



## **City of Atlanta ADA Policy Statement**

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA) of 1990 and section 504 of the Rehabilitation Act of 1973, The City of Atlanta (COA) will not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs, or activities.

**Employment:** The COA 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 COA 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 COA will make all reasonable modifications to policies and procedures to ensure that people with disabilities have an equal opportunity to enjoy all city 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 City program, service, or activity, should contact the Office of the 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. Complaints that a City program, service, or activity is not accessible to persons with disabilities should be directed to the 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 policies, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

**Modifications to the City's Public Right-of-Way and Public Buildings:** It is the intent of the city to make all of its public facilities accessible to persons with disabilities. The city will continue to make strides in becoming a fully accessible city, but recognizes that this effort takes time, coordination, and considerable funding. Facilities will be surveyed on a regular ongoing basis to identify barriers, and the ADA Transition Plan will provide an approach for becoming accessible.

**Betty Smoot-Madison**  
**Public Works Director | COA ADA Coordinator**  
**(404) 546-5134**  
[bsmoot-madison@atlantaga.gov](mailto:bsmoot-madison@atlantaga.gov)