

## Do You Have Questions or Concerns Regarding Access to City Programs and Services for Individuals with Disabilities?

- If your question or concern is in regard to a specific City program or service, contact the supervisor in charge of that area or the ADA Coordinator. The City receptionist (449-5100, 449-5162 TTY) can help you locate the right person.
  - For curb ramp requests, contact:  
ADA Coordinator  
449-5409  
449-5162 (TTY)
  - For questions specifically regarding public transit (bus system) and Paratransit, contact:  
Public Works Department  
Transit Office  
449-5330  
449-5162 (TTY)
  - For general questions regarding access to City facilities, programs, and services, contact the City's ADA Coordinator:  
449-5409  
449-5162 (TTY)
- Any of the above numbers may be also reached by contacting the California Relay Service for the Deaf at 7-1-1.**
- Employment issues are covered by a different section of ADA, called Title 1. For questions regarding personnel and employment issues contact:  
Human Resources Department  
449-5101  
449-5162 (TTY)

The purpose of the ADA is to extend to people with disabilities civil rights similar to those now available on the basis of race, color, national origin, sex and religion through the Civil Rights Act of 1964. It prohibits discrimination on the basis of disability in:

- \* Employment,
- \* Services rendered by state and local governments,
- \* Places of public accommodation,
- \* Transportation, and
- \* Telecommunication services.

The Request for Accommodation or Barrier Removal and Grievance Forms are available from the ADA Coordinator or from the Accessibility Info link on the City's website at [www.cityofvacaville.com](http://www.cityofvacaville.com).



ADA Coordinator  
(707)449-5409  
(707)449-5162 (TTY)  
(707)449-5149 (fax)  
[ada@cityofvacaville.com](mailto:ada@cityofvacaville.com)

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## Access to City Services, Programs, & Activities

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## The Americans with Disabilities Act (ADA)

### TITLE II & SECTION 504

### of the Rehabilitation Act



City of Vacaville

## **Notice Under the Americans with Disabilities Act**

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the City of Vacaville ("City") does not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs, activities or employment practices.

The City will generally, upon request, provide appropriate aids and services to persons with disabilities so they can participate equally in the City's programs, services, and activities in order to make information and communications accessible to those who have speech, hearing, cognitive, mobility or vision impairments.

The City will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all City programs, services, and activities.

Anyone who requires an auxiliary aid or service for effective communication or a modification of policies or procedures to participate in a City program, service, or activity, should contact the office of the ADA Coordinator as soon as possible, but no later than 48 hours before the scheduled event.

The City will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy.

The ADA does not require the City to take any action that would fundamentally alter

the nature of its programs or services, or impose an undue financial or administrative burden.

Information, comments, and/or complaints concerning the accessibility of City programs, services or activities to persons with disabilities should be directed to the City's ADA Coordinator, 650 Merchant Street, Vacaville, CA 95688, 449-5409, 449-5162 (TTY), 449-5149 (fax) or [ada@cityofvacaville.com](mailto:ada@cityofvacaville.com)

### **Filing a Request for Accommodation or Title II Grievance**

Following these steps will help us to resolve your need/complaint as quickly and directly as possible. If you need assistance in completing the forms, it will be provided to you upon request. Responses to complaints will be provided in alternative formats when requested.

1. Contracting the City employee in charge of the function in question and request that accommodations be considered to allow you to participate in or benefit from the particular service, program, or activity. A request for accommodation must be made at least forty-eight (48) hours, preferably one (1) week, in advance. Your request and the departmental response should be documented using the Request for Accommodation or Barrier Removal Form. The ADA Coordinator will be notified. If you are not satisfied with the response, or cannot determine the right person to contact, go to Step 2.

2. Contact the City's ADA Coordinator via phone fax, or email to discuss your concern. The concern will be investigated and an attempt will be made to find a prompt resolution. You should receive a response within ten (10) working days. Your request and the ADA Coordinator's response should be documented using the Grievance Form.
3. To appeal the ADA Coordinator's response, you may contact the Assistant to the City Manager or her designee at 449-5103. Your response will be documented on the Grievance Form, investigated, and a response given within ten (ten) working days.
4. If you do not feel that your complaint has been promptly or adequately addressed, you may complete a formal City Complaint Form and submit it to the City Manager. Forms are available from the City receptionist (449-5100, TTY 449-5162) or on [www.cityofvacaville.com](http://www.cityofvacaville.com). Your complaint will be reviewed and a response rendered within twenty (20) working days.

This process has been established to provide prompt and equitable resolution to requests for accommodation, grievances, and complaints under Title II. The City of Vacaville encourages use of this procedure. However, individuals may choose to file a complaint with the appropriate State or Federal agency.