



City of Hillsboro | HiLight
CVAA Notice of Program Accessibility

Effective 4/1/2021

Last Updated 1/1/2024

HiLight and the City of Hillsboro is committed to excellence in serving all customers including people with disabilities, including adherence with the Americans with Disabilities Act. The City's ADA statement can be found here: <https://www.hillsboro-oregon.gov/our-city/departments/human-resources/risk-management>.

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the City does not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs, or activities.

We strive to ensure, where readily achievable, to make our programs, services and activities accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. Some of our existing Access features include:

- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Elevator access into our lobby and Utility Billing service area.
- Fully accessible bathrooms, public waiting, and kiosk terminal access to pay your bill and a designated HiLight "hotline" to speak with our Customer Service Representatives.
- The City works cooperatively with disabled-related organizations to identify barriers to accessibility and usability.
- 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.
- 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 to services or reasonable modifications of policy. 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.

If you require aid, please do not hesitate to let the receptionist know or contact HiLight Customer Support at Support@GoHiLight.com and (503) 693-4400. You may also utilize the City of Hillsboro's TTY/TTD phone number at (503) 681-6284.

Our compliance with the FCC Disability Rights & the Twenty-First Century Communications & Video Accessibility Act (CVAA) includes the following:

Recordkeeping Compliance Certification and Contact Information Registry.

City of Hillsboro | HiLight must maintain records of the efforts we take to implement the CVAA accessibility requirements and submit recordkeeping compliance certifications and contact information to the FCC annually by April 1 in accordance with the FCC's rules. 47 C.F.R. § 14.31. Contact information must be updated within 30 days of any material change. Our annual recordkeeping certifications are entered at <https://apps.fcc.gov/rccci-registry/>. Consumers may search for contact information for a company's accessibility customer care representative at <http://apps.fcc.gov/rccci-search/search.action> or call us directly at (503) 693-4400.

Product and Service Compliance.

When we create or modify products and services for our customers or select new or different equipment for use in the provision of our services HiLight personnel meet internally and with our product, service and equipment vendors to ensure that accessibility and ease of use requirements are addressed.

Communications Accessibility Complaints.

To implement the CVAA, the FCC established procedures for filing complaints about accessibility problems with the following:

- telephone services and equipment
- advanced communications services and equipment
- and Internet browsers built into mobile phones.

Before an informal complaint can be filed, consumers with disabilities (or their representatives) must request assistance from the FCC Disability Rights Office. The Disability Rights Office will work with the consumer and the company for at least 30 days to try to resolve the accessibility problem.

The best way to provide the information that the Disability Rights Office needs to assist you, is to complete the Request for Dispute Assistance (RDA Form) online. You may also download or print the RDA Form. If you use the latter method complete and submit your downloaded/printed request and any supporting documentation to the Disability Rights Office by email to dro@fcc.gov. You may also submit your information by mail to:

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Disability Rights Office
445 12th Street, SW
Washington, D.C. 20554

The City of Hillsboro reserves the right to modify this CVAA Notice of Program Accessibility at any time. We will notify you of any material changes via written, electronic, or other means permitted by law, including by posting it on our website. If you find the changes unacceptable, you have the right to cancel the Services. If you continue to use the Services after receiving notice of such changes, we will consider that as your acceptance of the changes.

**Effective January 1, 2024
Version 2.0**