



**Summary of Americans with Disabilities Act (ADA) – Section 504
Review of Accessibility of City of Victorville Programs, Services
Activities, Facilities, and Public Rights-of-Way**

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



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

Mr. Christian Guntert, former Director of Community Services, served as the primary contact and facilitator for the Americans with Disabilities Act (ADA) Self-evaluation for programs, services, activities and events of the City of Victorville and the updated ADA transition/barrier removal plan for City of Victorville buildings, parks, public rights-of-way and parking lots.

Joe Slegers, Building Official, is currently designated as the 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 Victorville ADA/504 Self-evaluation and Transition Plan

The purpose of the City of Victorville Americans with Disabilities Act (ADA) Title II and Section 504 Self-evaluation is to document the results of the City of Victorville'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 Victorville.

As evidenced by this study and update, the City of Victorville 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 Victorville 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 Victorville 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 Victorville 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 Victorville 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 under the direction of Christian Guntert, the Director of Community Services for the City of Victorville at that time. 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 between July and October 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 Victorville

The City of Victorville 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 Victorville 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 Victorville 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 Victorville 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 Victorville.

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, Joe Slegers. 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

Joe Slegers is designated as the ADA/504 Coordinator for the City of Victorville. The City of Victorville 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:

Joe Slegers
City of Victorville
Building Official
14343 Civic Drive
Victorville, CA 92392
Phone: (760) 243-6337
Fax: (760) 269-0031
Email: ada@victorvilleca.gov
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 Victorville 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 Victorville

The community of Victorville was incorporated on September 21, 1962, as a general law city with a population of approximately 8,110 and an area of 9.7 square miles. As of February 28, 2007, the City's population was estimated to be 99,395 and the area was 74.16 square miles. These figures indicate the City has grown substantially in its history as a municipality. Prior to incorporation the community had a history which goes back over 100 years, when the first settlers of European descent arrived.

As of 2013 the residential population of Victorville is 121,096 and growing. Estimates suggest that this figure more than doubles during business hours to accommodate the needs of the more than 300,000 people who call the Victor Valley home.

A dependable and qualified labor force is one of the keys to business success. Victorville is home to a large and diverse pool of workers, and has many educational opportunities to ensure a qualified supply of workers for the future.

The Victor Valley includes the communities of Adelanto, Apple Valley, Hesperia, Lucerne Valley, Oak Hills, Phelan, Victorville and Wrightwood. Victorville is the business hub of the area and draws consumers from well beyond its immediate area. It is the largest commercial center between San Bernardino and the Nevada border.

Most of the area's employment opportunities fall into service-related businesses, with nearly 42% of businesses in the city located in the retail sales category.

Local manufacturing companies are primarily related to mining and cement production. Within the city, there are some 6,550 acres zoned for commercial use -- and nearly 75% remains available for development.

Victorville is home to the largest enclosed regional shopping center between San Bernardino and Las Vegas. The Mall of Victor Valley is anchored by major department stores such as J.C. Penney and Sears. Kohl's Department Store has also located to Victorville within the past few years, making it the newest retailer in the City. Victorville also offers many other retail facilities for consumers.

City Organization, Departments, Committees

Organization and Departments

The main City of Victorville departments and divisions include:

- Administrative Services
- Airport
- Animal Care and Control
- Building
- Capital Improvements
- City Clerk
- City Council
- City Manager
- Code Enforcement
- Community Services
- Development
- Elections
- Emergency Services
- Engineering
- Finance
- Fire Department
- Golf
- Healthy Victorville
- Human Resources
- Library
- Mayor
- Parks and Facilities
- Planning
- Police
- Public Works
- Recreation
- Recycling and Solid Waste

- Risk Management
- Traffic Division
- Water Conservation
- Water Services

Methodology for Self-Evaluation

A City of Victorville staff member was designated to provide oversight representation and direction regarding the study of City programs, services, activities and events. Mr. Christian Guntert, former Director of Community Services, was designated as the City staff member to serve as the City contact for the ADA/504 Self-evaluation. Joe Slegers, Building Official, is currently 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 Victorville 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 Victorville 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 no 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 Victorville, 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**
 - 65 Foot Advertising Monument With LED
 - Airport Fire Station
 - Animal Control / Sign Shop / Parks Yard

- Arsenic Treatment Facility - La Mesa Road And Well # 207
- Avalon Park
- Aviation Admin And Security Equipment
- Aviation Office, School and Storage
- Aviation Office, School and Storage - Phantom
- Brentwood Park
- Building 999
- Center For The Arts
- Center Street Park
- City Hall
- City Sign
- CNG Fuel Station - McArt Road
- CNG Fueling Station - D Street
- Doris Davies Park
- Doris Davies Park Duplex
- Eagle Ranch Park
- Eagle Ranch Pocket Park
- Eva Dell Park
- Facilities Yard
- Fire Station #311
- Fire Station #312
- Fire Station #313
- Fire Station #314
- Fire Station #315
- Grady Trammel Park
- Green Tree Golf Course
- Hollyvale Park
- Hook Park And Community Center
- Las Haciendas Park
- Liberty Park
- Library
- Mesa Linda Park
- Mojave Vista Park
- Nature Center
- Old Town Arch Sign
- Old Victor Park & School
- Palmdale Metal Building
- Police Station
- Public Works Yard
- Schmidt Park
- Sunset Ridge Park
- Victorville Activities Center
- Victorville Municipal Utility Services
- Victorville Transportation Center
- Victorville Waste Water Treatment Facility
- Victorville Water District - Pumping Station
- Victorville Water District - Administration Building

- Victorville Water District - Arsenic Blending Facility
- Victorville Water District - Arsenic Treatment Facility
- Victorville Water District - Arsenic Treatment Facility And Well #137
- Victorville Water District - Grady Trammel Well
- Victorville Water District - Pump And Pipeline Deluge System
- Victorville Water District - Warehouse
- Victorville Water District - Well #105
- Victorville Water District - Well #109
- Victorville Water District - Well #116
- Victorville Water District - Well #118
- Victorville Water District - Well #119
- Victorville Water District - Well #120
- Victorville Water District - Well #121
- Victorville Water District - Well #122
- Victorville Water District - Well #123
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- Victorville Water District - Well #135
- Victorville Water District - Well #136
- Victorville Water District - Well #139
- Victorville Water District - Well #140
- Victorville Water District - Well #141
- Victorville Water District - Well #201
- Victorville Water District - Well #203
- Victorville Water District - Well #204
- Victorville Water District - Well #205
- Victorville Water District - Well #206
- Victorville Water District - Well #208
- Victorville Water District - Well #212
- Victorville Water District Storage Shed And House
- Victorville Water Well District - Well #209
- Village Park
- Westwinds Activities Center
- Westwinds Golf Course
- Westwinds Golf Maintenance Building
- Westwinds Sports Center
- **Sidewalks**
 - 1st Avenue - Nisqualli Road To End
 - 2nd Avenue - Silica Drive To Bear Valley Road
 - 2nd Street - Hermosa Avenue To Mesa View Drive

- 2nd Street - Salem Road To Lilac Road
- 3rd Avenue - Nisqualli Road To End
- 5th Avenue - Silica Drive To Bear Valley Road
- 8th Avenue - Choctaw Street To Ottawa Street
- 9th Avenue - Ottawa Street To Nisqualli Road
- A Street - Avalon Avenue To Hesperia Road
- Aaron Court - Enfield Drive To Cul-de-sac
- Aaron Court - Fairbanks Drive To Cul-de-sac
- Abbot Street - Coolwater Street To Del Cerro Street
- Abbotsford Lane - Hook Boulevard To End
- Abiline Court - Bandera Way To Cul-de-sac
- Acacia Avenue - Dahlia Drive To Silver Creek Way
- Acoma Lane - Wapiti Way To Hopland Street
- Adair Court - Enfield Drive To Cul-de-sac
- Adele Street - Dos Palmas Road To Earlegate Street
- Adelpia Lane - Skipper Lane To Leaf Lane
- Adler Street - Del Haven Street To Vox Lane
- Adobe Place - Tucson Street - South To Tucson Street - North
- Adolfo Lane - Lucero Street To Mann Street
- Afton Circle - Gateway Drive To Cul-de-sac
- Agate Circle - Stonegate Drive To Cul-de-sac
- Agate Way - Stonegate Drive To Cobblestone Drive
- Air Expressway & Adelanto Road
- Air Expressway & Gateway
- Air Expressway & Phantom East
- Air Expressway Boulevard & George Boulevard
- Air Expressway Boulevard & National Trails Highway
- Air Expressway Boulevard & Nevada Avenue
- Air Expressway Boulevard & Phantom West
- Air Expressway Boulevard & Village Drive
- Akins Street - Coolwater Street To Del Cerro Street
- Alana Way - Cul-de-sac To Nyack Road
- Albright Court - Eaton Lane To Cul-de-sac
- Alcorn Drive - Freeport Drive To Dixon Street
- Alcott Street - Via Palma Road To Viejo Circle
- Alexia Way - Heron Street To Lucero Street
- Allegro Lane - Amethyst Road To Angelica Way
- Almendra Way - Mesa Linda Avenue To Westbranch Way
- Aloe Road - Ladybird Lane To Hook Boulevard
- Alpine Circle - Kirkwood Drive To Cul-de-sac
- Alta Mar Drive - Del Amo Drive To Cul-de-sac
- Alta Mesa Way - Ponderosa Ranch Road To Del Amo Drive
- Altaridge Circle - Cobalt Road To Cul-de-sac
- Alto Rey Lane - Pueblo Lane To Fencerider Way
- Alvarado Street - Pacoima Road To Cul-de-sac
- Amador Street - Biscayne Avenue To Topaz Road
- Amalia Circle - Estate Way To Amalia Court

- Amalia Court - Amalia Circle To Cul-De-Sac
- Amargosa Road - Bear Valley Road To Davis Street
- Amargosa Road & Roy Rogers Drive
- Amber Creek Circle - Hidden Creek Drive To Cul-de-sac
- Amber Pointe Drive - Tawny Ridge Lane To Cul-de-sac
- Americana Court - Americana Street To Cul-de-sac
- Americana Street - Petaluma Road To Pacoima Road
- Amethyst Road - Sierra Road To Mojave Drive
- Amethyst Road & Dos Palmas Road
- Amethyst Road & La Mesa Road
- Amethyst Road & Luna Road
- Amity Drive - Andrea Drive To Cantina Drive
- Andean Court - Linking Lane To Cul-de-sac
- Andover Drive - Puesta Del Sol Drive To Tawny Hill Drive
- Andrea Drive - Curtis Way To Freeport Drive
- Angeles Drive - Mt Baldy Drive To Shooting Star Drive
- Angelica Way - Buttermilk Road To Dodie Avenue
- Ann Drive - Rosemary Drive - South To Rosemary Drive - North
- Antelope Drive - Pueblo Lane To Bootridge Lane
- Antelope Lane - Antelope Drive To Cul-de-sac
- Antioch Circle - Luna Road To Cul-de-sac
- Anza Court - Carrera Place To Cul-de-sac
- Apache Drive - El Evado Road To Indian Wells Drive
- Apache Plume Lane - Desert Willow Street To Cul-de-sac
- Appaloosa Court - Arabian Run Lane To Cul-de-sac
- Appian Avenue - Torino Drive To Monaco Drive
- Appian Way - 1st Avenue To Appian Avenue
- Apple Creek Drive - Forest Hills Drive To End
- Appleton Street - Fremontia Road To Bellflower Street
- Arabian Run Lane - Palomino Court To Cul-de-sac
- Arlette Drive - Seneca Road To End
- Aroweed Circle - Sundown Road To Cul-de-sac
- Arrowhead Drive - Nisqualli Road To Camelback Drive
- Arroyo Drive - Warwick Street To La Villa Drive
- Arthur Drive - Eugene Road To Black Hills Road
- Aruba Court - Terrano Lane To Cul-de-sac
- Arvila Drive - Topaz Road To Cobalt Road
- Ashdale Terrace - Bluegrass Place To Misty Path
- Ashley Glen Drive - Hook Boulevard To Mojave Drive
- Ashmont Street - Charwood Street To Bobcat Hills Lane
- Aspen Way - Bluegrass Place To Chestnut Street
- Aspenview Circle - Northstar Avenue To Cul-de-sac
- Aspenview Street - Northstar Avenue To Ironstone Avenue
- Atoka Lane - Cantina Drive To Ravenna Lane
- Auburn Court - Brown Lane To Cul-de-sac
- Aurora Avenue - Luna Road To Horizon Lane
- Autumnwood Drive - Sandalwood Lane To Foxwood Road

- Ava Loma Street - Cartagena Street To Chimayo Street
- Ava Loma Way - Luna Road To Ava Loma Street
- Avalon Ave - La Paz Drive To Second Street
- Avanti Way - Escala Drive To Tivolli Lane
- Aztec Street - Phoenix Street To Apache Drive
- B Street - Second Street To Eleventh Street
- Bachman Lane - Brookmoor Street To Collier Lane
- Bailey Court - Fairbanks Drive To Cul-de-sac
- Balboa Drive - Desota Drive To Northstar Avenue
- Ballina Street - Ilona Street To Dartola Street
- Balmoral Drive- Ashley Glen Drive To Cul-de-sac
- Balsam Road - Bear Valley Road To End
- Bamboo Lane - Vista Del Sol Court To Mojave Drive
- Bandera Way - Vista Abajo Way To Cul-de-sac
- Banning Street - Fair Glen Lane To Fern Meadows Street
- Banyon Tree Lane - La Mesa Road To Pacoima Road
- Barranca Way - Puesta Del Sol Drive To Escorza Lane - East Side Only
- Barrel Cactus Lane - Desert Willow Stret To Cul-de-sac
- Barrington Street - Mesa View Drive To Fuchsia Lane
- Bartolo Road - Arvila Drive To Cameron Street
- Basin Lane - Snowbird Lane To Tawney Ridge Lane
- Bassett Street - Bombay Street To Curtis Way
- Batson Place - Rodeo Drive To Cul-de-sac
- Bay Summit Way - Four Hills Way To Deep Water Street
- Bayberry Street - Barrington Lane To Ellington Street
- Baylor Drive - Fullerton Drive To Concord Drive
- Beachview Court - Bay Summit Way To Cul-de-sac
- Bear Creek Way - Indian Summer Street To Sierra Creek Road
- Bear Valley Road - I-15 To Highway 395
- Bear Valley Road - Intersections
- Bear Valley Road - Jacaranda Road To I-15
- Bear Valley Road & Amethyst Road
- Bear Valley Road & Balsam Road
- Bear Valley Road & Cottonwood Avenue
- Bear Valley Road & Dunia Road
- Bear Valley Road & Eleventh Avenue
- Bear Valley Road & Fifth Avenue
- Bear Valley Road & I Avenue
- Bear Valley Road & Jacaranda Road
- Bear Valley Road & Locust Avenue
- Bear Valley Road & Mall Boulevard
- Bear Valley Road & Mariposa Road
- Bear Valley Road & Mesa Linda Street
- Bear Valley Road & Mojave Fish Hatchery Road
- Bear Valley Road & Pacoima Road
- Bear Valley Road & Seventh Avenue
- Bear Valley Road & Spring Valley Parkway

- Bear Valley Road & Topaz Road
- Bedford Place - Dos Palmas Road To Earlegate Street
- Beech Street - Falcon Trail To Aspen Way
- Bel Air Drive - Oakmont Drive To End
- Bella Pine Street - Fern Pine Street To Pepperwood Street
- Bellrose Court - Blair Street To Cul-de-sac
- Bennington Drive - Stanford Drive To Claremont Avenue
- Bentley Street - Dos Palmas Road To Dulce Street
- Benton Way - End To Jubilee Place
- Berkeley Lane - Princeton Drive To Colbalt Road
- Bermuda Court - Terrano Lane To Cul-de-sac
- Berrydale Street - Woodhollow Street To La Mesa Road
- Big Sky Court - Jade Road To Cul-de-sac
- Billings Court - Winona Street To Cul-de-sac
- Biscayne Avenue - Cul-de-sac To Cul-de-sac
- Bishop Lane - Desert Lily Street To Desert Star Street
- Black Hills Road - Starshine Drive To Helena Drive
- Black Mountain Place - Iron Canyon Lane To Papago Place
- Blair Street - Fair Glen Lane To La Mesa Road
- Blazing Star Lane - Fencerider Way To Cul-de-sac
- Blazing Star Way - Blazing Star Lane To Cul-de-sac
- Blue Canyon Road - Deep Canyon Lane To Village Road
- Blue Colt Way - Sweet Grass Place To Cul-de-sac
- Blue Mesa Court - Cobalt Road To Cul-de-sac
- Blue Sage Court - Sundown Road To Cul-de-sac
- Bluegrass Place - Pacific Terrace To Ashdale Terrace
- Bluffside Lane - Dune Lane To Cul-de-sac
- Bobcat Hills Lane - Brynwood Street To Hidden Pines Court
- Bodega Lane - Ukiah Street To Desert Willow Street
- Boeing Court - Blair Street To Cul-de-sac
- Bombay Street - Freeport Drive To Mesa Linda Avenue
- Bootridge Lane - Cul-de-sac To Cul-de-sac
- Botella Street - Mesa Linda Avenue To Corlita Street
- Boulder Creek Road - Cul-de-sac To Desert Primrose Lane
- Boulder Creek Way - Boulder Creek Road To Cobalt Road
- Boulder Lane - Westview Lane To Cul-de-sac
- Bow String Street - Ferndale Road To Tigertail Street
- Boxwood Lane - Jade Road To Sundown Road
- Braemar Drive - Hook Boulevard To End
- Braidwood Court - Dos Palmas Road To Cul-de-sac
- Brainhead Court - Cobalt Road To Cul-de-sac
- Bramble Lane - Brucite Road To Wistiria Lane
- Brandon Street - Iverson Street To Tiffany Street
- Brant Road - Snowview Road To Dewey Road
- Breckenridge Lane - Dos Palmas Road To Earlegate Street
- Brentwood Drive - Crestview Drive To End
- Brigadoon - Hook Boulevard To Cul-de-sac

- Brighton Circle - Cobalt Road To Cul-de-sac
- Brittle Brush Lane - Desert Willow Street To Cul-de-sac
- Broad Oak Lane - Riverview Lane To Cobalt Road
- Bronco Road - Steeplechase Road To Caballo Road
- Brook Court - Rolling Hills Lane To Cul-de-Sac
- Brookdale Street - Brynwood Street To Cul-de-sac
- Brookfield Drive - End To Tawny Ridge Lane
- Brookmoor Street - Kanbridge Street To Don Luis Lane
- Brookside Court - Honeyhill Street To Cul-de-sac
- Brown Lane - Gray Lane To Cul-de-sac
- Brucite Road - Hook Boulevard To Mojave Drive
- Bryce Avenue - Bella Pine Street To Cul-de-sac
- Brynwood Street - Berrydale Street To Brookdale Street
- Brynwood Street - Far Hills Lane To Mesa View Drive
- Buckboard Circle - Mystic Drive To Cul-de-sac
- Bucknell Court - Stanford Drive To Cul De Sac
- Buckskin Court - Buckskin Road To Cul-de-sac
- Buckskin Road - Auburn Court To Dapper Court
- Buckwood Court - Pepperwood Street To Cul-de-sac
- Buggy Whip Court - Jade Road To Cul-de-sac
- Bullet Avenue - Rogers Lane To Trigger Lane
- Burning Tree Drive - Yates Road To Molino Drive
- Burwood Avenue - Third Avenue To Minnetonka Avenue
- Bushy Meadow Court - Amber Pointe Drive To Cul-de-sac
- Business Center Road - Silica Drive To Jasmine Street
- Butler Peak Court - Copper Street To Cul-de-sac
- Butte Avenue - Ottawa Street To Cul-de-sac
- Butte Way - Great Falls Avenue To Butte Avenue
- Butterfly Court - Aloe Road To Butterfly Court
- Butterfly Court - Cul-de-sac To Cul-de-sac
- Buttermilk Road - Walnut Way To Angelica Way
- C Street - Second Street To Hesperia Road
- Caballero Court - Caballero Drive To Cul-de-sac
- Caballero Drive - Mesa Verde Drive To Caballero Drive
- Caballero Way - Caballero Drive To Cul-de-sac
- Caballo Court - Bronco Road To Cul-de-sac
- Cabana Way - Sarracino Way To Cul-de-sac
- Cabazon Court- Cabazon Street To Cul-de-Sac
- Cabazon Place - Cabazon Way To Ottawa Street
- Cabazon Street - 11th Avenue To Cabazon Way
- Cabazon Way - Cul-de-Sac To Cul-de-Sac
- Cactus Drive - Greasewood Lane To Goss Drive
- Cactus Hollow Court - Amber Pointe Drive To Cul-de-sac
- Caddie Court - Kanbridge Street To Cul-de-sac
- Caesar Lane - Heron Street To Marchmont Court
- Calandria Way - Escorza Lane To Puesta Del Sol Drive - West Side Only
- Caleta Way- Ilona Street To Cul-de-sac

- Calico Drive - Nassau Drive To Elcona Drive
- Caliente Road - Nyack Road To La Mesa Road
- Calistoga Lane - Barrel Cactus Lane To Apache Plume Place
- Calle Contesa - Cul-de-sac To Cul-de-sac
- Calle Domingo - Cul-de-sac To Cul-de-sac
- Calzado Court - Monterey Way To Cul-de-sac
- Camden Lane - Princeton Drive To Boulder Lane
- Camel Back Drive - Riviera Drive To Burning Tree Drive
- Cameron Street - Bartolo Road To Cobalt Road
- Camino De Oro Place - Topaz Road To Bandera Way
- Campana Street - Corlita Street To Garibaldi Street
- Candlewood Drive - Burning Tree Drive To Nassau Drive
- Canta Loma Lane - San Dimas Street To Cul-de-sac
- Cantina Drive - Bear Valley Road To End
- Canyon Oak Court - Winona Street To Cul-de-Sac
- Canyon Rim Road - King Canyon Road To Santa Fe Trail
- Canyonview Court - Honeyhill Street To Cul-de-sac
- Capistrano Street - Desert Lily Street To Naples Lane
- Caprice Way - Jubilee Place To Lakeside Drive
- Carbon Mesa Way - Biscayne Avenue - South To Biscayne Avenue - North
- Cardiff Lane - Manchester Street To Salinas Street
- Cardinal Court - Cardinal Road To Cul-de-sac
- Cardinal Road - Luna Road To Snowview Road
- Carleton Circle - Luna Road To Cul-de-sac
- Carob Street - Seneca Road To Palm Street
- Carrera Place - Fox Run Road To Anza Court
- Cartagena Street - Ojo Caliente Street To Luna Road
- Carter Court - Carter Road To Cul-de-sac
- Carter Road - Carter Court To Queen Valley Road
- Casa Bonita Place - Chimayo Street To Vaccaro Street
- Castaway Lane - Diamond Road To Bluffside Lane
- Castille Street - Acacia Avenue To Pacific Terrace
- Castle Peaks Street - Reno Loop Road To Honeyhill Street
- Cavern Court - Linking Lane To Cul-de-sac
- Cedarwood Place - Autumnwood Drive To Maplewood Drive
- Center Street - Seventh Street To Hesperia Road
- Chacoma Way - Sunglow Lane To Cantina Drive
- Chamberlain Drive - Enfield Drive To Fairbanks Drive
- Chamiso Street - Luna Road To Ava Loma Street
- Chaparral Court - Chaparral Street To Cul-de-sac
- Chaparral Street - Juniper Avenue To Amargosa Road
- Chaparral Way - Chaparral Street To Mesquite Avenue
- Charwood Street - Mesa View Drive To Ashmont Road
- Cherry Hill Drive - Hesperia Road To End
- Cheshire Street - Elton Street To Dulce Street
- Chestnut Street - Falcon Trail To Aspen Way
- Cheyenne Place - Rosemary Drive To Corral Street

- Chimayo Street - Ava Loma Street To Luna Road
- Choctaw Court - Choctaw Lane To Cul-de-Sac
- Choctaw Lane - Inca Way To Cul-de-Sac
- Choctaw Street - Cabazon Way To 8th Avenue
- Choke Cherry Drive - Kern River Road To Snake River Drive
- Chula Vista Street -La Paz Drive To Cul-de-sac
- Chumash Place - Papago Place To El Evado Road
- Chuparosa Street - Dakota Street To Wildrose Street
- Cibola Court - Foxfire Road To Cul-de-sac
- Cicada Court - Aloe Road To Cul-de-sac
- Cielo Drive - Mesa View Drive To Highway 395
- Cimarron Way - La Mesa Road To Cul-de-sac
- Citrus Way - Fullerton Lane To Cul-de-sac
- Civic Drive - Amargosa Road To Midtown Drive
- Claremont Avenue - Stanford Drive To Colbalt Road
- Clear Valley Road - Monterey Way To Foxborough Way
- Clearwater Court - Redrock Road To Cul-de-sac
- Cliffwood Street - Mesa View Drive To Vista Verde Street
- Clydesdale Circle - Clydesdale Run Lane To Cul-de-sac
- Clydesdale Run Lane - Horsetrail Lane To Cul-de-sac
- Coachman Road - Holt Court To Feller Lane
- Cobalt Road - Hook Boulevard To Mojave Drive
- Cobalt Road - La Mesa Road To Bear Valley Road
- Cobalt Road - Tawney Ridge Lane To End
- Cobblestone Circle - Riverstone Drive To Cul-de-sac
- Cobblestone Drive - Riverstone Drive To Agate Way
- Colfax Lane - 3rd Avenue To Egan Place
- Colina Street - La Paz Drive To Del Rey Drive
- Collier Lane - Don Luis Lane To Kanbridge Street
- Collins Road - Sycamore Street To Greasewood Lane
- Colorado Lane - Reno Loop Road To Cul-de-sac
- Colt Court - Stable Lane To Cul-De-Sac
- Comet Drive - Polaris Lane To Topaz Road
- Concord Drive - Baylor Drive To Cul-de-sac
- Conejo Street - Felipe Drive To Mesa Oro Drive
- Coolwater Street - Via Del Lago To Adler Street
- Copper Canyon Circle - Desert Springs Drive To Cul-de-sac
- Copper Street - Stone Drive To Pebblebrook Place
- Copperstone Drive - Emeraldstone Drive To Goldstone Drive
- Cordelia Way - Fox Run Road To Monterey Way
- Cordova Road - End To End
- Corey Way - Braemar Drive To Abbotsford Lane
- Corlita Street - Padrino Street To End
- Cornell Circle - Luna Road To Cul-de-sac
- Coronado Drive - Puesta Del Sol Drive To Pepper Tree Drive
- Corral Street - Indian Wells Drive To Cheyenne Place
- Corsair Court - Biscayne Avenue To Cul-de-sac

- Cortez Drive - Sepulveda Drive To Pacoima Road
- Cottontail Lane - Tortoise Place To Cul-de-sac
- Country Court - Gentle Breeze Way To Cul-de-sac
- Country Ranch Court - Second Avenue To Cul-de-sac
- Coyote Court - Amethyst Road To Dry Creek Road
- Creosote Drive - Cantina Drive To End
- Creosote Street - Amethyst Road To Sundown Road
- Crespin Court - Ripple Ridge Way To Cul-de-sac
- Crest Drive - Montecito Drive To Cul-de-sac
- Crestline Road - Northstar Avenue To Ridgeline Road
- Crestview Court - Crestview Drive To Cul-de-sac
- Crestview Drive - Hesperia Road To Cul-de-Sac
- Crestview Place - Crestview Drive To Cul-de-sac
- Cristobal Court - Brucite Road To Cul-de-sac
- Crossing Trail - Kicking Horse Circle To Cul-de-sac
- Crossroads Court - Luna Road To Cul-de-sac
- Crystal Circle - Mammoth Drive To Cul-de-sac
- Curtis Way - Luna Road To Firefly Way
- Cypress Avenue - Nisqualli Road To Bear Valley Road
- Cypress Avenue - Yates Road To Nisqualli Road - East Side Only
- D Street - Eleventh Street To End
- Dahlgren Drive - Wimbleton Drive To Arrowhead Drive
- Dahlia Drive - Pacoima Road To Pacific Terrace
- Dakota Court -Dakota Street To Cul-de-sac
- Dakota Street - Amargosa Road To Wildrose Street
- Dakota Way - Dakota Street To Cul-de-sac
- Dale Court - Dusty Road To Cul-de-sac
- Dandelion Way - Cantina Road To Mesa Linda Avenue
- Dapple Court - Brown Lane To Cul-de-sac
- Dartmouth Court - Stanford Drive To Cul De Sac
- Dartola Street - Olivine Road To Ballina Street
- Davidson Circle - Princeton Drive To Cul-de-sac
- Dawson Lane - Don Luis Lane To Kanbridge Street
- Dayton Street - Ridgecrest Road To Jubilee Place
- Deauville Drive - Wimbleton Drive To Arrowhead Drive
- Deep Canyon Lane - Blue Canyon Road To Eccles Street
- Deep Water Street - Bay Summit Way To Fair Glen Lane
- Deer Trail Court - Cul-de-sac To Cul-de-sac
- Deer Trail Drive - Petaluma Road To Pacoima Road
- Del Amo Drive - Cul-de-sac To Alta Mar Drive
- Del Amo Way - Del Amo Drive To Cul-de-sac
- Del Cerro Street - Abbot Street To Dos Palmas Road
- Del Haven Street - Adler Street To Dos Palmas Road
- Del Rey Court - Del Rey Drive To Cul-de-sac
- Del Rey Drive - La Paz Drive To Mojave Drive
- Del Rio Place - Diamond Road To Bandera Way
- Dellwood Street - Mesa View Drive To Chetwood Street

- Deluvina Court - Mesa Rojo Way To Cul-de-sac
- Denham Lane - Griffin Lane To 3rd Avenue
- Desert Springs Drive - Tawny Ridge Lane To Cul-de-sac
- Desert Bloom Way - Spring Way To Blue Mesa Court
- Desert Candle Way - Desert Willow Street To Cul-de-sac
- Desert Creek Circle - Cul-de-sac To Cul-de-sac
- Desert Knoll Drive - Seneca Road To Molino Drive
- Desert Lane - Joshua Dell Road To Cielo Drive
- Desert Lily Street - Desert Willow Street To Rancho Road
- Desert Oak Circle - Amber Pointe Drive To Cul-de-Sac
- Desert Palm Lane - Rafael Way To Clear Valley Road
- Desert Poppy Lane - Desert Willow Street To Cul-de-sac
- Desert Primrose Lane - Boulder Creek Road To Longbow Court
- Desert Rue Drive - Dillon Lane To Cul-de-sac
- Desert Star Street - Ukiah Street To Cul-de-sac
- Desert Vista Drive - Cobalt Road To Cul-de-sac
- Desert Vista Drive-Cobalt Road To Cul-de-sac
- Desert Willow Street - Desert Lily Street To Desert Candle Way
- Desota Drive - Petaluma Road To Cul-de-sac
- Deville Court - Bayberry Street To Cul-de-sac
- Devon Avenue - Rogers Lane To Silver Creek Way
- Dewey Road - Snowview Road To Cardinal Road
- Diamond Road - Mojave Drive To Hook Boulevard
- Diamond Road - Tawney Ridge Lane To Hopland Street
- Diego Court - Pacoima Road To Cul-de-sac
- Dillon Lane - La Mesa Road To Desert Rue Drive
- Dion Place - Colfax Lane To Biola Place
- Dixon Street - Alcorn Drive To Firefly Way
- Dodd Road - Bellflower Street To Goss Road
- Dodie Avenue - Walnut Way To Angelica Way
- Doe Skin Way - Pawnee Place To Cul-de-sac
- Doheny Lane - Manchester Street To Salinas Steet
- Don Luis Lane - Hornet Street To Dawson Lane
- Don Quijote Lane - Griffin Lane To Pismo Lane
- Doria Circle - Estate Way To Cul-De-Sac
- Dorsey Court - Heron Street To Cul-de-sac
- Dos Lomas Court - Luna Road To Cul-de-sac
- Dos Lomas Way - Foxfire Road To Luna Road
- Dos Palmas Road - Fuchsia Lane To End
- Dove Court - Grouse Road To Cul-de-sac
- Dover Lane - Flint Lane To Dover Way
- Dover Way - Dover Lane To Cul-de-sac
- Dressage Road - Polo Road To Ladybird Lane
- Dressage Way - Dressage Road To Bronco Road
- Driftstone Drive - Copperstone Drive To Sandstone Drive
- Dry Creek Road - Wrangler Lane To Amethyst Road
- Dulce Street - Cheshire Street To Mayflower Street

- Dundee Circle - Ashley Glen Drive To Cul-de-sac
- Dune Lane - Flamenco Place To Bluffside Lane
- Dunning Way - Arrowhead Drive To Sunset Canyon Way
- Dunwood Court - Trailwood Street To Cul-de-sac
- Durango Court - Durango Drive To Cul-de-sac
- Durango Drive - Cantina Drive To Kokomo Drive
- Durango Place - Durango Drive To Cul-de-sac
- Durango Way - Ravenna Lane To Durango Drive
- Dusty Road - Trigger Lane To Rogers Lane
- Eagle Ranch Parkway - Bear Valley Road To Cantina Drive
- Earlegate Street - Bedford Place To Adele Street
- East Trail - Mojave Drive To Reno Loop Road
- Eastgate Way - Emeraldstone Drive To Amethyst Road
- Eastview Lane - Cobalt Road To Princeton Drive
- Eaton Lane - Hawkins Lane To Cul-de-sac
- Eccles Street - Deep Canyon Lane to Cul-de-sac
- Echo Glen Street - Marshwood Street To Homeland Street
- Eclipse Avenue - Starlight Lane To Horizon Lane
- Edenoaks Street - Merry Oaks Street To Bella Pine Street
- Edgewood Street - Pepperwood Street To Luna Road
- Edina Court - Alana Way To Cul-de-sac
- Eighth Street - Forrest Avenue To D Street
- El Cabo Court - Ottawa Street To Cul-de-Sac
- El Dorado Court - El Dorado Way To Cul-de-sac
- El Dorado Place - Cul-de-sac To Cul-de-sac
- El Dorado Way - La Mesa Road To Sunbird Lane
- El Evado Road - Hopland Street To End
- El Evado Road - Northstar Avenue To Luna Road
- El Evado Road - Palmdale Road To Hopland Street
- El Evado Road & Hook Boulevard
- El Evado Road & Seneca Road
- El Grande Way - El Evado Road To Cul-de-sac
- Elata Drive - Ferndale Road To Jojoba Lane
- Elcona Drive - Calico Drive To Cul-de-sac
- Elcona Place - Nassau Drive To Cul-de-sac
- Electra Drive - Lakeside Drive To Jubilee Place
- Eleventh Avenue - Bear Valley Road To Nisqualli Road
- Eleventh Street - Verde Street To D Street
- Elkins Street - Cypress Avenue To Fawncreek Street - North Side Only
- Ellington Street - Bayberry Street To Mesa View Drive
- Elliot Street - Pena Road To Cul-de-sac
- Elmhurst Street - Crestview Drive To Montecito Drive
- Elmwood Drive - Tamarack Drive To Cul-de-sac
- Elton Street - Cheshire Street To Eden Street
- Emeraldstone Drive - Copperstone Drive To Sandstone Drive
- Encanto Drive - Portola Street To Las Flores Drive
- Encina Street - La Paz Drive To LaVerida Drive

- Enfield Drive - Fontaine Way To Chamberlain Drive
- Equestrian Court - Horseshoe Way To Cul-de-sac
- Equestrian Way - Reno Loop Road To Kicking Horse Circle
- Escadera Street - Ojo Caliente Street To Ava Loma Street
- Escala Drive - Palermo Avenue To Appian Avenue
- Escalante Court - Botella Street To Cul-de-sac
- Escorza Lane - Barranca Way To Calandria Way - North Side Only
- Estate Way - Moonglow Lane To Hallmark Lane
- Estero Road - Foxborough Way To Fox Point Road
- Ethan Street - La Mesa Road To Iverson Street
- Eugene Road - Starshine Drive To Helena Drive
- Evansdale Way - Sunset Canyon Way To Arrowhead Drive
- Evanston Drive - Princeton Drive To Westview Lane
- Fabrica Street - Cartagena Street To Escadera Street
- Fair Glen Lane - Deep Water Street To Banning Street
- Fair Oak Court - Winona Street To Cul-de-Sac
- Fairbanks Drive - Fontaine Way To Chamberlain Drive
- Fairfields Lane - Snowbird Lane To Poppy Road
- Falcon Trail - Luna Road To Misty Path
- Falena Court - Falena Street To Cul-de-sac
- Falena Street - Chamiso Street To Cartagena Street
- Far Hills Lane - End To End
- Fawncreek Street - Elkins Street To Greyrock Street
- Felipe Drive - Northstar Avenue To Cul-de-sac
- Feller Lane - Reno Loop Road To Cul-de-sac
- Fencerider Way - Alto Rey Lane To Cul-de-sac
- Fenway Street - Cheshire Street To Mesa Linda Avenue
- Fern Haven Street - Mesa View Drive To Round Oak Way
- Fern Hollow Way - Bella Pine Street To Cul-de-sac
- Fern Meadows Street - Four Hills Way To Banning Street
- Fern Pine Street - Maywood Street To End
- Ferndale Road - Mojave Drive To Tawny Ridge Lane
- Fernglen Court - Pebblebrook Place To Cul-de-sac
- Field Place - Field Street To Cul-de-sac
- Field Street - 3rd Avenue To 5th Avenue
- Field Way - Field Street To Cul-de-sac
- Fieldcrest Street - Biscayne Avenue To Topaz Road
- Fifth Avenue - Burwood Avenue To End
- Fifth Street - Yucca Avenue To D Street
- Filly Court - Filly Lane To Cul-de-sac
- Filly Lane - Colt Court To Stable Lane
- Finch Way - Hummingbird Road To Grouse Road
- Fiona Street - Caleta Way To Nyack Road
- Fir Street - Misty Path To Dodie Avenue
- Firefly Way - Dixon Street To Cul-de-sac
- Firethorn Circle - Sundown Road To Cul-de-sac
- Fisher Street - Jubilee Place To Lakeside Drive

- Flagstaff Court - Flagstaff Street To Cul-de-sac
- Flagstaff Street - Joshua Street To San Miguel Drive
- Flagstaff Way - Flagstaff Street To Cul-de-sac
- Flamenco Place - Hook Boulevard To Dune Lane
- Flint Lane - Dover Lane To Cul-de-sac
- Flintridge Street - Hamlet Court To Mayflower Street
- Foal Court - Reno Loop Road To Cul-de-sac
- Foley Street - Gifford Way To Heston Street
- Fontaine Way - El Evado Road To Enfield Drive
- Foothill Road - Green River Road To Cul-de-sac
- Fordham Circle - Princeton Drive To Cul-de-sac
- Foreman Way - Shearwater Place To Gifford Way
- Forest Hills Drive - Brentwood Drive To End
- Forest Meadow Lane - Ottawa Street To Rolling Hills Lane
- Forrest Avenue - Fresno Street To La Paz Drive
- Forrest Avenue - Hesperia Road To Fresno Street
- Forrest Park Lane - Round Oak Way To Pena Road
- Fort Apache Court - Petaluma Road To Cul-de-sac
- Four Hills Way - Hartfield Street To Cul-de-sac
- Four Winds Lane - Atoka Lane To Four Winds Way
- Four Winds Way - Navajo Lane To Four Winds Lane
- Fourth Street - Forrest Avenue To D Street
- Fox Haven Lane - Happy Valley Lane To Rendon Court
- Fox Point Road - Rafael Way To Foxfire Road
- Fox Run Road - Cordelia Way To Luna Road
- Fox Tail Way - Blazing Star Lane To Cul-de-sac
- Fox Trail - Ponderosa Ranch Road To Santa Fe Trail
- Foxborough Way - Estero Road To Dos Palmas Road
- Foxfire Road - Fox Run Road To Fox Point Road
- Foxwood Road - Autumnwood Drive To End
- Freedom Way - Amethyst Road - South To Amethyst Road - North
- Freeport Drive - Andrea Drive To Bombay Street
- Fremontia Road - Eucalyptus Street To La Panto Road
- Freshwater Way - Honeyhill Street To Moon Valley Street
- Fresno Place - Fresno Street To Cul-de-sac
- Fresno Street - La Verida Drive To Yucca Avenue
- Fresno Way - Fresno Street To Cul-de-sac
- Fuchsia Lane - Dos Palmas Road To End
- Fullerton Drive - Baylor Drive To Cul-de-sac
- Fullerton Lane - Evanston Street To Fullerton Drive
- Fulton Court - Bayberry Street To Cul-de-sac
- Gable Lane - Harold Way To Tawney Ridge Lane
- Gaines Street - Millbank Way To Sweetwater Drive
- Galaxy Court - Galaxy Street To Cul-de-sac
- Galaxy Lane - Galaxy Street To Cul-de-sac
- Galaxy Street - Gemini Street To Shooting Star Drive
- Galaxy Street - Northstar Avenue To Wagon Wheel Drive

- Galaxy Way - Cul-de-sac To Cul-de-sac
- Gale Drive - Sunflower Lane To Hallmark Lane
- Galeta Way - Fiona Street To Cul-de-sac
- Galloping Lane - Oak Branch Road To Stallion Trails
- Galvez Street - Diamond Road To Flamenco Place
- Ganesta Street - Ojo Caliente Street To Cul-de-sac
- Garden Way - Fifth Avenue To Cul-de-sac
- Garibaldi Street - Botella Street To Cul-de-sac
- Gateside Court - Green River Road To Cul-de-sac
- Gateside Way - Gateside Court To Seneca Road
- Gateway Drive - Princeton Drive To Dos Palmas Road
- Gatewood Court - Pepperwood Street To Cul-de-sac
- Gaucho Court - Polo Road To Cul-de-sac
- Gaviota Court - Vista Del Sol Court To Cul-de-sac
- Gayneswood Street - Marshwood Street To Homeland Street
- Gazelle Street - Avalon Avenue To Forrest Avenue
- Gemini Street - Shooting Star Drive To Cul-de-sac
- Gentle Breeze Way - Soft Cloud Way To High Desert Road
- Georgetown Lane - Arvila Drive To Cul-de-sac
- Georgia Court - Honeybear Lane To Cul-de-sac
- Gerald Street - Berrydale Street To Brookdale Street
- Geronimo Avenue - Huerta Street To Lone Eagle Street
- Gifford Way - Millbank Way To Cul-de-sac
- Gilbert Court - Harold Way To Cul-de-sac
- Glasgow Court - Newcastle Way To Cul-de-sac
- Glen Canyon Lane - Burwood Avenue To Silica Drive
- Glen Hollow Road - Hook Boulevard To Cul-de-sac
- Glen Ridge Court - Winona Street To Cul-de-Sac
- Glen Rose Way - Hemlock Court To Brucite Road
- Glenbrook Court - Winona Street To Cul-de-Sac
- Glendale Place - Boulder Lane To Princeton Drive
- Glenellen Lane - Glengarry Drive To Glenmere Way
- Glengarry Drive - Quartz Drive To Amethyst Road
- Glenhaven Way - Glenellen Lane To Glenoaks Lane
- Glenmere Way - Glenellen Lane To Glenoaks Lane
- Glenaire Avenue - Highgate Avenue To 1st Avenue
- Glenaire Place - Glenaire Avenue To Cul-de-sac
- Glenaire Way - Glenaire Avenue To Cul-de-sac
- Glenoaks Lane - Glengarry Drive To Glenmere Way
- Glenwood Lane - Teakwood Avenue To Hiddenwood Lane
- Gobi Court - Linking Lane To Cul-de-sac
- Gold Springs Street - Jade Road To Cobalt Road
- Gold Stone Place - Stone Place To Quicksilver Drive
- Golden Meadow Lane - Chumash Place To Cul-de-sac
- Golden Sand Court - Jade Road To Longbow Court
- Golden Trail - Santa Fe Trail To Santa Fe Trail
- Goldfinch Court - Reno Loop Road To Cul-de-sac

- Goldoak Court - Sylvan Oaks Street To Cul-de-sac
- Goldstone Drive - Cul-de-sac To Copperstone Drive
- Gopher Canyon Road - Ladybird Lane To Cul-de-sac
- Graham Avenue - End To Honeysuckle Street
- Graham Way - Graham Avenue To Karen Drive
- Grand Mammoth Place - Jurassic Place To Cul-de-sac
- Grand Triassic Lane - Village Drive To Rancho Road
- Granite Peak Lane - Hollow Court To Cul-de-sac
- Grasshopper Court - Gopher Canyon Road To Cul-de-sac
- Gray Lane - Brown Lane To Cul-de-sac
- Gray Way - Hook Boulevard To Gray Lane
- Grayfox Lane - Salamander Lane To Cottontail Lane
- Graystone Lane - Wisteria Lane To Brucite Road
- Greasewood Lane - Highway 395 To End
- Great Falls Avenue - Ottawa Street To Cul-de-sac
- Great Spirit Street - Indian Pipe Street To Moccasin Court
- Green Acres Court - Poppy Road To Cul-de-sac
- Green Hill Drive - Tawny Hill Drive To Victoria Drive
- Green Meadows Way - Castaway Lane To Warm Sands Court
- Green River Road - Foothill Road To Gateside Court
- Green Tree Boulevard - Hesperia Road To Rodeo Drive
- Green Tree Boulevard - Seventh Street To Rodeo Drive
- Green Tree Boulevard & Arrowhead Drive
- Green Tree Boulevard & Burning Tree Drive
- Green Tree Boulevard & Golf Course Crossing
- Green Tree Boulevard & Third Avenue
- Greenbriar Drive - Green Tree Boulevard To Trinidad Drive
- Greenwood Place - Yates Road To Cul-de-Sac
- Greyling Court - Shetland Court To Glen Hollow Road
- Greyrock Street - Cypress Avenue To Arrowhead Drive
- Griffin Lane - Jasmine Street To Denham Lane
- Grinnell Court - Stanford Drive To Cul-de-sac
- Grotto Hills Lane - Hidden Pines Court To Ashmont Street
- Grouse Road - Woodpecker Road To Finch Way
- Guava Way - Saguaro Street To Octillo Street
- Guy Avenue - Bellflower Street To Hermosa Avenue
- Hacienda Drive - Lorene Drive To Crestview Drive
- Hackamore Road - Oregon Trail To Cul-de-sac
- Haddington Way - Balmoral Drive To Cul-de-sac
- Half Moon Circle - Hitching Post Drive - South To Hitching Post Drive North
- Half Moon Way - Hitching Post Drive To Half Moon Circle
- Hallmark Lane - Gale Drive To Cul-De-Sac
- Halona Street - Padrino Street To Versaille Street
- Hamlet Court - Dulce Street To Cul-de-sac
- Hanford Court - Shetland Court To Coachman Road
- Hanna Court - Ballina Street To Cul-de-sac
- Happy Hills Lane - Ashmont Street To Mesa View Drive

- Happy Trails - La Mesa Road To Trigger Lane
- Harmony Lane - Lorene Drive To Seneca Road
- Harold Way - El Evado Road To Gilbert Court
- Hartfield Street - Crossroads Court To Four Hills Way
- Harwood Street - Mesa View Drive To Brynwood Street
- Hastings Place - Cul-de-sac To Cul-de-sac
- Haverford Court - Stanford Drive To Cul-de-sac
- Hawk Court - Equestrian Way To Cul-de-sac
- Hawkins Lane - Eaton Lane To Topaz Road
- Hawks Hill Street - Indian Summer Street - North To Indian Summer Street - South
- Heather Circle - Ashley Glen Drive To Cul-de-sac
- Helena Drive - Black Hills Road To Eugene Road
- Hemingway Drive - Eastview Lane To Cul-de-sac
- Hemlock Court - Western Meadows Lane To Glen Rose Way
- Heritage Court - Heritage Drive To Cul-de-sac
- Heritage Drive - Americana Street To Liberty Way
- Hermosa Street - End To Goss Road
- Heron Court - Heron Street To Cul-de-sac
- Heron Street - Redrock Road To Adolfo Lane
- Hesperia Road - Bear Valley Road To Green Tree Boulevard
- Hesperia Road - Green Tree Boulevard To D Street
- Hesperia Road & Cherry Hill Drive
- Hesperia Road & Crestview Drive
- Hesperia Road & Green Tree Boulevard
- Hesperia Road & Jasmine Street
- Hesperia Road & Nisqualli Road
- Hesperia Road & Seneca Road
- Hesperia Road & Silica Drive
- Heston Street - Foley Street To Shearwater Place
- Heywood Street - Osprey Lane To Albatross Street
- Hickman Road - Heston Street To Shearwater Place
- Hickory Avenue - Lindero Street To Nisqualli Road
- Hidden Canyon Road - Green River Road To Cul-de-sac
- Hidden Creek Drive - First Avenue To Amber Creek Circle
- Hidden Mesa Court - Linking Lane To Cul-de-sac
- Hidden Pines Court - Far Hills Lane To Cul-de-sac
- Hidden Rock Court - Hidden Rock Road To Cul-de-sac
- Hidden Rock Road - Carter Road To Cul-de-sac
- Hidden Rock Way - Queen Valley Road To Hidden Rock Road
- Hiddenwood Lane - Wedgewood Lane To Seventh Avenue
- High Bluff Court - High Crest Road To Cul-de-sac
- High Crest Street - Ridgecrest Road To Cul-de-sac
- High Desert Road - Cobalt Road To San Ysidro Street
- High Meadow Court - High Crest Road To Cul-de-sac
- High Mesa Street - Bluff Crest Street To High Valley Street
- High Park Street - Park Glen Street To Park Ridge Street
- High Point Court - High Vista Street To Cul-de-sac

- High Valley Street - High Mesa Street To High Crest Road
- High Vista Street - High Crest Street To Cul-de-sac
- Highgate Avenue - Jasmine Street To Silica Drive
- Highgate Circle - Highgate Avenue To Cul-de-sac
- Highgate Court - Highgate Avenue To Cul-de-sac
- Highlander Drive - Penrith Way To Newcastle Way
- Hilcorte Lane - Diamond Road To Flamenco Place
- Hillary Way - Pena Road To Cul-de-sac
- Hillhaven Court - Osprey Lane To Cul-de-sac
- Hillsborough Drive - El Evado Road To Cul-de-sac
- Hillview Place - Arrowhead Drive To Cul-de-Sac
- Hitching Post Drive - Half Moon Circle To Hitching Post Drive
- Hollow Court - Granite Peak Lane To Cul-de-sac
- Holly Brook Road - Forest Meadow Lane To Quiet Canyon Drive
- Holly Ridge Court - Sunset Canyon Way To Cul-de-Sac
- Holmwood Court - Osprey Lane To Cul-de-sac
- Holt Court - Shetland Court To Coachman Road
- Hondo Drive - Phoenix Street To Apache
- Honey Oak Court - Bella Pine Street To Cul-de-sac
- Honeybear Lane - Cantina Drive To Eagle Ranch Parkway
- Honeyhill Street - Freshwater Way To Cul-de-sac
- Honeysuckle Street - Graham Avenue To Nelson Avenue
- Hook Boulevard - Amargosa Road To Highway 395
- Hook Boulevard & Arlette Drive
- Hopi Drive - Seneca Road To Adobe Place
- Hopland Street - Diamond Road To End
- Horizon Lane - Petaluma Road To Aurora Avenue
- Hornet Street - Mesa View Drive To End
- Horseshoe Way - Painted Pony Court To Crossing Trail
- Horsetrail Lane - Arabian Run Lane To Clydesdale Run Lane
- Hudson Drive - Lakeside Drive To Cul-de-sac
- Huerta Street -Balsam Road To Geronimo Avenue
- Hughes Road - La Paz Drive To Hesperia Road
- Hummingbird Road - Goldfinch Court To Cul-de-sac
- Huntridge Court - Seneca Road To Cul-de-sac
- Huntridge Drive - Windmill Road To Huntridge Court
- Ibsen Lane - Gateway Drive To Hemingway Drive
- Ilona Street - Olivine Road To Alana Way
- Impala Way - Hudson Drive To Landis Drive
- Inca Way - Cabazon Place To Choctaw Lane
- Indian Creek Place - Burning Tree Drive To Cul-de-sac
- Indian Head Court - Moccasin Court To Cul-de-sac
- Indian Hills Lane - Hidden Pines Court To Ashmont Street
- Indian Pipe Street - Peace Pipe Street To Ferndale Road
- Indian Springs Drive - Desert Springs Drive To Amber Pointe Drive
- Indian Summer Street - Hawk Hill Street - North To Hawk Hill Street - South
- Indian Wells Drive - Hook Boulevard To Apache Drive

- Industrial Boulevard - Silica Drive To Bear Valley Road
- Industrial Center Drive - Jasmine Street To End
- Inyo Court - Inyo Street To Cul-de-sac
- Inyo Street - Avalon Avenue To Forrest Avenue
- Inyo Street - Fresno Street To Avalon Avenue
- Iris Cove - Acacia Avenue To Cul-de-sac
- Iron Canyon Lane - Tawney Ridge Lane To Black Mountain Place
- Iron Rock Place - Burning Tree Drive To Cul-de-sac
- Ironstone Avenue - Amethyst Road To Aspenview Street
- Ironstone Circle - Driftstone Drive To Cul-de-sac
- Ironstone Court - Ironstone Avenue To Cul-de-sac
- Ironstone Place - Ironstone Avenue To Cul-de-sac
- Ironstone Way - Ironstone Avenue To Cul-de-sac
- Iverson Street - End To Pena Road
- Jackrabbit Lane - Salamander Lane To Kitfox Lane
- Jade Road - La Mesa Road To Bear Valley Road
- Jalapa Court - Ojo Caliente Street To Cul-de-sac
- Jasmine Street - Balsam Road To Seventh Avenue
- Jasmine Street - Industrial Boulevard To Hesperia Road
- Jasmine Street - Pismo Lane To Hesperia Road
- Jason Lane - Mayapan Lane To Cul-de-sac
- Java Lane - Denham Lane To Hastings Place
- Jenna Court - Foxfire Road To Cul-de-sac
- Jeraldo Court - Jeraldo Drive To Cul-de-sac
- Jeraldo Drive - Joshua Street To Amber Pointe Drive
- Jericho Way - Black Mountain Place To Cul-de-sac
- Joaquin Way - Pawnee Place To Cul-de-sac
- Jockey Lane - South Trail To Equestrian Way
- Jobjoba Lane - Sagauro Street To Octillo Street
- Joshua Dell Road - Highway 395 To Mesa View Drive
- Joshua Street - Ashley Glen Drive To Cul-de-sac
- Jubilee Place - Landis Drive To Benton Way
- Juniper Avenue - Amargosa Road To Mojave Drive
- Jurassic Place - Mastodon Place To Cul-de-sac
- Kadota Place - 9th Avenue To Cul-de-sac
- Kanbridge Street - Dawson Lane To Caddie Court
- Karen Drive - Seneca Road To End
- Kashiwa Way - Stillwater Drive To Softwind Drive
- Kelsey Street - Woodview Avenue To Knobhill Lane
- Keokuk Street - Winona Street To Cabazon Way
- Keokuk Way - Keokuk Street To Kootenay Way
- Kern River Road - Choke Cherry Drive To Stallion Trail
- Kicking Horse Circle - Equestrian Way To Crossing Trail
- King Canyon Road - La Mesa Road To Thornhurst Drive
- King Ranch Road - Amargosa Road To King Canyon Road
- Kingswood Drive - Mariposa Road To Burning Tree Drive
- Kirkwood Drive - Northstar Avenue To Alpine Circle

- Kitfox Lane - Cul-de-sac To Cul-de-sac
- Knobhill Lane - Honeybear Lane To Kelsey Street
- Knoll View Circle - Rolling Hills Lane To Cul-de-Sac
- Kokomo Circle - Kokomo Drive To Cul-de-sac
- Kokomo Court - Kokomo Drive To Cul-de-sac
- Kokomo Drive -Redrock Road To Kokomo Circle
- Kokomo Place - Kokomo Drive To Cul-de-sac
- Kokomo Way - Kokomo Drive To Cul-de-sac
- Kootenay Street - Cabazon Place To Keokuk Way
- Kyle Court - Honeybear Lane To Cul-de-sac
- La Cadena Avenue - 2nd Street To End
- La Crescenta Avenue - Palo Alto Drive To Portola Street
- La Habra Road - Manzano Road To El Evado Road
- La Mesa Road - Amargosa Road To Mesa View Drive
- La Mesa Road & Del Gado Road
- La Mesa Road & El Evado Road
- La Mesa Road & Pacoima Road
- La Mirada Street - Petaluma Road To Cul-de-sac
- La Paz Court - La Paz Drive To Cul-de-sac - South Side Only
- La Paz Drive - Fresno Street To Mojave Drive
- La Paz Drive - Mojave Drive To Roy Rogers Drive
- La Paz Drive & Seneca Road
- La Paz Drive & Valley Center Drive
- La Salle Circle - Princeton Drive To Cul-de-sac
- La Verida Drive - Fresno Street To Yucca Street
- La Villa Drive - Warwick Street To Arroyo Drive
- Lacy Street - Seventh Street To Center Street
- Ladrillo Way - Obispo Way To Salado Way
- Ladybird Lane - Gopher Canyon Road To Cul-de-sac
- Laguna Street - La Verida Drive To La Paz Drive
- Lakeside Drive - End To Hudson Drive
- Lakewood Place - Burning Tree Drive To Cul-de-sac
- Lampost Road - Red River Road To Ponderosa Ranch Road
- Landis Drive - Ridgecrest Road To Jubilee Place
- Lantern Lane - La Mesa Road To Mirage Road
- Larado Way - White Cloud Way To Opal Mountain Place
- Laramie Way - Chumash Place To Cul-de-sac
- Lark Court - Grouse Road To Cul-de-sac
- Larkspur Court - Ridgebriar Lane To Cul-de-sac
- Las Flores Drive - Palo Alto Drive To Cul-de-sac
- Laurel Wood Place -Amber Pointe Drive To Cul-de-sac
- Lava Lane - Mica Avenue To Northstar Avenue
- Leaf Lane - Swallowtail Lane To Adelpia Lane
- Leaf Way - Leaf Lane To Reno Loop Road
- Leawood Street - Osprey Lane To End
- Lehigh Court - Stanford Drive To Cul De Sac
- Liberty Way - Heritage Drive To Pacoima Road

- Lido Circle - Escala Drive To Cul-de-sac
- Lilac Road - Bellflower Street To Sierra Road
- Limestone Circle - Driftstone Drive To Cul-de-sac
- Lincoln Street - Sixth Street To Seventh Street
- Linda Street - Walnut Way To Angelica Way
- Lindero Road - End To Locust Avenue
- Lindero Street - Balsam Road To Seventh Avenue
- Linking Lane - Colorado Lane To Ochre Lane
- Lippazan Court - Arabian Run Lane To Cul-de-sac
- Little Beaver Street - Balsam Road To Huerta Street
- Little Chief Place - Red Wolf Way To Shoshone Way
- Little Park Street - Valley High Lane To Rocky Knoll Way
- Loch London Court - Hook Boulevard To Cul-de-sac
- Loma Verde Court - Loma Verde Drive To Cul-de-sac
- Loma Verde Drive - Cul-de-sac To Via Posada Drive
- Lone Eagle Street - Balsam Road To Eleventh Avenue
- Longbow Court - Jade Road To Cul-de-sac
- Lorene Court - Lorene Drive To Cul-de-sac
- Lorene Drive - Valley Center Drive To Rodeo Drive
- Lorene Drive - Woodland Drive To Seneca Road
- Lorene Place - Lorene Drive To Cul-de-sac
- Los Picaros Lane - Mateo Prado Way To Bandera Way
- Los Pinos Court - Los Pinos Street To Cul-de-sac
- Los Pinos Street - Ava Loma Way To Mesa Linda Avenue
- Lucero Street - Redrock Road To Adolfo Lane
- Luna Road - Amargosa Road To Fremontia Road
- Macron Street - Goodwin Drive To Sycamore Street
- Madera Street - Rustic Oak Terrace To Cul-de-sac
- Madison Circle - Princeton Drive To Cul-de-sac
- Madrona Street - Corlita Street To Halona Street
- Magnolia Avenue - Cypress Avenue To Little Beaver Street
- Magnolia Avenue - Lindero Street To Hickory Avenue
- Mallorca Way - Sorrento Lane To Monaco Drive
- Mammoth Drive - Northstar Ave To Kirkwood Drive
- Manchester Street - Naples Lane To Ventura Lane
- Mann Street - Adolfo Lane To Cul-de-sac
- Manzano Road - Pacoima Road To El Evado Road
- Marchmont Court - Caesar Lane To Cul-de-sac
- Mare Lane - Stable Lane To Cul-de-sac
- Mariola Lane - Desert Star Street To Ukiah Street - South Side Only
- Mariposa Road - Bear Valley Road To Seventh Street
- Mariposa Road & Cottonwood Avenue
- Marquette Court - Stanford Drive To Cul De Sac
- Marshwood Street - Fern Pine Street To Gayneswood Street
- Mastodon Place - Stoneage Lane To Jurassic Place
- Mateo Prado Way - Camino De Oro Place To Cul-de-sac
- Maverick Place - Indian Wells Drive To Carter Road

- Mayapan Lane - 3rd Avenue To Jason Lane
- Mayflower Street - Dos Palmas Road To Dulce Street
- Maywood Street - Fern Pine Street To Marshwood Street
- Mc Cord Lane - End To Mesa View Drive
- Meadow Lark Lane - Red Oak Way To End
- Meadow Street - Field Street To Burwood Street
- Medicine Bow Court - Cobalt Road To Cul-de-sac
- Melba Avenue - Rancho Road To Mastodon Place
- Melody Lane - Gale Drive To Cul-De-Sac
- Menlo Way - Camden Lane To Cul-de-sac
- Merrill Street - Seventh Street To Center Street
- Merrod Way - Tokay Street To Jasmine Street
- Merry Oaks Street - Royal Oaks Street To Edenoaks Street
- Mesa Linda Avenue - Botella Street To End
- Mesa Linda Avenue - Rimrock Lane To Camino Alto Way
- Mesa Oro Drive - Northstar Avenue To Cul-de-sac
- Mesa Road & Seneca Road
- Mesa Rojo Way - Mesa Linda Avenue To End
- Mesa Verde Court - Mesa Verde Drive To Cul-de-sac
- Mesa Verde Drive - Eagle Ranch Parkway To Via Posada Drive
- Mesa View Drive - Bear Valley Road To End
- Mesquite Avenue - Juniper Avenue To Cul-de-sac
- Mesquite Circle - Mesquite Avenue To Cul-de-sac
- Mesquite Court - Mesquite Avenue To Cul-de-sac
- Mesquite Place - Mesquite Avenue To Cul-de-sac
- Mesquite Way - Mesquite Avenue To Cul-de-sac
- Mica Avenue - Ironstone Avenue To Amethyst Road
- Midway Street - La Paz Drive To Avalon Road
- Milburn Place - Oakmont Drive To Cul-de-sac
- Millbank Way - Gifford Way To Gaines Street
- Millbrook Drive - Meadow Grove Drive To End
- Milo Court - Ava Loma Street To Cul-de-sac
- Mimi Road - Walnut Way To Angelica Way
- Mines Ranch Road - Daisy Road To End
- Mirage Road - La Mesa Road To Wrangler Lane
- Misty Path - Ashdale Terrace To Falcon Trail
- Moccasin Court - Ferndale Road To Cul-de-sac
- Mohican Way - Black Mountain Place To Cul-de-sac
- Mojave Drive - Seventh Street To End
- Mojave Drive & Cobalt Road
- Mojave Drive & Del Ray Drive
- Mojave Drive & El Evado Road
- Mojave Drive & La Paz Drive
- Mojave Drive & Village Drive
- Molino Drive - Saint Andrews Street To Avalon Road
- Molino Drive - Woodland Drive To Hacienda Drive
- Monaco Drive - Appian Avenue To Palermo Avenue

- Montecito Court - Montecito Drive To Cul-de-sac
- Montecito Drive - End To End
- Montecito Lane - Montecito Drive To Cul-de-sac
- Montecito Place - Montecito Drive To Cul-de-sac
- Montecito Way - Montecito Drive To Cul-de-sac
- Monterey Court - Monterey Way To Cul-de-sac
- Monterey Way - Cul-de-sac To Cul-de-sac
- Moon Valley Street - Freshwater Way To East Trail
- Moonglow Lane - Reno Loop Road To Gale Drive
- Morro Bay Lane - Manchester Street To Salinas Street
- Mount Baldy Drive - San Gorgonio Road To Gemini Street
- Mount Baldy Way - Mount Baldy Drive To Cul-de-sac
- Mountain Court - Desert Bloom Way To Cul-de-sac
- Mountain Creek Drive - First Avenue To Sierra Creek Road
- Mountain Shadows Court - Banyon Tree Lane To Cul-de-sac
- Mystic Drive - Northstar Avenue To Banyon Tree Lane
- Naples Lane - Cul-de Sac To Cul-de-sac
- Nassau Drive - Calico Drive To Cul-de-sac
- Nassau Drive - Yates Road To Oakmont Drive
- Nassau Lane - Bel Air Drive To Nassau Drive
- Navajo Lane - Atoka Lane To Four Winds Way
- Nelliebell Drive - Rogers Lane To Trigger Lane
- Nelson Avenue - Honeysuckle Street To Palm Street
- Newcastle Way - Highlander Drive To Ashley Glen Drive
- Ninth Avenue - Bear Valley Road To Nisqualli Road
- Nisqualli Road & Balsam Road
- Nisqualli Road & Eleventh Avenue
- Nisqualli Road & Mariposa Road
- Nisqualli Road & Seventh Avenue
- Nisqualli Road & Third Avenue
- Nopah Lane - Chumash Place To Joaquin Way
- Northgate Drive - Northstar Avenue To Copperstone Drive
- Northstar Avenue - El Evado Road To San Dimas Street
- Northwood Drive - Green Hill Drive To Victoria Drive
- Nova Lane - Dos Palmas Road To Rising Moon Way
- Nuevo Court - Nuevo Road To Cul-de-sac
- Nuevo Road - Jason Lane To 5th Avenue
- Nyack Road - Pena Road To Mesa View Drive
- Oak Branch Road - Thornhurst Road To Trotters Lane
- Oak Court - Cypress Avenue To Cul-de-Sac
- Oak Creek Court - Quiet Canyon Drive To Cul-de-Sac
- Oakmont Drive - Burning Tree Drive To Nassau Drive
- Oasis Road - La Mesa Road To Wrangler Lane
- Oberlin Avenue - Claremont Avenue To Bennington Drive
- Obispo Way - Ladrillo Way To Desert Palm Lane
- Obsidian Lane - Thistle Street To Ironstone Avenue
- Oceanside Drive - Ventura Lane To Village Drive

- Ochre Lane - Sorrel Road To Cul-De-Sac
- Oconee Lane - Chumash Place To Red Wolf Way
- Ojo Caliente Street - Mesa Linda Avenue To Cartagena Street
- Old Mill Street - Rocky Knoll Way To Valley High Way
- Olivine Road - Mesa View Drive To Pena Road
- Onyx Road - End To End
- Opal Circle - Stonegate Drive To Cul-de-sac
- Opal Mountain Place - Pioneer Way To Chumash Place
- Oregon Trail - Golden Trail To Santa Fe Trail
- Osprey Lane - Mesa Linda Avenue To Cantina Drive
- Ottawa Street - Cypress Avenue To Arrowhead Drive
- Ottawa Street - End To End
- Overland Way - Homoa Road To Mesa Largo Street
- Owens River Road - Choke Cherry Drive To Ken River Road
- Owl Court - Finch Way To Cul-de-sac
- Oxford Place - Burning Tree Drive To Cul-de-sac
- Pacific Terrace - Silver Creek Way To Dahlia Drive
- Pacoima Circle - Pacoima Road To Cul-de-sac
- Pacoima Court - Pacoima Road To Cul-de-sac
- Pacoima Road - Luna Road To Bear Valley Road
- Paddock Circle - Paddock Road To Cul-de-sac
- Paddock Court - Paddock Road To Cul-de-sac
- Paddock Road - Paddock Court To Cul-de-sac
- Padrino Street - Corlita Street To Halona Street
- Pahute Avenue - Park Ridge Street To Spring Valley Parkway
- Pahute Street - Balsam Road To Cypress Avenue
- Painted Horse Lane - White Cloud Way To Opal Mountain Place
- Painted Pony Court - Jockey Lane To Cul-de-sac
- Painted Valley Court - Amber Pointe Drive To Cul-de-sac
- Palermo Avenue - Torino Drive To Monaco Drive
- Palm Street - Graham Avenue To Nelson Avenue
- Palo Alto Court - Palo Alto Drive To Cul-de-sac
- Palo Alto Drive - La Mesa Road To Hillsborough Drive
- Palomino Court - Cul-de-sac To Cul-de-sac
- Pamela Street - La Paz Drive Drive To Cul-de-sac
- Pampas Court - Papago Place To Cul-de-sac
- Papago Place - Hopland Street To End
- Papoose Way - Sun glow Lane To Tablerock Lane
- Paradise Court - Desert Bloom Way To Cul-de-sac
- Park Glen Street - High Park Street To Ridgecrest Road
- Park Plaza Court - Park Ridge Street To Cul-de-sac
- Park Ridge Street - High Park Street To Cul-de-sac
- Parkwood Place - Redrock Road To Cul-de-sac
- Paso Robles Court - Paso Robles Drive To Cul-de-sac
- Paso Robles Drive - Hillsborough Drive To La Mirada Street
- Pasture Way - Paddock Road To Yearling Lane
- Pawnee Place - Joaquin Way To Shiloh Lane

- Peace Pipe Street - Totem Pole Street To Indian Pipe Street
- Pebble Beach Drive - Rodeo Drive To Burning Tree Drive
- Pebblebrook Place - Quail Cove Place To Cul-de-sac
- Penrith Way - Whitekirk Drive To Cul-de-sac
- Pepper Tree Drive - Puesta Del Sol Drive To Tawny Ridge Lane
- Pepperwood Street - Mesa View Drive To Bella Pine Street
- Petaluma Court - Petaluma Road To Cul-de-sac
- Petaluma Road - La Mesa Road To Luna Road
- Petaluma Road - La Mesa Road To Northstar Avenue
- Petite Street - La Villa Drive To Arrowhead Drive
- Phoenix Street - Indian Wells Drive To Hondo Drive
- Pico Court - Sepulveda Drive To Cul-de-sac
- Piedmont Drive - Petaluma Road To Cul-de-sac
- Pilot Rock Way - Rainridge Way To Little Park Street
- Pinon Pine Court - Boxwood Lane To Cul-de-sac
- Pioneer Way - Opal Mountain Street To White Cloud Way
- Pismo Lane - Denham Lane To Jasmine Street
- Pluto Drive - Starshine Drive To Bear Valley Road
- Polaris Lane - Dos Palmas Road To Comet Drive
- Polo Court - Polo Road To Cul-de-sac
- Polo Road - South Trail To Dressage Road
- Pondera Court - Winona Street To Cul-de-sac
- Ponderosa Ranch Road - El Evado Road To Cul-de-sac
- Ponderosa Ranch Road - El Evado Road To King Canyon Road
- Pony Trail Court - Pony Trail Road To Cul-de-sac
- Pony Trail Road - Santa Fe Trail To Santa Fe Trail
- Poppy Road - Cordova Road To End
- Portola Street - La Crescenta Avenue To Encanto Drive
- Presidio Place - Mateo Prado Way To Bandera Way
- Primavera Way - Sunglow Lane To Westway Lane
- Princeton Drive - Stanford Drive To Arvila Drive
- Prospector Court - Prospector Road To Cul-de-sac
- Prospector Road - Wrangler Lane South To Wrangler Lane North
- Pueblo Lane - La Mesa Road To Antelope Drive
- Puesta Del Sol Drive - End To Barranca Way
- Purple Sage Court - Cul-de-sac To Cul-de-sac
- Purple Sage Drive - Jade Road To Cul-de-sac
- Quail Cove Place - Amethyst Road To Pebblebrook Place
- Quail Creek Place - Arrowhead Drive To Cul-de-Sac
- Quail Summit Court - Poppy Road To Cul-de-sac
- Quannah Court - Quannah Drive To Cul-de-sac
- Quannah Drive - 3rd Avenue To Stillwater Drive
- Quartz Drive - Sandstone Drive To Riverside Drive
- Queen Valley Road - Carter Road To Cul-de-sac
- Quicksilver Drive - Quail Cove Place To Gold Stone Place
- Quiet Canyon Drive - Holly Brook Road To Cul-de-Sac
- Quinado Way - Diamond Road To Cul-de-sac

- Racimo Court - Vaccaro Street To Cul-de-sac
- Rafael Way - Amethyst Road To Fox Point Road
- Rainridge Way - Rocky Knoll Way To Red Oak Way
- Rainwood Lane - Cedarwood Place To Foxwood Drive
- Rainwood Lane - Teakwood Avenue To Hiddenwood Lane
- Ramada Drive - Victor Street To South Mojave Drive
- Rancho Road - Village Drive To End
- Ravello Court - Ava Loma Street To Cul-de-sac
- Ravenna Lane - Atoka Lane To Durango Way
- Red Cloud Lane - 5th Avenue To Squaw Valley Lane
- Red Hill Place - Burning Tree Drive To Cul-de-sac
- Red Oak Way - Rainridge Way To Little Park Street
- Red River Road - Choke Cherry Drive To Snake River Drive
- Red Willow Way - Fern Haven Street To Forrest Park Lane
- Red Wolf Way - White Mountain Place To Little Chief Place
- Redrock Court - Redrock Road To Cul-de-sac
- Redrock Road - Topaz Road To Santiago Drive
- Rendon Court - Fox Haven Lane To Cul-de-sac
- Reno Loop Road - Hook Boulevard To Hook Boulevard
- Ridgebriar Lane - Quail Cove Place To Granite Peak Lane
- Ridgecrest Road - Bear Valley Road To End
- Ridgecrest Road - Intersections
- Ridgeline Road - San Jacinto Drive To Crestline Road
- Rimrock Lane - Westbranch Way To Sonora Way
- Rincon Lane - Hemingway Drive To Cobalt Road
- Ripple Ridge Way - Blue Canyon Road To Eccles Street
- Rising Moon Way - Topaz Road To Cul-de-sac
- Riverstone Drive - Jade Road To Quartz Drive
- Riverview Lane - Windago Court To Winter Park Street
- Riviera Drive - Trinidad Drive To Pebble Beach Drive
- Roadrunner Lane - Georgia Court To End
- Roan Circle - Roan Road To Cul-de-sac
- Roan Road - Brown Lane To Cul-de-sac
- Robin Lane - 1st Avenue To Cul-de-sac
- Rocca Court - Warwick Street To Cul-de-Sac
- Rockford Drive - Wimbleton Drive To Trinidad Drive
- Rockgate Lane - Dawson Lane To Olivine Road
- Rocking Horse Court - Triple Tree Terrace To Cul-de-sac
- Rockledge Drive - Amethyst Road To Quartz Drive
- Rockrose Street - Graham Avenue To Nelson Avenue
- Rocky Knoll Way - Tawney Ridge Lane To Old Mill Lane
- Rocky Ridge Court - Opal Mountain Place To Cul-de-sac
- Rocky Trail Way - Whispering Creek Way To End
- Rodeo Drive - Green Tree Boulevard To Victor Street
- Rogers Lane - Nelliebell Drive To Pacoima Road
- Rolling Hills Lane - Holly Brook Road To Forest Meadow Lane
- Romero Lane - Bandera Way To Cul-de-sac

- Rosemary Drive - Cheyenne Place To Hook Boulevard
- Rough Rider Place - Snowbird Lane To Poppy Road
- Round Oak Way - Fern Haven Street To Forrest Lane Park
- Round Up Court - Round Up Road To Cul-de-sac
- Round Up Road - Polo Road To Cul-de-sac
- Rowley Drive - Chamberlain Drive To Tawney Ridge Lane
- Roy Rogers Drive & Civic Drive
- Roy Rogers Drive & Desert Sun Plaza
- Royal Oaks Street - Sylvan Oaks Street To Merry Oaks Street
- Ruby Circle - Stonegate Drive To Cul-de-sac
- Rushill Court - Broad Oak Lane To Cul-de-sac
- Rustic Oak Trail - Madera Street To Cul-de-sac
- Sagauro Street - Cul-de-sac To Cul-de-sac
- Sage Road - Goss Road To 2nd Street
- Sahara Lane - Linking Lane To Cul-de-sac
- Saint Andrews Street - Lorene Drive To Green Tree Boulevard
- Salado Way - Fox Point Road To Ladrillo Way
- Salamander Lane - Tortoise Place To Squirrel Lane
- Salem Avenue - 2nd Street To Goss Road
- Salinas Street - Naples Lane To Ventura Lane
- Salter Lane - Cobalt Road To Riverview Road
- Salter Street - Riverview Lane To Cobalt Road
- San Carlos Court - San Dimas Street To Cul-de-sac
- San Dimas Circle - San Dimas Street To Cul-de-sac
- San Dimas Street - Bear Valley Road To San Ysidro Street
- San Felipe Street - Topaz Road To Bandera Way
- San Gorgonio Road - Shooting Star Drive To San Jacinto Drive
- San Gorgonio Way - San Gorgonio Road To Cul-de-sac
- San Jacinto Drive - Northstar Avenue To Gemini Street
- San Jacinto Way - San Jacinto Drive To Cul-de-sac
- San Joaquin Court - San Joaquin Drive To Cul-de-sac
- San Joaquin Drive - San Dimas Street To San Ysidro Street
- San Jose Drive - Jeraldo Drive To Cul-de-sac
- San Juan Court - San Juan Street To Cul-de-sac
- San Juan Place - San Juan Street To Cul-de-sac
- San Juan Street - Nisqualli Road To Santiago Street
- San Marcos Street - San Lucas Drive To San Miguel Street
- San Maria Place - San Dimas Street To Cul-de-sac
- San Miguel Drive - San Miguel Way To San Jose Drive
- San Miguel Street - Topaz Road To San Dimas Street
- San Miguel Way - San Miguel Drive To Cul-de-sac
- San Ysidro Street - San Dimas Street To Cul-de-sac
- Sandalwood Lane - Autumnwood Drive To Maplewood Drive
- Sandia Circle - Hemingway Drive To Cul-de-sac
- Sandstone Circle - Sandstone Drive To Cul-de-sac
- Sandstone Drive - Emeraldstone Drive To Jade Road
- Santa Fe Trail - Pony Trail - West To Cul-de-sac

- Santiago Court - Santiago Drive To Cul-de-sac
- Santiago Drive - Redrock Road To Eagle Ranch Parkway
- Santiago Street - San Juan Street To Third Avenue
- Sarracino Way - Fox Point Road To Cabana Way
- Second Avenue - Country Ranch Court To Nisqualli Road
- Second Street - A Street To D Street
- Seneca Road - Highway 395 To Cul-de-sac
- Seneca Road & Civic Drive
- Senecio Avenue - Cypress Avenue To Little Beaver Street
- Senecio Avenue - Lindero Street To Hickory Avenue
- Sepulveda Drive - Petaluma Road To Cul-de-sac
- Seventh Avenue - Bear Valley Road To Nisqualli Road
- Seventh Avenue & East Sage Street
- Seventh Avenue & Green Tree Boulevard
- Seventh Street - Green Tree Boulevard To Union Street
- Seventh Street - Union Street To D Street
- Seventh Street & B Street
- Seventh Street & Desert Knoll Drive
- Seventh Street & Forrest Avenue
- Seventh Street & La Paz Drive
- Seventh Street & Iorene Drive
- Seventh Street & South Mojave Drive
- Seventh Street & Victor Street
- Shadow Drive - Creosote Drive To Roadrunner Lane
- Shearwater Place - Shearwater Road To Foreman Way
- Shearwater Road - Snowview Road - South To Snowview Road - North
- Shetland Court - Holt Court To Cul-de-sac
- Shiloh Lane - Pawnee Place To Papago Place
- Shire Circle - Showhorse Lane To Cul-de-sac
- Shooting Star Drive - Northstar Avenue To Bear Valley Road
- Shorewood Lane - Shorewood Street To Cul-de-sac
- Shorewood Street - Shorewood Lane To Water Lily Lane
- Shorewood Way - Shorewood Street To Cul-de-sac
- Shoshone Way - White Mountain Place To Little Chief Place
- Showhorse Lane - Reno Loop Road To Hook Boulevard
- Side Saddle Road - La Mesa Road To Mirage Road
- Sienna Path - Buttermilk Road To La Mesa Road
- Sierra Creek Road - Nisqualli Road To Cul-de-sac
- Silica Drive - Industrial Boulevard To Seventh Avenue
- Silver Arrow Way - Creosote Drive To Roadrunner Lane
- Silver Creek Way - Acacia Avenue To Pacific Terrace
- Silver Saddle Way - Silver Spur Way To Cul-de-sac
- Silver Spur Way - Sunbird Lane To Silver Saddle Way
- Silverlake Place - Tam O Shanter Drive To Camelback Drive
- Silversand Street - Brucite Road To Stone Drive
- Silvertree Street - Oak Court To Ottawa Street
- Sitting Bull Street - Balsam Road To Sixth Avenue

- Sitting Bull Street - Hawk Hill Street To San Juan Street
- Sixth Avenue - Teakwood Avenue To Tokay Street
- Sixth Street - Mojave Drive To E Street
- Skipper Lane - Hook Boulevard To Swallowtail Lane
- Sky Court - Del Haven Street To Cul-de-sac
- Sleepy Ridge Lane - Rolling Hills Lane To Cul-de-Sac
- Smoke Tree Road - Cul-de-Sac To Cul-de-Sac
- Snake River Court - Snake River Drive To Cul-de-sac
- Snake River Drive - Red River Road To Choke Cherry Drive
- Snake River Place - Snake River Drive To Cul-de-sac
- Snowbird Lane - Cordova Road To Fairfield Lane
- Snowdrop Court - Pebblebrook Place To Cul-de-sac
- Snowview Court - Snowview Road To Cul-de-sac
- Snowview Place - Snowview Road To Topaz Road
- Snowview Road - Shearwater Road To Luna Road
- Soft Cloud Way - Cobalt Road To Cul-de-sac
- Softwind Drive - Nuevo Road To Silica Drive
- Solar Bay Lane - Vista Del Sol Court To Diamond Road
- Solitude Circle - Jade Road To Cul-de-sac
- Sonora Way - Rimrock Lane To Cul-de-sac
- Sorrel Road - Ochre Lane To Cul-De-Sac
- Sorrel Way - Sorrel Road To Reno Loop Road
- Sorrento Lane - Mallorca Way To 1st Avenue
- South Mojave Drive - Seventh Street To End
- South Trail - Reno Loop Road To Seneca Road
- Southwind Street - Woodview Avenue To Nugget Avenue
- Spanish Oaks Court - Sylvan Oaks Street To Cul-de-sac
- Spelman Drive - Stanford Drive To Princeton Drive
- Spicewood Court - Pepperwood Street To Cul-de-sac
- Spring Way - Cobalt Road To Desert Bloom Way
- Squaw Valley Lane - Softwind Drive To Cul-de-sac
- Squirrel Lane - Brown Lane To Kitfox Lane
- Stable Lane - Gale Drive To Yearling Lane
- Stage Coach Circle - Stage Coach Drive To Cul-de-sac
- Stage Coach Drive - La Mesa Road To Cul-de-sac
- Stallion Trails - King Canyon Road To Kern River Road
- Stanford Drive - La Mesa Road To Luna Road
- Starlight Lane -Aurora Avenue To Eclipse Avenue
- Starshine Drive - Amethyst Road To Cul-de-sac
- Steeplechase Road - Bronco Road To Tortoise Place
- Stetson Way - Black Mountain Place To Cul-de-sac
- Stillwater Drive - Kashiwa Way To Quanah Drive
- Stivers Road - Foothill Road To Queen Valley Road
- Stone Drive - Silversand Street To Stone Place
- Stoneage Lane - Grand Triassic Lane To Jurassic Place
- Stonecress Street - Honeysuckle Street To Rockrose Street
- Stonegate Circle - Riverstone Drive To Cul-de-sac

- Stonegate Drive - Riverstone Drive To Bear Valley Road
- Summer Wind Street - West Trail To Sunchaser Street
- Sun Valley Circle - Jade Road To Cul-de-sac
- Sunbeam Court - Summer Wind Street To Cul-De-Sac
- Sunbird Court - Sunbird Lane To Cul-de-sac
- Sunbird Lane - Silver Spur Lane To El Dorado Way
- Sunchaser Street - Summer Wind Street To Sunshine Terrace Street
- Sundance Circle - Cobalt Road To Cul-de-sac
- Sundown Court - Sundown Road To Cul-de-sac
- Sundown Road - La Mesa Road To Creosote Street
- Sundown Road - La Mesa Road To Wrangler Lane
- Sunflower Lane - Gale Drive To Surrey Court
- Sunglow Court - Sunglow Lane To Cul-de-sac
- Sunglow Lane - Eagle Ranch Parkway To Chacoma Way
- Sunny Point Street - Summer Wind Street To Sunshine Terrace Street
- Sunny Vista Avenue - Lone Eagle Street To Lindero Street
- Sunray Court - Summer Wind Street To Cul-De-Sac
- Sunset Canyon Way - Evansdale Way To Dunning Way
- Sunset Gardens Court - Copper Street To Cul-de-sac
- Sunshine Terrace Street - West Trail To Sunchaser Street
- Sunwood Drive - Sandalwood Lane To Nisqualli Road
- Surrey Court - Sunflower Lane To Cul-De-Sac
- Swallow Court - Finch Way To Cul-de-sac
- Swallowtail Lane - Skipper Lane To Cul-de-sac
- Sweet Grass Place - Laramie Way To Golden Meadow Lane
- Sweetwater Circle - Sweetwater Drive To Cul-de-sac
- Sweetwater Court - Sweetwater Drive To Cul-de-sac
- Sweetwater Drive - Topaz Road To Shorewood Street
- Sweetwater Way - Sweetwater Drive To Cul-de-sac
- Sylvan Oaks Street - Royal Oaks Street To Dos Palmas Road
- Tablerock Lane - Primavera Way To Papoose Way
- Talpa Street - Mariposa Road To End
- Tama Way - From Cantina Drive To Woodhill Street
- Tamarack Drive - Burning Tree Drive To Mariposa Road
- Tam-O-Shanter Drive - Camelback Drive To Riviera Drive
- Tawney Ridge Lane - Cobalt Road To Diamond Road
- Tawney Ridge Lane - El Evado Road To End
- Tawney Ridge Lane - Green Hill Drive To Victoria Drive
- Tawney Ridge Lane - Rocky Knoll Way To End
- Tejon Street - Del Rey Drive To La Verida Drive
- Terrano Lane - Westbranch Way To Eagle Ranch Parkway
- Teryn Court - Iverson Street To Mc Cord Lane
- Third Street - D Street To Forrest Avenue
- Thistle Street - Creosote Street To Cul-de-sac
- Thornhurst Drive - King Canyon Road To Oak Branch Road
- Thornwood Court - Pepperwood Street To Cul-de-sac
- Thrush Court - Grouse Road To Cul-de-sac

- Tiburon Drive - San Marcos Street To Topaz Road
- Tierra Bonita Drive - Northstar Avenue To Cul-de-sac
- Tiffany Street - Ethan Street To Pena Road
- Tigertail Street - Ferndale Road To Bow String Street - South Side Only
- Tivoli Lane - Palermo Avenue To Avanti Way
- Tokay Street - Balsam Road To Seventh Avenue
- Tokay Street - Telestar Avenue To Fifth Avenue
- Tom Court - Dusty Road To Cul-de-sac
- Tonto Court - Papago Place To Cul-de-sac
- Topaz Road - Hook Boulevard To End
- Torino Drive - Palermo Avenue To Appian Avenue
- Tortoise Place - Salamander Lane To Cottontail Lane
- Totem Pole Street -Peacepipe Street To Ferndale Drive
- Townhill Court - Caesar Lane To Cul-de-sac
- Tracy Street - Sixth Street To Hesperia Road
- Trailwood Street - Mesa View Drive To Vista Verde Street
- Trent Place - Iverson Street To Mc Cord Lane
- Trigger Lane - Dusty Road To Nelliebell Drive
- Trinidad Court - Trinidad Drive To Cul-de-Sac
- Trinidad Drive - Rodeo Drive To Deauville Drive
- Triple Tree Terrace - La Mesa Road To Pacoima Road
- Triton Lane - Mann Street To Cul-de-sac
- Trotters Lane - Stallion Trails To Cul-de-sac
- Troy Court - Winona Street To Cul-de-sac
- Tucson Street - Karen Drive To Adobe Place - South
- Tusk Court - Grand Mammoth Place To Cul-de-sac
- Twin Peaks Place - Basin Lane To Whitecap Way
- Ukiah Street - Desert Lily Street To Mariola Lane
- Union Street - Sixth Street To Center Street
- Vaccaro Street - Luna Road To Ava Loma Street
- Vail Court - Jade Road To Cul-de-sac
- Valera Way - Cabana Way To Sarracino Way
- Vallejo Street - La Paz Drive To Yucca Street
- Valley Center Drive - Seventh Street To La Paz Drive
- Valley High Lane - Old Mill Lane To Little Park Street
- Venice Lane - Manchester Street To Salinas Street
- Ventura Lane - Manchester Street To Salinas Street
- Verbena Road - Goss Road To Bear Valley Road
- Verde Street - Eleventh Street To South Mojave Drive
- Versaille Street - Onyx Road To Mesa Linda Avenue
- Via Del Lago - Coolwater Street To Cul-de-sac
- Via Palma Road - Alcott St To Cul-de-sac
- Via Posada Court - Via Posada Drive To Cul-de-sac
- Via Posada Drive - Redrock Road To Cul-de-sac
- Via Posada Way - Cul-de-sac To Cul-de-sac
- Via Puente - Cul-de-sac To Cul-de-sac
- Via Robles Circle - Coolwater Street To Cul-de-sac

- Via Roca - Alta Mar Drive To Cul-de-sac
- Victor Street - South Mojave Drive To Tatum Road
- Victor Street - Tatum Road To South Mojave Drive
- Victoria Drive - Tawny Ridge Lane To End
- Victoria Drive - Wimbleton Drive To Pebble Beach Drive
- Victoria Place - Victoria Drive To Cul-de-sac
- Viejo Circle - Alcott Street To Cul-de-sac
- View Crest Court - High Vista Street To Cul-de-sac
- View Mount Court - High Vista Street To Cul-de-sac
- Village Drive - Rancho Road To End
- Village Drive & Blue Canyon Road
- Vista Abajo Way - Bandera Way To Cul-de-sac
- Vista Del Sol Court - Gaviota Court To Cul-de-sac
- Vista Verde Street - Luna Road To Mesa View Drive
- Wagon Wheel Drive - La Mesa Road To Triple Tree Terrace
- Walnut Way - Dodie Avenue To Buttermilk Road
- Wapiti Way - White Mountain Place To Acoma Lane
- War Arrow Street - Indian Pipe Street To Totem Pole Street
- Warm Sands Court - Bluffside Lane To Green Meadows Way
- Warpath Street - Ferndale Road To Bow String Street
- Warwick Street - Cypress Avenue To La Villa Drive
- Water Lily Lane - Cimarron Way To Cul-de-sac
- Wedgewood Lane - Teakwood Avenue To Hiddenwood Lane
- Wedgewood Way - 5th Avenue To Wedgewood Lane
- West Trail - Mojave Drive To Reno Loop Road
- Westbranch Way - Almendra Way To Cul-de-sac
- Western Meadows Lane - Brucite Road To Hemlock Court
- Western Skies Way - Woodview Avenue To Nugget Avenue
- Westview Lane - Boulder Lane To Evanston Drive
- Westway Lane - Primavera Way To Chacoma Way
- Westwood Drive - Warwick Street To Yates Road
- Whispering Creek Way - Winona Street To End
- Whispering Sands Drive - Pacoima Road To Manzano Road
- White Cloud Way - Pioneer Way To Painted Horse Lane
- White Fir Way - Creosote Street To Cul-de-sac
- White Horse Trail - Caballero Drive To Eagle Ranch Parkway
- White Mountain Place - Red Wolf Way To Wapiti Way
- White Oak Court - Sylvan Oaks Street To Cul-de-sac
- White Owl Road - Sycamore Street To End
- Whitecap Way - Tawney Ridge Lane To Twin Peaks Place
- Whitekirk Drive - Ashley Glen Drive To Cul-de-sac
- Wignam Court - Great Spirit Street To Cul-de-sac
- Wild Wind Point - Amber Pointe Drive To Cul-de-sac
- Wildcat Lane - Reno Loop Road To Cottontail Lane
- Wildrose Street - Chuparosa Street To Arlette Drive
- Wimbleton Court - Wimbleton Drive To Cul-de-Sac
- Wimbleton Drive - Dahlgren Drive To Rodeo Drive

- Wimbleton Drive - Green Tree Boulevard To Burning Tree Drive
- Wind Ward Court - Banyon Tree Lane To Cul-de-sac
- Windago Court - Riverview Lane To Cul-de-sac
- Windmill Circle - Windmill Road To Cul-de-sac
- Windmill Road - Stivers Road To Cul-de-sac
- Window Rock Court - Ridgebriar Lane To Cul-de-sac
- Winewood Street - Mesa View Drive To Chetwood Street
- Winona Street - Cypress Avenue To Sunset Canyon Way
- Winona Street - Hesperia Road To End
- Winona Street - Ninth Avenue To End
- Winona Way - Winona Street To Cul-de-sac
- Winter Park Street - Cobalt Road To Riverview Lane
- Wisteria Lane - Bramble Lane To Graystone Lane
- Woodbine Drive - Deauville Drive To Deauville Drive
- Woodhollow Street - Cantina Drive To Berrydale Street
- Woodland Drive - Brentwood Drive To Seneca Road
- Woodpecker Road - Goldfinch Court To Cul-de-sac
- Woodview Avenue - Honeybear Lane To Bear Valley Road
- Woodworth Way - Braemar Drive To Abbotsford Lane
- Woolly Daisy Lane - Brittle Brush Lane To Desert Candle Lane
- Wrangler Court - Wrangler Lane To Cul-de-sac
- Wrangler Lane - La Mesa Road To Luna Road
- Wren Lane - Heywood Street To Mesa Linda Avenue
- Yale Circle - Yale Court To Cul-de-sac
- Yale Court - Stanford Drive To Cul-de-sac
- Yates Road - Green Tree Boulevard To Mariposa Road
- Yearling Lane - Pasture Way To Cul-de-sac
- Ysidro Lane - Bandero Way To Cul-de-sac
- Yucca Avenue - Fresno Street To Cul-de-sac
- Yucca Street - La Verida Drive To Forrest Avenue
- Zenda Street - Circle Drive To Center Street
- Zircon Drive - Zircon Way To Cul-de-sac
- Zircon Way - Ridgebriar Lane To Zircon Drive

Findings

The City of Victorville 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 plans.

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 from July 2016 to October 2016 in conspicuous locations throughout the City, as well as on the City's website. A copy of the notice 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 Victorville'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 Victorville. 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 Victorville 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 Victorville 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 Joe Slegers, Building Official, 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 Victorville 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 a link to this document as both PDF and Microsoft Word document formats.

Recommendations

The City should provide ongoing notice of the identity of the City of Victorville 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, on radio announcements, 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 Victorville City Council agenda is:

“In compliance with the Americans with Disabilities Act, anyone who requires reasonable accommodations to participate in a meeting may request assistance and/or receive the agenda in an alternative format by contacting the Victorville City Clerk's office (760) 955-5026 no later than 72 hours prior to the meeting. “

Similar statements as above were also found on the agendas for the Planning Commission.

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 Victorville 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 ADA in the Quick Links menu 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.

The City of Victorville employment application process, found through the human resources link from the City Departments drop down menu, also contain the following statement of nondiscrimination.

“The City encourages all persons to apply for open recruitments. The City of Victorville is an equal opportunity employer and does not make employment decision based on sex, race, color, religion, national origin, ancestry, age, marital status, or physical handicap.”

The following statements of ADA Accommodation and Equal Opportunity Employer were also found on a posting and description of an available job:

“ADA ACCOMMODATION: Individuals with disabilities who require accommodation in the application or testing process must provide, at time of application, documentation from a qualified authority of the need for accommodation.”

“EQUAL OPPORTUNITY EMPLOYER: The City of Victorville, as well as its recipients, subrecipients, and contractors, will not discriminate in employment practices based on race, color, religious creed, ancestry, national origin, age, sex, pregnancy, marital status, sexual orientation, medical condition, mental or physical disability, political affiliation/opinion, Veteran’s status, or request for family medical leave. The City of Victorville is committed to ensuring that the work environment of City of Victorville employees and the work environment of employees and volunteers of recipients, subrecipients, and contractors of City of Victorville are free from discrimination, harassment, and retaliation.”

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 Victorville 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 Victorville 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 Victorville program and facility users and for organizations representing individuals with Disabilities are also provided on the City's website. Surveys for input from organizations who serve persons with disabilities was mailed to many organizations in Victorville 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 Victorville ADA/504 Coordinator was posted publically offering several further methods for citizens to offer comments. The City also advertised for input from the public in the Victorville Daily Press on July 29th, 2016, August 29th, 2016 and September 29th 2016. The advertisements were posted in both English and Spanish.

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 ADA link from the home page, users can access the City's Nondiscrimination notice which includes contact information for the City's ADA Coordinator if someone would need to file a grievance. The notice however, does not include information on the procedure for filing a grievance with expected windows of response. There is also no form for a grievant to complete, which would ensure the City collects the information needed to investigate and resolve a grievance.

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 in addition 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. However, the statement does not list a phone or TTY/TDD number.

An ADA/504 accommodations statement was noted on the City Council agendas.

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, Joe Slegers, by phone fax or email. The City of Victorville does not currently have an ADA/504 accessibility request form on their website. This form should be available using several methods and should be available in an alternate format. 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 Victorville.

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

Findings

The City website was found to be reasonably compliant regarding website accessibility to meet W3C protocols.

One error that was found site wide is missing document language. It is important to identify the language of the site or the page as this allows screen readers to read the content in the appropriate language. It also facilitates automatic translation of content.

Another type of error that was discovered on many pages is that linked images are missing alternative text. There are numerous images that are designed as links throughout the City website that are missing alternate text, meaning that the link contains no text description of the function or purpose of the link and results in an "empty link". Images that are the only item within a link must have descriptive alternative text. If an image is within a link that contains no text and that image does not provide alternative text, a screen reader has no content to present to the user regarding the function of the link. This can introduce confusion for users of screen readers, as the target of the link is not revealed to them.

Recommendations

The City should apply a document language to the City's websites and attempt to add suitable text descriptions to "Empty Links". The City should continue to monitor its website accessibility.

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 Victorville programs, services and activities should be available in alternate formats to assist individuals with disabilities.

Findings

The accessibility of City of Victorville 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 a page 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.

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. Meetings and videos should be captioned. The methods for submitting information should also be expanded to include a method 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 Victorville
- 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 Victorville 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

City job descriptions and job opportunities documents include a Reasonable Accommodation Policy and statement of nondiscrimination. 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.

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

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. Requirements for reach ranges and clear floor space to access publications would 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 Victorville website contains Emergency Services and Preparedness information and plans for a variety of natural disasters. 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. Information regarding the plans is available from the City's Emergency Services Coordinator.

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. Noncompliant findings for designated shelters can be found in the City of Victorville ADA/504 Transition/Barrier Removal Plan.

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.

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 Victorville, 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 Victorville 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, however there is no nondiscrimination notice or information on accessibility in the terms.

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 Victorville 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 to maintain accessible features were found. There is evidence, however, of maintenance of some accessible features at City sites.

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 Victorville 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 develop a 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 Victorville 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 and on the City website.

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 Victorville website 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 phone number, address and email information was also provided for Disability Access Consultants to provide an alternate and additional contact.

The public comment period for the Self-evaluation was advertised for responses to be returned prior to October 31, 2016. In addition to offering respondents a City of Victorville address to return completed surveys, alternative contact information to reply to Disability Access Consultants was also provided.

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 twenty one (21) 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.

Neither the City nor Disability Access Consultants received any responses specifically for the survey for Organizations Representing Individuals with Disabilities during the advertised window. However, 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 Victorville?
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 Victorville 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 Victorville Accessibility Plan?

Responses to Surveys by Facility Users and Organizations

The City received one 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 Victorville?
[Victor Valley Rescue Mission](#)
2. Check all programs, services or activities in which you participate at the facility, site or location.
[Classes, Recreation, Meetings, Work \(Volunteer and Employee\)](#)
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](#)
4. Have you ever requested an accommodation for a disability?
[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.).
(no answer)
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
7. Have you attended any special events in the City? If yes, did you encounter any barriers to accessibility?
Yes, no (did not encounter barriers)
8. Is accessible seating provided for individuals with disabilities at programs, community events, etc. held at the facility?
Yes
9. Are you aware of any programs, services, or activities that are not accessible to individuals with disabilities?
No
10. Are you aware of any areas and elements of the facility that are not accessible to individuals with disabilities?
No
11. Is information provided regarding accommodations, auxiliary aids, assistive listening systems, interpreters, alternate formats, specialized equipment, or assisted services, etc.?
Yes
12. Is there adequate directional and informational signage provided at the facility?
Yes
13. If you have requested auxiliary aids, an interpreter or specialized equipment, was your request accommodated?
Not Applicable
14. Is the attitude of the City of Victorville towards you, or someone you know with a disability, generally helpful, supportive, positive, and proactive in solving accessibility issues?
Not Applicable
15. Other comments:
No Comments
16. What do you feel is the highest priority for accessibility in the city of Victorville Accessibility Plan?
Keeping an open mind and heart.

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

Implementing Compliance Recommendations

The City of Victorville 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 Victorville 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 Victorville

The City of Victorville, 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 Victorville 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 Victorville can better serve individuals with disabilities. Surveys can be mailed to you or are available at:

City Hall
City of Victorville
14343 Civic Center Drive
Victorville, CA 92392

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

(760) 243-6337
ada@victorvilleca.gov

Information regarding the Americans with Disabilities Act can be obtained from the ADA Coordinator. The City of Victorville 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 Victorville is committed to achieving full compliance with the Americans with Disabilities Act.

City of Victorville **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 Victorville 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:

Joe Slegers
City Hall
City of Victorville
14343 Civic Drive
Victorville, CA 92392
(760) 243-6337
ada@victorvilleca.gov



CITY OF VICTORVILLE

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 Victorville will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The City of Victorville 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 Victorville 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 Victorville’ programs, services, and activities.

Modifications to Policies and Procedures: The City of Victorville 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 Victorville 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 Victorville, 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 Victorville 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 Victorville is not accessible to persons with disabilities should be directed to:

Joe Slegers, ADA/Section 504 Coordinator
City of Victorville
14343 Civic Drive
Victorville, CA 92392
ada@victorvilleca.gov
Phone: (760) 243-6337
Fax: (760) 269-0031
TTY: 711

The City of Victorville 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 Victorville

Survey for Program and Facility Users



Survey for Victorville 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 Victorville Facility or type of Program or Service for which you are providing input.

1. What is your relationship to the City of Victorville? (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 Victorville 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 Victorville Accessibility Plan?

City of Victorville
Organizational Survey



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

The City of Victorville 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 Victorville 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 Victorville' 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 Victorville 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 Victorville?
3. What information or other resources can you supply to help educate or inform the City of Victorville 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 Victorville 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 Victorville 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 Joe Slegers, ADA/504 Coordinator, City of Victorville, 14343 Civic Drive, Victorville, CA 92393. Comments can also be made by calling (760) 243-6337, through TTY at 711, or by email at ada@victorvilleca.gov.