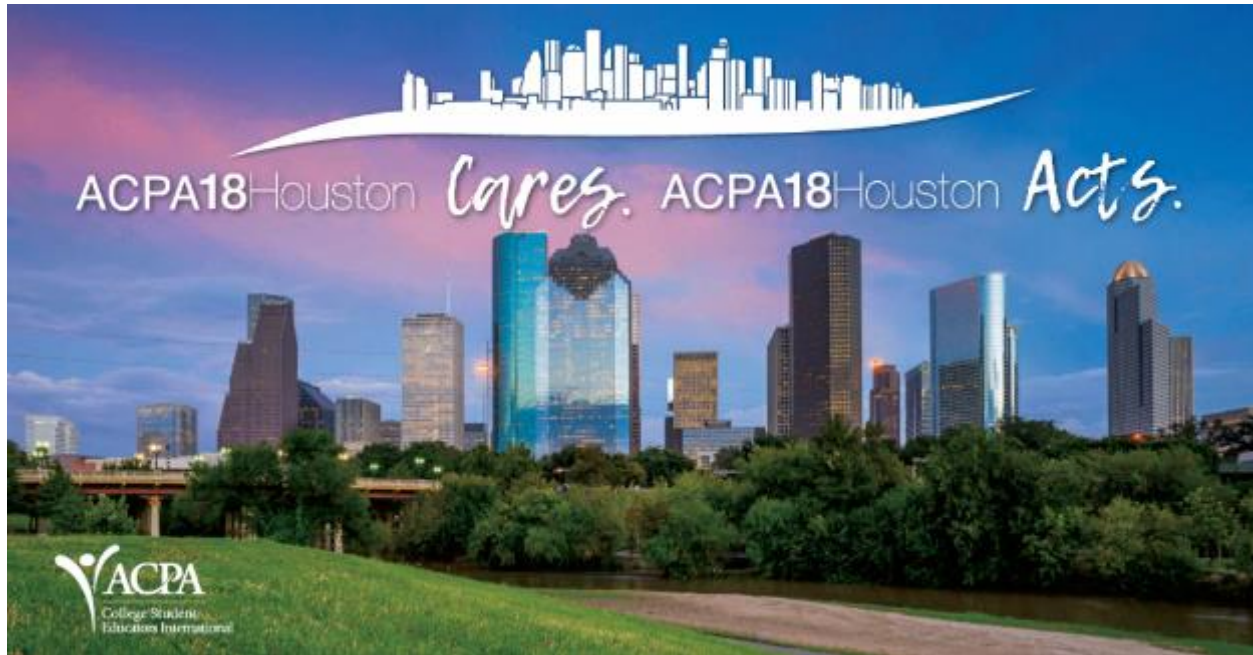




# Convention Accessibility Guide Houston, Texas



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# Welcome to ACPA18!

Welcome to Houston Texas, USA! Houston is a unique city with a variety of options to engage with during your time at convention. This guide is designed to provide information on accessibility relative to your experience at convention.

The Membership Engagement Team, in conjunction with the Convention Experience Team and the Coalition for (Dis)Ability, attempted to provide information related to accessibility that attendees should find useful during their time at the ACPA18 Convention. Should you have questions or a need that is not addressed within this guide, please contact the Access Chair for ACPA18.

For more information about ACPA18, visit this convention website at <http://convention.myacpa.org/houston2018/>

## Contact Personnel

The following personnel can assist you with questions you may have regarding accessibility at ACPA18.

### ACPA18 Convention Access Chair



Michael J. Kutnak  
[kutnak@vt.edu](mailto:kutnak@vt.edu)  
He/Him/His

## Chair of the Coalition for (Dis)Ability



Dale-Ellen O'Neill  
[Dmoneill@loyno.edu](mailto:Dmoneill@loyno.edu)  
She/Her/Hers

## ACPA18 Local Arrangements Chair



Jen Bonarek  
[jbonarek@gmail.com](mailto:jbonarek@gmail.com)  
She/Her/Hers

## ACPA18 Convention Chair



Raymond Plaza  
[rplaza@scu.edu](mailto:rplaza@scu.edu)  
He/Him/His

## Accommodation Requests

If you are an individual with a disability and would like to request an accommodation for the ACPA18 Convention, please contact the Convention Access Chair, Michael J. Kutnak, at [kutnak@vt.edu](mailto:kutnak@vt.edu) as soon as possible, or by Friday, 23 February, 2018. Accommodations can take up to 2-3 weeks to secure, so requests should be made as soon as possible.

The ACPA18 Team is committed to offering a convention experience that is inclusive to all of our members and attendees. Should you experience any challenges during your time at convention, please contact Dian Squires, Equity & Inclusion Chair at [dian.squire@gmail.com](mailto:dian.squire@gmail.com) or Mike Kutnak, Access Chair, at [Kutnak@vt.edu](mailto:Kutnak@vt.edu).

## Interpreting Services

Interpreters can be available for all Convention activities upon request. If you require the use of a sign language interpreter during your time at Convention, please contact the Convention Access Chair, Michael J. Kutnak, at [kutnak@vt.edu](mailto:kutnak@vt.edu) as soon as possible, or by Friday, 23 February, 2018.

# Air Travel to and from ACPA18 Convention

Two main airports service Houston: George Bush Intercontinental Airport, and William P. Hobby Airport.

## George Bush Intercontinental Airport (Code: IAH)

2800 N Terminal Rd.  
Houston, TX 77032

General Manager: Theodore Kitchens, A.A.E.

Distance to George R. Brown Convention Center: 19.5 miles

IAH is the main airport many of you will fly into for the ACPA18 Convention. The Houston Airport System provided the following information related to accessibility at this facility. To visit the official Accessibility page for IAH, go to <http://www.fly2houston.com/iah/accessible-travel/>

IAH General Information and Paging  
Phone: 1-281-230-3100,  
TTY: 1-281-230-3089  
Lost & Found: 1-281-230-3299

## Wheelchair Assistance

Wheelchair or special assistance can be arranged through each individual airline via telephone, airline website, or at the airline's ticket counter. For information on each airline serving IAH, please visit: <http://www.fly2houston.com/iah/airlines/>

The following airlines service IAH:

- AeroMexico  
<http://aeromexico.com/>  
1-800-237-6639  
TTY: None
- Air Canada  
<http://www.aircanada.com/us/en/home.html>  
1-888-247-2262  
TTY: 1-800-361-8071
- Air China  
<https://www.airchina.us/>

1-800-882-8122

TTY: None

- AirFrance  
<http://www.airfrance.us/cgi-bin/AF/US/en/common/home/flights/ticket-plane.do>  
1-800-237-2747  
TTY: None
- Air New Zealand  
<http://www.airnewzealand.com/flights-to-new-zealand>  
1-800-262-1234  
TTY: Use the main number and dial 711
- Alaska Air  
<https://www.alaskaair.com/>  
1-800-252-7522  
TTY: None
- American Airlines  
<https://www.aa.com/homePage.do>  
1-800-433-7300  
TTY: 1-800-455-9880
- ANA  
<http://www.ana.co.jp/asw/www/us/e/>  
1-800-235-9262  
TTY: None
- Atlas Air  
[http://www.sonair.co.ao/houstonExpreserva\\_en.shtml](http://www.sonair.co.ao/houstonExpreserva_en.shtml)  
1-713 621-1000  
TTY: None
- Avianca  
<http://www.avianca.com/en-us/>  
1-800-284-2622  
TTY: 1-866- 998-3357
- British Airways  
[http://www.britishairways.com/travel/home/public/en\\_us](http://www.britishairways.com/travel/home/public/en_us)  
1-800-247-9297  
TTY: 1-866-393-0961
- Delta/Delta Connection Reservations  
<http://www.delta.com/>  
1-800-221-1212



Accessibility Line: 1-404-209-3434 (For customers with hearing or speech disabilities: Dial 711)

- Emirates  
<https://www.emirates.com>  
1-800-777-3999  
TTY: 1-800-455-9880
- EVA Air  
<https://www.evaair.com/en-us/index.html>  
1-800-695-1188  
TTY: 1-202-366-0511
- Frontier Airlines  
<https://www.flyfrontier.com/>  
1-801-401-9000  
TTY: Use the main number and dial 711
- Interjet  
<https://interjet.com.mx/?culture=en-US>  
1-866-285-8307  
TTY: None
- KLM  
<https://www.klm.com/home/us/en>  
1-800-618-0104  
TTY: 1-800-831-4488
- Korean Air  
<https://www.koreanair.com/global/en.html>  
1-800-438-5000  
TTY: 1-888-898-5525
- Lufthansa  
<http://www.lufthansa.com/online/portal/lh/us/homepage>  
1-800-645-3880  
TTY: 1-866-846-4283
- Qatar Airways  
<http://www.qatarairways.com/us/en/homepage.page>  
1-877-777-2827  
TTY: 1-877-578-2757
- Singapore Airlines  
<http://www.singaporeair.com/SAA-flow.form>  
1-800-742-3333

TTY: None

- Spirit Airlines  
<http://www.spirit.com/Default.aspx>  
1-801-401-2222  
TTY: None
- Turkish Airlines  
<http://www.turkishairlines.com/>  
1-800-874-8875  
TTY: None
- United/United Express Reservations  
<https://www.united.com/ual/en/us/>  
1-800-864-8331  
TTY: 1-800-323-0170
- Viva Aerobus  
<https://www.vivaaerobus.com/en>  
1-888-935-9848  
TTY: None
- Volaris  
<http://www.volaris.com/>  
1-855-865-2747  
TTY: None
- Westjet  
<https://www.westjet.com/en-ca/index>  
1-888-937-8538  
TTY: 1-877-952-0100

## Parking and Onsite Transportation

All parking lots and parking garages at IAH have accessible parking spaces.

For parking lot rates and maps, visit <http://www.fly2houston.com/iah/parking/>

All five terminals at IAH are connected by an above-ground automated people-mover (Skyway) and an underground train (Subway).

## Off-Airport Parking Shuttles

Shuttles are provided to off-site parking.

Pick-up/Drop-off - outside Baggage Claim/Arrivals Level, Terminals A, B, and C

- Terminal A: west side, Door A-114
- Terminal B: west side, Door B-102N
- Terminal C: west side, Door C-103
- Follow signs to “Ground Transportation”
- Exits are marked with “Parking Shuttles”

Pick-up/Drop-off - outside Level 2, Departure Level, Terminal E

- Terminal E: west side, Door E-201

## Cell Phone Lots

Two Cell Phone Lots at IAH offer convenient locations to await passenger arrivals while easing traffic congestion around the terminals. These lots are also for use by Uber and other similar services.

## Skyway

The above-ground Skyway provides transportation between terminals while inside security.

- Departs every two minutes from the Skyway stations in Terminals A, B, C and D/E
- Free, operates every day
- Signs to Skyway stations are marked “Skyway”
- The total Skyway travel time from the Terminal A station to the Terminal D/E station is 4 minutes, 15 seconds.

For a map of the Skyway system, visit

[https://d14ik00wldmhq.cloudfront.net/media/filer\\_public/45/85/458503a7-2f9c-49e4-8172-01246c6c0681/iah-airport\\_connectory\\_map-updated\\_5-2-17.pdf](https://d14ik00wldmhq.cloudfront.net/media/filer_public/45/85/458503a7-2f9c-49e4-8172-01246c6c0681/iah-airport_connectory_map-updated_5-2-17.pdf)

## Subway

The below-ground Subway train provides transportation between terminals while outside security (pre-security).

- Departs every three minutes from the Subway stations in Terminals A, B, C, D/E, and the Airport Marriott.
- Free, operates every day from 3:30 a.m. to 12:30 a.m. Closed between 12:30 a.m. and 3:30 a.m.
- Signs to the Subway stations are marked “Subway”
- The trip time between one Subway station and the next is approximately 3 minutes.

For a map of the Skyway system, visit

[https://d14ik00wldmhq.cloudfront.net/media/filer\\_public/45/85/458503a7-2f9c-49e4-8172-01246c6c0681/iah-airport\\_connectory\\_map-updated\\_5-2-17.pdf](https://d14ik00wldmhq.cloudfront.net/media/filer_public/45/85/458503a7-2f9c-49e4-8172-01246c6c0681/iah-airport_connectory_map-updated_5-2-17.pdf)

## Ground Transportation to and from IAH

There are multiple methods of ground transportation available at IAH.

### Rental Cars

A variety of rental car options are available at IAH. The Rental Car Center is approximately five minutes from the terminals by shuttle.

Shuttles depart every five minutes from outside Baggage Claim/Arrivals Level, Terminals A, B, C and E.

- Terminals A: south side, Door A-115
- Terminal B: south side, B-103
- Terminal C: south side, Door C-105 or C-106
- Terminal E: west side, E-101
- Follow signs to “Ground Transportation”
- Exits are marked with “Rental Car” signs
- Look for blue and white buses marked “Rental Car Shuttle”

### Returning a Rental Car

Signs on John F. Kennedy Boulevard and Will Clayton Parkway direct you to the Rental Car Center.

Address: 17330 Palmetto Pines, Houston, TX 77032

Shuttles depart for the terminals every five minutes.

- Separate buses serve Terminals A and B, Terminals C and D, and Terminal E
- Look for the sign designating the terminal on the front of each bus

Below are the rental car companies who offer specific options for individuals with disabilities. To ensure access to accessible vehicle options, contact your preferred vendor prior to arriving at IAH.

- Advantage Rent A Car  
<http://www.advantage.com/>  
1-800-777-5524
- Alamo  
<https://www.alamo.com/>  
1-888-233-8749
- Avis  
<https://www.avis.com/>  
1-800-633-3469

- Budget  
<https://www.budget.com/>  
1-800-218-7992
- Dollar  
<https://www.dollar.com/>  
1-800-800-4000
- Enterprise  
<https://www.enterprise.com/>  
1-800- 736-8222
- Hertz  
<https://www.hertz.com/>  
1-800-654-3131
- National  
<https://www.nationalcar.com/>  
1-888-826-6890
- Payless Car Rental  
<http://www.paylesscar.com/>  
1-800-729-5377
- Thrifty  
<https://www.thrifty.com/>  
1- 877-283-0898
- Zipcar  
<http://www.zipcar.com/>  
1-866-494-7227

For more information, visit <http://www.fly2houston.com/iah/rental-cars/>

## Shuttle Busses

### Courtesy Shuttles

Pick up/ Drop off - outside Baggage Claim/Arrivals Level, Terminals A, B, and C

- Terminal A: south side, Door A-115
- Terminal B: south side, B-103
- Terminal C: south side, Door C-105
- Follow signs to “Ground Transportation”
- Exits are marked with “Hotel Shuttles”

Pick up/ Drop off - outside Level 2, Departures Level, Terminal E

- Terminal E: west side, Door E-202

### SuperShuttle

Pick up – outside Baggage Claim/Arrivals Level, Terminals A, B, and C

- Terminal A: west side, Door A-114
- Terminal B: south side, Door B-103
- Terminal C: south side, Door C-105
- Follow signs to “Ground Transportation”
- Exits are marked with “Shuttle Buses”

Pick up - outside Level 2, Departures Level, Terminal E

- Terminal E: west side, Door E-201
- Terminal E: west side, Door E-202

Ticket counters for SuperShuttle

- Terminals A, B, C: Baggage Claim
- Terminal E: Arrivals Level
- Advance reservations are highly recommended

Drop off – All Terminals, Departures Level

Visit [www.supershuttle.com](http://www.supershuttle.com) for more information.

### Public Transportation

The Houston Metropolitan Transit Authority (METRO) offers local bus service.

IAH to downtown Houston: METRO Bus 102 serves the airport and surrounding vicinity with multiple stops and continues to the METRO station downtown. The fare is \$1.25 (cash only; the driver does not make change). Transit time to downtown can run 1.5 hours. Riders may stow luggage in the baggage compartment accessed from the outside of the bus (drivers do not assist with luggage). Pick up and drop off is at the METRO Bus Stop on Baggage Claim Level, south side of Terminal C.

Visit <http://www.ridemetro.org/Pages/BusSched.aspx> or call 1-713-635-4000 for route and schedule information.

### Taxis

Pick up – outside Baggage Claim/Arrivals Level, Terminals A, B, C and E

- Terminal A: south side, Door A-115
- Terminal B: south side, B-103
- Terminal C: south side, Door C-105
- Terminal E: west side, Door E-102
- Follow signs to “Ground Transportation”
- Exits are marked with “Taxis”

### Taxi Assistance

Airport personnel are available from 7:00 a.m. until midnight and will assist with hailing a cab.

To request assistance for taxi service between midnight and 7:00 a.m., call 1-281-743-3970 or use the courtesy phones to dial 23-4198.

All taxis picking up passengers from the Airport are fully licensed and drivers must complete a training course in safe driving, customer service and assisting passengers with disabilities.

Approximate fares, not including gratuity, from IAH

- \$53 to downtown
- \$60 to Galleria/Medical Center area
- \$65 to NRG Park
- \$73 to Hobby Airport
- \$105 to NASA Space Center

Senior citizens are eligible for a 10% discount.

A surcharge of \$2.75 applies for a departure fee, and an additional surcharge of \$1.00 applies for late-night trips between 8:00 p.m. and 6:00 a.m.

For more taxi fare information, please visit

<http://www.houstontx.gov/ara/vfh/taxicabs.html>

Drop off – All Terminals, Departures Level

## Restrooms

IAH provides accessible individual and family style restrooms throughout the airport. These facilities are designated as accessible.

## Service Animal Relief Areas

Service animals are welcome at the airport.

Service animal relief areas can be found at the following locations:

- Terminal A, outside, west side near Hotel Shuttles and Parking Shuttles pick-up
- Terminal B, outside, south side near Limousines pick-up
- Terminal C, inside (post-security), across from Gate C2
- Terminal D, inside (post-security), across from Gate D6
- Terminal D, outside, southwest and southeast of terminal entrance
- Terminal E, outside, northwest and northeast of terminal (shared with Terminal D)

A map of the locations can be found by at  
<http://www.fly2houston.com/filer/0/1499296172/4015/>

## TTY/TDD Telephone

TTY telephones are located throughout every terminal. The phones are designated with the TTY symbol and may be found next to the pay telephones.

## William P. Hobby Airport (Code: HOU)

7800 Airport Blvd.  
Houston, TX 77061

The Houston Airport System provided the following information related to accessibility at this facility. To see the official Accessibility page for HOU, go to:  
<http://www.fly2houston.com/hou/accessible-travel/>

Rickenbacker Inland Port Customer Services Team 1-713-640-3000

Distance to George R. Brown Convention Center: 9.7 miles

## Wheelchair Assistance

Wheelchair or special assistance can be arranged through each individual airline via telephone, airline website, or at the airline's ticket counter.

The following airlines service HOU:

- American Airlines  
<https://www.aa.com/homePage.do>  
1-800-433-7300  
TTY: 1-800-455-9880
- Delta/Delta Connection Reservations  
<http://www.delta.com/>  
1-800-221-1212  
Accessibility Line: 1-404-209-3434 (For customers with hearing or speech disabilities: Dial 711)
- JetBlue  
<http://jetblue.com/>  
1-800-538-2583  
TTY: Use the main number and dial 711
- Southwest Airlines



<http://southwest.com/>  
1-800-435-9792  
TTY: 1-800-533-1305

- Via Air  
<https://www.flyviaair.com/travel-info/special-needs>  
1-407-641-4108  
TTY: None

## Parking

HOU has two self-parking garages close to the terminal. The Red Garage also offers Valet Parking. Both the Blue Garage and the Red Garage feature automated parking locator systems. For parking rates go to <http://www.fly2houston.com/hou/parking/>

## Cell Phone Lots

One Cell Phone Lots at HOU offers convenient location to await passenger arrivals while easing traffic congestion around the terminals. This lot is also for use by Uber and other similar services.

## Ground Transportation to and from HOU

There are multiple methods of ground transportation available at HOU.

## Rental Cars

A variety of rental car options are available at HOU.

Courtesy shuttle service is provided between the terminal and rental car facilities.

Pick up – Curb Zone 1 outside Baggage Claim/Arrivals Level

- Follow signs to “Ground Transportation”
- Look for “Rental Car Shuttles” signs
- Shuttles depart from Curb Zone 1
- 

Drop off - Departures Level

## Rental Car Companies Serving HOU

Ten major rental car companies serve HOU. All but Payless Car Rental offer a counter in Baggage Claim.

- Advantage Rent A Car  
<http://www.advantage.com/>

1-800-777-5524

- Alamo  
<https://www.alamo.com/>  
1-888-233-8749
- Avis  
<https://www.avis.com/>  
1 -800-633-3469
- Budget  
<https://www.budget.com/>  
1-800-218-7992
- Dollar  
<https://www.dollar.com/>  
1-800-800-4000
- Enterprise  
<https://www.enterprise.com/>  
1-800- 736-8222
- Hertz  
<https://www.hertz.com/>  
1-800-654-3131
- National  
<https://www.nationalcar.com/>  
1-888-826-6890
- Payless Car Rental  
<http://www.paylesscar.com/>  
1-800-729-5377
- Thrifty  
<https://www.thrifty.com/>  
1- 877-283-0898

## Shuttle Bus

### Courtesy and Off-Site Parking Shuttles

Pick up – Curb Zone 3 outside Baggage Claim/Arrivals Level

- Follow signs to “Ground Transportation”
- Signs are marked “Buses/Shuttles”
- Courtesy shuttles depart from Curb Zone 3

Drop off - Departures Level

SuperShuttle

Pick up – Curb Zone 1 outside Baggage Claim/Arrivals Level

- Follow signs to “Ground Transportation”
- Signs are marked “Buses/Shuttles”
- SuperShuttle departs from Curb Zone 1

Ticket Counter for SuperShuttle

- Located in Baggage Claim
- Advance reservations are highly recommended

Drop off - Departures Level

Visit [www.supershuttle.com](http://www.supershuttle.com) for more information.

Public Transportation

The Houston Metropolitan Transit Authority (METRO) offers public bus transportation.

Pick up and drop off - Curb Zone 3 outside Baggage Claim/Arrivals Level

HOU to downtown Houston: METRO Bus 40 provides local service and continues to downtown Houston and the George R. Brown Convention Center. Transit time to downtown can run one hour.

Taxis

Pick up – Curb Zone 1 outside Baggage Claim/Arrivals Level

- Follow signs to “Ground Transportation”
- Signs are marked with “Taxis”
- Taxi stands are in Curb Zone 1

Drop off – Departures Level

Taxi Assistance

Airport personnel are available at the taxi stands to assist with hailing a cab.

All taxis picking up passengers from the airport are fully licensed and drivers must complete a training course in safe driving, customer service and assisting passengers with disabilities.

Approximate fares, not including gratuity, from HOU

- \$26 to downtown
- \$32 to Medical Center/NRG Park

- \$38 to NASA Space Center
- \$55 to Galleria
- \$72 to George Bush Intercontinental Airport (IAH)

Senior citizens are eligible for a 10% discount.

A surcharge of \$1.25 applies for a departure fee, and an additional surcharge of \$1.00 applies for late-night trips between 8:00 p.m. and 6:00 a.m.

For more taxi rate information, visit <http://www.houstontx.gov/ara/vfh/taxicabs.html>.

## Restrooms

HOU provides accessible individual and family style restrooms throughout the airport. These facilities are designated as accessible.

## Service Animal Relief Areas

Service animals are welcome at the airport.

A service animal relief area is located on Level 1 near Ground Transportation Zone 4 and the Red Garage.

## TTY/TDD Telephone

TTY telephones are located throughout the airport. The phones are designated with the TTY symbol and may be found next to the pay telephones.

# Ground Transportation

The following options are available for ground transportation throughout Houston during your time at ACPA18 Convention.

## Accessible Taxi Services

Houston offers a special program for downtown riders called Six in the City. This program covers the downtown Houston area that is bounded by I-45, I-10 and US 59 and costs just \$6 per ride. A ride is defined as one pick up and one destination point. This fee is per trip, not per rider, meaning members can fill a taxi and get anywhere down town for just \$6 total.

### Where can I catch a cab?

**Cab Stands:** There are at least 21 cabstand locations around downtown Houston. Check for cab stand signs that designate the area as a location where can drivers can "stand" and wait for a fare.

**"Hailing Cab" Icon:** There are 30 'hailing cab' icons on various downtown streets which mark that particular site as a three-minute zone where taxis can briefly stop to pick up and drop off passengers. Below is an example of the icon:



To view a map of hailing locations, go to <http://www.houstontx.gov/downtowncab/pdf/hailcabmap.pdf>

### Hailcab Houston

The city of Houston offers a free for smart phones and tablets called Hailcab Houston which can be used throughout the city to acquire taxi services. This app is available for Android and Apple devices.

This app offers the ability to order a wheelchair accessible taxi services.

For more information related to the Hailcab Houston app, go to <https://itunes.apple.com/us/app/hailcab-houston/id537085891?mt=8>

## Taxi Companies in Houston

The following companies provide accessible taxi services in Houston, TX:

- Lone Star Cab Company  
713.444.4444  
For accessible vehicles, please call at least 1 hour prior to departure time.
- Yellow Cab Company  
713.236.1111  
For accessible vehicles, please call at least 24 hours prior to departure time.

## Houston Livestock Show and Rodeo

The Houston Livestock Show and Rodeo will be taking place during Convention and will impact the availability of taxi services in Houston. Please plan accordingly.

## METRO Houston

METRO Houston operates dozens of bus lines and light railcars throughout the city of Houston. Each of these lines operates with accessible buses and railcars.

For more information on the bus routes, rail lines, and their fees, please go to <https://www.ridemetro.org/Pages/SchedulesBusRail.aspx>

## METRO Bus Accessibility

All buses are accessible to people with disabilities. Buses feature the following:

- Ramps or lifts on all buses
- Many METRO buses offer, upon request, a kneeling feature to assist with boarding. Standees on lifts are permitted under the ADA
- Two priority-seating areas for the elderly and people with disabilities
- Equipped with an easy-to-reach call bell and special securement belts designed to secure the mobility devices of patrons who use a wheelchair or scooter in two 30"x 48" wheelchair securement areas
- Bus pads, sidewalk links, and curb cuts at most of our 9,000 bus stops
- Solid-square bus poles at bus stops
- Automatic audio and visual announcements on buses at major stops, main intersections and transfer points along the route
- Large, bright destination signs on the front and sides of the bus
- Lighted "Stop Request" signs inside the bus for riders with hearing impairments
- 20 transit centers connecting bus routes in neighborhoods across the region for safe and easy transfers

## METRO Rail Accessibility

### Rail Trains

- All METRORail accessible stations feature audio and visual announcements explaining when the next train is arriving
- Rail cars are level with the station platform for easy boarding
- There are audio and visual announcements of stops inside the rail cars
- Each rail car offers four areas for wheelchairs. No securements are required on the train. Riders using wheelchairs also may choose to sit in any space that is available to them
- The rail car doors open automatically and have a sensitive edge that prevents closing if an object or person is detected in their path
- Major bus transit centers Northline, Downtown, Midtown, and in the Texas Medical Center connect the accessible METRORail with the accessible METRO bus service

### Station Platforms

- All platforms are 100 percent ADA-compliant
- Sloped ramp access from both ends of level boarding platforms
- Variable Message Signs on all platforms
- Exit left or right announcements in English and Spanish
- Edge of platform marked with contrast-colored, 24-inch tactile warning strips with truncated domes
- Accessible shuttle buses available when rail is not operational

## METROLift

METROLift is a shared-ride public transit service. Travel times and the timeliness of service are comparable to fixed-route bus service, per ADA's mandate. Whenever possible, use accessible fixed-route bus service before using METROLift.

- METROLift Customer Service Department  
1-713-225-0119

Now with three ways to book your trip, getting around town has never been easier.

- Reservations on the Phone – Call 713-225-6716 to speak with a representative to book your trip
- MACS – Call 713-225-6716 then press the # 1 to use our automated trip scheduling system
- MACS-WEB – Schedule your trip online quickly and easily. You must be a registered member to access this method.

For more information on METRO accessibility, go to <https://www.ridemetro.org/Pages/Accessibility.aspx>

## Rental Cars

Multiple rental car proprietors operate in the city. Please visit the list of rental car proprietors in the “Ground Transportation to and from IAH” and “Ground Transportation to and from HOU” section of this guide above.

## Uber & LYFT

While both Uber and Lyft are available in greater Houston, TX region, only Uber currently offers guaranteed accessible services. Uber Access can be obtained using the Uber app for Android and Apple tablets and smart phones.



## Convention Hotels

The ACPA18 Convention will utilize 4 different hotels. Accessibility for each hotel is described in the following sections.

Requests for accessible rooms will be handled when registering for the conference hotels. When selecting your hotel in the registration process, please indicate any needs you will have in relation to your accommodations at that time.

### Hilton-Americas Houston

1600 Lamar St.  
Houston, TX, 77010  
Phone: 1-713-739-8000

The Hilton is located across the street from the George R. Brown Convention Center and is connected via sky walk. This is the closest hotel to the convention center and the site of several ACPA18 Convention activities.

#### Building Access

The main drop off and entrance point for the Hilton is located on Dallas St. This entrance has automated doors.

The closest bus stop to this facility is located 400 ft. from the main entrance at the corner of Avenida De Las Americas and Dallas St.

#### Common Areas Accessibility

The common areas of the Hyatt have accessible pathways to all important locations and experiences contained within the hotel. Elevators are available throughout the facility and open to the public.

#### Reservation Desk

The reservation desk has an accessible check-in/out lane and offers staff who are sign language proficient. This hotel does not have a sign language interpreter on staff. Staff members communicate via written methods with individuals with hearing impairments.

#### Pool and Fitness Areas

The hotel includes a pool and fitness center. There is an accessible entrance to both and the pool is equipped with a chair lift for access to the water.

## Business Center

The Hilton features a business center located in the main lobby next to the registration desk. This facility has an accessible entrance and can accommodate wheelchair users.

## Dining Areas

This hotel features the multiple dining experiences including 1600 Bar + Grille, Lobby Bar, Pappasito's Cantina, In Room Dining, and Starbucks. The seating in each of these areas consists of a mix of high backed chairs and high tables with regular height tables and chairs.

More information on the food selection can be found at <http://www3.hilton.com/en/hotels/texas/hilton-americas-houston-HOUCVHH/dining/index.html>

## Room Accessibility

The Hilton provides a variety of accessible room options. The following accessible room combinations are available at the Hilton:

- 12 accessible rooms containing 2 queen beds and roll-in showers.
- 14 accessible rooms containing a king bed.
- 7 accessible rooms containing 2 queen beds.

For more information on accessible room features, go to <http://www3.hilton.com/en/hotels/texas/hilton-americas-houston-HOUCVHH/about/amenities.html>

## Parking

Accessible parking is available at the Hilton. The Hilton offers hotel valet parking for \$36 and \$24 for self-parking. This includes complimentary in/out privileges.

## The Marriott Marquis Houston

1777 Walker St.  
Houston, TX, USA 77010  
Tel: 1-713-739-9100

The Marriott Marquis Houston is the next closest hotel to the majority of activities taking place at the convention center. This hotel is not scheduled to host any official ACPA18 events. The Marriott Marquis Houston is located across the street from the George R. Brown Convention Center and is connected via sky walk.

## Building Access

The main drop off and entrance point for The Marriott Marquis Houston is located on Dallas St. This entrance has accessible automated doors and pathways leading to the check-in area.

The closest bus stop to this facility is located 331 ft. from the main entrance at the corner of Rusk St. and Avenida De Las Americas.

## Common Areas Accessibility

The common areas of The Marriott Marquis Houston have accessible pathways to all important locations and experiences contained within the hotel. Elevators are available to the public throughout the facility.

## Reservation Desk

The reservation desk has an accessible check-in/out lane. This hotel does not have a sign language interpreter on staff. Staff members communicate via written methods with individuals with hearing impairments.

## Pool and Fitness Areas

The hotel includes a pool and fitness center. The fitness area has an accessible entrance.

## Business Center

The Marriott Marquis Houston features a business center located on the 2<sup>nd</sup> floor. This facility has an accessible pathway to it and can accommodate wheelchair seating.

## Dining Areas

This hotel features Biggio's, Cueva, Texas T, Walker Street Kitchen, and Xochi by Hugo Ortega on the first floor. The High Dive can also be found near the pool area. The seating in this restaurant consist of a variety of seating types, including accessible seating and table options.

These restaurants offer a variety of food options. More information on the food selection can be found at <https://www.marriott.com/hotels/hotel-information/restaurant/houmq-marriott-marquis-houston/>

## Room Accessibility

The Marriott Marquis Houston provides a variety of accessible room options. The following accessible room combinations are available at The Marriott Marquis Houston:

Multiple accessible rooms adjusted height furniture and accessible bathrooms.

For more information on accessible room features, go to <https://www.marriott.com/hotels/fact-sheet/travel/houmq-marriott-marquis-houston/#accessibility>

## Parking

The Marriott Marquis Houston offers hotel valet parking for \$38 and \$24 for self-parking. The parking garage located at Rusk and Capitol Streets.

## Embassy Suites

1515 Dallas St.  
Houston, TX, USA 77010  
Tel: 1-713-739-9100

The Embassy Suites is the third closest hotel to the majority of activities taking place at the convention center. This hotel is not scheduled to host any official ACPA18 events. The Embassy Suites are located .2 miles from the George R. Brown Convention Center.

## Building Access

The main drop off and entrance point for the Embassy Suites is located on Dallas St. This entrance has accessible automated doors and pathways leading to the check-in area.

The closest bus stop to this facility is located 250 ft. from the main entrance at the corner of La Branch St. and Lamar St.

## Common Areas Accessibility

The common areas of the Embassy Suites have accessible pathways to all important locations and experiences contained within the hotel. Elevators are available to the public throughout the facility.

## Reservation Desk

The reservation desk has an accessible check-in/out lane. This hotel does not have a sign language interpreter on staff. Staff members communicate via written methods with individuals with hearing impairments.

## Pool and Fitness Areas

The hotel includes a pool and fitness center. The pool has a chair lift. There are accessible locker rooms adjacent to the pool and fitness center.

## Business Center

The Embassy Suites features a business center located off the main lobby. This facility has an accessible pathway to it and can accommodate wheelchair seating.

## Dining Areas

This hotel features the Hearsay on the Green on the first floor. The seating in this restaurant consist of a variety of seating types, including accessible seating and table options.

These restaurants offer a variety of food options. More information on the food selection can be found at <http://embassysuites3.hilton.com/en/hotels/texas/embassy-suites-by-hilton-houston-downtown-HOUDNES/dining/index.html>

## Room Accessibility

The Embassy Suites provides a variety of accessible room options. The following accessible room combinations are available at the Embassy Suites:

Multiple accessible rooms containing a king bed and a roll-in shower.

Multiple accessible rooms containing 2 queen beds and a roll-in shower.

For more information on accessible room features, go to <http://embassysuites3.hilton.com/en/hotels/texas/embassy-suites-by-hilton-houston-downtown-HOUDNES/about/amenities.html>

## Parking

The Embassy Suites offers hotel valet parking only for \$32 for overnight guests.

## Four Seasons

1300 Lamar St.  
Houston, TX, USA 77010  
Tel: 1-713-650-1300

The Four Seasons is the fourth closest hotel to the majority of activities taking place at ACPA18. This hotel is not scheduled to host any official ACPA18 events. The Four Seasons is located .3 miles from the George R. Brown Convention Center.

### Building Access

The main drop off and entrance point for the Four Seasons is located on Lamar St. This entrance is accessible.

The closest bus stop to this facility is located 130 ft. from the hotel at the corner of Caroline St. and Lamar St.

### Common Areas Accessibility

The common areas of the Four Seasons have accessible pathways to all important locations and experiences contained within the hotel. Elevators are available throughout the facility but are restricted by key card access.

### Reservation Desk

The reservation desk does not have an accessible check-in/out lane. Staff will accommodate all guests' needs upon request. The Four Seasons does not keep a sign language interpreter on staff and is therefore not recommended for members with hearing impairments.

### Pool and Fitness Areas

The hotel includes a pool and fitness center on the fourth floor. The hotel states this area is wheelchair accessible.

### Business Center

The Four Seasons does not have a business center. It does feature a boarding pass computer/printer in the main lobby that is wheelchair accessible.

### Dining Areas

The Four Seasons offers two restaurants (Quattro and Vinoteca) and two lounges (Bayou & Bottle, and The Pool Deck Café). Quattro and Bayou & Bottle offer accessible

seating options. For more information, go to [https://www.fourseasons.com/houston/dining/?c=t&\\_s\\_icmp=mmenu](https://www.fourseasons.com/houston/dining/?c=t&_s_icmp=mmenu)

## Room Accessibility

The Four Seasons provides a variety of accessible room options. The following accessible room combinations are available at The Four Seasons:

- 2 accessible rooms with king beds and a roll in shower.
- 1 accessible room with 2 double beds and a bathtub/shower with grab bars.
- 1 accessible room with a king bed and a bathtub/shower with grab bars.

For more information on accessible room features, go to [https://www.fourseasons.com/houston/accessible\\_features\\_overview/](https://www.fourseasons.com/houston/accessible_features_overview/)

## Parking

Valet only parking available at the Four Seasons. Parking is \$38/per night.

# George R. Brown Convention Center

The Convention Center will be the site of many different Convention activities including the Opening and Closing Ceremonies, Career Central, and lots of great presentations from your fellow colleagues. Overall, this facility is ADA compliant.

In regards to Convention Activities, the Convention Steering Team has incorporated accessibility considerations into all of its planning efforts. If you have any specific questions, please contact the Convention Access Chair, Michael Kutnak, at [kutnak@vt.edu](mailto:kutnak@vt.edu).

## Building Access

The Convention Center has multiple points of accessible access.

The following Entrances are open by 5am each day:

Level 1: All Lobby Doors from Lobby A thru E

Level 2: All Skybridges from the garages and Hotels on both ends of the GRB

Level 3: Skybridge to the Hilton 3rd level bridge will be open

The Hilton-Americas Houston and the Marriott are directly connected to the Convention Center by accessible skybridge.

## Parking & Transportation

Paid parking is available in multiple locations around the Convention Center. The following lots feature accessible parking:

### Avenida North Garage

701 Avenida de las Americas (entrances on Rusk and Capitol)

1,846 parking spaces

Located at Partnership Tower and connected to the George R. Brown Convention Center and Marriott Marquis Hotel via skybridge.

Max daily rate: \$24

### Avenida Central Garage

1002 Avenida de las Americas

663 parking spaces

Located under Discovery Green Park, directly across from the George R. Brown Convention Center.

Max daily rate: \$18

### Avenida South Garage



1710 Polk Street

1,425 parking spaces

Connected to Hilton Americas Hotel and George R. Brown Convention Center via skybridge.

Max daily rate: \$24

Tundra Garage

1506 Jackson Street

2,478 parking spaces

Connected to the Toyota Center.

Non-game/concert max daily rate: \$10

For a map of parking around the George R. Brown Center, go to:

[https://res.cloudinary.com/simpleview/image/upload/v1/clients/houston/GRB\\_Parking\\_Map\\_d978422d-d938-4f08-b699-396ba135a13e.pdf](https://res.cloudinary.com/simpleview/image/upload/v1/clients/houston/GRB_Parking_Map_d978422d-d938-4f08-b699-396ba135a13e.pdf)

## Restaurants

The Convention Center features multiple restaurants that will be open to attendees during convention.

Pathways to and throughout these facilities are accessible. This area also has access to accessible restrooms. For more information on the food options, go to:

<http://www.grbhouston.com/attendees/attendee-amenities/restaurants/>

Additional food options can be found in the conference hotels and in the surrounding areas.

## Restrooms

Several Accessible Restrooms are located throughout the facility. Refer to the maps of the Convention Center at the end of this guide for locations and directions.

## Other Consideration

### Alcoholics Anonymous and Narcotics Anonymous Meetings

The Houston Intergroup Association Inc. organization provides multiple meeting locations and times throughout the week. For more information on meetings days and times please visit <http://www.aahouston.org/>

Houston Area Service Committee of NA organization provides multiple meeting locations and times throughout the week. For more information on meetings days and times please visit <http://hascona.com/basic-meeting-finder/>

### Drugstores

The following drugstores are located in and around the greater convention center area.

- CVS Pharmacy, located .5 miles from the Convention Center  
917 Main Street  
1-713-982-5565
- CVS Pharmacy, located 1.5 mile from the Convention Center  
402 Gray Street  
1-713-982-5527

### Medical Equipment Rentals

The ACPA18 Convention Planning Team does not have access to personal use devices such as wheelchairs, scooters, or canes. However, there are several businesses in the local area that can provide options for individuals who may need to temporarily rent or purchase medical equipment.

- Safeway Medical Supply  
<http://www.safewaymedicalsupply.com/>  
1-713-807-9922
- Wheelchair & Scooter Express  
<http://www.wheelchairandscooterexpresslc.com/>  
1-713-942-2522
- Rice Village Medical Supply  
<http://www.ricevillagemedsupply.com/>

1-713-589-5819

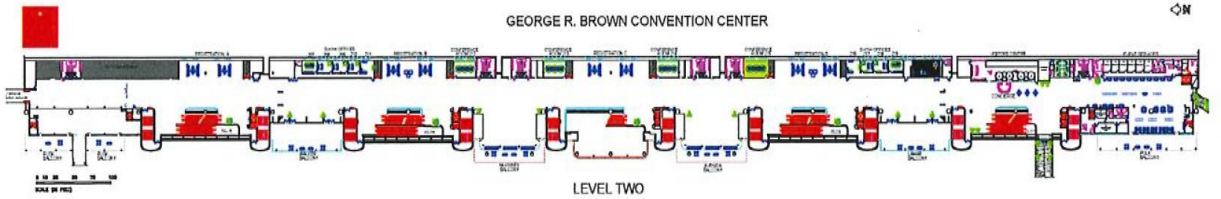
# Maps

# Convention Center Floor Plan

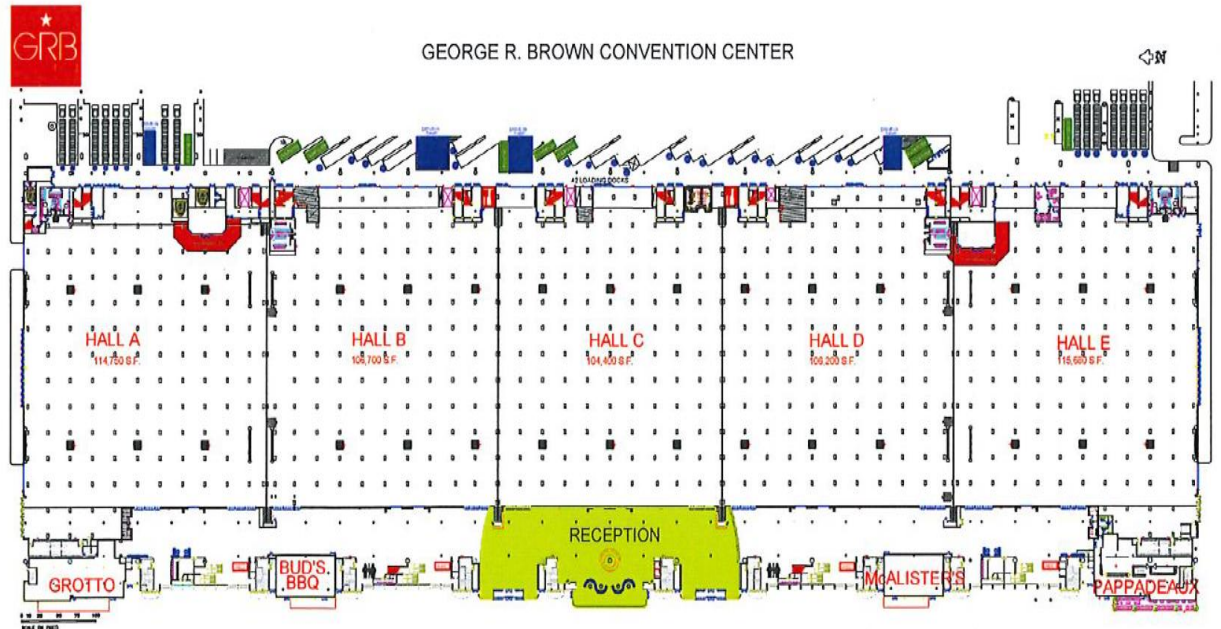
2018 ACPA CONVENTION  
GEORGE R. BROWN CONVENTION CENTER



LEVEL THREE



LEVEL TWO



LEVEL ONE

# Hilton-Americas Houston Floors Containing ACPA18 Events

