

AMERICANS WITH DISABILITIES (ADA) POLICY

The City of Long Beach is committed to ensuring that people with disabilities are able to take part in, benefit from and have an equal opportunity to enjoy the full range of public programs, services and activities offered by the City. The City has modified, and will continue to modify, its facilities, programs, policies and/or practices, as necessary, to ensure such access is provided.

THE LAW

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, public facilities, and transportation. It also mandates the establishment of TTY/telephone relay services.

Local governments must comply with Title I and Title II of the ADA. Title I deals with employment. Title II deals with programs, services and activities of the local government.

DEFINITION

To be protected under the ADA, one must have a disability or have a relationship or association with an individual with disability. An individual with a disability is defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such impairment. The ADA does not specifically name all of the impairments that are covered.

COMPLAINT GUIDELINES

Any person with a disability, or qualified persons with disabilities or their representatives, may file a Title II ADA complaint with the City for any of the following reasons:

- Non-compliance with the physical access requirements of the ADA in relation to the City facilities, and/or public right of way;
- Denial of an opportunity to participate in any City programs, services or activities on the basis of any recognized disability;

The City encourages, but does not require, an attempt to resolve concerns informally prior to filing a formal ADA complaint. You may seek resolution by contacting the departmental ADA Counselor of the affected department. If your informal concern is not resolved in a timely manner, you have the right to file a formal ADA complaint under the following procedure.

HOW TO FILE A COMPLAINT

The ADA complaint process is designed to administratively resolve complaints in a timely manner and ensure appropriate action is taken. The complaint may be filed via mail, in-person, facsimile, electronic mail, telephone, or in person with the City's designated Citywide Accessibility Coordinator.

An ADA complaint should be submitted as soon as possible and should include the following information:

- Your name, address, telephone number and the name of the aggrieved party (if different from the complainant);
- A brief description of what occurred, location and the names of individuals involved;
- Other information you believe necessary to support your complaint, including copies (not originals) of relevant documents; and
- Information regarding reasonable accommodations, if necessary.

COMPLAINT PROCEDURES

A prompt and thorough investigation into the complaint will be conducted. Individuals with direct information pertaining to the complaint may be interviewed and any evidence provided will be reviewed.

Upon completion of the investigation, the Citywide Accessibility Coordinator will issue a written response to the complainant, including any findings, determination of corrective action or notification that the complaint has been closed.

DEPARTMENTAL EQUAL EMPLOYMENT OPPORTUNITY/ADA COUNSELORS

| Department | Representative | Phone # |
|--|--|------------------------------|
| Airport | Dale Worsham | 562-570-2606 |
| City Attorney | Tyler Pike | 562-570-2200 |
| City Auditor | Pam Watts (ADA) James Lam (EEO) | 562-570-6752 562-570-6989 |
| City Clerk | Maggie Seymore | 562-570-6549 |
| City Council | Mark Taylor | 562-570-6801 |
| City Manager | Andrew Vialpando | 562-570-6782 |
| City Prosecutor | Sherri Seldon | 562-570-5621 |
| Civil Service | Crystal Slaten | 562-570-7057 |
| Development Services | Francisco Davila | 562-570-6142 |
| Disaster Preparedness & Emergency Communications | Diane Brown | 562-570-9490 |
| Energy Resources | Sandra Aguilar | 562-570-2043 |
| Financial Management | Sandra Kennedy | 562-570-6688 |
| Fire | Meg Rau | 562-570-2551 |
| Harbor | Kymberly Clay | 562-283-7511 |
| Health | Ginger Lee | 562-570-4018 |
| Human Resources | Khristina Coston | 562-570-6304 |
| Library | Amber Ahlo | 562-570-6110 |
| Economic & Property Development – Workforce Bureau | Alisa Munoz (EEO) Wendy Calacay (ADA) | 562-570-3748 562-570-4704 |
| Park, Rec & Marine | Mark Berne | 562-570-3134 |
| Police | Paula Gallegos | 562-570-7310 |
| Public Works | Russ Ficker | 562-570-4686 |
| Technology Services | Danielle Mitchell | 562-570-7079 |
| Water | Ken Bott | 562-570-2364 |

For more information, please contact the Citywide Accessibility Coordinator for the City of Long Beach:

Heather Van Wijk
Direct Line: (562) 570-6257
TTY: (562) 570-2779
Fax: (562) 570-6012
Email: Heather.VanWijk@longbeach.gov