



**Annual Report**  
**July 1, 2011 – June 30, 2012**

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[www.sandiego.gov/disabilityservices](http://www.sandiego.gov/disabilityservices)

The Americans with Disabilities Act (ADA) is a landmark civil rights law that was passed in 1990. Civil rights, by their very nature, focus on the needs and rights of individuals; they are built on the belief that all individuals, regardless of their circumstances, are entitled to equal treatment in American society. The ADA is the most comprehensive civil rights legislation ever passed into American law about how the nation should address individuals with disabilities. The City of San Diego enforces Title II of the ADA, governing City programs, services and activities. It is responsible for ensuring all facilities, programs, services and activities are accessible to, and useable by, all residents and visitors with disabilities, including City employees with disabilities.

During Fiscal Year 2012, the Disability Services Department provided oversight on 52 projects; 37% of those ongoing projects were completed. These ADA projects ensure access to City facilities as well as public rights-of-way, and have both short and long term benefits for people of all ages with disabilities.

In FY 12, we received \$1,531,029 of General Funds for various projects: Mission Beach Community Clinic, Pioneer Park, Santa Clara Recreation Center, Alzheimer Family Center, N. Clairemont Community Park and Recreation Center, Accessible Pedestrian Signals, Curb Ramps and Sidewalks.

## **FY 12 Annual Accomplishments:**

- Installed 2,109 curb ramps citywide: 149 with ADA funds, 903 by the Transportation and Storm Water Dept. as part of citywide street repaving projects, 993 during Capital Improvement Projects with the Public Works Dept., and 64 in conjunction with Utilities Undergrounding Projects
- Completed 16 missing sidewalk projects
- Installed audible pedestrian signals at 10 intersections: Lebon and Nobel Drives, Pearl St. and Draper, La Jolla Village Dr. and Lebon, Golden Haven Dr. and Town Ctr., West Bernardo Dr. and Rancho Bernardo, Tait and Ulric Streets, Balboa Ave. and Mt. Everest, Camino Del Este and Rio San Diego, and Rosecrans and Midway
- Upgraded 54 existing pedestrian push buttons at 6 intersections to ADA standards along Cesar Chavez Parkway
- Removed barriers in existing sidewalks
- Completed 8 ADA facility projects funded in prior years:

Council District 2 – Lifeguard Headquarters and Capehart Community Dog Park  
Council District 3 – Azalea Recreation Ctr. Restrooms and North Park Library  
Council District 4 – Martin Luther King Jr. Pool and D.V. Allen Tot Lot  
Council District 6 – South Clairemont Recreation Center  
Council District 8 – San Ysidro Library

- Disability Services staff surveyed 78 facilities, reviewed 89 construction documents, conducted 102 on-site inspections, and responded to 1241 disability related calls and emails.
- Conducted a National Disability Employment Month Event in October 2011.
- Provided 12 trainings/presentations on ADA and disability related subjects to City Departments, organizations, and universities
- Responded to 154 technical assistance questions regarding ADA and disability
- Staffed the Mayor's Committee on Disability monthly meetings and subcommittees

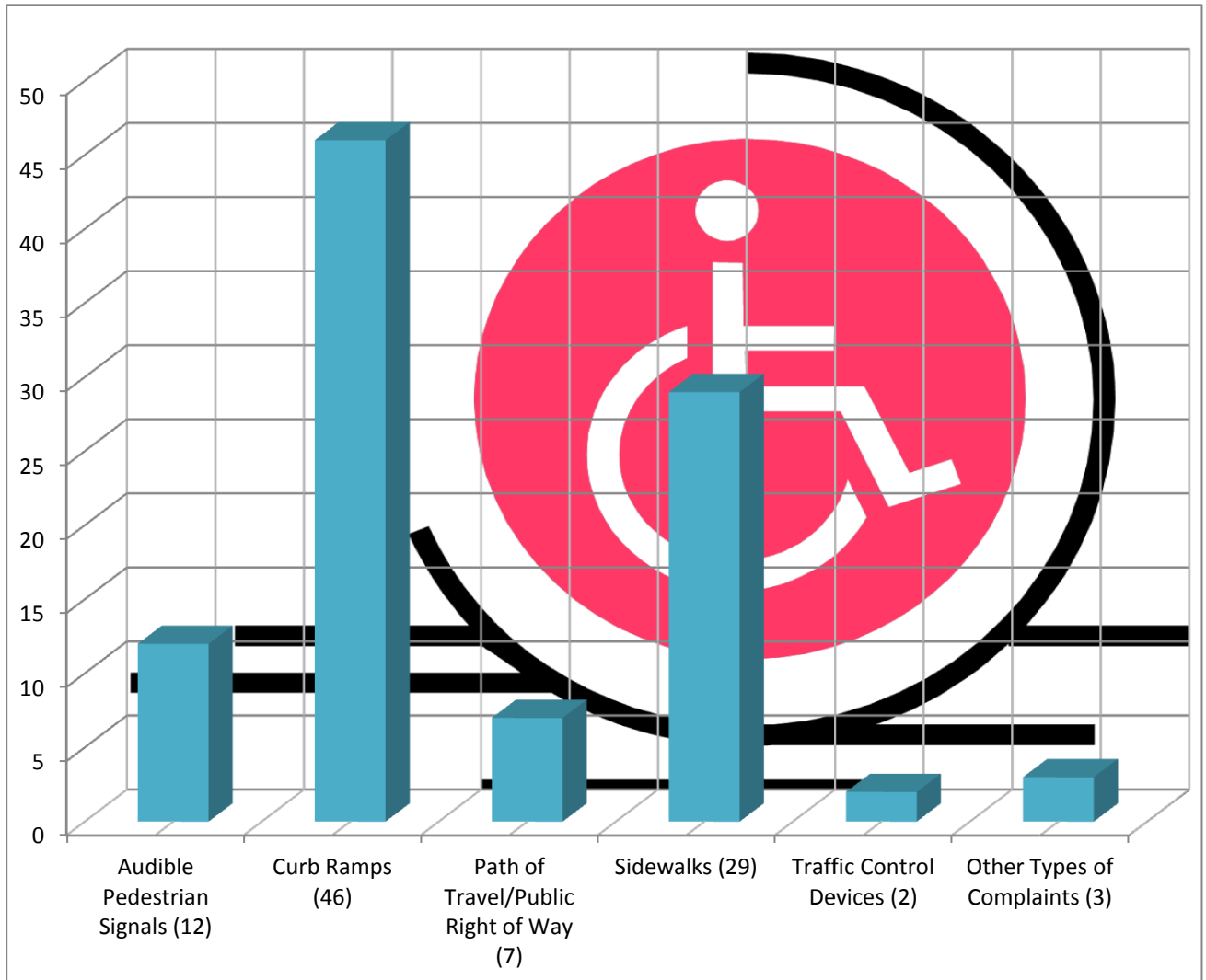
## **Complaint Database**

Disability Services manages all disability related complaints for the City. During FY12, we received and processed 99 complaints and resolved 39.

If a person with a disability believes that he or she is being discriminated against regarding a City program, service, or activity, he or she is encouraged to bring the issue to the attention of Disability Services at [disabilityservices@sandiego.gov](mailto:disabilityservices@sandiego.gov) or by calling 619-236-5979. ADA protection is afforded to all persons with disabilities regardless of their age or type of disability. Additional information can also be found on our website:

[www.sandiego.gov/disabilityservices](http://www.sandiego.gov/disabilityservices)

## FY12 DISABILITY SERVICES COMPLAINTS RECEIVED



Note: Other types of complaints include Parks (1), Parking (1), and Street Light (1).

A response regarding a resolved complaint: ***“It has been my intention for several months to express my gratitude to you for the installation of talking signals in Linda Vista. As a pedestrian who is blind, this technology has made a significant difference in lowering my stress and heightening my confidence in my evening commute as I re-enter my neighborhood from my starting point at the San Diego Center for the Blind and Visually Impaired. I am sure that beyond my population group, seniors and children as well as other Linda Vista residents find this audible communication system equally advantageous. To your department and the transportation network, thanks again for keeping us informed and safe.”***