

City of Fife

ADA Transition Plan

**The ADA Coordinator**

July 20, 2019

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## WHY AN ADA COORDINATOR?<sup>1</sup>

ADA regulations require state and local governments with 50 or more employees to designate an employee responsible for coordinating compliance with ADA requirements. Having an ADA Coordinator provides a specific contact person with knowledge and information about the ADA so that questions by staff can be answered efficiently and consistently.

For the public, having an ADA Coordinator makes it easy to identify someone within the agency to help them with questions and concerns about disability discrimination. It avoids multiple answers, potentially conflicting answers, and allows the agency to not only consistently comply with the ADA, but also provide consistent responses and direction throughout the agency. A knowledgeable ADA Coordinator will be able to efficiently assist people with disabilities with their questions.

For the staff, an ADA Coordinator provides a sound resource to assist with compliance and impartiality is responding to requests and complaints. She or he will also be responsible for coordinating responses to requests, and for quasi independently investigating complaints. Regardless of one's motives, we all want to be right, and as a result, we tend to defend our group and their actions. The independence within the City tends considerably to remove both the appearance and the possible reality of that occurring.

## AN EFFECTIVE ADA COORDINATOR

Here are some of the qualifications that help an ADA Coordinator to be effective:

- familiarity with the state or local government's structure, activities, and employees
- knowledge of the ADA and other laws addressing the rights of people with disabilities, including Section 504 of the Rehabilitation Act, 29 U.S.C. § 794 and 49.60 R.C.W. Discrimination-Human Rights Commission
- experience with people with a broad range of disabilities
- knowledge of various alternative formats and alternative technologies that enable people with disabilities to communicate, participate, and perform tasks
- ability to work cooperatively with the local government and people with disabilities
- familiarity with any local disability advocacy groups or other disability groups
- skills and training in negotiation and mediation
- organizational and analytical skills

## RESPONSIBILITIES OF THE ADA COORDINATOR

The ADA Coordinator for the City of Fife would be the main contact when someone wishes to request an auxiliary aid or service for effective communication or access.

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<sup>1</sup> This section is adapted from the ADA.Gov toolkit, at <http://www.ada.gov/pcatoolkit/chap2toolkit.htm>

In addition, as each Department holds specific independent responsibilities and budget authority, each Department Head would designate an ADA Liaison responsible for keeping that Department advised of ADA requirements and changes, and to coordinate responses to ADA requests affecting that Department.

The ADA Coordinator and Department ADA Liaison job descriptions follow:

### Job Description for the City of Fife ADA Coordinator<sup>2</sup>

The ADA Coordinator is responsible for coordinating the efforts of the city program to comply with Title II and investigating any complaints that the City has violated Title II.

#### *Duties of an ADA Coordinator*

- Maintain current knowledge of the laws and regulations of the Federal Americans with Disabilities Act<sup>3</sup>.
- Maintain current knowledge of laws and regulations for access and accommodation by the State of Washington.
- Work with the City Attorney for interpretation and application of federal and state laws regarding equal access for people with disabilities.
- Coordinate with the City Department's ADA compliance personnel to keep them current on requirements and changes.
- Monitor and ensure the City's compliance with state and federal disability laws.
- Monitor the reduction of architectural barriers for individuals with disabilities.
- Develop and maintain relationships with local disability advocacy groups and the local disability community.
- Monitor and improve the physical, electronic and programmatic access to the City and its services.
- Provide ongoing support and guidance to City staff regarding issues relating to disabilities and accommodation.
- Advise and coordinate with Department heads for budget for improvement of provision of accommodation, staff training and other improvements.
- Receive and process accommodation requests.
- Conduct and/or coordinate investigations of Section 504/ADA complaints in accordance with the City's discrimination complaint procedures. This may involve interviewing complainants, respondents, and witnesses; reviewing documents and other relevant materials; and researching legal standards and requirements relevant to the complaint.
  - If the ADA Coordinator has identified a conflict of interest with respect to a particular complaint, the coordinator should recommend that the district hire a neutral outside investigator to investigate a particular complaint.

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<sup>2</sup> Adapted from The Washington Courts Model description for courts. <http://www.courts.wa.gov/>

<sup>3</sup> [http://www.ada.gov/2010\\_regs.htm](http://www.ada.gov/2010_regs.htm)

- Upon completion of the investigation, provide the Mayor with a written report of the complaint and the results of the investigation in time for the Mayor to respond to the complainant within 30 days after the City initially received the complaint.
- Organize and maintain records of all Section 504/ADA and disability discrimination complaints filed, including all formal and informal complaints. At least annually, review complaint files to ensure that the district's complaint procedures and timelines are consistently being followed, and to identify any patterns and repeat offenders .
- Facilitate an annual report to the City Council on progress.
- Provide ongoing coordination and support with Department designated ADA Liaisons.

### *Preferred Skills:*

- Familiarity with City structure, programs and employees.
- Ability to learn about ADA and other laws addressing the rights of people with disabilities, such as Section 504 of the Rehabilitation Act, 29 U.S.C. § 794 and 49.60 R.C.W.
- Ability to work cooperatively with City employees and people with disabilities.
- Familiarity with local disability groups.
- Organizational and analytical skills.

### *Preferred Experience:*

- Experience with people with a broad range of disabilities.

### Job Description for the City of Fife Department ADA Liaison

The Department ADA Liaison is responsible for assisting the ADA Coordinator in the efforts of the City program to comply with Title II and investigating any complaints that the Department has violated Title II.

### *Duties of a Department ADA Liaison*

- Reporting to the Department Head, the Department ADA Liaisons is responsible to:
- Work with the ADA Coordinator for application of the laws and regulations of the Federal Americans with Disabilities Act<sup>4</sup> and the laws and regulations for access and accommodation by the State of Washington within the Department.
- Monitor the reduction of architectural barriers for individuals with disabilities for Department facilities, and advise the Department Head of potential deficiencies.
- Monitor and improve the physical, electronic and programmatic access to the Department and its services, and advise the Department Head of potential deficiencies.
- Provide liaison between the ADA Coordinator and Department staff regarding issues relating to disabilities and accommodation.
- Coordinate accommodation requests with the ADA Coordinator and Department Head.

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<sup>4</sup> [http://www.ada.gov/2010\\_regs.htm](http://www.ada.gov/2010_regs.htm)

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- Work with the Department Head and staff to provide relevant information to the ADA Coordinator for any investigations of complaints
- Facilitate records of responses to ADA requests.

### *Preferred Skills:*

- Strong organizational, communication and interpersonal skills.
- Self-directed, detailed-minded problem solver.
- Familiarity with Department structure, programs and employees.
- Ability to learn about ADA and other laws addressing the rights of people with disabilities, such as Section 504 of the Rehabilitation Act, 29 U.S.C. § 794 and 49.60 R.C.W.
- Ability to interpret data.
- Ability to speak effectively before groups of citizens and staff.
- Ability to work cooperatively with City employees and people with disabilities.

### *Preferred Experience:*

- Experience with people with disabilities.

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