JETRO. OTIR also oversees the State of Texas office in Mexico City, which works to facilitate commerce between Texas and Mexican businesses.

U.S. CUSTOMS SERVICE OFFICE 281-985-6768
www.customs.treas.gov
1717 E. Loop 610, #406, 77029. The U.S. Customs Service enforces regulations on all goods brought into the U.S. The nature of the goods imported will determine which local, state, and federal agencies should be contacted. As a border enforcement agency, the U.S. Customs Service works closely with the international trade community and the transportation industry in implementing automated systems and techniques to expedite the flow of commerce across borders.

NAFTA (North American Free Trade Agreement) Information

www.tded.state.tx.us/NAFTA/
The trade pact between the U.S., Mexico, and Canada provides for an initial reduction, and eventual elimination of tariffs between the countries over the next fifteen years. NAFTA works to eliminate trade barriers, e.g. tariffs, between the three countries to improve and expand the flow of goods, services, and investment between the trading partners.

NAFTA Certificate of Origin Forms may be obtained from the U.S. Customs Service office for a fee. The U.S. Department of Commerce reports that companies can use their own computer-generated NAFTA Certificate of Origin only if it has been submitted to and approved by the Customs Administration in the IMPORTING country prior to importation. Certificate of Origin records must be maintained for a MINIMUM of five (5) years after the date the Certificate was signed. It is important to choose a Customs Broker for importing, and a Freight Forwarder for exporting. They are listed in area Yellow Pages and are common in Texas' border cities.

NAFTA HELP DESK 972-574-4061
U.S. Customs helpline relating to importing and NAFTA. This service is available 8 AM to 5 PM, M-F, CST. The NAFTA FAX LINE (972-574-1582) is an automated system that transmits information on the NAFTA rules directly to any fax machine in the U.S. This service is available 24 hours a day.

Sources of Demographic or Statistical Information

BUREAU OF BUSINESS RESEARCH	512-471-1616 University of Texas Business School
GREATER HOUSTON PARTNERSHIP	713-844-3600 World Trade Division
CITY OF HOUSTON PLANNING & DEVELOPMENT	713-837-7701 Research Division
HOUSTON CENTRAL LIBRARY	713-236-1313 Telephone Reference
REGIONAL INFO & COMMUNICATION EXCHANGE	713-528-3553 RICE University
UH CENTER FOR PUBLIC POLICY	713-743-3970 "DATAbook - Houston"

International Mail Manual (IMM)
www.uspsglobal.com
The International Mail Manual (IMM) sets forth the policies, regulations, and procedures governing international mail services provided to the public by the U.S. Postal Service. The IMM can be found at all postal facilities. The IMM is also available to the public on a subscription basis only from the Superintendent of Documents, Government Printing Office (202-512-1800). The subscription price for two issues is $29 to addresses in the United States and $36.25 to all foreign addresses.

(GSP-08B.WPD, 9-02)

RESOURCES FOR CITIZENS WITH DISABILITIES

HOUSTON ONE STOP BUSINESS CENTER, P.O.Box 1562, Houston, Tx. 77251
713-247-2982: RELAY TEXAS: 7-1-1

The ADA guarantees equal opportunity for individuals with disabilities in employment and public accommodations, and is summarized below. The City of Houston enforces accessibility standards through the Uniform Building Code (UBC). Call 713-535-7732 (TDD: 713-247-1001) for UBC and local permitting information. This information has been partially condensed from the "ADA Handbook" published by the U.S. Equal Employment Opportunity Commission, the U.S. Department of Justice, and other sources.

ADA-RELATED SERVICES AND ORGANIZATIONS

▸ **U.S. TDD/TTY WEB DIRECTORY**	www.fts.gsa.gov/frs/ttydir.htm
▸ **ADA HOME PAGE**	www.ada.gov/
▸ **ADA HELPLINE**	800-669-3362
▸ **DISABILITY LAW RESOURCE PROJECT**	800-949-4ADA
▸ **HOUSTON MAYOR'S OFFICE FOR PEOPLE WITH DISABILITIES**	713-837-9026
▸ **HOUSTON CENTER FOR INDEPENDENT LIVING (HCIL)**	713-974-4621 (TDD Also)
▸ **JOB ACCOMMODATION NETWORK (JAN)**	800-526-7234 (TDD Also)
▸ **METROPOLITAN MULTI-SERVICE CENTER**	713-529-4711 (TDD: 713-529-4930)
▸ **ADVOCACY INC.** (free legal services for disability related cases)	713-974-7691
▸ **U.S. DEPT. OF JUSTICE** (business or govt facility complaints)	800-514-0383
▸ **INDEPENDENT LIVING RESEARCH UTILIZATION-ADA**	713-520-0232 (TDD: 713-520-5136)
▸ **UNITED WAY OF THE TEXAS GULF COAST**	713-685-2300 (TDD: 713-685-2773)

TITLE I - EMPLOYMENT

WHO IS AFFECTED? Private employers, labor organizations, and labor-management committees. An "Employer" means a person engaged in commerce who has fifteen (15) or more employees for each working day in each of twenty (20) or more calendar weeks in the current or preceding calendar year. The following employment practices are covered: Recruitment, hiring, leave, promotion, training, lay-off, pay, firing benefits, and all other employment-related activities.

- **U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC)** (713-653-3377, TDD: 713-653-3367) 1919 Smith St., 6th Floor. The EEOC administers ADA Title I, issues regulations, and publishes compliance manuals.

- **TEXAS GOVERNOR'S COMMITTEE ON PEOPLE WITH DISABILITIES** (512-463-5739, TDD: 512-463-5746). Austin, Tx. 78701. Provides FREE information and technical assistance on employment provisions of the ADA.

- **CAREER AND RECOVERY RESOURCES (Formerly VGS)** (713-754-7000, TDD: 713-754-7082) Specialists provide the following services at no charge: Job search skills, Practice interviewing, Job listings, Clerical skills testing, Resume preparation, and others.

TITLE II - STATE & LOCAL GOVT. OPERATIONS

(TITLE II PERTAINS TO ACCESSIBILITY OF GOVERNMENT AGENCIES, AND DOES NOT DIRECTLY AFFECT THE OPERATION OF PRIVATE BUSINESSES.)

TITLE III - PUBLIC ACCOMMODATIONS

WHO IS AFFECTED? All business and service providers providing goods, services, and facilities to customers. "Public Accommodations" include, but are not limited to: restaurants, hotels, day care centers, retail stores, recreation centers, gas stations, beauty salons, places of assembly, etc. (Note: Private clubs and religious organizations are exempt.) If an office is located in a residence and the customer needs access to the office, then the entrance, hallway and restroom must be accessible. New construction and alteration to public accommodations and commercial facilities are affected.

- **DEPARTMENT OF JUSTICE- ADA Information Line** (800-514-0301, TDD: 800-514-0383) The U.S. Department of Justice provides information about the Americans with Disabilities Act (ADA) through a toll-free ADA Info Line.

- **ARCHITECTURAL AND TRANSPORTATION BARRIERS COMPLIANCE BOARD** (800-872-2253, TDD: 800-993-2822). Provides copies of ADA Accessibility Guidelines required under Title III; the Uniform Federal Accessibility Standards (UFAS); and assistance on architectural, transportation, and communications accessibility issues.

TITLE IV - PUBLIC TRANSPORTATION

- **U.S. DEPARTMENT OF TRANSPORTATION** (202-366-1656, TDD: 202-366-4567) Provides regulations, technical assistance, and enforcement of provisions of the ADA.

- **METROPOLITAN TRANSIT AUTHORITY, METROLIFT PROGRAM** (713-635-4000, TDD: 713-635-6993) METRO provides transportation services to the disabled community. Inquire about routes, prices, and scheduling. ***www.hou-metro.harris.tx.us/services/metrolift.asp***

TITLE V - TELECOMMUNICATIONS SERVICES

WHO IS AFFECTED? Businesses that regularly offer telephone service to the general public must offer telephone relay services to customers who use telecommunications devices for the deaf (TDD's) or similar devices. "TDD" means a telecommunications device for the deaf, which is a machine that uses graphics in the transmission of coded signals through a wire or radio system.

WHAT DOES THE PHRASE "TELECOMMUNICATIONS RELAY SERVICES" MEAN? Telecommunications Relay Services (TRS) are telephone services that assist hearing or speech-impaired persons to engage in communications by wire or radio with a hearing individual in a manner that is functionally equivalent to the conversation normally experienced by two hearing individuals. TRS enables two-way communication between an individual who uses a TDD machine and an individual who does not use such a device.

- **FEDERAL COMMUNICATIONS COMMISSION- FCC** (888-225-5322, TTY: 888-835-5322) Administers regulations and guidelines for businesses providing telecommunications relay services for hearing and speech-impaired individuals. **WEBSITE:** ***www.fcc.gov/dtf***

- **RELAY TEXAS** (7-1-1).
  To allow comprehensive access to the telephone network by Texans who are deaf, deaf blind, hard-of-hearing or speech-disabled, and to allow hearing persons a way to contact persons with these disabilities. To make a Relay Call, most people (TTY users and hearing people) just need to dial 7-1-1. For more details and to see what other feature of Relay Texas might be best for you, please visit Relay Call Types.
  WEBSITE: ***www.puc.state.tx.us/relay/index.cfm***

TAX CREDITS AND DEDUCTIONS

- **INTERNAL REVENUE SERVICE** (800-829-1040). Provides information and guidelines for employer compliance incentive programs. A fact sheet is available that gives businesses a summary of some of the federal, state and local incentives that employers can use when considering job applicants with disabilities. Call the IRS Forms Hotline at 800-829-3676 and ask for Publication 535 (Business Expenses).
  WEBSITE: www.irs.ustreas.gov/prod/forms_pubs/pubs/p5351107.htm

CITY OF HOUSTON TDD NUMBERS

City of Houston Switchboard	**713-247-1940**	**Library**	**713-225-3385**
Aviation Dept.	**713-230-2855**	**Mayor's Office**	**713-247-1940**
Customer Response Center	**713-837-0600**	**Municipal Courts**	**713-247-8591**
Ellington Field	**713-484-4973**	**HPD (24 hours)**	**713-224-0675**
Fire Department	**713-224-2663**	**HPD (Positive Interaction)**	**713-584-4996**
Health & Human Services	**713-794-9969**	**Water Customer Service**	**713-226-5536**
Hobby Airport	**713-641-7781**	**Bush Intercontinental Airport**	**713-230-2089**

(GSP-09.WPD; 8-04)

ELIMINATING ARCHITECTURAL BARRIERS

THE INFORMATION BELOW IS PROVIDED BY THE TEXAS DEPARTMENT OF LICENSING AND REGULATION. THIS REQUIREMENT IS IN ADDITION TO ANY CITY AND COUNTY BUILDING PERMITS. IT DOES NOT APPLY TO PROJECTS EITHER VALUED AT LESS THAN $50,000, OR DO NOT REQUIRE THE SERVICES OF A REGISTERED ARCHITECT OR ENGINEER.

FOR INFO ON THE TEXAS ACCESSIBILITY STANDARDS (TAS):
www.tdlr.state.tx.us/ab/abtas.htm

Legal Requirements

The state statute and the standards mandate accessibility in publicly and privately financed buildings and facilities, as well as facilities leased or occupied by state agencies. It applies to temporary or emergency construction in addition to permanent construction. Current application requires compliance at:

- Buildings and facilities constructed, or substantially renovated, modified, or altered, in whole or in part on or after January 1, 1970, through the use of state, county, or municipal funds, or the funds of any political subdivision of the state.
- Buildings leased or occupied in whole or in part for use by the state under any lease or rental agreement entered into on or after January 1, 1972.
- Privately funded buildings and facilities defined as public accommodations by the Americans with Disabilities Act of 1990, that are constructed or substantially renovated, modified, or altered on or after January 1, 1992.
- Privately funded buildings and facilities defined as commercial facilities by the Americans with Disabilities Act of 1990, that are constructed or substantially renovated, modified, or altered on or after September 1, 1993.

The statute requires that construction documents covering subject facilities be submitted for review prior to commencement of construction if the estimated construction costs are $50,000 or more. Responsibility for submitting construction documents lies with architects, engineers and interior designers. In the absence of a registered design professional, the owner is responsible.

Failure on the part of a design professional to submit construction documents prior to commencement of construction will result in that fact being reported to the respective registration board. Buildings and facilities required to comply are subject to an on-site inspection after construction is complete. Failure on the part of a building owner to comply may result in administrative penalties not to exceed $ 1,000 for each violation, per day.

Equivalency Certification from the U.S. Department of Justice

On September 23, 1996, the U.S. Department of justice certified that the Texas Accessibility Standards meet or exceed the new construction and alterations requirements of Title III of the Americans with Disabilities Act.

For Further Assistance

For more information, to file a complaint, obtain information on the department's educational programs, including the Texas Accessibility Academy or to request information in alternative formats, contact:

Texas Department of Licensing & Regulation
Architectural Barriers Section
PO. Box 12157
Austin,Texas 78711
(800) 803-9202
(512) 463-321 1 (Austin)
(512) 475-2886 (Fax)
(800) 735-2989 (RelayTexas)

Copies of TAS can be purchased from the:

Office of the Secretary of State
Texas Register Division
PO. Box 13824
Austin,Texas 78711-3824
(512) 463-5561
(512) 463-5569 (Fax)
(800) 735-2989 (TDD)

For information on the ADA, call the U.S. Department of justice at (800) 514-0301 or (800) 514-0383 (TDD). For information relating to the Federal Fair Housing Act, contact the Department of Housing and Urban Development at (202) 708-0836 or (800) 669-9777, or the Texas Commission on Human Rights at (512) 437-3450.

Historical Background

Texas law includes an Architectural Barriers Act, first adopted by the state legislature in 1969. The Texas Accessibility Standards (TAS) are standards adopted in 1993 by the Texas Department of Licensing & Regulation (TDLR) as a result of the amendments to the Act in 1991.

Compliance with the Texas Architectural Barriers Act a d TAS is separate from compliance with the Americans with Disabilities Act (ADA) and the ADA Accessibility Guidelines (ADAAG).

The federal government enforces ADA and the Rehabilitation ACT of 1973. TDLR enforces the Texas Architectural Barriers Act.

TDLR's Responsibilities

Prior to the start of construction TDLR plan reviews construction documents for compliance with accessibility standards. Upon completion, TDLR inspects the facility to ensure that it was built as planned. TDLR investigates the consumer accessibility complaints and enforces the standards through administrative hearings.

(GSP-09A.WPD, 7-04)

SAMPLE BUSINESS PLAN OUTLINE

The following is a sample, condensed version of an acceptable business plan format. Many financial institutions require a complete business plan as part of the lending determination. There are many plan formats which can be used.

I. COVER LETTER TO LENDER

A. Dollar amount requested
B. Terms and timing
C. Type and price of securities

II. PLAN SUMMARY

A. Business description
    1. Name
    2. Location and plant description
    3. Product
    4. Market and competition
    5. Management expertise
B. Business goals
C. Summary of financial needs and application of funds
D. Earnings projections and potential return to investors

III. MARKET ANALYSIS

A. Description of total market
B. Industry trends
C. Target market & geographic considerations
D. Competition

IV. PRODUCTS OR SERVICES

A. Description of product line
B. Proprietary position: patents, copyrights and legal and technical considerations
C. Comparison to competitor's products

V. MANUFACTURING PROCESS (if applicable)

A. Materials
B. Sources of supply
C. Production methods

VI. MARKETING STRATEGY

A. Overall strategy
B. Pricing policy
C. Sales terms
D. Method of selling, distributing, and servicing products

VII. MANAGEMENT PLAN

A. Form of business organization
B. Board of directors composition (if applicable)
C. Officers: organization chart and responsibilities
D. Resumes of key personnel
E. Staffing plan / number of employees
    1. Payroll and benefits costs
F. Facilities plan / planned capital improvements
G. Operating plan / schedule of upcoming work for next one-five years
H. Government regulations affecting the business

VIII. FINANCIAL DATA

A. Financial history (five years to present)
B. Five year financial projections (first year by quarters; remaining years annually
    1. Profit and loss statements
    2. Balance sheets
    3. Cash flow chart
    4. Capital expenditure estimates
C. Explanation of projections
D. Key business ratios
E. Explanation of use and effect of new funds
F. Potential return to investors compared to competitors and the industry in general

(GSP-08BP.WPD; 7-98)