



2025

Americans with Disabilities Act (ADA) Annual Report



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Executive Summary

The Americans with Disabilities Act (ADA) is a comprehensive civil rights law that mandates equal opportunity for individuals with disabilities. The ADA prohibits discrimination in access to jobs, public accommodations, government services, public transportation, and telecommunications, and requires public entities to provide programs, activities, and services in a manner that ensures equitable access for people with disabilities.

In 2024, the City of Chino (“City”) completed a comprehensive evaluation of its policies and programs to determine the extent to which individuals with disabilities may be restricted in their access to services and activities. This 2025 Americans with Disabilities Act (ADA) Annual Report (“ADA Annual Report”) documents progress made towards the elimination of barriers to access during FY24 and FY25 that were identified in the 2024 ADA Title II Self-Evaluation and Transition Plan (“ADA Transition Plan”) and outlines the City’s objectives for the next fiscal year (FY26) for removing barriers to programs, services, and activities.

Background

ADA Title II (28 CFR § 35) applies to State and local government entities and protects qualified individuals with disabilities from discrimination on the basis of disability in services, programs, and activities provided by State and local government entities. Title II extends the prohibition on discrimination established by Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794), to all activities of State and local governments regardless of whether these entities receive Federal financial assistance.

Consistent with 28 CFR §35.133(a), the City will maintain the accessibility of its programs, activities, services, facilities, and equipment, and will take whatever actions are necessary to do so, such as routine testing of accessibility equipment and routine accessibility audits of its programs and facilities. This does not prohibit isolated or temporary interruptions in service or access due to maintenance or repairs.

Purpose

The purpose of the ADA Annual Report is multifaceted. First and foremost, this report documents the City’s adherence to the requirements of the ADA. It demonstrates the City’s commitment to eliminating barriers to access for people with disabilities in all of its programs, services, and activities.

In addition, it creates a process for adjustments to the ADA Transition Plan as priorities and programs shift. This minimizes the potential for the ADA Transition Plan to become inaccurate or outdated. It also provides an opportunity to reassess long range planning priorities as needs change or in response to the changing needs of the community.

Furthermore, it highlights the barriers removed during the previous fiscal year and provides a list of planned future improvements for the upcoming fiscal year. This provides a clear account of the City's construction and non-construction accessibility related activities, as well as streamlined tracking and documentation of the ADA Transition Plan schedule.

Finally, it demonstrates a good faith effort for ongoing compliance. By sharing regular updates on progress and priorities with the public, the City creates the opportunity for dialogue with members of the public with disabilities and alleviates the perception of inaction.

General Compliance

The ADA outlines several basic requirements for local government entities to support access to civic life by people with disabilities. This section outlines those basic requirements as well as best practices for interdepartmental coordination and community input.

Notice Under the Americans with Disabilities Act

In accordance with 28 CFR § 35.106, the City of Chino has made available to applicants, participants, beneficiaries, and other interested persons information regarding the provisions of the ADA and its applicability to the services, programs, and activities offered by the City.

The ADA Public Notice is posted at all City Facilities, is available in Spanish, and can be provided in other languages and formats upon request. The City's most up-to-date ADA Notice with current contact information can be found at www.cityofchino.org/ada.

ADA Grievance Procedure

In accordance with 28 CFR § 35.107, the City has adopted and published a grievance procedure providing for the prompt and equitable resolution of complaints alleging any action that would be prohibited by Title II of the ADA. Title II states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs, services or activities sponsored by a public entity.”

The ADA Grievance Procedure is posted at all City Facilities, is available in Spanish, and can be provided in other languages and formats upon request. The City's most up-to-date ADA Grievance Procedure with current contact information can be found at www.cityofchino.org/ada.

During FY25, five formal grievances were filed with the Accessibility Coordinator. Additionally, two informal inquiries were brought to the attention of the Accessibility Division. Informal inquiries are issues brought to the Accessibility Coordinator anonymously or for which the grievant does not wish to file a formal complaint. These were investigated following a similar process as formal grievances. The Accessibility Coordinator also received one request for program modification. This is not a comprehensive count of requests for modifications Citywide, as each department is authorized to provide reasonable modifications to any person accessing the City's programs, services, and activities.

Some requests received by the Accessibility Coordinator were related to issues outside the purview of the City or the Accessibility Division. These requests resulted in referrals to outside agencies or other departments for assistance.

Designated ADA Coordinator

In accordance with 28 CFR § 35.107 the City, being a public entity that employs 50 or more persons, has designated Lisa Almilli to coordinate its Citywide efforts to comply with and carry out its responsibilities under the ADA. Her contact information is readily available on the City's website at www.cityofchino.org/ada.

Accessibility Compliance and Implementation Team

The Accessibility Compliance and Implementation Team is comprised of employees within different departments who play a critical role in the implementation of the ADA Transition Plan and the tracking of program or structural accessibility improvements. The team works with the Accessibility Coordinator to ensure documentation of completed improvements, planning of future improvements, and improving internal processes to meet regulatory compliance.

Accessibility Training and Community Events

Disability awareness and education continues to be a priority in the City. Knowledge of and training about the ADA and other civil rights laws and regulatory compliance is essential to ensure City employees have the most up-to-date information about the requirements.

In 2022, all City staff received ADA Basics training, which covers general nondiscrimination, program access, and effective communication. Since then, this training has been conducted through the new hire orientation process. Additionally, virtual or in-person training on accessibility is offered to employees throughout the year. Below are some of the trainings that City staff attended during the last year:

Training	Department / Division
2022 CBC Chapter 11B: Accessibility for Public Housing Developments and Chapter 11A: Accessibility for Privately Funded Multi-Family Dwellings - CALBO	Development Services / Building
New ADA Title II Web Content and Mobile App Requirements Webinar – Great Lakes ADA Center	Development Services / Accessibility
History of Disability Access and California Accessibility Statutes, California Compliance Bills and CRASCA Reports – Division of the State Architect	Development Services / Building
ADA Litigation Webinar – Great Lakes ADA Center	Development Services / Accessibility & Human Resources Risk Management
Examining Path of Travel Triggers for Additions and Alterations in Chapter 11B - CALBO	Development Services / Building
Beyond Compliance: Equity, Access, and the ADA Virtual Conference 2025 – Pacific ADA Center	Administration / Communications & Police / Emergency Management
Applicable Standards, Effective Use of the CBC, Federal Regulations, and ADA Barrier Removal Requirements – Division of the State Architect	Development Services / Building
National ADA Symposium – Virtual Conference	Public Works, Development Services, Human Resources Risk Management, Community Services Parks & Recreation
National ADA Symposium – In Person Conference	Development Services / Accessibility
Comparing the ADA and the CBC, State and Federal Housing Accessibility Standards – Division of the State Architect	Development Services / Building
2025 Virtual ADA Conference for State and Local Governments – State of Georgia	Development Services / Accessibility
Functional Assessment Services Team (FAST) Training – CA Dept of Social Services, Disaster Services Branch	Development Services / Accessibility & Community Services Parks & Recreation
Pedestrian Facilities: Planning and Conceptual Design for Accessibility and Safety – UC Berkeley TechTransfer (Virtual)	Public Works & Development Services
Unpacking the 2022 Intervening Code updates for Multi-User All-Gender Restrooms – CALBO	Development Services / Building

The City also collaborated with community partners to host events for people with disabilities as well as older adults at the Chino Senior Center. Below are some of the events hosted over the last fiscal year:

- Seniors at the Square – July/August 2024
- Inaugural Inclusion Community Celebration – September 2024
- Senior Health and Wellness Fair – November 2024
- Grand opening of the City’s first all-inclusive park, Chino Rancho Park – March 2025
- Legends Challenge at the Senior Center – April 2025
- Safe and Sound: Engagement with First Responders – April 2025

Self-Evaluation and Transition Plan

In accordance with 28 CFR § 35.105 and 28 CFR § 35.150(d), the City completed an initial self-evaluation and transition plan in 1994. An updated self-evaluation of City-owned buildings and parks was completed between 2017 and 2019 as well as data collection on curb ramp and sidewalk compliance in 2022. In 2024, a comprehensive Citywide ADA self-evaluation and transition plan was completed evaluating the City’s programmatic and administrative activities, public buildings and park facilities, and public right-of-way facilities.

The transition plan sets forth the steps necessary to complete structural changes to facilities to achieve program accessibility. The City provided opportunities for interested persons, including individuals with disabilities and organizations representing individuals with disabilities, to participate in the development of the transition plan by submitting comments. The final ADA Transition Plan was adopted by the Chino City Council in February 2024. The ADA Transition Plan is located on the City’s website and copies of the plan shall be made available for public inspection upon request.

The records of the Citywide self-evaluation, including the individual site surveys and public right-of-way surveys, are maintained by the Accessibility Coordinator. Building and park facility barriers and remediations are documented in ADA AssetCALC, a web-based SQL database platform. Public right-of-way pedestrian facility barriers and remediations are documented in the City’s GIS database.

Changes to the ADA Transition Plan Schedule

The ADA Transition Plan is a snapshot in time that evaluated and prioritized accessibility barrier removal throughout the City. It is a living document and can be modified and updated on a periodic basis to reflect barrier removal efforts, changes in economic conditions, new and revised strategies, and to reflect future public input. The ADA Report creates a method to document adjustments to the plan as priorities and programs shift.

City building and park facilities are prioritized in five phases over a 13-year period. The following adjustments are being made to the transition plan schedule:

Building or Park	Original Phase	New Phase	Reason
Walnut Park	Phase 3	Phase 1	Funding priorities
Police Department	Phase 5	Phase 2	Public access portions of the facility and level of public interaction
Water Environmental Building	Phase 2	Phase 5	Will not be a public facing facility (staff only)

Additionally, some facilities listed on the ADA Transition Plan were discovered to not be owned by the City, but instead by another entity. Remediation of barriers to access at the following facilities are not a responsibility of the City, however, the survey reports for each site will be provided to the owners of those respective facilities:

- Preserve Community Center (owned by the Chino Valley Unified School District)
- Energy Park (owned and maintained by the HOA)
- Evergreen Park (owned and maintained by the HOA)
- Gallery Park (owned and maintained by the HOA)
- Golden Tree Park (owned and maintained by the HOA)
- Harvest Park (owned and maintained by the HOA)
- Hidden Hollow (owned and maintained by the HOA)
- Inspiration Park (owned and maintained by the HOA)
- Lotus Park (owned and maintained by the HOA)
- Mulberry Park (owned and maintained by the HOA)
- Secret Garden Park (owned and maintained by the HOA)
- Symphony Park (owned and maintained by the HOA)

Accessibility Improvements

There are two kinds of accessibility: structural accessibility and program accessibility. Structural accessibility requires that a facility be readily accessible to and usable by individuals with disabilities. To be “readily accessible”, a facility must be constructed in conformance with the 2010 ADA Standards and, in the state of California, with Title 24 California Building Code accessibility requirements.

Program access requires the City to operate its services, programs, and activities so that when viewed in their entirety the service, program, or activity is readily accessible and usable by individuals with disabilities. Program accessibility entails all policies, practices, and procedures that permit people with disabilities to participate in programs and to access important information. Program accessibility requires that individuals with disabilities be provided an equally effective opportunity to participate in or benefit from a public entity’s programs and services. Program accessibility may be achieved by either structural or non-structural methods.

When choosing a method of providing program access, the City will give priority to the one that results in the most appropriate integrated setting to encourage interaction among all users, including individuals with disabilities. The City does not have to take any action if it can demonstrate that the action would result in a fundamental alteration in the nature of a program or activity, would create a hazardous condition, or would represent an undue financial and administrative burden.

Program and Administrative Accessibility

An evaluation of the City's current program and administrative requirements was completed in the ADA Transition Plan providing recommendations for modifications. The City implements the necessary modifications for non-structural program access to be in compliance with the 28 CFR § 35.105. Below are some notable formal actions that the City took in FY24 and FY25:

- Special event application process includes formal accessibility review for both internal and external events
- Accommodation language has been added on event notices and flyers
- All job descriptions include an Equal Employment Opportunity statement as well as language for reasonable accommodations for specific job requirements
- Contact information for accommodation requests during the hiring process is posted on the website and all job postings
- A reasonable accommodation policy and procedures was developed

- An effective communication policy and procedures was developed
- Vendors for alternative formats for written materials, such as Braille, large print, audio and electronic formats we established
- A curb ramp request form was added to the My Chino app and City website

City Building and Park Facility Accessibility

As previously mentioned, remediation of barriers identified in City buildings and park facilities are prioritized in five phases over a 13-year period. During FY24 and FY25, 94 accessibility barriers were remediated at City buildings and parks. Some barriers were able to be removed by the Facilities Maintenance Division or the Public Works Services Division through regular maintenance of accessible features or because they were easily removable. Others required more complex design and construction. At the end of FY25, the City is approximately 20% into Phase 1 timing of the transition plan schedule for City buildings and park facilities and has removed 13% of the barriers identified.

The table below represents City building and park facility accessibility improvement projects that were completed in FY24 and FY25.

Location	Project Scope	Completion
City Hall	Accessible parking upgrades in north lot	FY24
Gray Building	Restroom accessibility upgrades	FY24
Villa Park	Restroom accessibility upgrades	FY25
Cypress Trails Park	Restroom accessibility upgrades	FY25
Heritage Park	Restroom accessibility upgrades	FY25
Mountain View Park	Restroom accessibility upgrades	FY25
Community Garden	Restroom accessibility upgrades	FY25
Ayala Park	Softball fields 1-4, accessible routes, restrooms & concession stand (Bldg. D)	FY25
Old Schoolhouse Museum	Accessibility upgrades for accessible routes, entrance ramp, accessible parking	FY25
City Hall South	Remodel lobby restrooms to include accessible single-user restroom	FY25
Public Works Services Center	Accessible parking upgrades	FY25

Public Right-of-Way Facility Accessibility

The schedule for the remediation of accessibility barriers within the public right-of-way is prioritized in three phases over a period of 20 years. During FY24 and FY25, 129 curb ramps were remediated and 417 sidewalk segments (measured in 10-foot increments) were repaired. At the end of FY25, the City is approximately 25% into Phase 1 timing of the transition plan schedule for public right-of-way facilities and has removed 21% of the barriers identified.

The table below represents projects in the public right-of-way that incorporated accessibility improvements and were completed in FY24 and FY25.

Location / Project #	Project Scope	Completion
Monte Vista Ave at D St / PK183	Construction of curb ramps, pedestrian crossing beacon along frontage of Monte Vista Park	FY24
E-W Alleys between Chino Ave & D St from 9 th St to 13 th St / G6220	Path of travel and alley entrance improvements	FY24
Grand Ave-Pipeline Ave to SR-71; Pipeline Ave-Grand to Eucalyptus / ST162	Street Rehab Project and construction of curb ramps	FY24
7 th St – B St to Washington Ave ADA Curb Ramp Improvements / Maintenance Svs.	Construction of curb ramps and adjacent sidewalk panels	FY24
Citywide Street Rehab FY24 / ST241-Concrete	Construction of curb ramps	FY25
3 rd St – H St to Schaefer Ave / ST173	Construction of sidewalk	FY25
Yorba Ave Improvements-Chino Ave to Schaefer / ST233	Street Rehab Project and construction of curb ramps	FY25
D St – 6 th St to Central Ave / WA221	Waterline replacement project and construction of curb ramps and adjacent sidewalk panels	FY25

Project Plan for Fiscal Year 2026

The table on the following page represents planned accessibility improvement projects for FY26 that address barriers identified in the ADA Transition Plan. These include structural accessibility improvements to City buildings and park facilities, as well as the public right-of-way pedestrian facilities. The budgeted cost is the estimated cost of the project as shown in the City’s approved FY26 budget. The actual cost of the project may change due to changes to the anticipated scope of the work or other unforeseen factors that may present themselves during the design or construction phase.

Location/Project #	Planned Improvements	Type of Work	Responsible Department	Project Cost
Local Street Rehab – Concrete / ST251	Design of approx. 190 curb ramps to be applied to future CIP projects	Design	Public Works	\$408,990
Pavement Improvements- Walnut Ave & Russell Ave / ST260	Street rehab project with construction of curb ramps	Construction (proposed completion FY27)	Public Works	\$999,600
Monte Vista Ave & Walnut Ave Traffic Signal / TR212	Installation of traffic signal and construction of curb ramps at the intersection	Design	Public Works	\$3,500,000
Yorba Ave & Walnut Ave Pedestrian Crossing / ST261	Installation of high visibility crosswalk with RRFB and construction of intersection curb ramps	Construction (proposed completion FY27)	Public Works	\$571,120
Monte Vista Park / PK255	Parking lot expansion and remediation of accessible parking spaces	Design	Public Works/ CSPR	\$100,000
Walnut Park / PK223	Accessibility improvements including playground, site furnishings, parking lot and restrooms	Design & Construction (proposed completion FY27)	CSPR	\$1,100,000
Carolyn Owens Community Center / PK234	Demonstration garden and exterior path of travel accessibility improvements	Design & Construction (proposed completion FY27)	CSPR	\$497,785
Carolyn Owens Community Center / PK252	Tot lot and exterior path of travel accessibility improvements	Design & Construction (proposed completion FY27)	CSPR	\$75,000
Police Department	Accessible parking spaces with solar/charging station project	Design & Construction	CSPR	\$112,432
Community Building	Men’s restroom accessibility improvements	Design & Construction	CSPR	\$50,000
Heritage Park / PK261	Accessibility improvements	Design	CSPR	\$100,000
Shady Grove Park / PK262	Accessibility improvements	Design	CSPR	\$100,000
Youth Museum / PF261	Interior accessibility improvements	Design	CSPR	\$100,000