sac
- Tweedy Lane - Brookpark Road to Telegraph Road
- Tweedy Lane - Suva Street to Florence Avenue
- Tweedy Lane - West Side Bangle Road to Suva Street
- Tweedy Lane Bridge Overpass & I-5
- Verdura Avenue - Devenir Street To Imperial Highway
- Verdura Avenue - Golden Street To Century Boulevard
- Verdura Avenue - Golden Street To Gardendale Street
- Via Amorita - Bellder Drive to Bellman Avenue
- Via Amorita - Gaybrook Avenue to Pico Vista Road
- Via Amorita - Old River School Road To Sherry Avenue
- Via Amorita - Pangborn Avenue to Woodruff Avenue
- Via Amorita - Pico Vista Road to Newville Avenue
- Via Amorita - Pomerling Road to Cul-De-Sac
- Via Amorita - Rives Avenue to Morning Avenue
- Via Amorita - Vultee Street to End
- Via Rio Nido - Old River School Road to Sherry Avenue
- Via Rio Nido - Pomerling Road to Cul-De-Sac
- Vista Del Rio Avenue - Downey Avenue to Stoakes Avenue
- Vista Del Rio Avenue - Stoakes Avenue to Brookshire Avenue
- Vista Del Rosa Street - Manzanar Avenue to Lakewood Boulevard
- Vista Del Rosa Street - Manzanar Avenue to Stoakes Avenue
- Vista Del Rosa Street - Paramount Boulevard to Lowman Avenue
- Vista Del Rosa Street - Paramount Boulevard to Parrot Avenue
- Vista Del Rosa Street - Parrot Avenue to Stamps Road
- Vista Del Rosa Street - Tweedy Lane to Cul-De-Sac

- Vista Del Rosa Street & Paramount Boulevard
- Vultee Avenue - Buckles Street to Stewart & Gray Road
- Vultee Avenue - Florance Avenue to Baysinger Street
- Washburn Road - Regentview Avenue to Bellflower Boulevard
- Washburn Road & Bellflower Boulevard
- Washburn Road & Woodruff Avenue
- Western Avenue - 7th Street to 5th Street
- Western Avenue - Florence Avenue to 7th Street
- Whitewood Avenue - Priscilla Street To Belcher Street
- Wiley Burke Avenue - 2nd Street to Firestone Boulevard
- Wiley Burke Avenue - 2nd Street to Muller Street
- Wiley Burke Avenue - Irwingrove Drive To Muller Street
- Wiley Burke Avenue - Suva Street to Noren Street
- Woodruff Avenue - Foster Road to Florence Avenue
- Woodruff Avenue & Firestone Boulevard East
- Woodruff Avenue & Foster Road
- Woodruff Avenue & Imperial Highway
- Yankey Street - Pomeroy Road To Cul-de-sac
- Yankey Street - Sarabeth Street To Cul-de-sac
- Yankey Street - Sarabeth Street To Rives Avenue

Findings

The City of Downey has demonstrated its ongoing commitment to enhance its accessibility to City programs, services and activities by conducting an Americans with Disabilities Act (ADA/504) Self-evaluation and transition/barrier removal plan.

The findings and recommendations for the City buildings, parks and public rights-of-way (PROW) inspected are contained in the DACTrak Accessibility Management Software. The DACTrak software program provides the City with a web based tool to update its plan, document progress, estimate costs and schedule barrier removal. DACTrak allows the user to prioritize in a variety of methods. Different report formats can be printed from the DACTrak Accessibility Management Software provided by Disability Access Consultants.

Although the funding for the removal of accessibility barriers is incorporated into existing projects, the City can plan to set aside funds for an ADA Budget to augment other ADA activities. Accommodations, for example, that are needed but are not a part of a current project, may be able to be addressed with a dedicated ADA Budget.

Recommendations

The City should develop methods and procedures to update and maintain a current plan, budget funds, schedule, implement, document, and monitor barrier removal activities.

The City should develop internal oversight procedures and methods to monitor new construction to verify that the work completed is compliant with accessibility standards.

Funds should be allocated for ADA projects and removal of ADA/504 and Title 24 barriers to accessibility, in addition to components of the Public Right of Way Accessibility Guidelines (PROWAG) and the California Manual on Uniform Traffic Control Devices (CMUTCD).

Notice to the Public of the Self-Evaluation

Public notices of the Self-evaluation process and study were posted in August and September 2016 in conspicuous locations throughout the City, as well as on the City's website and in the Downey Patriot local newspaper. An announcement was also made during a City Council Meeting. A copy of the notice of the Self-evaluation and Transition Plan is located in Appendix A.

Summary of Findings and Recommendations

This section of the Self-evaluation contains findings by Disability Access Consultants about the extent to which the City of Downey's policies and practices provide access to the City's programs, services and activities. It also includes recommendations by Disability Access Consultants.

The results from the ADA/504 Self-evaluation demonstrate not only the commitment by the City to provide access to City programs, services and activities, but the overall compliance by the City of Downey. The findings from the review of policies, procedures and practices demonstrate a high level of compliance with the requirements of the ADA/504. Only a few recommendations are included in this report that will enhance compliance with the ADA/504.

Noncompliant findings regarding physical barriers that may deny access for persons with disabilities are documented in the updated City of Downey ADA/504 Transition/Barrier Removal Plan that is detailed in the DACTrak Accessibility Management Program. Access to information contained in the DACTrak program is available from the City of Downey ADA/504 Coordinator.

Designation of ADA/504 Coordinator

The regulations implementing the ADA/504 require any public entity with fifty or more employees to designate at least one employee to coordinate ADA/504 compliance (28 CFR §35.107(a)).

Findings

The City has a designated ADA/504 Coordinator to oversee the development, implementation and monitoring of the ADA/504 Self-evaluation and Transition Plan. The City has designated Shannon DeLong, Assistant to the City Manager, as the ADA/504 Coordinator.

The City has posted the identity of the ADA/504 Coordinator on the City website and by a posting in selected City buildings.

Recommendations

Information regarding the identity of the City's ADA/504 Coordinator should continue to be provided to staff, posted at all City locations, incorporated into new employee orientation packets, and placed in frequently used publications, on the website and in staff and public directories.

It is recommended that the City continue to publish the name, address, e-mail address and phone numbers of the City of Downey ADA/504 Coordinator in appropriate public notices, brochures, pamphlets and other documents frequently distributed to the general public. Publications should also include the Telecommunications Device for the Deaf or Teletypewriter (TDD/TTY) and/or the California relay phone number.

At the time of the ADA/504 Self-evaluation the ADA/504 Coordinator did not have a designated and posted TDD/TTY number.

Posting of Identity of ADA/504 Coordinator and Notice of Rights

Federal regulations require public entities to make available to interested persons the name, office address and telephone number of the ADA/504 coordinator (28 CFR §35.107(a)).

In addition, Section 35.106 requires a public entity to disseminate sufficient information to applicants, participants, beneficiaries and other interested persons to inform them of the rights and protections afforded by the ADA/504. Furthermore, in providing for notice, the City must comply with the requirements for effective communication in Section 35.160.

A copy of the public rights notice is located in Appendix A.

Findings

The identity of the ADA/504 Coordinator and the notice of the rights afforded individuals with disabilities were posted and noticed at the commencement of the study. The identity of the ADA/504 Coordinator, address, phone number, and email address were noticed and posted.

The City's website contains this information on a page dedicated to the Americans with Disabilities Act and is easily found through a menu selection link under City Government on the home page.

Recommendations

The City should provide ongoing notice of the identity of the City of Downey ADA/504 Coordinator on its website and in frequently used publications or documents accessed by the general public and by recipients of programs, services and activities.

The notice may also be provided in newspaper advertisements, on applications, at program sites, in program handbooks, in regular mailings, on legal notices, in requests for proposals/qualifications, on facility use agreements, and in contracts.

The notice should include the name, title, address and phone numbers of the ADA/504 Coordinator. The notice should include a TDD/TTY number and/or California Relay number to ensure equally effective communication. Although not required, it is recommended that the notice include the e-mail address for the ADA/504 Coordinator.

Notices should be posted in conspicuous locations on a regular basis.

Information regarding the requirement to post the identity of the ADA/504 Coordinator, notice of rights in accordance with the ADA/504 and related information should be sent to each department by the ADA/504 Coordinator or other appropriate official. A standard notice should be given as an example. Each department could add specific information applicable to the provision of programs, services and activities.

Posting and notice requirements should be updated if the identity of the ADA/504 Coordinator changes or if more than one ADA/504 Coordinator is designated.

Statement of Accommodations on Public Notices

Statements of accommodations should be available on public notices and agendas. The City is required to provide Title II information in alternative formats to ensure that that information is accessible to people with disabilities.

Findings

Public City Council Agendas and other public postings and notices currently have an ADA/504 compliance statement. A sample of an ADA/504 compliance statement from a City of Downey City Council agenda is:

“In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, contact the City Clerk’s Department at (562) 904-7280 or the California Relay Service at 711 Notification at least 48 hours prior to the meeting will enable the City of make arrangements to assure accessibility.”

Similar statements were also found on the selected agendas viewed for the Planning Commission, Oversight Board and Public Works Committee meetings.

Recommendations

Another sample statement may include the following statement with the phone and TDD/TTY numbers:

“Individuals who need auxiliary aids and or services for effective communication or to participate in programs and services of the City of Downey are invited to make their needs and preferences known to the ADA/504 Coordinator or the alternate Contact Person. This notice is available in accessible alternate formats from the ADA/504 Coordinator.”

It is recommended that the City continues to include a statement of accommodation and compliance on all future council and committee agendas.

Statement of Nondiscrimination

All public entities are required to provide information to applicants, participants, beneficiaries, employees and other interested persons of the rights and protections afforded by Title II of the ADA (26 CFR §35.106).

Findings

A Nondiscrimination Notice was easily found on the City's Website under Americans with Disabilities Act from the City Government link on the City's home page. The Nondiscrimination notice states the identity of the City's ADA/Section 504 Coordinator, along information for contact by mail, email, phone, fax and TTY.

A nondiscrimination notice is also made know and available to City staff in internally distributed documents that include the Employee Handbook and Administrative Regulation No. 425. The notice of nondiscrimination is also contained in all City or Successor Agency development agreements.

Recommendations

Nondiscrimination statements should be posted on frequently used publications for the public.

A sample nondiscrimination notice should also be utilized. A notice, such as the following sample, could be utilized:

"The City of Downey does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services or activities. The City does not discriminate on the basis of disability in its hiring or employment practices. Questions, concerns, complaints or requests for additional information regarding the Americans with Disabilities Act may be forwarded to the City's ADA/504 Coordinator (provide contact information)."

Policies, practices and procedures for nondiscrimination should refer to members of the public, in addition to employees, and address nondiscrimination in regards to access to all programs, services and activities for individuals with disabilities and not be limited to employment. The City should consider adopting a general nondiscrimination policy for access to programs, services, activities, applicants and employees.

Statements of nondiscrimination should be included on selected publications, brochures describing programs, services and activities offered by the City, new employee materials, recruitment materials; publications and frequently used forms and documents.

Departments should be directed to include the statement in selected publications, documents and forms.

Contracts and vendors that provide printing and publication services should be notified of required statements, required font and required contrast for accessible publications.

The new employee orientation packet and volunteer information should include a statement of nondiscrimination by the City in regards to the public's access to programs, services, activities, recruitment and employment.

Input into the Self-Evaluation Process

The regulations which implement the ADA require public entities to provide an opportunity to interested persons and organizations to participate in the Self-evaluation process. For three years after completion of the Self-evaluation, the public entity must keep records of any problems identified. (28 CFR §35.105)

Findings

The City of Downey provided numerous opportunities using different methodologies to solicit input into the City plan. The public input process was comprehensive. Public input surveys were available in hard copy format at several high public use City facilities such as City Hall and Library. Links to surveys designed for Downey program and facility users and for organizations representing individuals with Disabilities are also provided on the City's website in standard and large font formats. Surveys for input from organizations who serve persons with disabilities was mailed to many organizations in Downey and the surrounding area, requesting comments and feedback. In addition to formal surveys, the phone number, email address and mailing address of the City of Downey ADA/504 Coordinator was posted publically offering several further methods for citizens to offer comments.

Recommendations

Although no additional activities are required, the City may wish to conduct periodic customer satisfaction surveys or gather input from recipient of services as an ongoing activity. An additional emphasis may

include outreach activities to collect and integrate input from individuals with disabilities and organizations representing individuals with disabilities on an ongoing basis.

Grievance/Uniform Complaint Procedures

A public entity that employs fifty or more people must adopt and publish grievance procedures which provide for the prompt and equitable resolution of complaints alleging any action that would be prohibited by the ADA (28 CFR §35.107(b)).

Findings

From the Americans with Disabilities link from the home page, users can access the City's Grievance Procedure and form, each of which includes contact information for the City's ADA Coordinator if someone would need to file a grievance. The notice includes information on the procedure for filing a grievance with expected windows of response, and a secondary contact if further discussion is needed for resolution. The form that is provided for a grievant to complete, is very thorough which aids the process to ensure the City collects the information needed to investigate and resolve a grievance. It is noted, that the instructions are to type or print information onto the grievance form. However the form is only available as a standard PDF, not a fillable PDF form which would allow a user to type responses into the document.

Recommendations

The City should make efforts to inform staff and the public of the existence of the City's ADA/504 Coordinator, grievance procedures, the steps for handling grievances, and the City policies for remediation of grievances.

Information regarding complaint procedures should be readily available to members of the public, as well as to employees and applicants. Procedures should outline the steps needed to resolve a complaint.

Grievance procedures should be a part of the new employee orientation packet.

Grievance procedures should be available in accessible alternate formats.

A method to collect data and collect a profile of complaints should be developed. The status of the complaint and the time from complaint to resolution should be documented to assist with interventions and staff development to reduce or eliminate repeated complaints.

Complaint procedures and forms should be available at all City buildings and in all departments.

The City might consider the centralization of complaint handling to assist with the tracking of complaint resolution. A centralized database and analysis of types and locations of complaints may also assist with developing profiles to assist with targeting quality control and training measures. Centralized record keeping of such information will help the City to regularly update its compliance efforts, and plan for additional compliance implementation for training and budget considerations.

The ADA/504 Coordinator or designated staff can develop updated reports based on a profile of concerns or complaints to determine the needs for proposed training materials, agenda items, and proposed budget expenditures.

Procedures should continue to be developed, implemented and institutionalized to provide consistency for complaint resolution and record keeping.

Grievance procedures should also provide an alternate point of contact other than the ADA/504 Coordinator.

Access to Programs, Services and Activities

A public entity may not adopt official policies that are discriminatory or engage in practices that are discriminatory. This prohibition applies to policies that are explicitly exclusionary and to those which appear to be neutral but have a discriminatory effect (28 CFR §35.130(b)(3)).

Findings

City programs, services and activities were reviewed and none were found to be discriminatory. Public input was sought regarding access to programs, services and activities as described in the opportunities for public input section of this summary.

Recommendations

The ADA/504 Coordinator should continue to monitor and receive information regarding concerns or issues about access to programs, services and activities and take the appropriate action regarding any potential discriminatory practices for persons with disabilities.

City Policies

Findings

City policies, procedures and practices were reviewed and none were found to be discriminatory. DAC has noted a few comments and recommendations for consideration by the City.

Recommendations

The City should continue to provide programs, services and activities that include individuals with disabilities.

The ADA/504 Coordinator should continue to monitor programmatic access.

Additional and ongoing training should be provided regarding the requirements of the Americans with Disabilities Act and accommodations that provide equal access to programs, services and activities.

Meetings and events open to the public should be held in buildings that meet accessibility requirements, or in the accessible portion of the building with accessible elements that serve the area where the meeting or event is held. For example, parking, restrooms and drinking fountains that serve the area where the meeting and event is held should also be accessible.

Information regarding the facility should include information regarding accessible features and elements of the site. For example, accessible parking, accessible restrooms and other items and elements should be indicated on documents and on the website. Indicating accessible paths of travel and accessible entrances also provides valuable information for individuals with disabilities. A contact number and email address should be provided for additional assistance.

Eligibility Criteria

Public entities cannot use eligibility criteria that tend to exclude or screen out persons with disabilities (28 CFR §35.130(b)(8)).

Findings

No discriminatory practices were noted regarding eligibility criteria for program access.

Recommendations

Program eligibility criteria should be reviewed as they are drafted or modified to ensure that eligibility criteria do not put additional burdens or requirements on individuals with disabilities.

The City should continue to ensure that all eligibility criteria allow for accommodations for individuals with disabilities.

Accommodations to Access Programs, Services and Activities

The ADA/504 prohibits public entities from excluding persons with disabilities from programs, activities or services offered by the public entity. The law allows a public entity to use both structural and nonstructural methods to achieve accessibility to programs, services and activities (28 CFR §35.150(a)(1); (b)(1)).

Findings

Reasonable accommodations policies and regulations are available to view on the City website.

The City Council and City committee agendas continue to include a statement regarding requests for accommodations for compliance with the ADA/504 be directed to the City Clerk, and includes a phone number and the California Relay number for persons who use assistive technology.

Recommendations

Information about how to request accommodations should appear on all public notices, announcements and agendas. Information should be disseminated to all departments and divisions regarding the statement for accommodations requirement.

The City should provide training for staff and volunteers regarding accommodations for individuals with disabilities. All staff, and in particular frontline staff such as receptionists and staff with high public contact, should receive training on interacting and accommodating individuals with disabilities.

Additional training materials and videos should be purchased or developed to assist with training efforts.

Currently, individuals requesting ADA/504 Accommodations are directed to contact the City's ADA/504 Coordinator, Shannon DeLong, by phone fax or email. The City of Downey does not currently have an ADA/504 accessibility or accommodation request form on their website. This form could be added to the City's dedicated Americans with Disabilities Act page, and be available using several methods and alternate formats upon request. The ADA/504 Coordinator should maintain records of requests, concern and comments and the status and method to resolve the concerns.

Citizens requesting ADA/504 Accommodations specifically for participation in a City Meeting are directed to contact the City Clerk by phone with their request.

The City should assist departments with planning and budgeting for selected accommodations, such as large print, cassettes, cd-roms, Braille materials, etc.

A centralized method for producing alternate formats may provide a cost savings and reduce the timelines for the production of alternate formats.

Equally Effective Communication

Public entities must ensure that applicants, participants and members of the public with disabilities have communication access that is equally effective as that provided to persons without disabilities (28 CFR §35.160(a)).

Auxiliary Aids and Services

Findings

The City does have selected auxiliary aids and services available to persons with disabilities.

Recommendations

The City should provide staff training and information regarding auxiliary aids and effective communication to employees and volunteers.

The City's policy directives should require equally effective communications for programs, services and activities provided for the public by the City of Downey.

The City could purchase a portable indoor-outdoor assistive listening system that could be checked out from the ADA/504 Coordinator on an as-needed basis. Information should be sent to departments regarding the availability of assistive listening systems.

Interpreter Services

Findings

Interpreter services are generally handled individually by departments.

Recommendations

Interpreters should be provided as determined through the request for accommodation process or in circumstances where an interpreter is known to be required. The City may want to inquire about a

contract for City-wide interpreter services for departments to utilize as needed to provide a quicker response at a lower cost.

The City must ensure that those individuals utilizing a language other than English and are deaf, are also provided interpreter services that specialize in signing for that language.

The City may consider the use of a video relay interpreter system to augment the current contract and arrangements for interpreters.

Telecommunications Devices for the Deaf

Findings

TTY/TDD numbers were not found to be available in some departments, City publications, website pages or in staff or service directories.

Recommendations

All staff responsible for responding to incoming telephone calls should be trained in the proper use and protocol of TDD/TTYs. Information and training should be provided on an ongoing basis.

The City should install additional telecommunications devices for the deaf (TTY/TDD) phone lines in several areas or purchase a network compatible system that would reside on the server.

Departments with high public use should purchase a unit or a network system. The City might consider the purchase of a network PC compatible TTY/TDD system that would allow individual computers to be networked and access TTY/TDD calls, instead of purchasing separate TTY/TDD units that require a dedicated line. The advantages of the networkable system are allowing the user to transfer calls, conduct conference calls and utilize voice mail.

Employees who communicate with the public should become familiar with the use of TDD/TTY communications and how to maintain the TDD/TTY in an operable condition. The development of TDD/TTY help sheets noting abbreviated words commonly used in TDD/TTY communications would be helpful to staff when communicating via TDD/TTY. Posting the help sheet near TDD/TTY's would also be helpful to the user.

Procedures should be developed and institutionalized to ensure that TDD/TTY and other communication devices are maintained in working and operable order at all times.

The City may wish to purchase additional back up TDD/TTYs for replacement, in the event that permanently located TDDs may be temporarily out of commission.

Publication of all TDD/TTY numbers must be provided in program literature, in phone directories and on selected publications.

Website

There are three levels of website accessibility recognized by the World Wide Web Consortium (W3C). The standards are referred to as Web Content Accessibility Guidelines 2.0 (WCAG 2.0). Websites for Title II entities such as the City of Downey are required to comply with WCAG 2.0 Level AA. Level AA requirements include all minimum standards of Level A as well.

Findings

The City website was found to be reasonably compliant regarding website accessibility to meet WCAG 2.0 Level AA protocols.

Very few errors were found, however common errors found on multiple pages are linked images missing alternative text and missing form labels.

Video archives of past Council and Committee meetings are available to view, however the files are not open or closed captioned. Per WCAG 2.0 Level AA, recorded video and/or audio files made available on the website of the Title II public entity must offer open or closed captioning.

Recommendations

The City should attempt to add suitable text descriptions to linked images and form labels. The City should continue to monitor its website accessibility. The City should also contract with a service to caption meetings for online view, or invest in a software or system that would allow City staff to add captioning to video of meetings or other events that is available on the City's website.

The City should ensure that the website vendor/contractor provide a compliant website and issue a statement of accessibility.

Alternate Formats

Findings

Statements of accommodations do not specify to persons with disabilities that alternate formats are available and it is not known what alternate formats may be available for public documents.

Recommendations

The City should consider a method to centralize a department, possibly connected to information services or printing, that would provide documents and materials in alternate accessible formats. The centralized approach to developing and maintaining alternate accessible formats may be more cost effective and timely.

The City should continue to provide staff training regarding the requirements for accessible alternate formats, what accessible alternate formats are and how to provide accessible alternate formats. Procedures should be put in place for the development of accessible alternate formats.

The City should produce accessible alternate formats for high use areas where the probability for a request for an alternate format is high. Examples include provision of audiocassettes, large print, information that sent via e-mail, screen readers, Braille, and pictograms.

Public meeting broadcasts should be captioned and interpreters made available when requested.

It is recommended that the City consider contracting out selected services to organizations that have the ability to develop Braille documents for brochures, pamphlets, applications, documents and other public information written in text.

Availability of Online Information and Services

Information regarding City of Downey programs, services and activities should be available in alternate formats to assist individuals with disabilities.

Findings

The accessibility of City of Downey information, meetings, agendas and minutes is significantly enhanced due to the online availability of documents for meetings that are archived. The City's website has pages for upcoming and archived meetings that includes agendas, minutes and video files of previously held meetings. A video archive of meetings provides a significant step to accessibility of actual meetings, in addition to other methods of providing information to members of the public. No option for viewing the archived meeting with closed captioning was located.

Recommendations

Public notices regarding meetings and other methods for input should have a statement of accommodations that includes who to contact for an accommodation. A TTY/TDD number should also be included. To meet the Title II public entity requirements of WCAG 2.0 Level AA, recordings of meetings and videos are required to be closed or open captioned.

In regards to input for public meetings and agendas, the methods for submitting information should also be expanded to include a system for online input in addition to appearing in person and submitting written comments.

Terminology

City publications should be reviewed to see if the word “handicapped” is used. The words “individuals with disabilities” or “persons with disabilities” should replace “handicapped”. The term “disabled person” should also be avoided. Information regarding acceptable terminology in “people first language” should also be provided to City staff. Publications should be updated as they are reprinted.

It is recommended that the ADA/504 Coordinator disseminate information regarding acceptable terminology to be utilized by departments and agencies.

Staff Training

On-going compliance with the ADA/504 can only be achieved if City staff and officials receive ongoing and updated training about the rights of persons with disabilities and the obligations of public employees under the ADA/504. Although training is not required by the ADA/504, training regarding the requirements of the ADA/504 is recommended.

Findings

There was evidence of training provided within the City and documentation of City staff attending accessibility related training. DAC has also provided consultation for administrative and facilities staff.

Recommendations

The City should continue to provide ongoing training regarding the ADA/504 for facilities, public rights-of-way and outdoor recreation standards. Suggested training topics should include, but are not limited to:

- Requirements of the ADA/504 for the City of Downey
- Individuals with Disabilities
- Acceptable Terminology and Expressions
- Noncompliance Consequences
- Accessible vs. Compliant
- Barriers – Programmatic or Physical
- Providing Services for Individuals with Disabilities
- Leased Sites
- Special Events
- Accessible Locations for Meetings
- Events & Voting
- Auxiliary Aids and Services
- Construction & Remodeling
- Maintenance of Accessible Features
- Community Donations and Construction Projects
- City of Downey Responsibilities
- Notice of the ADA/504 Coordinator
- Notice and Rights Posted for individuals with disabilities
- TDD/TTY
- Assistive Listening
- Grievance Complaint Procedures
- Statement of Accommodations
- Individuals with Disabilities Participation
- Use of City Facilities By Organizations and Individuals
- Reasonable Accommodations
- Statement of Accommodations
- Effective Communication
- Alternate and Accessible Formats
- Accessible Websites
- Volunteers

- Staff Development

The City should provide staff training in additional formats other than a classroom session, if needed. Training methodologies could include videos (captioned) that could be viewed at the training or checked out by departments and agencies.

Additional training videos should be purchased and maintained for checkout, or borrowed from a variety of agencies, such as the Department of Rehabilitation.

Handouts and training materials should be prepared, if needed, in alternate accessible formats.

The ADA/504 Coordinator should continue to provide or coordinate additional ADA/504 training to all management and staff who have regular contact with the public.

New Employee and Volunteer Orientation

Findings

A statement is included on all City of Downey job flyers that reads “Any applicant requiring reasonable accommodation during the selection process due to a qualified disability must inform the Human Resources Office at (562) 904-7292 at least 72 hours in advance.”

The City’s Volunteer Opportunities page does not include a statement of nondiscrimination or reasonable accommodations.

Recommendations

The City should add information as to the identity, title, address, phone number and e-mail address of the ADA/504 Coordinator to new employee orientation and volunteer information.

The City should develop training materials and videos for new employees and volunteers regarding information and requirements of Title I and Title II of the ADA and Section 504. Materials could also be offered on providing accommodations for individuals with disabilities.

Outreach Materials and Activities

The ADA/504 does not specifically state how a public entity provides for accessibility to the City’s programs, services and activities. One method is to disseminate information in a variety of locations and formats to enhance the access to programs, services and activities of the City.

Findings

No specific outreach activities were noted regarding providing activities and materials for individuals with disabilities. However, when meetings and activities are scheduled, a member of the Public Works Department reviews the location to determine accessibility. In addition, a statement of accommodation is included on public outreach meeting notices.

Recommendations

The City should consider including additional pictures and references to individuals with disabilities in publications, brochures and materials.

Organizations representing individuals with disabilities and areas with an increased population of individuals with disabilities could be targeted for input regarding additional methods to disseminate information regarding programs, services and activities of the city.

In City publications, areas or services that are accessible should be indicated with descriptive text and the International Symbol of Accessibility (ISA). For example, accessible restrooms and routes can be designated on the website, on maps and in publications.

Distribution and Location of Publications

Publications, documents and brochures are required to be accessible for individuals with disabilities.

Findings

Most publications, brochures and documents are displayed in departments and areas that were accessible for individuals with disabilities. Displays should also allow for retrieval of the information without utilizing a tight pinching or grasping motion and be within a compliant reach range.

Recommendations

The ADA/504 Coordinator should continue to provide information to departments regarding the placement of brochures, pamphlets and information in accessible locations and in accessible containers or displays for individuals with disabilities. Including requirements for reach ranges and clear floor space to access publications would also be helpful.

Counters and areas that are lowered for access by individuals with disabilities should be maintained and kept clear of display and work items.

Fees and Surcharges

Public entities may not charge a fee or add a surcharge to a fee to cover the cost of making its facilities, programs, services or activities accessible to persons with disabilities. (28 CFR §35.130(f)).

Findings

There was no evidence of fees charged to individuals with disabilities that were not charged to individuals without disabilities to access programs, services and activities.

Recommendations

The ADA/504 Coordinator should continue to randomly review policies and practices to ensure that fees and surcharges are not charged to individuals with disabilities that are not charged to individuals without disabilities.

Emergency Evacuation Procedures

The City is required to plan to meet the needs of persons with disabilities in an emergency and provide access to emergency shelter services.

Findings

The City of Downey website contains Emergency Preparedness and alert information in the event of natural or man-made disasters. Information regarding the emergency and recovery plans are available from the City's Office of Emergency Management.

There is also an option for residents to subscribe to Downey Alerts Citizen Notification System, which will send immediate emergency notifications from the City to a phone number or email.

Downey also offers a Community Emergency Response Team (C.E.R.T.) program to instruct volunteers to assist family, friends and neighbors in times of widespread emergencies when first responders may be overwhelmed. There is no reference as to whether the training curriculum includes information on assisting persons with disabilities.

Emergency evacuation routes were posted at the majority of the sites inspected.

Recommendations

The City should provide additional training and information regarding emergency evacuation procedures, particularly with regard to the evacuation of persons with disabilities.

The City should make sure that evacuation routes and procedures continue to be posted at all City sites in accordance with ADA/504 regulations.

All staff should be made aware of the location of the posted evacuation routes within their facilities.

The City should develop procedures and a mechanism to monitor the posting of emergency evacuation routes and procedures.

The City should consider the development of a voluntary registry for individuals that may need additional assistance that may not have access to technology.

Shelters should be surveyed to determine that they are accessible for individuals with disabilities prior to be designated as an evacuation shelter. A provision should be noted to allow service animals and training should be provided to shelter staff to understand the difference between pets and service animals.

Designated evacuation shelter sites should also be inspected on a regular basis to determine that the shelter continues to be accessible for persons with disabilities. Noncompliant findings for designated shelters can be found in the City of Downey ADA/504 Transition/Barrier Removal Plan.

Organizations Representing Persons with Disabilities

The ADA/504 does not require the City staff or teams to directly participate with organizations representing persons with disabilities. The City of Downey, however, has an opportunity to network and develop collaborative partnerships with individuals and organizations representing persons with disabilities. Through the network, partnerships, and the City of Downey ADA/504 Committee, the City has provided an additional mechanism for public input to ensure that current and future programs, services and activities are accessible.

Findings

Information regarding the representation of individuals with disabilities on committees was not available.

Recommendations

The City should continue to include individuals with disabilities on committees and advisory boards.

Policies for the Use of City Facilities

Findings

The City's Department of Parks and Recreation notes that select parks and park facilities are able to be reserved. The City's website includes terms and conditions for reserving a facility or park as well as a Facilities Conduct Policy. There is no nondiscrimination notice or information on accessibility in the terms, but the Facilities Conduct Policy does state that users are not permitted to engage in any activity prohibited by municipal, state and/or federal laws, which would include discrimination on the basis of a disability.

Recommendations

The City should consider the inclusion of a nondiscrimination clause in their rental policy. The inclusion of non-discriminating language in policy and on forms would help ensure that outside groups and organizations would agree to abide by all applicable local, state and federal laws and City policy regarding nondiscriminatory practices during the utilization of City facilities.

The City should make the application form and facility use agreement available in multiple formats, ensuring at least one is accessible, and offer multiple methods to submit the application. A policy that would prohibit pets in a facility or park should include a notice allowing service dogs, when appropriate.

Facilities Leased by the City

Under Title II of the ADA, the City is responsible for providing access to its programs, services and activities in both owned and leased facilities.

Findings

Noncompliant findings for leased spaces can be found in the City of Downey ADA/504 Transition/Barrier Removal Plan.

Recommendations

The City should review the accessibility of sites that are and may be leased in the future prior to engaging in a lease or renewal, and establish a procedure for a pre-lease inspection.

When considering a leased space, the ADA/504 Coordinator should be trained to conduct or have a designee or consultant conduct a field inspection of the prospective building to assess the building for a

general, functional level of accessibility. The ADA/504 Coordinator could utilize an abbreviated checklist to determine general accessibility of facilities that the City is considering to lease. A more comprehensive inspection could be conducted if the initial review appears to be favorable.

Selection of Contractors and Contracted Services

Public entities cannot use contract procurement criteria that discriminate against persons with disabilities (28 CFR 35.130(b) (5)). Contractors should be held to the same nondiscrimination rules that apply to City employees.

Findings

No discriminatory or exclusionary practices were evident in the selection of contractors and contracted services.

Recommendations

The City should continue to monitor use of standard agreements and leases by all City departments.

It is recommended that the City consider one or more of these avenues to maintain compliance when contracting for services or when leasing facilities:

- Include ADA/504 compliance requirements in new requests for proposals.
- Review ADA/504 requirements when contracts or leases are negotiated, revised or renewed.

Maintenance of Accessible Features

The ADA requires (35.133) public entities to maintain their accessible features and elements.

Findings

No formal policies or procedures specifically to maintain accessible features were found. There is evidence, however, of maintenance of some accessible features at City sites. The City also includes accessibility improvements and renovation in their overall Capital Improvement Plans.

Recommendations

The City should consider developing procedures or policies to maintain accessible features that require general maintenance. A few examples include re-stripping of parking, trimming vegetation or items that interfere with sidewalks, elevators and paths of travel.

Planning and Budgeting for Accessibility

There is not a specific requirement in the ADA/504 for planning and budgeting for barrier removal. There is a requirement for public entities to incorporate a projected schedule for barrier removal into the transition/barrier Removal plan. A City that is budgeting or seeking funds to use for ADA/504 barrier removal and to improve access to programs, services and activities shows intent to implement the barrier removal/transition plan.

Findings

There is evidence that the City of Downey is incorporating the removal of barriers to accessibility on an ongoing basis and plans to remove additional barriers to City programs, services and activities.

Recommendations

The City should preserve the method to maintain an ongoing barrier removal implementation plan and document the City's progress, initiatives and funds expended.

It is recommended that the City contract for an independent review of plans, remodeling efforts and new construction for accessibility requirements for the Americans with Disabilities Act Standards (ADA) and Title 24 of the California Building Code. It is important and required that the accessibility barrier removal efforts meet federal and state accessibility codes.

The ADA/504 Coordinator, or designated staff, should be empowered with the authority to make recommendations and monitor the current City of Downey ADA/504 Self-Evaluation and Transition Plan.

In addition to the removal of structural barriers, departments should consider budgeting for accessibility items, especially in the area of communication, such as TTY/TDD's and alternate formats.

Opportunities for Input

Title II of the ADA/504 requires opportunity for input into the self-evaluation process by individuals with disabilities, organizations representing individuals with disabilities and other interested individuals.

Findings

Many opportunities were provided for input into the self-evaluation process. Input collected from within the City's organizational structure through selected interviews, document reviews, selected site assessments and surveys. Notices requesting input and the identity of, and contact information for, the ADA/504 Coordinator (Appendix A) were posted at City sites, on the City website and in the Downey Patriot newspaper. An announcement was also made at a City Council meeting.

The content of the notice is included in the public notice section of this Self-evaluation.

Notices with information regarding the rights of individuals with disabilities (Appendix A) were posted at City sites and were placed on the City website.

Notices and postings regarding the ADA Self-evaluation and opportunities were posted on the City of Downey website, in the Downey Patriot newspaper and at City locations.

Survey forms (Appendix B) were available at City sites to afford members of the public an opportunity to provide input. Those surveys were available in alternate formats. In addition to posted City contact phone numbers, email addresses were also provided.

The public comment period for the Self-evaluation was advertised for responses to be returned prior to September 16, 2016.

Surveys for Organizations Representing Individuals with Disabilities

Community organizations representing individuals with disabilities and other interested individuals are provided opportunities for input via phone call, email or written input. The City mailed the survey packet to multiple area organizations. Two types of surveys were available and are contained in Appendix B. Surveys were available for Organizations Representing Individuals with Disabilities or for Facility Users. The option to complete both surveys were presented. The surveys include questions regarding contact with City programs, if there were any current complaints or problems, what information or resources the organization could provide that would assist the City and what general guidance or assistance the organization could provide. A full version of the survey is included in Appendix B.

The City received three responses to the Survey for Organizations during the advertised window. The responses are summarized as follows:

1. What direct communications have you had with the City of Downey to facilitate services and accommodations for individuals with disabilities?
 - None
 - Various communications concerning SCLARC'S consumers.
 - None
2. Are there any specific complaints or problems regarding access for individuals with disabilities or any of the programs, services or activities provided by the City of Downey?
 - None
 - Property owners in Downey not sensitive to needs of disabled or ADA Requirements.
 - No
3. What information or other resources can you supply to help educate or inform the City of Downey about your organization and your services for individuals with disabilities?
 - We own and operate a Thrift Shop/our place is wheel-chair accessible.
 - Community outreach fairs and presentations, brochures, public town hall meetings

- A) Brochures (both in English and Spanish) B) Flyers, C) Website: www.thearcaoc.org
4. What general guidance, advice or assistance could your organization provide to the City of Downey to protect against potential discrimination of individuals with disabilities in its programs, services or activities?
- (no response)
 - We refer to ADA laws along with Lanterman Act as our guiding principles.
 - The Arc would be honored to host an information meeting/forum
5. What do you feel is the highest priority for the City of Downey to improve accessibility for individuals with disabilities?
- We have no specific ideas
 - Letting residents know what supports are in place for residents with disabilities that live in Downey. We get calls from Downey residents asking for services of Downey (housing/ADA questions).
 - Maintaining ADA compliance

Additional Comments:

- (no response)
- (no response)
- (no response)

The City will still continue to welcome comments and responses from organizations at any time.

Surveys for Facility Users

Surveys were available for facility users to provide input. Surveys were made available to the users of City facilities. Surveys were available at city locations and on the website. The surveys included questions regarding accessibility, signage, accommodations, and the availability of auxiliary aids and equipment. The survey also asked the respondent to rate the City's attitude towards individuals with disabilities.

Survey questions included:

1. What is your relationship to the City of Downey?
2. Check all programs, services or activities in which you participate at the facility, site or location.
3. Do you know who to contact if you need assistance, have a concern or complaint, or need an accommodation to access a facility, service or event:
4. Have you ever requested an accommodation for a disability?
5. Have you experienced any exterior barriers, non-accessible areas, or non-accessible programs? (Examples: no accessible parking spaces, difficulty reaching an accessible entrance, steep ramps, uneven sidewalks, etc.).
6. Have you experienced any interior barriers, non-accessible areas, or non-accessible programs inside the facility? (Examples: stairs only to the facility, narrow doorways, protruding objects in the hallways, lack of assistive devices, missing or inappropriate signage, lack of interpreters, etc.)
7. Have you attended any special events in the City? If yes, did you encounter any barriers to accessibility?
8. Is accessible seating provided for individuals with disabilities at programs, community events, etc. held at the facility?
9. Are you aware of any programs, services, or activities that are not accessible to individuals with disabilities?
10. Are you aware of any areas and elements of the facility that are not accessible to individuals with disabilities?

11. Is information provided regarding accommodations, auxiliary aids, assistive listening systems, interpreters, alternate formats, specialized equipment, or assisted services, etc.?
12. Is there adequate directional and informational signage provided at the facility?
13. If you have requested auxiliary aids, an interpreter or specialized equipment, was your request accommodated?
14. Is the attitude of the City of Downey towards you, or someone you know with a disability, generally helpful, supportive, positive, and proactive in solving accessibility issues?
15. Other comments:
16. What do you feel is the highest priority for accessibility in the City of Downey Accessibility Plan?

Responses to Surveys by Facility Users and Organizations

The City received six completed survey in response to their request from program and facility users during the advertised window. Information from the response is contained in the following summary:

1. What is your relationship to the City of Downey?
 - Resident
 - Other, employer
 - Resident, Other (group advocate)
 - Resident, Visitor, Participant of a program, service or activity, Other (systematic services and programmatic Access Downey)
 - Resident, Visitor, Participant of a program, service or activity, Other (ADA)
 - Participant of a program, service or activity
2. Check all programs, services or activities in which you participate at the facility, site or location.
 - Recreation, Other (Parks).
 - Work (Employee), the Arc provides programs and services to people with disabilities
 - Recreation, Other (Parks).
 - Recreation, Other, Meetings (for stress therapy)
 - Work (Volunteer), Recreation, Seminars, Other, Meetings (Town meeting, Planning and Council)
 - Work (Volunteer), Work (Employee), Meetings
3. Do you know who to contact if you need assistance, have a concern or complaint, or need an accommodation to access a facility, service or event:
 - (no response)
 - Yes, appropriate City department
 - No, parents I have spoken to don't know who to contact or that an accommodation would be made.
 - Yes, Mayor Alex Sabb and Admin Mr. Rivas.
 - Yes, in person constituent
 - Yes
4. Have you ever requested an accommodation for a disability?
 - Not applicable
 - Yes
 - Not applicable
 - Yes, 54950.5 Ralph M. Brown Act.
 - Not applicable, fear of retaliation!
 - No

5. Have you experienced any exterior barriers, non-accessible areas, or non-accessible programs? (Examples: no accessible parking spaces, difficulty reaching an accessible entrance, steep ramps, uneven sidewalks, etc.).
 - Not applicable
 - Yes, The Arc requested upgrade to “crossing signal” at Woodruff & Washburn
 - Not applicable
 - Not applicable, Don’t Know, ADA access transportation = sidewalks
 - Not applicable, Don’t Know
 - (no response)

6. Have you experienced any interior barriers, non-accessible areas, or non-accessible programs inside the facility? (Examples: stairs only to the facility, narrow doorways, protruding objects in the hallways, lack of assistive devices, missing or inappropriate signage, lack of interpreters, etc.)
 - (no response)
 - No
 - The barriers are the lack of additional support give to participants with developmental disabilities, they won’t register if they feel needs aren’t met.
 - Yes, uneven sidewalks due to tree root uplifting and grinding surfaces
 - Yes, steep ramps, uneven sidewalks, need for large print
 - Yes, Limited parking for members and customers

7. Have you attended any special events in the City? If yes, did you encounter any barriers to accessibility?
 - (no response)
 - Yes, no [did not encounter a barrier]
 - Yes
 - Yes, council chambers, PLC meetings and planning committees.
 - Yes, [barrier of] programmatic access Golden Park and elsewhere, sidewalks access
 - Yes

8. Is accessible seating provided for individuals with disabilities at programs, community events, etc. held at the facility?
 - Not applicable
 - Yes
 - Not applicable
 - Not applicable, Don’t Know, no marked area for accommodations
 - No, Don’t Know
 - Not applicable

9. Are you aware of any programs, services, or activities that are not accessible to individuals with disabilities?
 - [Yes], Adaptive swimming, other adaptive classes
 - No
 - Yes, bad accommodations = not accessible. I have heard several patrons that have attempted swimming lessons not being able to be accommodates. City should look to have special needs class w/advertised days/times for those that can’t be accommodated in the classes that already exist. Also, staff need training/knowledge on how to accommodate better. Once child was 6 years and put in a mommy and me swim class as the accommodation. This is not an accommodation; not developmentally appropriate.
 - Yes, committee on disability
 - Yes
 - Don’t Know

10. Are you aware of any areas and elements of the facility that are not accessible to individuals with disabilities?
- Yes, swings are not accessible to children in wheel chairs
 - No
 - Yes, swings at Apollo Park
 - Yes, Lakewood Blvd/I-105 disability parking; Lakewood Blvd. signs and furniture too low; Deming Avenue 13200/Castana Ave 13300; sidewalk and curb cut on ramp at Metro 266 Lakewood Cir via Rosemead-Lakewood; Deming Ave 13200
 - Don't Know
 - Not applicable
11. Is information provided regarding accommodations, auxiliary aids, assistive listening systems, interpreters, alternate formats, specialized equipment, or assisted services, etc.?
- (no response)
 - Yes, Spanish interpreters and alternate formats
 - Don't Know
 - Don't Know
 - Don't Know, explaining procedures to that cognitive, learning or psychiatric individuals can easily understand
 - No
12. Is there adequate directional and informational signage provided at the facility?
- Don't Know
 - Yes, 1. Evacuation plan posted, 2. Wheelchair access, 3. Disabled parking
 - Don't Know
 - Don't Know
 - Not applicable, Don't Know
 - Yes
13. If you have requested auxiliary aids, an interpreter or specialized equipment, was your request accommodated?
- (no response)
 - Not applicable
 - Don't Know
 - No, Not applicable, Don't Know, not suggested by City staff for nonverbal individuals
 - Not applicable
 - Not applicable
14. Is the attitude of the City of Downey towards you, or someone you know with a disability, generally helpful, supportive, positive, and proactive in solving accessibility issues?
- No, although I feel they have the desire to be helpful.
 - Yes, 1. Participation in fundraising events, 2. Graciously accommodate our requests for parking permits and access, 3. CDBG funding
 - No, it's not that staff aren't positive and want to be more helpful, but w/out proper knowledge and training it's impossible to provide accessible services.
 - Not applicable, age discrimination on the basis of disability
 - No, All people enjoy equal rights, equal opportunity and freedom from illegal discrimination under disability rights laws.
 - Don't know
15. Other comments:
- (no response)
 - (no response)

- Accommodate and program parody, thanks!
- Systematic discrimination ADA violations. Very important to follow all broaden scope of access issues by state and local governments because Title II extend the prohibition of discrimination established by Section 504 of the Rehabilitation Act of 1973 / amended 29 USC. 794 to all activities. Provisions of Resolution, reach 527 US 581 (1999) to the extent possible for the disabled population, should be able to interact, participate and interact with nondisabled people in community settings, without fear, coerce or retaliation who assert a right protected by civil right laws. 54950.5 Brown Act/ADA.gov/42 USC§1983 1st Amendment
- View the public records under meetings. Also articles of bad or poor judgments to use full name about plaintiff about his incoherent or rants to participate.
- (no response)

16. What do you feel is the highest priority for accessibility in the City of Downey Accessibility Plan?

- *Budget line for individuals with special needs, *An inclusion polity and point person to oversee all aspects of our needs throughout the City's programs, *Hire and train staff in behavior intervention for special needs, *Once staff and budget are in place, implement programs for individuals with special needs such as: >after school programs with staff trained, >Special Olympics teams, 1 per season in the following sports: swimming, soccer, bowling, >return of "Camp for Champs" summer program, >adaptive swimming, >accommodations for our children in music, arts and crafts programs, >create or update at least one park in Downey that is a fully accessible playground, >provide a virtual resource center on the City of Downey website with links to all programs available as well as those available in neighboring cities, >offer space to conduct parent workshops on different special needs topics, such as therapies, financial assistance, etc.
- Continue to fully engage and support people with disabilities
- 1. Advertise someone for parents to call when they register for program / create an accommodations pop-up after someone registers [so] that they can contact someone for accommodations and they can type in information about their child and their needs. 2. The school district offered to train staff to work w/individuals w/disabilities, take them up on their offer. 2. Develop a clear inclusion policy and intake process (City of Irvine does an excellent job at this). 4. Work with regional center, they can help provide guidance on trends affecting this community. 5. Work to make all park playgrounds accessible over time, especially swings
- Safe & reasonable passage, sidewalks, curbs and ramps (transportation)
- Cure and correct, programmatic access "use" safe sidewalks, pathways, transportation which or should remove obstacles or barriers of furniture like poles at bus stops, also include architectural access. The City of Downey budget from or for access and functional needs. I protest Barden v. Sacramento 292 F 3rd 1073 (2002) Willits v. Los Angeles, by failing to maintain existing sidewalks and adding new construction for or altered sidewalks, ensure accessibility. The City of Downey [entity] local gov must allocate percent of its transportation funds, to make the City's pedestrian rights of way accessible to all persons with disabilities, non-disabled and visitors welcome. "The effect has been for many years" apparent / accessibility covers a broadened public services equal access.
- (no response)

The City has also received the following comment by telephone voicemail in response to the public input:

Golden Street in Downey going east towards Golden Park. There are no sidewalks and to address curb cuts or ramps. Golden Park where the handicapped park is the area by the trees by the sidewalks near the play area [and] has always been a concern. Lately a crew of people [have been] going out and grinding the street creating an uneven surface. Sidewalks should be repaired and

corrected so [that there is] no rise or bump or uneven path in that area. I would like to meet with you and become familiar with who you are regarding my case. By the way, my certified mail receipt is [redacted] to [the DOJ] in Washington in regards to this grievance case. Thank you.

The City will still continue to welcome comments and responses from facility users at any time.

Implementing Compliance Recommendations

The City of Downey has demonstrated an ongoing commitment to provide equal access to its programs, services and activities to maintain and enhance compliance with the requirements of the Americans with Disabilities Act. This commitment is evident throughout the organizational structure and is demonstrated by its outreach efforts and involvement of the community. The City continues to embrace a concept of full and equal access for all of the people it serves.

As further evidence of its efforts for compliance with the Americans with Disabilities Act and related accessibility legislation, the City of Downey has continued to prioritize and develop funding projections for implementation of the ADA Self-evaluation and barrier removal/transition plan.

Implementation of the recommendations in the Self-evaluation will continue to require planning, resources, staff training, interdepartmental coordination and collaboration throughout the organizational structure and the public.

Appendix A - Public Notices and Postings

Public Notice and Posting
City of Downey

The City of Downey, in keeping with its ongoing efforts to serve all members of the community, is updating its Americans with Disabilities Act (ADA) transition plan and self-evaluation. The accessibility plan provides a comprehensive plan for access for individuals with disabilities to City buildings, sidewalks, programs, services, activities and events.

The City of Downey is seeking input from agencies, organizations and individuals with disabilities. As an agency, organization or individual, the value of stakeholder guidance will help to address and prioritize current and future needs. Individuals who would like to provide input are invited to complete a survey, call or email the ADA Coordinator. Surveys are available for organizations that represent individuals with disabilities, patrons, community members, employees, and other interested individuals who wish to participate in the evaluation.

Your comments and opinions are important to us and will provide valuable information regarding how the City of Downey can better serve individuals with disabilities. Surveys can be mailed to you or are available at:

City Hall
City of Downey
11111 Brookshire Avenue
Downey, CA 90241

Please contact Shannon DeLong, ADA Coordinator, if you have questions or comments or would like to request a survey in an alternate format.

(562) 299-6619
ADACoordinator@downeyca.org

Information regarding the Americans with Disabilities Act can be obtained from the ADA Coordinator. The City of Downey complies with the Americans with Disabilities Act of 1990, Public Law 101-336, which prohibits discrimination on the basis of disability.

PUBLIC NOTICE

Americans with Disabilities Act (ADA)

The City of Downey is committed to achieving full compliance with the Americans with Disabilities Act.

City of Downey DOES NOT:

- Deny the benefits of City programs, services and activities to qualified individuals with a disability on the basis of a disability.
- Discriminate on the basis of disability in access to or provision of programs, services, activities of the City, or application for employment or employment to qualified individuals with disabilities.
- Provide separate, unequal or different programs, services or activities, unless the separate or different programs are necessary to ensure that the benefits and services are equally effective.

The City of Downey operates its programs so that, when viewed in their entirety, they are readily accessible to or usable by individuals with disabilities.

In accordance with Section 35.106 of the Americans with Disabilities Act, all participants, applicants, organizations and interested individuals are advised and noticed that the ADA Coordinator for the City is:

Shannon DeLong
City Hall
City of Downey
11111 Brookshire Avenue
Downey, CA 90241
(562) 299-6619
ADACoordinator@downeyca.org



CITY OF DOWNEY

ADA PUBLIC NOTICE



In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA") and Section 504 of the Rehabilitation Act (504), the City of Downey will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The City of Downey does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Effective Communication: The City of Downey will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City of Downey' programs, services, and activities.

Modifications to Policies and Procedures: The City of Downey will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in the City of Downey offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the City of Downey, should contact the office of the program, service or activity coordinator as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the City of Downey to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of the City of Downey is not accessible to persons with disabilities should be directed to:

Shannon DeLong, ADA/Section 504 Coordinator

City of Downey

11111 Brookshire Avenue

Downey, CA 90241

ADACoordinator@downeyca.org

Phone: (562) 299-6619

Fax: (562) 923-6388

TTY: 711

The City of Downey will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Appendix B - Surveys

City of Downey

Survey for Program and Facility Users



Survey for Downey Program and Facility Users

The city is seeing input from agencies, organizations and individuals with disabilities to help the City enhance accessibility to its facilities, programs, services and events.

First Name (Optional)

Last Name (Optional)

Date (Optional)

Address (Optional)

Phone (Optional)

E-mail address (Optional)

Name of City of Downey Facility or type of Program or Service for which you are providing input.

1. What is your relationship to the City of Downey? (check all that apply)

- Resident
- Visitor
- Contractor
- Employee
- Participant of a Program, Service or Activity
- Other

If other please describe

2. Check all programs, service or activities in which you participate at the facility.

- Classes
- Recreation
- Meetings
- Sporting Events
- Seminars
- Work (Volunteer)
- Work (Employee)
- Other

If other please describe

3. Do you know who to contact if you need assistance, have a concern or complaint, or need an accommodation to access a facility, service or event?

- Yes
- No

If yes, who would you contact?

4. Have you ever requested an accommodation for a disability from the City?

- Yes
- No
- Not Applicable
- Don't Know

5. If an accommodation was requested, was your accommodation made by the City?

- Yes
- No
- Not Applicable
- Don't Know

If yes, what accommodations were made? If no, were you given a reason why it was not provided?

6. Have you experienced any exterior barriers nonaccessible areas, or nonaccessible programs?
(Examples: no accessible parking spaces, difficulty reaching an accessible entrance, steep ramps, uneven sidewalks, need for assistive listening device, large print, etc.)

- Yes
- No
- Not Applicable
- Don't Know

If yes, please describe.

7. Have you attended any special events in the City?

- Yes
- No

If yes, did you encounter any barriers to accessibility?

8. Is accessible seating provided for individuals with disabilities at meetings, classes, programs, etc. held at the facility?

- Yes
- No
- Not Applicable
- Don't Know

If no, please describe.

9. Are you aware of any programs, service or activities that are not accessible to individuals with disabilities?

- Yes
- No
- Not Applicable
- Don't Know

If yes, please describe.

10. Are you aware of any areas or elements of the facility that are not accessible to individuals with disabilities?

- Yes
- No
- Not Applicable
- Don't Know

If yes, please describe.

11. Is information provided regarding accommodations, auxiliary aids (such as assistive listening systems, interpreters, alternate formats, specialized equipment, or assisted services, etc.?)

- Yes
- No

Not Applicable

Don't Know

Please describe.

12. Is there adequate directional and informational signage provided at the facility?

Yes

No

Not Applicable

Don't Know

If no, please describe.

13. If you have requested auxiliary aids, an interpreter or specialized equipment, was your request accommodated?

Yes

No

Not Applicable

Don't Know

If no, please describe.

14. Has the attitude of the staff of the City of Downey towards you or someone you know with a disability been generally helpful, supportive, positive and proactive in solving accessibility issues?

Yes

No

Not Applicable

Don't Know

Please describe.

15. Other comments:

16. What do you feel is the highest priority for accessibility in the City of Downey Accessibility Plan?

**City of Downey
Organizational Survey**



Americans with Disabilities Act
Survey for Organizations Representing Individuals with Disabilities
City of Downey

The City of Downey is currently updating its Americans with Disabilities Act Self-Evaluation and Transition/Barrier Removal Plans. In order to enhance access to programs and services for individuals with disabilities, the City of Downey is asking for your input.

Name of organization: _____

Address: _____

Contact person: _____

Phone: _____

Position: _____

Name of person completing this form: _____

Today's date: _____

Name of the ADA/504 Coordinator(s) for your organization: _____

The following questions have been developed to determine how organizations and advocacy agencies perceive the City of Downey's ability to provide services and accommodations for individuals with disabilities and to ask for input regarding how programs, services and activities can be more accessible for individuals with disabilities.

1. What direct communications have you had with the City of Downey to facilitate services and accommodations for individuals with disabilities?
2. Are there any specific complaints or problems regarding access for individuals with disabilities to any of the programs, services or activities provided by the City of Downey?
3. What information or other resources can you supply to help educate or inform the City of Downey about your organization and your services for individuals with disabilities?
4. What general guidance, advice or assistance could your organization provide to the City of Downey to protect against potential discrimination of individuals with disabilities in its programs, services and activities?
5. What do you feel is the highest priority for the City of Downey to improve accessibility for individuals with disabilities?

Please add any additional comments on the back of this survey or attach any additional documents.

Thank you for your input.

Please return this survey to Shannon DeLong, ADA/Section 504 Coordinator, City of Downey, 11111 Brookshire Avenue, Downey, CA 90241. Comments can also be made by calling (562) 299-6619, through California Relay at 7-1-1, or by email at ADACoordinator@downeyca.org.