

Public Notice of ADA Provisions for the City of Sugar Land

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

Employment: The City of Sugar Land 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 Sugar Land 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's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Public Meeting Modifications: In compliance with the Texas Open Meetings Act, if you plan to attend a public meeting and you have a disability that requires special arrangements at the meeting, please contact the City Secretary at 281-275-2730. Requests for special services must be received at least 48 hours prior to the meeting time. Reasonable accommodations will be made to assist your needs and to ensure equal opportunity for effective communication and participation in public meetings.

Modifications to Policies and Procedures: The City of Sugar Land 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 City 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 (besides public meeting modifications as mentioned above), should contact Melanie Beaman - ADA Coordinator at 281-275-2355 or email mbeaman@sugarlandtx.gov as soon as possible but no later than 72 hours before the scheduled event.

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.

Complaints that a program, service, or activity of the City is not accessible to persons with disabilities should be directed to Melanie Beaman - ADA Coordinator at 281-275-2355 or email mbeaman@sugarlandtx.gov.

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 City of Sugar Land - Grievance Procedure under the Americans with Disabilities Act

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

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem (see attached ADA Grievance Form). 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.

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:

Melanie Beaman – ADA Coordinator

P.O. Box 110

Sugar Land TX 77487

Email: mbeaman@sugarlandtx.gov

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or a designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or a 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 and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or a 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 the City Manager or a designee.

Within 15 calendar days after receipt of the appeal, the City Manager or a designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager or a 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 the ADA Coordinator or a designee, appeals to the City Manager or a designee, and responses from these two offices will be retained by the City for at least three years.