



CITY OF SANTA BARBARA ADMINISTRATIVE POLICIES

Assistive Communication Requests

Issued by: ADA Coordinator, City Administrator's Office
Approved by: City Administrator

Adopted: 4-15-08
Updated: N/A

Appendix A.5.1

PURPOSE

The City of Santa Barbara is committed to ensuring that people with disabilities are able to take part in, and benefit from, the whole range of public programs, services, and activities offered by the City. The City continues to modify its facilities, programs, policies, and/or practices, as necessary, to ensure such access is provided.

This policy is designed to help the City comply with its obligation under the Americans with Disabilities Act (ADA) to provide for the effective communication of information to and from people with disabilities.

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1. POLICY

- A. The City of Santa Barbara will generally, upon request, provide appropriate aids and services leading to effective communication for people with disabilities so they can communicate with the City and participate equally in the City of Santa Barbara's programs, services, and activities.
- B. Such aids and services include providing qualified professional sign language interpreters, documents in Braille, large print or audio recording, making and accepting calls through the Deaf and Disabled Telecommunications Program (DDTP)/ California Relay Service ("7-1-1"), and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.
- C. The type of auxiliary aid or service necessary to ensure effective communication will vary in accordance with the length and complexity of the communication involved and the needs of the individual. The City will give primary consideration to the type of auxiliary aid or service that an individual with a disability requests, and honor that request unless the City determines that another effective means of communication exists.
- D. The City's 9-1-1 telephone emergency service will provide TTY/TDD users with direct access to emergency services, without the need to go through an outside



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relay service or other third-party service. The telephone emergency services provided for TTY users will be as effective as those provided for people who make voice calls, in terms of: response time, response quality, hours of operation, and all other features offered.

- E. A department may decline to provide communication aids or services, but only if the City Administrator, or his/her designee, expressly determines that they would result in a fundamental alteration in the nature of a service, program, or activity or in undue financial and administrative burdens, given the full available resources of the City.
- F. The Department Head for each department will ensure that employees answering the main telephone lines are aware of this Policy, know how to accept and return calls through a relay service, and know the identity of the person or person(s) designated to respond to inquiries and requests.
- G. The person requesting the assistive aid or service will not be charged for the cost of the aid or service.

2. PUBLIC MEETING NOTICING

- A. For every public meeting, a contact will be identified to accept requests for assistive aids or services to enable communication.
- B. When noticing public meetings the following shall be included in the notice:

“AMERICANS WITH DISABILITIES ACT: In compliance with the Americans with Disabilities Act, if you need special assistance to gain access to, comment at, or participate in this meeting, please contact {contact name and telephone number}. If possible, notification at least 48 hours prior to the meeting will enable the City to make reasonable arrangements in most cases.”

- C. Public comment forms, if any, will include information about how the visitor can request an available auxiliary aid or service to assist with communication at the meeting on short notice.



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3. REQUESTS FOR ASSISTIVE AIDS OR SERVICES

- A. **Public Meetings:** Requests for assistive communication in order to participate in a public meeting should be directed to the contact listed on the public meeting notice.
- B. **General Requests:** General requests for assistive communication in order to participate in a City service, program, or activity should be directed to the Department Head of the City department or his/her designated Department ADA Liaison (see list in **Attachment 1**).
- C. **City ADA Coordinator:** Request for assistive communication may also be directed to the City's ADA Compliance Officer:

Kristy Schmidt, ADA Coordinator
City Administrator's Office
735 Anacapa Street
P.O. Box 1990
Santa Barbara, CA 93102-1990
(805) 564-5305 phone
(805) 897-1993 fax
kschmidt@santabarbaraca.gov email

The ADA Coordinator will maintain a list for all City departments of assistive aid and service resources available to City staff, and assist staff to comply with requests for assistive communication, as needed.

[See Staff Portal Site for Assistive Communication Resources:
<http://portal/C3/C4/Communication%20Assistance%20Resou/default.aspx>]

**CITY OF SANTA BARBARA
ADA ACCESSIBILITY COMPLIANCE
DEPARTMENT LIAISONS**

Attachment 1 (Updated 3/18/2008)

CITY ADA COORDINATOR

Kristy Schmidt, Employee Relations Manager, 805-564-5305, KSchmidt@santabarbaraca.gov

DEPARTMENT	DEPARTMENT HEAD	DEPARTMENT LIAISON	LIAISON PHONE	LIAISON EMAIL ADDRESS
Administrative Services (805) 564-5305	Marcelo Lopez Administrative Services Director	Christie Lanning H.R Analyst	805-897-2544	CLanning@santabarbaraca.gov
Airport (805) 692-6002	Karen Ramsdell Airport Director	Tracy Lincoln Operations Manager	805-692-6025	TLincoln@santabarbaraca.gov
City Council/Administrator (805) 564-5305	Jim Armstrong City Administrator	Linda Gunther CAO Office Supervisor	805-564-5305	LGunther@santabarbaraca.gov
City Attorney's Office (805) 564-5330	Steve Wiley City Attorney	Scott Vincent Asst. City Attorney	805-897-2551	SVincent@SantaBarbaraCA.gov
Community Development (805) 564-5503	Dave Gustafson C.D. Director (Acting)	George Estrella Chief Building Official	805-564-5553	GEstrella@santabarbaraca.gov
Finance (805) 564-5335	Bob Peirson Finance Director	Rudy Livingston Accounting Manager	805-564-5340	RLivingston@santabarbaraca.gov
Fire (805) 564-5707	Ron Prince Fire Chief	Pete Ramsdell Admin. Services Manager	805-564-5708	PRamsdell@santabarbaraca.gov
Library (805) 564-5609	Irene Macias Library Director	Rosenblum, Sarah Library Services Manager	805-564-5602	SRosenblum@santabarbaraca.gov
Parks & Recreation (805) 564-5431	Nancy Rapp Parks and Recreation Director	Sarah Hanna Rec. Services Manager	805-564-5428	SHanna@santabarbaraca.gov
Police (805) 897-2396	Cam Sanchez Police Chief	Doug Kresky Police Lieutenant	805-897-3730	DKresky@sbgpd.com
Public Works (805) 897-5378	Paul Casey Public Works Director (Acting)	Pat Kelly Asst. P.W. Director/ Eng. also Jim Dewey Facilities Manager	805-564-5366	PKelly@santabarbaraca.gov JDewey@santabarbaraca.gov
Waterfront (805) 897-5525	John Bridley Waterfront Director	Karl Treiberg Facilities Manager	805-564-5527	KTreiberg@santabarbaraca.gov