

CITY OF HERCULES



ADA ACCESSIBILITY REQUEST/ ASSISTANCE FORM

Please fill out as much of this form as you can. If you need help, tell us, and we would be happy to provide it. If you don't know the answer to something, please leave it blank.

Name: _____

Phone: _____

Address: _____

May we leave a message? _____

Email: _____

The City ADA Coordinator helps to investigate and resolve disability access or discrimination issues for the City Departments and their Contractors. Access issues usually fall into one of three categories. Please let us know which category best describes your issue:

Architectural Access - Please check here if the access problem is architectural - for example, a wheelchair ramp is needed, braille signage is missing, or accessible counters are too high for wheelchair users.

Programmatic Access - Please check here if the access problem is programmatic - for example, you cannot get or maintain a City benefit or service because of a disability, or you asked for a reasonable modification of a policy, practice or procedure in order to obtain City benefits or services, but were denied one.

Communication Access - Please check here if the access problem involves communication - for example, you need an interpreter, materials in alternative formats, or other auxiliary aids and services in order to have equal access to information and communications for a City benefit, service or activity.

Which City Department or Contractor does this request involve?

Please describe the request or problem you encountered (attach additional pages if necessary):

Please give us the date of the most recent problem: _____

Please give us the location/address of the problem:

Is there a change in policy or procedure you wish to see that would be helpful in solving this problem?

Do you know the name or position of any of the staff you encountered?

Signature: _____ Date: _____

We will provide a copy of this complaint to the appropriate Department Director, who will conduct an investigation. You should receive a written response within a maximum of 30 business days. If you do not, please contact us at:

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