



**Americans with Disabilities Act (ADA)  
Transition Plan**

**The ADA Coordinator**

Presented By

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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 in 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. 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

While the City of Wenatchee Access Liaison is the first contact when someone wishes to request an auxiliary aid or service for effective communication or access, it is a primary responsibility of the ADA Coordinator to provide for that access.

The ADA Coordinator job description follows:

### [Job Description for the City of Wenatchee 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.

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

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

## 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 each Department head 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.
- Upon completion of the investigation, provide the Executive Services Director with a written report of the complaint and the results of the investigation in time for the Executive Services Director 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 City'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.

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