

CITY OF SANTA BARBARA

Public Works Department

Title VI Program and Implementation Plan for 2025-2028



Public Works Department

Brian D'Amour, P.E.

Public Works Director

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City of Santa Barbara Public Works Department

Title VI Nondiscrimination Statement

The City of Santa Barbara Public Works Department is committed to full compliance with Title VI of the Civil Rights Act of 1964 and all related nondiscrimination statutes and authorities. In accordance with federal and state laws, it is the policy of the Public Works Department that no person shall be excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any of its programs, services, or activities. This applies whether the program is directly administered by the Department or carried out through contractors or other entities receiving federal financial assistance. Discrimination is prohibited on the basis of race, color, national origin, sex, age, disability, religion, sexual orientation, gender identity, or any other characteristic protected under applicable law.

This policy applies to all operations of the City of Santa Barbara, including the Public Works Department and its subrecipients, contractors, consultants, and agents. It also extends to all activities supported by federal financial assistance from the U.S. Department of Transportation and its operating administrations. Federal assistance includes grants, training, use of equipment, donations of surplus property, and other forms of support.

The City of Santa Barbara ensures meaningful access to its programs and services for individuals with limited English proficiency and provides reasonable accommodations for individuals with disabilities in accordance with the Americans with Disabilities Act (ADA). The Department actively supports equal opportunity, inclusivity, and access in all of its operations and maintains procedures for the prompt and equitable resolution of complaints alleging discrimination.

Prohibited discrimination may be intentional or unintentional. Acts that appear neutral but have a disparate impact on individuals of a protected class and lack a substantial legitimate justification are also prohibited. Additionally, harassment and retaliation are forms of unlawful discrimination.

Examples of prohibited discriminatory actions include, but are not limited to:

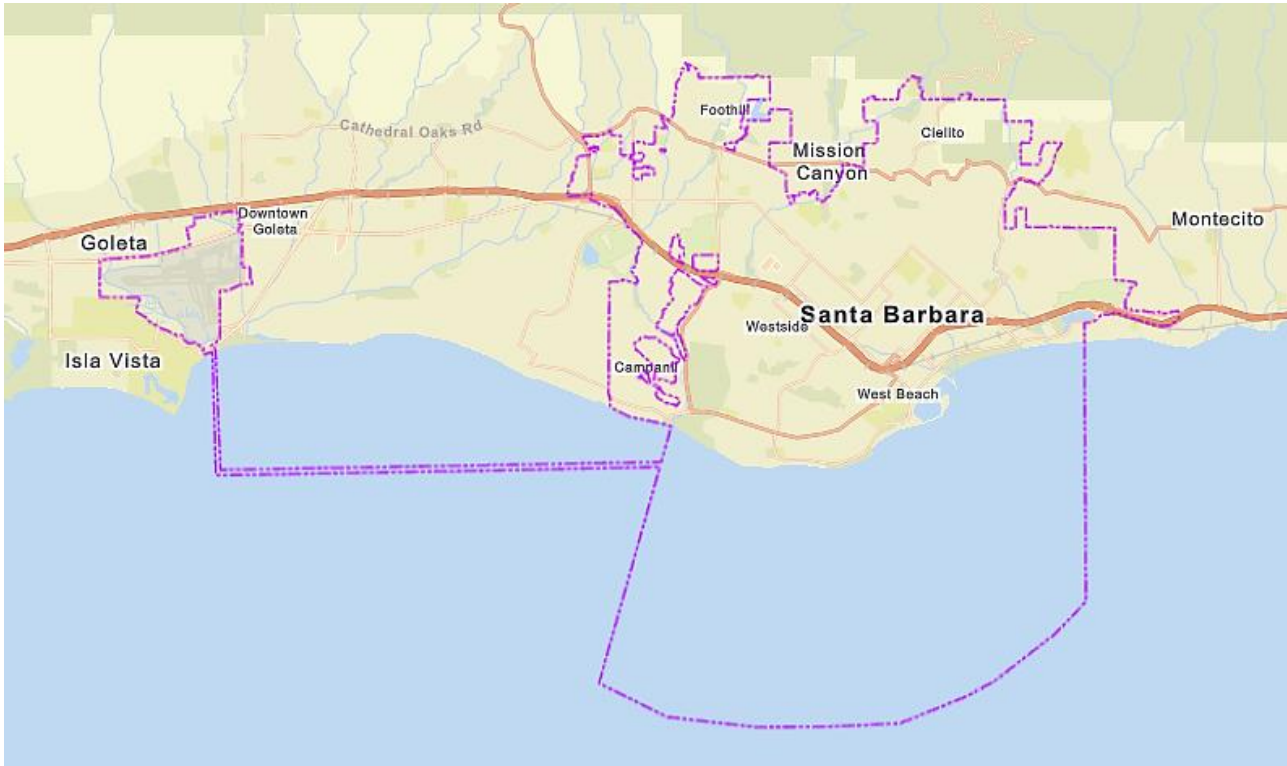
- Denying an individual any service, financial aid, or other benefit
- Discrimination in infrastructure-related activities such as highways and facilities

Compliance with Title VI is a condition of the receipt of federal funds. The Public Works Department's Title VI Coordinator is authorized to ensure compliance with this policy, Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d), and the requirements of 23 CFR Part 200 and 49 CFR Part 21.

Samoni Abner
Administrative Analyst II

Introduction

This plan outlines the responsibilities of the City of Santa Barbara (City) Public Works Department (Department) under Title VI of the Civil Rights Act of 1964. It describes how the Department ensures nondiscrimination in all programs, projects, and activities receiving federal assistance. The plan reflects the City's commitment to equity, compliance, and continuous improvement in public access and engagement.



A map showing the limits of the City of Santa Barbara, which is located along the southern coast of California.

Program Goals and Accomplishments

1. Advance the use of the Title VI Complaint System – Ensure all staff are trained in recognizing Title VI issues and guiding the public to the complaint form.
2. Improve accessibility of the complaint process – Keep the online form updated and ensure it is available in English and Spanish (and other languages as needed).
3. Expand staff awareness – Integrate Title VI training into new employee orientation and provide refresher sessions annually.
4. Strengthen community outreach – Increase public visibility of Title VI rights through postings at City facilities, on the website, and at public meetings.

Demographics

Santa Barbara's population reflects the broader diversity of California, with a significant portion identifying as Hispanic or Latino, and a large proportion speaking a language other than English at home. According to the most recent U.S. Census Bureau data, nearly 39.7% of residents in the City of Santa Barbara speak a language other than English at home, and the region includes a significant number of communities that are traditionally underrepresented in official counts.

The City of Santa Barbara has a population of 88,665. Of this, approximately 38.7% identify as Hispanic or Latino, while 51.7% identify as White alone (not Hispanic or Latino). The City also includes smaller, yet important, racial groups such as Asian, Black or African American, and Native American residents, each of whom face unique challenges in accessing services and representation. For more detailed racial and ethnic breakdowns, see Table 1 below.

In addition to race and ethnicity, the City has a notable proportion of residents who are noncitizens, disabled, or elderly groups that often face barriers to full civic participation. These populations are more likely to be undercounted in the census, which can directly affect federal funding and political representation.



A diverse group of business professionals standing around a conference table with their hands stacked together in the center, symbolizing teamwork and unity.

City of Santa Barbara Racial Breakdown

Based on a total population of 88,665, approximately 53.4% (47,386 people) identify as White alone, not Hispanic or Latino. Hispanic or Latino individuals of any race make up 36.8% of the population, or about 32,627 people. Those identifying as Black or African American alone represent 1.3% (1,153 people), while American Indian and Alaska Native individuals also account for 1.3% (1,153 people). About 3.8% (3,370 people) identify as Asian alone, and 0.2% (177 people) as Native Hawaiian or Pacific Islander alone. Additionally, 16.6% (14,713 people) report being of two or more races. It is important to note that because the Hispanic or Latino category overlaps with racial categories and due to rounding, the estimated numbers may not add up precisely to the total population.

Demographic Comparison of the Employees vs. General Population of the City of Santa Barbara*

According to 2020 Census data, the demographics of City of Santa Barbara employees are generally similar to those of the city's overall population, with some differences across groups. Among city employees, 0.7% identify as American Indian or Alaska Native, matching the citywide percentage. Asians make up 3.2% of city employees compared to 3.9% of the city's population. Black or African American employees represent 2.0% of the workforce, slightly higher than the citywide 1.6%. Hawaiian or Pacific Islanders account for 0.1% in both groups. Hispanic or Latino individuals make up 35.3% of city employees, close to the city's 36.7%. Those identifying as two or more races comprise 6.7% of employees versus 7.1% of residents. Finally, 52.1% of city employees identify as White, compared to 55.8% in the broader Santa Barbara population.

Internal Practices

- Employment Practices for Hiring and Organizational Success
- Non-Discrimination and Harassment Policy
- ADA / Reasonable Accommodation Process
- Anti-Bias Training offered to City employees

Organization, Staffing, and Structure

Agency Administrator

The Director of Public Works, Brian D'Amour, is ultimately responsible for assuring full compliance with the provisions of Title VI of the Civil Rights Act of 1964 and related statutes and has directed that non-discrimination is required of all agency employees, contractors, and agents pursuant to 23 CFR Part 200 and 49 CFR Part 21.

Title VI Coordinator

The City of Santa Barbara has designated Samoni Abner, Administrative Analyst II, as the Title VI Coordinator for the Public Works Department. In this role, they are responsible for ensuring full compliance with Title VI the Civil Rights Act of 1964 and related nondiscrimination requirements within Public Works programs, services, and activities, which include:

- Submitting the Title VI Implementation plan and annual reports on the agency's behalf.
- Developing procedures for prompt processing and resolution of complaints.
- Investigating complaints, maintaining a complaint log, and reporting to California Department of Transportation (CDOT).
- Developing procedures for the collection and analysis of statistical data.
- Developing and overseeing a program to conduct Title VI reviews of program areas.
- Conducting annual Title VI assessments of pertinent program areas to ensure compliance.
- Creating and disseminating Title VI information to the public and staff.
- Review and update Public Works' Title VI Plan as needed or required.

Staff Training

The City will provide training on Title VI requirements to staff, contractors, and subrecipients to ensure compliance with federal and state nondiscrimination laws. Training will occur as part of the new employee onboarding process and will be reinforced through periodic refresher sessions.

Training will include:

- An overview of Title VI of the Civil Rights Act of 1964 and related nondiscrimination requirements.
- The City's policy of nondiscrimination and how it applies to all programs, services, and activities.
- Instructions on how to identify and address potential Title VI issues.

- Guidance on the complaint process, including how staff should respond if a member of the public wishes to file a complaint.
- Familiarization with the City's Title VI Complaint Form (including online Microsoft Form) and the steps for forwarding complaints to the Title VI Coordinator.
- The importance of outreach and accessibility for Limited English Proficient (LEP) individuals.

The Title VI Coordinator will maintain training materials and attendance records. Employees with frequent public contact will be prioritized for refresher training to ensure continued compliance and awareness.

Title VI Complaint Procedures

How to File a Complaint

Any person who believes they have been subjected to discrimination on the basis of race, color, national origin, sex, age, or disability in a City of Santa Barbara program or activity may file a complaint under Title VI. Complaints must be submitted within 180 days of the alleged incident. A complaint may be filed by completing the City's Title VI Complaint Form online at: santabarbaraca.gov/public-works-Title-VI

I. Investigation and Conclusion

Once a complaint is received, the Title VI Coordinator will acknowledge receipt in writing within 10 business days. If the complaint is incomplete, the complainant will be contacted and given an opportunity to provide additional information. The Title VI Coordinator will then begin an investigation, which may include reviewing relevant documents, interviewing witnesses, and gathering additional information. Investigations are generally completed within 90 days of receipt.

At the conclusion of the investigation, the complainant will receive a written Letter of Finding that outlines whether the City is in compliance with Title VI and, if applicable, identifies any corrective actions that will be taken. If the complainant is not satisfied with the outcome, they may appeal the decision to Caltrans or the FHWA, whose contact information will be provided in the response letter.

The Title VI Coordinator maintains a complaint log that tracks the name of the complainant, the date the complaint was filed, the basis of the complaint, the status, and the outcome. These records are retained for a minimum of three years and are available to Caltrans upon request.

II. Discrimination Complaint Procedure Overview

Federal law prohibits discrimination on the basis of race, color, national origin, age, sex, or disability in any City of Santa Barbara program or activity. This prohibition applies to all branches of City of Santa Barbara, its contractors, consultants, and anyone acting on behalf of the City.

Any person who believes they have been discriminated against based on race, color, or national origin by Caltrans or a sub-recipient may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Office of Civil Rights (OCR) processes complaints received no more than 180 days after the alleged incident. OCR will only process complaints that are complete, including the complainant's contact information, details of the alleged discrimination, and the complainant's signature.

Once the Title VI complaint is received, OCR will determine which federal administering agency has jurisdiction to investigate and process the complaint.

III. Title VI Complaints Processed Under the Federal Highway Administration (FHWA)

Title VI complaints filed with Caltrans, in which Caltrans is named as the Respondent, will be forwarded to the FHWA Division Office. The complainant will receive an acknowledgment letter informing them that the complaint has been received and forwarded to the FHWA.

Per the FHWA Guidance Memorandum on Processing of Title VI Complaints (dated June 13, 2018), all Title VI complaints received by a sub-recipient must be forwarded to Caltrans to be submitted to the FHWA Division Office. Complaints should be sent within one business day of receipt via email to Title.VI@dot.ca.gov.

If the Headquarters Office of Civil Rights (HCR) determines a Title VI complaint against a sub-recipient can be investigated by Caltrans, HCR may delegate the investigation to Caltrans.

IV. Title VI Complaints Processed Under the Federal Transit Administration (FTA)

Title VI complaints filed with Caltrans, in which Caltrans is named as the Respondent, will be investigated by Caltrans. Per FTA guidelines, Title VI complaints are handled at the local level or elevated to FTA under egregious Title VI discriminatory circumstances. The complainant will receive an acknowledgment letter informing them whether the complaint will be investigated by Caltrans or forwarded to FTA.

Title VI complaints filed with Caltrans against a sub-recipient will be investigated by Caltrans. If the complaint is filed directly with the sub-recipient, the sub-recipient is responsible for investigating the complaint in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

V. FTA – Filing a Local Complaint

FTA recommends, but does not require, that individuals first file a complaint directly with their transit provider to give the provider an opportunity to resolve the situation. FTA grantees are required under the ADA, Title VI, and EEO to have local complaint procedures.

VI. Caltrans Office of Civil Rights (OCR) Investigation Process

If OCR is delegated the responsibility of performing an investigation, OCR has 90 days to investigate the complaint. If additional time is needed, OCR will notify the complainant.

If more information is needed to resolve the case, the OCR investigator may contact the complainant. The complainant has ten business days from the date of the letter to send the requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within ten business days, OCR can administratively close the case. A case may also be closed if the complainant no longer wishes to pursue the complaint.

OCR will consult with HCR regarding the disposition of the complaint. The complaint may be resolved through (1) informal resolution or (2) issuance of a Letter of Finding of compliance or noncompliance with Title VI. A copy of the Letter of Finding will be sent to all parties via the Division Office.

VII. Additional Filing Options

A person may also file a complaint directly with:

Federal Transit Administration

Civil Rights Division Attention: Complaint Team

East Building, 5th Floor – TCR

1200 New Jersey Avenue, SE

Washington, DC 20590

Federal Highway Administration
U.S. Department of Transportation Office of Civil Rights
1200 New Jersey Avenue, SE
8th Floor E81-105
Washington, DC 20590

Notice of Rights

Dissemination of Title VI Information

The City's Public Works Department is committed to ensuring that all individuals are informed of their rights under Title VI of the Civil Rights Act of 1964. To achieve this, the department employs various methods to disseminate Title VI information to the public:

- **Public Posting:** Title VI notices will be prominently displayed in public areas within City facilities, including lobbies and community centers.
- **Website Accessibility:** The Title VI notice is accessible on the City's official website, ensuring online visitors can easily find and review the information.
- **Printed Materials:** Brochures and flyers containing Title VI information are distributed at public meetings, workshops, and events hosted by the Public Works Department.
- **Community Outreach:** During community engagement activities, such as public hearings and consultations, Title VI notices are shared with participants to ensure awareness of their rights.

Provision of Notice in Other Languages

Recognizing the linguistic diversity of our community, the City's Public Works Department ensures that Title VI information is available in multiple languages. This includes:

- **Spanish:** Title VI notices and related materials are translated into Spanish to accommodate Spanish-speaking residents.
- **Other Languages:** Depending on community needs and the results of the annual Limited English Proficiency (LEP) assessment, Title VI information may also be provided in additional languages, such as Chinese, Tagalog, Vietnamese, Korean, Russian, and Hmong.

Sample Notice

A sample of the Title VI Notice of Rights is provided below:

Title VI Notice of Rights

The City's Public Works Department assures that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. For more information or to file a complaint, please contact the Title VI Coordinator at:

Samoni Abner, Title VI Coordinator

TitleVIcomplaints@santabarbaraca.gov

630 Garden St,

Santa Barbara, CA 93101

This notice is consistent with the guidelines provided by Caltrans and the FHWA, ensuring compliance with Title VI requirements. For further resources and sample materials, you may refer to the Caltrans Title VI page: <https://dot.ca.gov/programs/civil-rights/title-vi>.

If you need assistance customizing this section with specific contact details or additional language options, feel free to ask.

Limited English Proficiency (LEP)

Purpose and Scope

The City's Public Works Department recognizes that language differences may create barriers to accessing public services. Consistent with Title VI of the Civil Rights Act of 1964, Executive Order 13166, and Caltrans guidance (LAPM § 9.2), the Department seeks to take reasonable steps to provide meaningful access to individuals with Limited English Proficiency (LEP) within available resources.

Four-Factor Analysis

1. Number or Proportion of LEP Persons: According to the U.S. Census Bureau (ACS 2022 5-Year Estimates, Table B16001), approximately 30% of City residents speak a language other than English at home and about 15% are Limited English Proficient. Spanish is the most common non-English language.

More specifically, data from the U.S. Census Bureau's 2022 American Community Survey show that approximately 13.8% of Santa Barbara's population, or around 12,200 individuals, are LEP Spanish speakers. Smaller LEP populations include:

- **Chinese (Mandarin or Cantonese):** 0.6% (~530 individuals)
- **Tagalog:** 0.4% (~350 individuals)
- **Other languages (Vietnamese, Russian, etc.):** 0.5% (~440 individuals)

2. Frequency of Contact: Public Works divisions occasionally interact with LEP residents, primarily Spanish-speaking individuals, during permits, inspections, and community meetings.

3. Nature and Importance: Because Public Works projects affect public safety and mobility, providing clear communication is a priority.

4. Resources Available: The Department utilizes available bilingual staff and Citywide language-access resources as feasible and translates key documents when reasonable.

Language-Assistance Measures

To enhance access for LEP individuals, the Department maintains an internal list of bilingual employees, translates vital documents such as complaint forms and public notices into Spanish, and coordinates, when practical, with community organizations that assist with outreach to LEP residents.

Safe Harbor Provision

Per U.S. DOT Policy Guidance (70 Fed. Reg. 74087, 2005), the Department translates vital written materials for any language group comprising 5% or 1,000 individuals (whichever is less) of the population served. Spanish meets this threshold and is prioritized for translation.

This section reflects the City's good-faith efforts to improve access for LEP individuals and is subject to available resources, staffing, and community needs. It does not create obligations beyond those required by Title VI and related laws.

Data Collection and Analysis Procedures

The City's Public Works Department is committed to collecting and analyzing data on the race, color, national origin, and sex of participants and beneficiaries of its programs and activities. This data collection supports our efforts to ensure nondiscrimination and equitable access under Title VI.

Data Collection Methods:

- **Program Participation Tracking:** We track the demographic information (race, ethnicity, national origin, sex) of individuals participating in our programs and activities, such as those involved in right-of-way projects or community outreach events. For example, residents relocated or impacted by right-of-way acquisitions have their demographic data recorded to monitor potential disparate impacts.
- **Public Engagement:** At public meetings, workshops, and hearings, we collect voluntary demographic information to understand the diversity of attendees and to ensure inclusive community participation.
- **Use of External Data Sources:** We utilize U.S. Census data and other relevant demographic databases to analyze the racial and ethnic composition of populations impacted by our projects and services. This information helps identify potentially underserved or disproportionately affected communities.

Data Analysis:

Collected data is regularly reviewed and analyzed to detect any patterns of disparate impact or inequities in service delivery. This analysis informs decision-making processes to improve accessibility, outreach, and program design, ensuring that all communities receive equitable benefits from City projects and programs.

Confidentiality and Use:

All demographic data collected is maintained confidentially and used solely for compliance monitoring and program improvement. Data is reported in aggregate form to protect individual privacy.

Environmental Justice

In accordance with Executive Order 12898 and Title VI of the Civil Rights Act of 1964, the City of Santa Barbara Public Works Department integrates Environmental Justice (EJ) principles into its planning, design, and public outreach processes. The Department seeks to ensure that all residents, particularly minority and low-income populations, have fair access to the benefits of public works projects and are not subjected to disproportionately high or adverse environmental or economic impacts.

Primary Program Area Descriptions and Review Procedures

The Public Works Department Engineering Division engages in the following program areas. Each area is reviewed for Title VI/Non-Discrimination concerns, and procedures are in place to ensure compliance with Title VI requirements.

Program Area	General Description	Title VI/Non-Discrimination Concerns and Responsibilities	Review Procedures for Ensuring Non-Discrimination
Right-of-Way	Acquisition of property for public works projects.	Ensuring fair treatment and compensation to all property owners and tenants regardless of race, color, national origin, or income. Avoiding disproportionate impacts on minority or low-income communities.	Staff review appraisal and relocation processes; demographic impacts are analyzed; property owner communications are tracked; complaints referred to Title VI Coordinator.
Planning	Development of transportation plans and long-range capital programs.	Ensuring community participation from diverse populations, especially Limited English Proficient (LEP) and minority groups, in planning decisions.	Demographic data from Census/ACS is used in outreach; public notices translated into Spanish; Title VI Coordinator reviews outreach logs annually.
Environmental	Environmental review and permitting for projects.	Avoiding disparate environmental impacts on protected communities; ensuring compliance with environmental justice principles.	Title VI Coordinator reviews environmental documents for EJ/Title VI impacts; outreach conducted in affected neighborhoods with translated notices as needed.
Construction	Oversight of contractors and construction projects.	Ensuring contractors comply with nondiscrimination clauses; monitoring jobsite postings; preventing unequal impacts during construction.	Contract language includes Title VI assurances; field inspectors confirm postings; Title VI Coordinator reviews contractor compliance annually.

Annual Work Plan

Each year, Public Works will maintain an Annual Work Plan to track Title VI implementation activities. The Title VI Coordinator will oversee staff training, monitor public participation, ensure translation and accessibility services are available, and confirm that Title VI information is properly posted. The plan will also include updating demographic data, reviewing the complaint log, and coordinating with state and federal partners as needed. The Annual Work Plan will serve as the foundation for ongoing program improvements and will inform updates to the Title VI Implementation Plan every three years.

APPENDIX A - Public Notice of Right Under Title VI

The City of Santa Barbara, Department of Public Works (Public Works) operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act. Public Works also prohibits discrimination based on race, color, national origin, religion, sex, age, disability, or any other protected class enumerated in federal and state law. Any person who believes he/she has been a victim of any unlawful discriminatory practice under Title VI may file a complaint with the Title VI Coordinator.

If you have any questions or would like additional information on Public Works' obligation regarding non-discrimination or how to file a complaint, please visit Public Works' web page on the City's web site santabarbaraca.gov/public-works-Title-VI or contact the Title VI Coordinator.

You may also file a complaint directly with the:
U.S. Department of Justice, Office of Civil Rights,
Attention: Federal Coordination and Compliance Section – NWB
950 Pennsylvania Avenue, N.W. Washington, D.C. 20530
Phone: (888) 848-5306

Aviso público de derecho bajo el Título VI

La Ciudad de Santa Bárbara, Departamento de Obras Públicas (Public Works) opera sus programas y servicios sin distinción de raza, color u origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Public Works también prohíbe la discriminación basada en el sexo, la edad, la discapacidad, la religión, la orientación sexual, la identidad de género o cualquier otra clase protegida enumerada en las leyes federales y estatales. Cualquier persona que crea que ha sido víctima de cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante el Coordinador del Título VI. Si tiene alguna pregunta o desea obtener información adicional sobre la obligación de Public Works con respecto a la no discriminación o cómo presentar una queja, visite la página web de Public Works en el sitio web del condado santabarbaraca.gov/public-works-Title-VI o comuníquese con el Coordinador del Título VI.

Si tiene alguna pregunta o desea obtener información adicional sobre la obligación de Public Works con respecto a la no discriminación o cómo presentar una queja, visite la página web de Public Works en el sitio web del condado (SB PW WEBPAGE LINK) o comuníquese con el Coordinador del Título VI.

También puede presentar una queja directamente con:
Departamento de Justicia de EE. UU., Oficina de Derechos Civiles,
Atención: Sección Federal de Coordinación y Cumplimiento - NWB
950 Pennsylvania Avenue, N.W. Washington, D.C. 20530
Teléfono: (888) 848-5306

APPENDIX B - Title VI Complaint Form

Title VI Complaint Form	
Use this form to file a Title VI complaint with the City of Santa Barbara. Title VI prohibits discrimination based on race, color, national origin, sex, age, or disability in any program or activity receiving federal funding.	
Full Name *	
<input type="text"/>	
Mailing Address *	
<input type="text"/>	
Phone Number *	
<input type="text" value="xxx-xxx-xxxx"/>	
Email	
<input type="text" value="example@domain.com"/>	
Basis of Complaint *	
<input type="checkbox"/> Race	
<input type="checkbox"/> Color	
<input type="checkbox"/> National Origin	
<input type="checkbox"/> Sex	
<input type="checkbox"/> Disability	
<input type="checkbox"/> Other	
<input type="checkbox"/> <input type="text"/>	
If "Other" is checked above, please describe in the area below.	
<input type="text"/>	
Date of Incident *	
<input type="text"/>	
Location of Incident *	
<input type="text"/>	
Agency/Department Involved *	
<input type="text"/>	
Please describe the alleged discrimination. *	
<input type="text"/>	
Witnesses (Optional)	
<input type="text"/>	
Has this complaint been filed with another agency? *	
<input type="radio"/> Yes	
<input type="radio"/> No	
If yes, which agency(s)?	
<input type="text"/>	
SUBMIT	