

# Communicating with People Who Have Hearing, Vision, and Speech Disabilities

ADA Requirements for Facilities,  
Vehicles, and Services



will begin at 12:30 pm ET

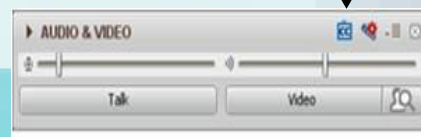
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## Captioning

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- You can move and re-size the captioning window.
- Within the window you change the font size, and save the transcript



## About Your Hosts...

- TransCen, Inc.
  - Mission Statement: Improving lives of people with disabilities through meaningful work and community inclusion
- Mid-Atlantic ADA Center, a project of TransCen, Inc.
  - Funded by National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR), Administration for Community Living, U.S. Department of Health and Human Services



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## Listening to the Webinar

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## Listening to the Webinar (cont.)

- To connect by telephone:

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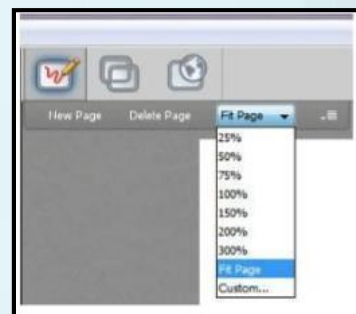
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## Customizing Your View

- Resize the whiteboard where the presentation slides are shown to make it smaller or larger by choosing from the drop down menu located above and to the left of the whiteboard; the default is “fit page”



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## Customize Your View continued

- Resize/Reposition the CHAT, PARTICIPANT, and AUDIO & VIDEO panels by “detaching” and using your mouse to reposition or “stretch/shrink”
  - Each panel may be detached using the ☰ icon in the upper right corner of each panel

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## Technical Assistance

If you experience technical difficulties

- Use the CHAT panel to let us know
- E-mail [ADAtraining@transcen.org](mailto:ADAtraining@transcen.org)
- Call 301-217-0124

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## Archive

- This webinar is being recorded and can be accessed within a few weeks
- You will receive an email with information on accessing the archive

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### Communicating with People Who Have Hearing, Vision, and Speech Disabilities

ADA Requirements for  
Facilities, Vehicles, and Services



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## Our Focus

- Title II of the ADA
  - State and local government agencies
- Title III of the ADA
  - Places of public accommodation (various types of private businesses that offer goods or services to the general public)

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## Regulatory Agencies

- U.S. Department of Transportation (DOT)
  - Transportation facilities, vehicles, services covered by Title II or Title III
- U.S. Department of Justice (DOJ)
  - All other facilities, programs, services covered by Title II or Title III

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## Communication Access Facilities

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## Communication Elements

- Examples of elements with communication features addressed in ADA Standards
  - Fire alarm systems
  - Telephones
  - Assistive listening systems (ALS)
  - Detectable warning surfaces
  - Signs
  - Elevators
  - ATMs and fare machines



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## Telephones

- Where public telephones are provided
  - Volume control
  - TTYs in certain locations



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## Assistive Listening Systems

- Required in an assembly area where “audible communication is integral to the use of the space” and there is an audio amplification system
  - Required in courtrooms even if no amplification system is provided



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## Circulation Space: Horizontal

- Between 27" and 80" above the floor or ground, objects must not protrude more than 4" horizontally into circulations paths

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**1. Wall-mounted drinking fountains are a hazard when the front edge projects more than 4 inches beyond the wall and the bottom is higher than 27 inches above the floor.**

**2. Wall-mounted objects cannot project more than 4 inches beyond the wall if the bottom of the object is not in the cane-detectable area below 27 inches off the floor.**

**3. Overhead objects must be at least 80 inches off the floor.**

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## Circulation Space: Vertical

- Vertical clearance at least 80" high must be maintained



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## Detectable Warning Surfaces

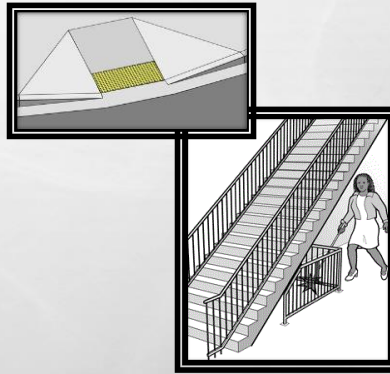
- Rail station boarding platforms
- Curb ramps
  - Only at transportation facility sites (DOT)



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## Detectable Warnings: Surfaces versus Objects

- Detectable warning surfaces
  - Proceed with caution
- Detectable warning objects
  - Stop, go around



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## Signs

- Raised and Braille characters on signs designating permanent rooms and spaces
  - Specific mounting locations
- Legibility features (contrast, size, style of characters) on informational and directional signs

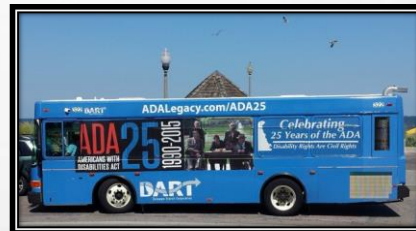


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## Waitin' at the Train Station

- Public address systems must be complemented with information in visible format

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## Communication Access Vehicles

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## Minimum Requirements

- Current vehicle standards require similar features across various types: buses, vans, automated guideway transit (AGT) systems (“people movers”), trams, and rail cars (light, rapid, high-speed, commuter, and intercity)

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## Common Features

- Audible and visible signals for closing doors
- Contrasting band at steps or thresholds
- Legible signs (e.g., priority seating designation, route or destination identification)
- Public address systems for driver or automated announcements

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## Rulemaking and Development

- Rulemaking in process to update vehicle standards
  - Final guidelines from Access Board for buses and vans
    - Significant update to guidelines for public address systems

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## Automated Announcements

- Guidelines for large vehicles, operated by large transit agencies, in fixed-route, multi-stop systems
  - *Audible and visible* identification of routes and notification of stops
    - Audible: *automated* announcements (synthesized, recorded, or digitized speech)
    - Visible: legible signs

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## Communication Access Services, Programs, and Activities

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## Effective Communication

- Title II and Title III require covered entities to provide ***auxiliary aids and services***, including on an *individualized basis*, to ensure effective communication with people who have disabilities affecting vision, hearing, and/or speech

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## Examples: Auxiliary Aids and Services

### People Who Are Deaf or Hard of Hearing

- Written notes or printed materials
- Assistive listening systems and devices
- Qualified interpreters
- Captioned media or real-time captioning

### People Who Are Blind or Have Low Vision

- Large print, Braille, or electronic materials
- Qualified readers
- Audio recordings
- Audio-described media or describing visual elements

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## Simple or Sophisticated: Make it Equally Effective

- Covered entities choose auxiliary aids or services according to individuals' needs, in the context of specific situations
  - Consider nature, length, complexity of activity or interaction

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## Transportation

- Stop announcements
  - Transfer points, major intersections and destination points, intervals to support orientation
  - Individual requests
- Information
  - Accessible formats, technologies, etc.

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## Tips for Designers and Operators

- Acoustics, lighting
- Places for interpreters
- Equipment quality and appropriateness (e.g., the right ALS for the right venue or situation)
- Testing, maintenance (equipment, signs, etc.)
- Service animal relief areas

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## More Tips for Designers and Operators

- Monitor driver announcements in transportation systems for clarity, volume
- Recognize limitations of minimum standards for accessible signage; approach wayfinding as an integral component of overall design and operations
- Train staff!

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## Mid-Atlantic ADA Center

- Information, guidance, and training on the Americans with Disabilities Act
  - **ADAinfo.org**
  - **800-949-4232** (nationwide toll-free number connects to one of ten regional ADA Centers)

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