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A. PROVIDE NOTICE ABOUT ADA REQUIREMENTS

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All public entities, regardless of the size, must provide information to applicants, participants and beneficiaries, employees, and other interested persons regarding the rights and protections afforded by Title II, including information about how the Title II requirements apply to their particular programs, services and activities (28 C.F.R. 35.106)

Under Section 504 regulations, a recipient of financial assistance that employs 15 or more employees shall provide a notice that states that the recipient does not discriminate on the basis of disability in admission or access to, or treatment or employment in, its programs and activities (34 C.F.R. 104.8(a)). It shall also include identification of the employee designated to coordinate Section 504 compliance efforts.

In providing the notice, a public entity must comply with the Title II requirement to make available appropriate auxiliary aids and services, where necessary, to ensure effective communication. Examples of alternative formats for the notice may include but are not limited to:

- Audio tape or other recordings
- Radio announcements
- Large print notice
- Braille notice
- Use of a qualified sign language interpreter
- Open or closed-captioned public service announcements on television
- ASCII, HTML, or word processing format on a computer diskette or CD
- HTML format on an accessible website
- Notice in publications with large print versions

It is the obligation of the head of the public entity to determine the most effective way of providing notice to the public about their rights and the public entity's responsibilities under the ADA.

Publishing and publicizing the ADA notice is not a one-time requirement. State and local governments should provide the



information on an ongoing basis (28 C.F.R. 35.106 and 34 C.F.R. 104.8(a)). Methods that may be used include the publication of information in handbooks, manuals, and pamphlets that are distributed to the public to describe a public entity's programs and activities; the display of informative posters in service centers and other public places; or the broadcast of information by television or radio.

For the City of Santa Barbara's ADA Compliance Notice see Appendix A.2

In addition to notice to the public, the City is required to make every effort to prevent violations of the ADA by ensuring that employees are familiar with the policies and practices for the full participation of individuals with disabilities, including any special requirements applicable to their positions. If appropriate, training should be provided to employees.

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## B. DESIGNATE AN ADA COORDINATOR

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The City of Santa Barbara is committed to provide accessibility to their facilities programs and services. In the City of Santa Barbara, individual Department Heads have primary responsibility for ensuring compliance with the ADA in their department and areas of responsibility.

Under Title II, any public entity with fifty or more employees must designate at least one employee as its ADA Coordinator. (28 C.F.R. 35.107(a)) The name, office address, and telephone number of the ADA Coordinator must be provided to interested persons.

The ADA Coordinator is responsible for coordinating the efforts of the government entity to (a) comply with Title II and (b) investigate complaints that the entity has violated Title II. The role of the City's ADA Coordinator is to centrally coordinate the Department Head's compliance efforts. This involves being familiar with the requirements of the ADA, monitoring the City's efforts to implement its Transition Plan, promulgating policies, being available to respond to questions and grievances, and



communicating ADA requirements to individuals who may be unaware of their responsibilities, when necessary. The ADA Coordinator is also the Section 504/508 Coordinator.

There are many benefits to having a knowledgeable ADA Coordinator. Having an ADA Coordinator makes it easy for City staff and members of the public to identify a specific central contact person with knowledge and information about the ADA to:

- Assist people with disabilities with their questions;
- Respond to questions and concerns about disability discrimination, and investigate complaints;
- Accommodate requests for auxiliary aids or services for effective communication, such as a sign language interpreters or documents in Braille, cassette tape, or large print;
- Answer questions from City staff efficiently and consistently; and
- Coordinate training and compliance measures and ensure that compliance plans move forward.

The ADA Coordinator should have the authority, knowledge, skills and motivation to effectively implement the regulations. This employee should have the authority to recommend whatever action is necessary to correct infractions.

The name, address, and telephone number of the City's ADA Coordinator is included in the Notice of ADA Compliance and made available to all interested individuals. The Notice of ADA Compliance should be posted in strategic accessible places and available in alternative formats upon request.

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### C. ENSURE ONGOING COMPLIANCE

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The City continuously monitors ADA compliance. The 2007 ADA Transition Plan and Self-evaluation updates are part of this ongoing process. During the 2007 ADA Transition Plan and Self-evaluation updates, the City established an ADA Project Steering Committee with the following staff members:

Department
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Pat Kelly, City Engineer Project Lead
George Estrella, Chief Building Official
Sarah Hanna, Recreation Programs Manager
Christie Lanning, Human Resources Analyst
Rudy Livingston, Accounting Manager
Kristy Schmidt, Employee Relations Manager ADA Coordinator
Patrick Shanahan/ Jim Dewey, Facilities
Scott Vincent, Assistant City Attorney

The ADA Project Steering Committee met monthly and worked with the consultant and with the City’s ADA Department Liaisons to complete the project. Following the completion of this project, the Project Steering Committee will be disbanded.

On an ongoing basis, the City’s Accessibility Compliance Team (ACT) will work to ensure continued compliance with regulations and monitor progress toward achieving a more accessible City government. The Accessibility Compliance team will meet a minimum of once a year, generally in spring prior to the City Administrator’s submittal of the budget to the City Council. There may be additional meetings as appropriate. The ACT will include the ADA Coordinator, key facilities staff members, Department Liaisons appointed by each City Department Head, and a representative from Human Resources. In addition, the ADA Coordinator and key facilities staff members will meet on a regular basis with an Accessibility Advisory Committee to Staff (AACS). Most of this structure is already in place. Further information about this structure follows:

**C.1 Responsible individual for the compliance with the ADA:**

The City Administrator is the City of Santa Barbara’s responsible individual for Citywide compliance with the ADA.

**C.2. City’s ADA Coordinator (ADA & Section 504/508 coordinator) is:**



Kristy Schmidt, a manager from the **City Administrator’s Office**, is the City of Santa Barbara’s overall ADA Coordinator. She is the City’s responsible employee, to coordinate ADA compliance, including efforts related to City Facilities, Policies, Practices and Procedures:

**Kristy Schmidt**  
**ADA Coordinator**  
 City Administrator’s Office  
 735 Anacapa Street  
 P.O. Box 1990  
 Santa Barbara, CA 93102-1990,  
 Phone: (805) 564-5305  
 Fax: (805) 897-1993  
 Email: [KSchmidt@SantaBarbaraCA.gov](mailto:KSchmidt@SantaBarbaraCA.gov)

The ADA Coordinator will schedule the Accessibility Compliance Team (ACT) meetings and set the ACT meeting agenda. The ADA Coordinator will also attend quarterly meetings of the AACS Committee.

**C.3 Key Facilities Staff:**

Key City staff members have been designated help to monitor ADA compliance related to City facilities and public rights-of-way, and to work to implement the City’s Transition Plan.

Title	Function
Pat Kelly, Assistant Public Works Director/City Engineer	Rights-of-Way
George Estrella, Chief Building Official	New Facilities
Jim Dewey, Facilities and Energy Manager	Existing Facilities

These key staff members will attend the Accessibility Compliance Team (ACT) meetings, and will also meet on a regular basis with the Accessibility Advisory Committee to Staff (AACS). The Chief Building Official will schedule the AACS meetings and set the meeting agenda.



These key staff members will make annual recommendations for accessibility-related capital improvement projects to the City Administrator as part of the regular budget process.

**C.4 City’s ADA Department Liaisons:**

The City of Santa Barbara ADA Department Liaisons are appointed by Department Heads to assist them with program and facilities accessibility compliance within their departments and to represent the department on the ACT. Department Liaisons can be reached at the following numbers:

Department	Telephone Number
Human Resources Analyst, Administrative Services	805-897-2544
Operations Manager, Airport	805-692-6025
Office Supervisor, City Administrator’s Office	805-564-5306
Chief Building Official, Community Development	805-564-5553
Accounting Manager, Finance	805-564-5340
Administrative Services Manager, Fire	805-564-5708
Library Services Manager, Library	805-564-5602
Recreation Services Manager, Parks & Recreation	805-564-5428
Police Lieutenant, Police	805-897-3730
Assistant Public Works Director, Public Works	805-564-5366
Facilities Manager, Waterfront	805-564-5527

Department Liaisons will attend Accessibility Compliance Team (ACT) meetings. Department Liaisons will only attend the quarterly AACS meetings as needed to address issues within their departments. For current list of Department Liaison names,



contact the ADA Coordinator.

#### C.5 City's Accessibility Advisory committee to Staff (AACS):

The City has established an Accessibility Advisory Committee to Staff (AACS), composed of people with disabilities and other interested members of the public, to work closely with City staff on an ongoing basis to provide valuable input regarding on-going barrier removal efforts, Transition Plan priorities, and other related accessibility issues, as needed.

The AACS Committee has a president and several members that meet with City staff on a quarterly basis, including the ADA Coordinator, key facilities staff members, and others.

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## D. DEVELOP A TRANSITION PLAN

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The first ADA Transition Plan and Self-evaluation of the City of Santa Barbara were developed in 1984 to meet compliance regulations of Section 504 of the Rehabilitation Act of 1973. The Transition Plan and Self-evaluation were updated in 1994 after the passage of the Americans with Disabilities Act (ADA) of 1990, to insure compliance with the ADA requirements.

This document is part of the latest 2007 ADA Transition Plan and Self-evaluation updates. These updates have been done to reflect the latest Code and regulatory changes, as well as changes to facilities and programs and services over time.

The ADA Transition Plan is a living document that will evolve and change according to different factors like available funding per each fiscal year for barrier removal, users priorities, newly identified capital improvement projects, etc. For ADA Transition Plan Update scope limitations, schedule for barrier removal and prioritization, see Transition Plan report document under a separate cover.

E. DEVELOP A GRIEVANCE PROCEDURE

The Title II of the ADA provides that public entities must adopt and publish grievance procedures, providing for prompt and equitable resolution of complaints 28 C.F.R. 35.107(b).

The purpose of the grievance procedure is to provide a means for timely resolution of all problems, complaints or conflicts related to ADA compliance, before they escalate to the point where the complainant feels it necessary to resort to the federal complaint process or litigation.

A grievance procedure shall include the following components:

- Detailed description of the procedures for submitting a grievance;
- A two step process that allows for appeal;
- Reasonable time frames for review and resolution of the grievance;
- Maintenance of records of all complaints submitted, responses given, and steps taken to resolve the issue;
- Provide an alternative procedure if the complainant alleges that the ADA Coordinator or other staff members with responsibilities regarding the grievance procedures process are part of the alleged discrimination.

The U.S. department of Education’s Office for Civil Rights is responsible for investigating complaints alleging discrimination on the basis of disability under Title II and Section 504.

For City of Santa Barbara Grievance Procedure see Self-evaluation update **Appendix A.3.1**, ADA Grievance Department Response **Appendix A.3.2** and Grievance Form **Appendix A.3.3**.