

Americans with Disabilities Act (ADA)

Title II (Public Entities) Non-Discrimination Statement

Los Angeles County Public Works is committed to ensuring compliance with the Americans with Disabilities Act of 1990 (Title II) and does not discriminate on the basis of disability in the admission and access to its services, programs, or activities.

Effective Communication: Public Works will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Public Works programs, services, and activities, including qualified sign language interpreters, documents in large print, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modification to Policies and Procedures: Public Works will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all its programs, services, and activities. For example, individuals with service animals are welcome in Public Works 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 Public Works should contact the ADA Coordinator at (626) 979-5333 or ADAInquiries@dpw.lacounty.gov. Requests for accommodation should be made as soon as possible. While advance notice of at least seven (7) business days is appreciated to ensure availability, the County will make every reasonable effort to accommodate requests received with shorter notice.

The Americans with Disabilities Act (ADA) does not require Public Works to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Complaints alleging that a program, service, activity, or facility of Public Works is not accessible to people with disabilities may be filed pursuant to Public Works' ADA Grievance Procedure. Complaints should be directed to the ADA Coordinator at (626) 979-5333 or ADAInquiries@dpw.lacounty.gov. A copy of the ADA Grievance Procedure is available upon request and on the official Public Works website.

Public Works will not impose any surcharge or additional fee on individuals or groups with disabilities to cover the cost of providing auxiliary aids and services or reasonable modifications of policies, practices, or procedures, including assistance retrieving items from areas not readily accessible to individuals who use wheelchairs.