

**NOTICE  
AMERICANS WITH DISABILITIES ACT TITLE II  
AND SECTION 504 COMPLIANCE**

It is the policy of the City of Houston that the City does not discriminate on the basis of disability in its programs, services, or activities. Additionally, the city does not discriminate on the basis of disability in its hiring or employment practices.

This notice is provided as required by Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. Individuals may request reasonable accommodations from the City of Houston they believe will enable them to participate in our programs, services, and activities.

If you require a reasonable accommodation or have a question, complaint, or require additional information please contact the designated Citywide ADA Coordinator, Marshall Watson, at:

**Email: [ADACoordinator@houstontx.gov](mailto:ADACoordinator@houstontx.gov)**

**Telephone: 832 393-6178**

**TTY: 7-1-1**

**Address: 611 Walker, 4th Floor**

**Houston, Texas 77002**

**THIS NOTICE IS AVAILABLE IN ACCESSIBLE FORMATS FROM THE  
ADA CITYWIDE COORDINATOR.**

## **FREQUENTLY ASKED QUESTIONS (FAQ)**

The following FAQ provides information on requesting reasonable accommodations in City of Houston programs, services and activities.

### **1. What is a reasonable accommodation in a City of Houston program?**

A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of City of Houston programs, services or activities, unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program, service, or activity, or result in undue financial and administrative burdens to the City of Houston.

### **2. How do I request a reasonable accommodation?**

If you need a reasonable accommodation, please contact the City of Houston's ADA Coordinator.

### **3. Does my request for a reasonable accommodation need to be in writing?**

No, you do not need to put your request in writing, however, making a written request can be helpful documentation for ensuring the City of Houston provides the desired accommodation. In addition, you do not need to use the specific words "reasonable accommodations" when making your request.

### **4. When should I request a reasonable accommodation?**

You may request a reasonable accommodation from the City of Houston at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure the city is able to fulfill the request for an accommodation.

For certain requests, such as requests for sign language interpretation, the city requests at least two week's advance notice.

## **5. May someone request a reasonable accommodation on my behalf?**

Yes, anyone can request a reasonable accommodation on behalf of an individual with a disability who seeks to interact with the City of Houston's staff or participate in its programs, services or activities.

## **6. What will the City of Houston do upon receiving my request for a reasonable accommodation?**

The City of Houston may contact you to obtain more information about your request and to better understand your needs. In addition, the city may review your request to determine:

- Whether the requested accommodation will be effective in allowing you to participate in the activity or program in which you are seeking participation;
- Whether the requested accommodation is reasonable, or an equally effective alternative to the requested accommodation is available; and
- Whether providing you with the requested accommodation would fundamentally alter the nature of the city's program or impose undue financial or administrative burdens on the city.

In addition, in some cases, the city may consult with you in an interactive process to determine on a case-by-case basis what accommodations can be made. If the city determines that your requested accommodation would fundamentally alter the nature of the program or impose an undue financial or administrative burden, the city may deny your request. However, in the unlikely event that this occurs, the city will work with you to identify an alternative accommodation that allows you to effectively participate in the city's program, activity, or service.

**7. May the City of Houston request medical documentation from you after receiving your request for a reasonable accommodation?**

No, the City of Houston will not request medical documentation after receiving your request for a reasonable accommodation. The city's questions will be limited to understanding the barrier to your ability to participate in the program or activity in which you are interested and the nature of an accommodation that will remove this barrier.

**8. May the City of Houston charge you the cost of providing the reasonable accommodation?**

No, you are not responsible for the cost of an auxiliary aid or service the city provides to you.

**9. What are some examples of reasonable accommodations?**

There are many types of reasonable accommodations. Some examples of how the City of Houston provides reasonable accommodations include:

- Arranging for qualified sign language interpreters
- Providing on-site captioning
- Producing alternate formats of print materials in braille, large print, or in an electronic format
- Providing remote conference captioning services
- Furnishing a temporary ramp to access the dais or other areas with one or more stairs to ensure accessibility for individuals who have physical disabilities and may be using a wheelchair or walker