

Notice Under Title II of the Americans with Disabilities Act

The Texas Department of Motor Vehicles (TxDMV) is committed to complying with all state and federal disability laws, such as the Americans with Disabilities Act (ADA) and the ADA Amendments Act of 2008 (ADAAA). As part of this commitment, TxDMV provides access to its services and programs for persons with disabilities in accordance with Title II of the ADA. The Texas Department of Motor Vehicles will not discriminate against qualified individuals with disabilities based on disability in its services, programs, or activities. The Texas Department of Motor Vehicles 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.

Under Title II of the ADA, TxDMV is required to take steps to ensure that their communications with people with disabilities are as effective as communications with others. Title II of the ADA requires government entities, such as TxDMV, to make appropriate auxiliary aids and services available to ensure effective communication. The Texas Department of Motor Vehicles will generally, upon request, provide appropriate aids and services leading to effective communication for qualified individuals with disabilities so they can participate equally in TxDMV programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to individuals who have speech, hearing, or vision impairments.

To request an accommodation to access and benefit from TxDMV programs, services and activities, please contact the TxDMV ADA Coordinator as soon as possible but no later than ten (10) business days before the scheduled event (if relevant).

Texas Department of Motor Vehicles ADA Coordinator

David Richards

Texas Department of Motor Vehicles (TxDMV)

4000 Jackson Avenue

Austin, Texas 78731

Email: Accessibility@TxDMV.gov

512-465-1423 [voice]

512-465-4112 [fax]

Or call using relay option of your choice

The TxDMV ADA Coordinator may ask the requesting individual for additional relevant information where additional relevant information would be helpful in responding to the request for accommodations. The ADA Coordinator will, as soon as reasonably possible, provide a response to the request for accommodation, and notify the requesting individual whether the requested accommodation will be provided. This will be done in writing unless the short lead time of a request precludes a written notice. If the requesting individual is dissatisfied with the response, the individual may file a complaint using the complaint procedures provided by TxDMV.

In providing reasonable accommodation, although TxDMV gives primary consideration to the accommodation requested, TxDMV has exclusive authority to make decisions regarding accommodation requests. An alternative accommodation may be offered if equally effective. Every effort shall be made to meet the specific needs of the requesting individual. The ADA does not require TxDMV to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

The Texas Department of Motor Vehicles complaint procedure under Title II of The Americans with Disabilities Act

This complaint procedure is established by the Texas Department of Motor Vehicles (TxDMV) 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 based on disability in the provision of services, activities, programs, or benefits by TxDMV. This complaint procedure does not in any limit other legal remedies that may be available. The complaint must 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. The complaint must be submitted within twenty (20) calendar days from the alleged discrimination to the TxDMV ADA Coordinator. 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.

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Filing a complaint: The complaint will be addressed through the ADA Coordinator, who will investigate it or forward it to an individual designated to investigate ADA complaints. Within ten (10) calendar days of receiving the complaint, the TxDMV ADA Coordinator will send a letter to the complainant acknowledging receipt of the complaint. Complaints will be investigated promptly, unless the complainant is notified otherwise. In some case, the investigation will include interviews with other individuals, including those named in the complaint, and an examination of relevant document and files.

Within forty-five (45) calendar days of receipt of a complaint by the TxDMV ADA Coordinator, the TxDMV ADA Coordinator or designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of TxDMV and offer options for substantive resolution of the complaint.

Appeal: If the response by the TxDMV ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within thirty (30) calendar days after receipt of the response by the TxDMV ADA Coordinator to the TxDMV Deputy Executive Director. The appeal letter must be mailed to the TxDMV ADA Coordinator at the contact information set forth above. The appeal letter must set out the reasons why the complainant disagrees with the determination and the remedy that the complainant believes is appropriate.

Within thirty (30) calendar days after receipt of the appeal, the Deputy Executive Director for TxDMV or designee will make a final determination based upon a review of the information presented in the complaint and appeal. A copy of the final determination will be sent to the complainant in writing, and, where appropriate, in a format accessible to the complainant. The final determination may confirm the earlier determination, modify the earlier determination, modify the remedy, or reverse the earlier determination. The TxDMV ADA Coordinator has the responsibility for implementing the final determination.

Time frames: The resolution of complaints through this complaint procedure will try to comply with the time frames stated in the complaint procedure. However, strict compliance is not always possible due to, for example, the absence of witnesses, the need for additional information from the complainant, or the need to complete an unusually complex investigation. Whenever possible, the complainant will be notified of any delays.