



**CITY OF SANTA ANA
ADMINISTRATIVE
POLICIES AND PROCEDURES**

[Signature]
CITY MANAGER'S AUTHORIZATION

SECTION

City Manager's Office

ADA COMPLIANCE POLICY

DATE

October 17, 1994

NUMBER

With the passage of the Americans With Disabilities Act (ADA) in 1990, the City wishes to restate its commitment, ensuring accessibility to services and employment opportunities by people with disabilities.

In accordance with the Title II of the ADA, the City of Santa Ana does not exclude qualified individuals with disabilities from participation in any program, service, or activity or deny qualified individuals with disabilities the benefits of programs, services, or activities, or otherwise subject them to discrimination on the basis of disability. Discrimination based on disability will not be tolerated.

ADA compliance has been articulated by a transition plan and a self-evaluation of programs and services. The transition plan is useful whenever structural changes are required to bring the organization into compliance. The self-evaluation is a comprehensive review of City policies and practices, all programs, activities and services operated by the City to ensure ADA compliance.

The City designated ADA Coordinator oversees the implementation of ADA compliance for the City. The City departments are responsible and accountable for their defined role in the ADA Transition Plan and self-evaluation.

The attached City ADA Compliance Policy is designed to ensure that those who have disabilities of one kind or another have access to City programs and services.

PURPOSE

The purpose of this policy is to provide guidance to all City departments to comply with provisions of the Americans With Disabilities Act.

POLICY

It shall be the policy of the City of Santa Ana to ensure that a consistently high level of City service is provided to all members of the community including people who may require special consideration in order to access these services.

It is the policy of the City of Santa Ana to afford people with disabilities the same access to programs, services, and employment provided to all citizens.

DEFINITIONS

1. The term "qualified individual with a disability" means an individual who, with or without reasonable modifications to rules; policies or practices; the removal of architectural, communication, or transportation barriers; or, the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by a public entity.

2. The term "disability" means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such impairment; or being regarded as having such an impairment.

3. The term "reasonable accommodation" includes the modification of existing facilities to facilities that are readily accessible to and usable by individuals with disabilities; job restructuring, part-time, or modified work schedules; reassignment of an employee with a disability to a vacant position; acquisition or modification of equipment; and appropriate alteration of examinations, training materials, or policies.

PROCEDURAL OVERVIEW

No single policy or procedure can address City response to all people with disabilities. It is the intent of this policy and procedure to guide employees in responding to and assisting those people with disabilities with whom they will have the most contact in their performance of their duties and responsibilities.

A. Notice of ADA Requirements

In compliance with the provisions of Title II of the ADA, the City will provide public notice of ADA requirements (Attachment I) to participants and the general public on an ongoing basis through a variety of mediums including:

- displaying the public notice at all program sites and City facilities
- providing this information in program handbooks
- providing this information in regular mailings

B. ADA Grievance Procedure

Attachment II delineates the City of Santa Ana's ADA Grievance Procedure. All departments and agencies shall have this procedure readily available to disseminate to anyone with questions, concerns, or complaints pertaining to ADA matters.

C. Assisting People with Disabilities

Treating people in a discriminatory fashion due to their disabilities is against federal, state, and City policy. City employees are expected to provide reasonable accommodation to people with disabilities.

The Transition Plan has identified various counter heights throughout City facilities and Library Bookmobile configuration as possible barriers to some people with disabilities. The policy of the City is that it is the responsibility of the staff providing service in these areas to ensure access of alternative service to people affected by these barriers.

Questions, concerns or request for additional information regarding the ADA may be forwarded to the ADA Compliance Coordinator.

City of Santa Ana
ADA Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, or benefits by the City of Santa Ana.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible and is encouraged to do so within 30 calendar days after the alleged violation to:

ADA Coordinator
Personnel Services
20 Civic Center Plaza
P.O. Box 1988
Santa Ana, CA 92702
(714) 647-5243
(714) 647-6745 (TDD)

Within 15 working days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 30 working days after the meeting, the ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Santa Ana and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Assistant City Manager or his/her designee.

Within 15 working days after receipt of the appeal, the Assistant City Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 30 working days after the meeting, the Assistant City Manager or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

Any retaliation, coercion, intimidation, threat, interference, or harassment for the filing of a grievance, or used to restrain a complainant from filing, is prohibited and should be reported immediately to the ADA Coordinator.

All written complaints received by ADA Coordinator, appeals to the Assistant City Manager or his/her designee, and responses from the ADA coordinator and Assistant City Manager or his/her designee will be kept by the City of Santa Ana for at least three years.

ADA COMPLIANCE TEAM

ADA Coordinator	-	Ellen Smiley
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Compliance Coordinator	-	Fred Marzara
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Debbie Kurita, Assistant City Manager

Department Representatives

Finance & Management Services	-	Chuck Janiel
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Public Works Agency	-	Deanna Cline
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Police Department	-	George Saadeh
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Fire Department	-	Charles Williams
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Recreation & Community Services	-	Rip Ribble
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Recreation & Community Services	-	Ron Ono
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Community Development	-	Danell Mercado
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Library	-	Cathy Spencer
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Planning and Building Agency	-	Steve Crawford
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City Manager's Office	-	Jill Arthur
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Public Notice Americans With Disabilities Act of 1990



The City of Santa Ana does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services, or activities. Santa Ana does not discriminate on the basis of disability in its hiring or employment practices.



This notice is provided as required by Title II of the Americans With Disabilities Act of 1990.

Questions, concerns, complaints, or requests for additional information regarding the ADA may be forwarded to Santa Ana's designated ADA Compliance Coordinator:

Mary Kelley
(714) 647-5340
(877) 735-2929 TTY
8:00 a.m. to 5:00 p.m.
Monday through Friday

City of Santa Ana
Personnel Services M-24
20 Civic Center Plaza
P.O. Box 1988
Santa Ana, CA 92702-1988



Individuals who need auxiliary aids for effective communication in programs and services of Santa Ana are invited to make their needs known to the ADA Compliance Coordinator. This notice is available in audio tape.