



## **Fiscal Year 2014 Annual Report**

**July 1, 2013 – June 30, 2014**

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

The Americans with Disabilities Act (ADA) is a comprehensive Federal civil rights law that prohibits discrimination and ensures equal opportunity for persons with physical or mental disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation. The City of San Diego enforces Title II of the ADA, ensuring all City facilities, programs, services, and activities are accessible to, and useable by, all residents and visitors with disabilities.

During Fiscal Year 2014 (FY14), the Office of ADA Compliance and Accessibility (Department) provided oversight on 106 ADA projects, all of which ensure access to City facilities and the public right-of-way and have both short and long term benefits for people of all ages with disabilities. Of these projects, 20 were completed.

In FY14 the Department received \$2.5 million in Development Impact Fees. Various projects were funded with this money, including capital improvement projects to make three City facilities accessible, and improvements to ten curb ramps, sidewalks, and audible pedestrian signals. Additionally, the department received \$889,000 from the General Fund which was allocated to various projects' deficits due to inflation, change in project scope, and other unforeseen factors.

## **FY14 Accomplishments**

- Completed three ADA facility improvement projects funded in prior years:
  - Council District 2 – Neil Good Day Center
  - Council District 8 – Vista Terrace Pool
  - Council District 9 – Colina del Sol Recreation Center
- In response to complaints or requests from the public, installed and/or repaired:
  - 17 audible pedestrian signals
  - 36 curb ramps
  - 17 sidewalks
- Surveyed 131 facilities and intersections, reviewed 182 construction documents, conducted 130 on-site inspections, and responded to 903 disability-related calls and emails.
- Responded to 161 technical assistance questions regarding ADA and disability.
- Staffed eight Mayor’s Committee on Disability monthly meetings.

## **Complaint Database**

The Office of ADA Compliance and Accessibility manages all disability-related complaints for the City. These complaints are filed by members of the public. In FY14 the Department received 135 ADA complaints, 40 of which were resolved. Sixty-six complaints from prior years were also resolved for a total of 106 complaints resolved in FY14.

If a person with a disability believes that he or she is being discriminated against regarding a City program, service, or activity, they are encouraged to bring the issue to the attention of the Office of ADA Compliance and Accessibility by email at [adacompliance@sandiego.gov](mailto:adacompliance@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 at [www.sandiego.gov/adacompliance](http://www.sandiego.gov/adacompliance).

### **FY14 COMPLAINTS RECEIVED AND RESOLVED**

<b>Type of Complaints</b>	<b>1ST QTR Jul - Sep</b>	<b>2ND QTR Oct - Dec</b>	<b>3RD QTR Jan - Mar</b>	<b>4TH QTR Apr - Jun</b>	<b>YTD</b>
Audible Pedestrian Signals	3	4	3	8	18
Curb Ramps	15	10	15	18	58
Path of Travel/Public Right-of-Way	2	5	3	1	11
Sidewalks	6	1	7	6	20
Traffic Control Devices	1	0	0	3	4
Other Types of Complaints (Parks, Parking, Street Lights)	10	1	5	8	24
<b>Total Complaints Received</b>	<b>37</b>	<b>21</b>	<b>33</b>	<b>44</b>	<b>135</b>
<b>Total Complaints Resolved</b>	<b>24</b>	<b>26</b>	<b>20</b>	<b>36</b>	<b>106</b>
<b>Mean Average Number of Days to Resolve Complaint</b>	<b>595.2</b>	<b>719.7</b>	<b>745.4</b>	<b>660.7</b>	<b>681.9</b>