TABLE OF CONTENTS
ADA Self-Evaluation Update

CHAPTER 1. INTRODUCTION
A. Introduction
B. The ADA Title II Self-Evaluation Requirements
C. Who is Protected under Title II of the ADA

CHAPTER 2. SELF-EVALUATION PROCESS
A. ADA Self-Evaluation Process
B. Policies and Procedures Overview

CHAPTER 3. POLICIES AND PROCEDURES UPDATES
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”

CHAPTER 4. PROGRAMS & SERVICES COMMUNICATION EVALUATION
A. General Effective Communication Requirements Under Title II of the ADA

CHAPTER 5. ELECTRONIC & INFORMATION TECHNOLOGY
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
TABLE OF CONTENTS
ADA Self-Evaluation Update

CHAPTER 6. PROCESS FOR COMPLIANCE WITH THE ADA

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

CHAPTER 7. IMPLEMENTATION - TRAINING

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

APPENDICES

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
  - Chapter: 9.123 Non-Discriminatory Employment Provisions for all Contracts of the City A.4.1
  - 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