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## CHAPTER 1. INTRODUCTION

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- A. Introduction
- B. The ADA Title II Self-Evaluation Requirements
- C. Who is Protected under Title II of the ADA

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## CHAPTER 2. SELF-EVALUATION PROCESS

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- A. ADA Self-Evaluation Process
- B. Policies and Procedures Overview

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## CHAPTER 3. POLICIES AND PROCEDURES UPDATES

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- A. ADA Compliance Structure
- B. City's procurement policies and practices
- C. City's Private and Public Events and Meetings policies and practices
- D. City's Public Right-of-Way general policies and practices
- E. City's "Maintenance of Accessible Features"

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## CHAPTER 4. PROGRAMS & SERVICES COMMUNICATION EVALUATION

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- A. General Effective Communication Requirements Under Title II of the ADA

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## CHAPTER 5. ELECTRONIC & INFORMATION TECHNOLOGY

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- A. Overview
  - B. The Requirements for Electronic & Information Technology
  - C. Evaluation of City's Web site accessibility and recommendation of issues needed to be addressed and included into the City's website. Summary of Findings and Recommendations
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## CHAPTER 6. PROCESS FOR COMPLIANCE WITH THE ADA

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- A. Provide Public Notice about ADA Requirements
- B. Designate an ADA Coordinator
- D. Ensure Ongoing Compliance
- E. Develop a Transition Plan
- F. Develop a Grievance Procedure

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## CHAPTER 7. IMPLEMENTATION - TRAINING

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- A. Implementation Guidelines
- B. Evaluation of City's Access Compliance Staff Training Program
- C. Monitor the Implementation of the Transition Plan

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## APPENDICES

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### Appendix A: Access Compliance Forms & Documents:

- City of Santa Barbara ADA Compliance Structure Chart A.1
- Public Notice A.2
- ADA Grievance Procedure A.3.1
- ADA Grievance Department Response A.3.2
- Grievance Form A.3.3
- Non-Discrimination Ordinance: Title 9 A.4.1
  - Chapter: 9.123 Non-Discriminatory Employment
  - Provisions for all Contracts of the City
  - Chapter: 9.130 Non-Discriminatory Provisions for Leases
  - Chapter: 9.132 AIDS/HIV Discrimination
- Contractor's Nondiscriminatory Employment Certificate A.4.2
- Assistive Communication Policy A.5.1
- City Disability Resources A.5.2
- Tips for Providing Better Customer Service To People With Disabilities A.5.3

### Appendix B: Community Outreach Meetings:

- ADA Transition Plan Community Meeting Announcement B.1
- ADA Transition Plan Community Meeting Agendas B.2
- Meeting Transcriptions B.3



**Appendix C: Electronic & Information Technology:**

- Summary of Initial Steps Taken to Improve Accessibility of the City of Santa Barbara Web Site C.1
- Web Site Test 508 Standards, Section 1194.22 -Cynthia Says C.2
- Web Site Test WCAG-Priority 1-3 -Cynthia Says C.3