

Public Notice and Posting City of Paso Robles

The City of Paso Robles is updating its Americans with Disabilities Act (ADA) transition plan and self-evaluation. This update helps the City serve individuals with disabilities at City facilities, parks, programs, services, activities and events.

The City of Paso Robles is conducting a survey and looking for input from agencies, organizations and individuals with disabilities to help us address and prioritize current and future needs. Individuals who would like to provide input are invited to complete a survey, call or email the ADA Coordinator. Surveys are available for anyone who wishes to participate in the evaluation, including individuals with disabilities, members of the community or organizations that serve or represent persons with disabilities. The surveys can be filled out [online](#) or in print.

Your comments and opinions are important to us and will provide valuable information regarding how the City of Paso Robles can better serve individuals with disabilities. Surveys are available from the City's ADA Coordinator.

Brian Cowen, ADA Coordinator
City of Paso Robles
1000 Spring Street
Paso Robles, CA 93446
Phone: (805) 237-3850
TTY: California Relay at 7-1-1
bcowen@prcity.com

Please contact Brian Cowen, ADA Coordinator, if you have questions or comments or want to request a survey in an alternate format.

Information regarding the Americans with Disabilities Act can be obtained from the ADA Coordinator.

The City of Paso Robles complies with the Americans with Disabilities Act of 1990, Public Law 101-336, which prohibits discrimination on the basis of disability.



CITY OF PASO ROBLES

ADA Nondiscrimination Notice



In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (“ADA”), the City of Paso Robles will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The City of Paso Robles does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Effective Communication: The City of Paso Robles will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City of Paso Robles’s programs, services, and activities.

Modifications to Policies and Procedures: The City of Paso Robles will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in the City of Paso Robles offices, even where pets are generally prohibited.

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

The ADA does not require the City of Paso Robles to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of the City of Paso Robles is not accessible to persons with disabilities should be directed to:

Brian Cowen, ADA Coordinator
City of Paso Robles
1000 Spring Street
Paso Robles, CA 93446
bcowen@prcity.com
Phone: (805) 237-3850
TTY: California Relay 7-1-1

The City of Paso Robles 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, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

This notice is available in alternate formats from the ADA Coordinator.



City of Paso Robles

Complaint and Grievance Procedure under the Americans with Disabilities Act and Section 504 of the Rehabilitation Act

The Complaint and Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") and Section 504 of the Rehabilitation Act of 1973. It may be used by anyone who wishes to file a complaint or grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Paso Robles. The City of Paso Robles's Personnel Policy governs employment-related complaints of disability discrimination.

The City of Paso Robles wants to hear concerns and complaints from citizens in order to provide accessible programs, services and activities. A citizen can call with a comment, concern or complaint without filing a formal grievance. A formal grievance can be filed by completing the grievance and complaint form by contacting the ADA Coordinator, Brian Cowen or the designated alternative person.

If the citizen wants to file a formal grievance, grievance procedures and forms are provided. It is preferred that the grievance be in writing and contain information about the alleged discrimination such as name, address and contact information of the grievant. A description of the problem that includes location and date is requested.

Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request. If additional accommodations are needed, please contact the ADA Coordinator.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Brian Cowen
Coordinator and Deputy Building Official
City of Paso Robles
1000 Spring Street
Paso Robles, CA 95971
Email: bcowen@prcity.com
Phone: (805) 237-3850
FAX: (805) 238-4704

Within 15 calendar days after receipt of the complaint, Brian Cowen or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting Brian Cowen or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Paso Robles and offer options for substantive resolution of the complaint.

If the response by Brian Cowen or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to ADA Coordinator/Brian Cowen or his/her designee.

Within 15 calendar days after receipt of the appeal, ADA Coordinator/Brian Cowen or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator/Brian Cowen or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Brian Cowen or his/her designee, appeals to the ADA Coordinator/Brian Cowen or his/her designee, and responses from these two offices will be retained by the City of Paso Robles for at least three years.

A copy of the City of Paso Robles's ADA/504 Self-evaluation and Transition Plan is available from the ADA Coordinator.