



JEFF WAGNER
MAYOR

Accessibility Policy

Website Accessibility Policy

The City is committed to information and service accessibility. Understanding that government has a responsibility to provide services to all, the City will continue making reasonable accommodations on its website for users with disabilities by applying appropriate standards, techniques and technologies as they become available and affordable.

If you need assistance finding information on this website, contact the Christopher Cortinas at (713) 475-7027 or ccortinas@pasadenatx.gov.

Notice under the Americans with Disabilities Act

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

Employment: The City of Pasadena 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 II of the ADA.

Effective Communication: The City 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.

Modifications to Policies and Procedures: The City 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 should contact the office of the City's ADA Coordinator as soon as possible but no later than 48 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.



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Complaints that a program, service, or activity of the City is not accessible to persons with disabilities should be directed to the City's ADA Coordinator. 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.

City of Pasadena Americans Disabilities Act Grievance Procedure

Purpose

This grievance procedure is established to meet the requirements of the ADA. It may be used by anyone who wishes to file a complaint alleging discrimination by the City on the basis of disability in the provision of services, activities, programs, or benefits. The purposes for which the ADA Grievance form can be used include, but are not limited to, complaints about the accessibility of city facilities, sidewalks, curb ramps, parking lots or programs.

Employees of the City who are seeking accommodations related to their employment or who wish to report workplace discrimination on the basis of disability should contact the City's ADA Coordinator at (713) 920-7923 or the Human Resources Department at (713) 475-5523.

Procedure

Complaints regarding public accessibility under the ADA can be submitted on the ADA Grievance form. If you choose not to use the form, your complaint should contain information about the alleged discrimination including your name, address, phone number, location, date, and description of the problem. While complaints should generally be submitted in writing, alternative means of filing complaints, such as personal interviews or acceptance of tape recorded complaints will be accommodated. The City will, upon request, provide interpreters for those who do not speak English or who communicate via American Sign Language.



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The ADA Grievance form or alternate compliant documentation should be submitted as soon as possible after the alleged violation was discovered. Send complaints to one of the following:

Report Online

dschmidt@pasadenatx.gov

Report by mail

Deanna Schmidt
Director of Planning
1149 Ellsworth Drive
Pasadena, Texas 77506

Within 15 calendar days after receipt of the complaint, the City's ADA Coordinator or designee will contact the complainant to set a time to meet and discuss the complaint. Within 15 calendar days of the meeting, the ADA Coordinator or designee will respond in writing or where appropriate, in a format more accessible to the complainant. The response will update the complainant on the status of the complaint, offer options for substantive resolution of the complaint if possible, or provide an estimate on when that information will be provided.

If the response by the ADA Coordinator does not resolve the issue to the satisfaction of the complainant, they may request that the ADA Coordinator escalate the matter to the appropriate department director(s). Within 15 calendar days after receipt of the matter for consideration, the department director(s) or designee(s) will respond in writing or where appropriate, in a format more accessible to the complainant.

If the response by the department director(s) or designee(s) does not satisfactorily resolve the issue, then the complainant may request that the ADA Coordinator escalate the matter to the Mayor. Within 30 calendar days after receipt of the matter for consideration, the Mayor or designee will respond to the complainant in writing or where appropriate, in a format more accessible to the complainant with a final determination on the issue.

All written complaints received by the ADA Coordinator, appeals to department directors and the Mayor, and responses from these persons or their designees will be retained by the City of Pasadena for at least three (3) years.