

Page 4 - Captioning

Real-time captioning is provided during this webinar.

The caption screen can be accessed by selecting the “CC” icon in the AUDIO & VIDEO panel.

- **Once selected you will have the option to re-size the captioning window, change the font size, and save the transcript**

Picture- arrow points to the "cc" icon in the audio and video panel

Page 5 - Listening to the Webinar

Online:

- **Please make sure your computer speakers are turned on or your headphones are plugged in**
- **Control the audio broadcast via the AUDIO & VIDEO panel**
- **If you have sound quality problems, please go through the AUDIO WIZARD by selecting the microphone icon within the AUDIO & VIDEO panel**

Picture- arrow points to microphone icon on audio and video panel

Page 6 - Listening to the Webinar (cont.)

- **To connect by telephone: 1-857-232-0476**
- **Pass Code: 368564**

This is not a toll-free number

Page 7 - Submitting Questions

- In the webinar platform:
 - You may type and submit questions in the CHAT area text box or press Control+M and enter text in the CHAT area; your questions and comments will only be visible by session moderators
 - If you are connected via a mobile device, you may submit questions in the CHAT area within the app
- Questions may also be emailed to:
ADAtraining@transcen.org

Picture- Participant list

Page 8 - 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”

Picture- drop menu selecting “fit to page”

Page 9 - 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

Page 10 - Technical Assistance

If you experience technical difficulties

- **Use the CHAT panel to let us know**
- **E-mail ADAtraining@transcen.org**
- **Call 301-217-0124**

Page 11 - 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**

Page 12 - Certificates of Participation or American Institute of Architects (AIA) Credits:

Credit hours or Certificates of Participation can only be awarded for those who submitted the required payment along with their registration for this webinar session.

- **You will need to listen for the continuing education code which will be announced during this session.**

After we confirm your attendance we will provide the certificate of participation and/or the 1.5 LU/HSW – AIA credit.

Page 13 - 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**

Picture- TransCen Inc logo

Picture- Mid-Atlantic ADA Center logo

Picture- NIDILRR logo

Picture 14 - Promoting Independence and Access through Responsible Design

Ensuring Access on Public Right of Way Projects

Picture- photo of Melissa Anderson

Picture- logo for Engineering for Access

Picture- TransCen logo

Picture- Mid-Atlantic ADA Center logo

Page 15 - Promoting Independence and Access through Responsible Design

4-part Webinar Series

- ✓ **Part 1 - Obligations and Sidewalk Basics**
- ✓ **Part 2 - Safe and Accessible Intersections**
- ✓ **Part 3 - Curbside Access**

- **Part 4 - Ensuring Access on Public Right of Way Projects**

**Page 16 - Promoting Independence and Access through Responsible Design
4-part Webinar Series**

Part 4 - Ensuring Access on Public Right of Way Projects

- **Disability Awareness**
- **Title II Agency Responsibilities**
- **Access Awareness in Planning**
- **Designing for Access**
- **Successful Construction Processes**
- **The Daily Grind - Operations, Maintenance, Permits**

Page 17 - Disability Awareness

Page 18 - From the ADA, as Amended in 2008

The Congress Finds that –

(2) in enacting the ADA, Congress recognized that physical and mental disabilities in no way diminish a person's right to fully participate in all aspects of society, but that people with physical or mental disabilities are frequently precluded from doing so because of prejudice, antiquated attitudes, or the failure to remove societal and institutional barriers;

Page 19 – Awareness

- **What is a “disability”, with respect to an individual?**

- (A) a physical or mental impairment that substantially limits one, or more, major life activities of such individual;
- (B) a record of such an impairment; or
- (C) being regarded as having such an impairment.

“The definition of disability in this chapter shall be construed in favor of broad coverage of individuals...”

Page 20 – Inclusivity

- **“The definition of disability in this chapter shall be construed in favor of broad coverage of individuals...”**
- **How can we accommodate everyone who might be considered to have a disability?**
 1. **Universal Design concepts**
 2. **Stop building barriers**

Page 21 - How Many People Are We Talking About?

Picture- Graphic from the Centers for Disease Control that show statistics for people who have disabilities in the United States. 61 million adults live with a disability, or 26%.

Page 22 - What Types of Disabilities?

Picture- Graphic from the Centers for Disease Control showing the percent of people who have each type of disability.

Mobility-13.7%, Cognition-10.8%, Independent living-6.8%, Hearing-5.9%, Vision-4.6%, Self-care-3.7%.

Page 23 - Mobility Disability (13.7%)

- **Person may have trouble walking, or climbing stairs**
- **Person may use a wheelchair, walker, cane, crutches, or have a shuffling gait, easily fatigued**
- **Etiquette:**
 - **Say “person who uses a wheelchair” or “wheelchair user”**
 - **Don’t use terms like “wheelchair bound” or “confined to a wheelchair”, or “handicap ramps”**
 - **Don’t lean on or touch a person’s chair.**
 - **When possible, sit down for a conversation.**
 - **Ask before “helping”**

Picture- Drawing of a man held in his wheelchair with ropes - to illustrate wheelchair bound.

Page 24 - Designing for Mobility

- **2010 ADA Standards and the proposed Public Right of Way Guidelines**
- **Exceed the minimum requirements**
- **Best practice**
 - **Minimize length of the path of travel**
 - **Clear and continuous route**
 - **Reach ranges – design for a seated person**
 - **Allow for additional travel time**

Picture- showing a wide sidewalk between storefronts and the curb where cars are parked. All of the street furniture is aligned on the street side to provide a wide, straight, clear passage along the store fronts.

Picture- of a pedestrian using a walker crossing a street

Page 25 - Cognitive Disability (10.8%)

- **Person may have trouble concentrating, remembering or making decisions**
- **Person may make notes or ask for information again**
- **Etiquette:**
 - **Don't make assumptions about what a person can, or can't do.**
 - **Explain things clearly, and repeat if asked.**
 - **Be willing to write down information.**
 - **Simplify and summarize**
- **Be patient**

Picture- Drawing of two people exchanging information.

Page 26 - Designing for Clear Understanding

- **KISS – Keep It Simple, Stupid**
- **Best practice**
 - **Clear wayfinding**
 - **Simple messaging**
 - **Icons and graphics**
 - **Be consistent**
- **Also benefits children and people who are non-English speaking**

Picture- a wide sidewalk with a bike rack, utility pole & bike parking scattered along the length. No clear straight path is obvious.

Picture- no description available

Picture- no description available

Picture- no description available

Page 27 - Effective Communication

- **ADA - 28 CFR §35.160 General. (shortened)**
 - **(a)(1) A public entity shall take appropriate steps to ensure that communications with members of the public with disabilities are as effective as communications with others.**
 - **(b)(1) A public entity shall furnish appropriate auxiliary aids and services where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity of a public entity.**

Page 28 - Hearing Disability (5.9%)

- **Person may have deafness or serious difficulty hearing**
- **Person may use sign language, read lips**
- **Etiquette:**
 - **When someone has an interpreter, speak directly to the person who is deaf and not to the person who is interpreting.**
 - **Speak clearly and don't cover your mouth.**
 - **Be willing to write notes or text or use a computer tablet or other device.**
 - **Use gestures and body language**
- **Don't shout**

Picture- Close up photo of a person's figure pushing buttons on a communication device.

Page 29 - Video Relay Service (VRS)

Picture- no description available

Page 30 - Accommodating Hearing Loss

- **Requirement (2010 ADA Standards, 219) – In an assembly area,... when using audible amplification, assistive listening devices are required**
- **Best practice – for public meetings**
 - **Consider room lighting**
 - **Contract with captioning and interpreter services**
 - **Caption videos**
 - **Make written material available ahead of time**
 - **Provide “looped audio system” - works with many hearing aids**

Picture- Black and white icon of an ear with a bar through it - the symbol for assistive technology.

Page 31 - Speech Disability

- **Person may be mute or have trouble speaking clearly**
- **Person may use computer or tablet**
- **Etiquette:**
 - **Don't pretend to understand, ask the person to repeat what was said.**
 - **Be willing to write notes, or text back and forth.**
 - **If the person uses a computer to talk, continue to have a conversation.**
 - **Don't raise your voice or shout.**
- **Be patient**

Picture- Drawing of a computer picture selection communication device.

Picture- two young women, one in a wheelchair, with a computer communication device.

Page 32 - Vision Disability (4.6%)

- **Person may be blind or have a decreased level of vision**
- **Person may use a white cane, guide dog or nothing**
- **Etiquette:**
 - **Provide print information in large print, Braille, or electronic formats.**
 - **Be willing to read information or documents.**
 - **Introduce yourself and others in a group.**
 - **Orient a person to the environment.**
 - **Offer assistance and await individual's response and direction.**

Picture- Close up of a person's hand on another person's elbow as they are guided along.

Picture- a man with a can and his hand on a lady's elbow as they walk past a restaurant booth.

Page 33 - Types of Vision Loss?

Picture- an urban intersection crossing looking toward crosswalk, with street on left, marked crosswalk, vehicular and pedestrian signals, vehicles on both streets

Picture- Same photo of an urban intersection as previous slide but all fuzzy

Picture- Same photo of an urban intersection as previous slide but with a black spot in the middle and less clear all over

Picture- Same photo of an urban intersection as previous slide but all gray except a central area showing the pedestrian signal and part of the crosswalk clearly

Page 34 - Designing to Accommodate Vision Loss

- **Requirements**
 - **No protruding objects in a circulation path**
 - **Pedestrian wayfinding and channelizers in work zones**
 - **Sidewalk separation at roundabouts**
 - **Accessible Pedestrian Signals (APS)**
- **Best Practices**
 - **Clear sidewalk and crosswalk/curb ramp alignment**
 - **Vertical curbs aligned with travel path**
 - **Be consistent**

Picture- Separated sidewalk at a multi-lane roundabout with a pedestrian signal

Page 35 - Service Animals

- **People with all types of disabilities use service animals**
- **Must allow service animals even if there is a “no animals” policy, but they must be under the control of the person.**
- **Etiquette:**
 - **Do not touch or distract a service animal that is working.**
 - **Know where the “green areas’ are for the animal to relieve itself.**

- **May not ask for a license or a training document.**
- **May ask 1) is the dog a service animal required because of a disability, and 2) what work or task has the dog been trained to perform (per ADA.gov)**

Picture- service dog and owner in the Regency Square Mall.

Page 36 - Title II Agency Responsibilities

Page 37 - Title II and Program Access

- **Non-discrimination in programs, services and activities**
- **Requires “program access”**
- **Does not require everything to be accessible.**
 - **New construction – accessible**
 - **Alterations – accessible to the extent practicable**
 - **Existing facilities – accommodation if needed and Transition Plan**

Picture- President George Bush and others during the signing of the Americans with Disabilities Act.

Page 38 - What is “Program Access”?

- **Title II requires programs, services and activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities.**
- **Focus is not on facilities, but.....**

Picture- a busy intersection with a marked crosswalk

Picture- a metal barrier and a sign reading Crosswalk Closed

Page 39 - “Program Access” in the Right of Way

- Pedestrian activities are difficult make “partially accessible” without infrastructure changes, where needed
- “Undue burden” allowance - Considers full agency budget

Page 40 - Where is the “Path of Travel”?

Pedestrian Access Routes are required to be accessible

Picture- Aerial picture of crosswalks at T-intersections

Page 41 - Civil Rights – Non-Discrimination

...” accessible to, and usable by, people with disabilities.”

Picture- a busy intersection with a marked crosswalk

Picture- a metal barrier and a sign reading Crosswalk Closed

Page 42 - Responding to a Request for an Accommodation

- Always respond to a request for accommodation.
- What is an accommodation in the right of way?
 - Pedestrian signals
 - Transit stops
 - Sidewalks and curb ramps?
- Budget for unplanned projects

Picture- Pedestrian with guide dog using APS

Page 43 - Are there "Exceptions"?

Not really....

- **Safe harbor – not “Grandfathered”**
 - **Facility fully compliant with Standard in effect at the time of construction**
 - **An alteration will trigger compliance with current Standard, or Guideline**
- **Qualified historic facilities**
- **Physical or regulatory constraints**

Page 44 - Equivalent Facilitation

- **R102 Equivalent Facilitation. The use of alternative designs, products, or technologies that result in substantially equivalent or greater accessibility and usability than the requirements in this document is permitted.**
- **No approval system in place. Must be defensible.**
- **Document!**

Page 45 - Access Awareness in Planning

Page 46 - Organizational Culture

- **Start with the Big Picture**
- **Branding vs. reality**
- **Mission statements –**
 - **“ ...to provide a world class transportation system...”**

- "A Welcoming Community...Come grow with us!"
- **Adopted Policies –**
 - **Complete Streets**
 - **Diversity and Inclusion**
- **Performance measures help – “What gets measured gets done.”**

Page 47 - Planning Documents

- **Planning documents**
 - **Comprehensive Plan**
 - **Pedestrian and Bicycle Plan**
 - **Park and Recreation Plan**
 - **Development and Land Use Plans**
 - **Transportation Plan, State STIP**
 - **Capital Improvements Plan**
 - **ADA Transition Plan**
- **On a shelf, or on your desk?**

Picture- a packed bookshelf with a ladder to access books on high shelves.

Picture- an open book with highlighting and sticky notes. Other papers and a file folder are underneath.

Page 48 - Self-Evaluation and Transition Plan

- **Program Access – not every facility must be accessible**
- **Evaluation of programs, policies and activities**
- **Guidance**
 - **NCHRP 20-7 (232) ADA Transition Plans: A Guide to Best Management Practices**
 - **Title II Action Guide**

- **Identify obstacles to access –**
 - **Sidewalks**
 - **Curb ramps**
 - **Pedestrian signals**
 - **Parking**

*** Transit facilities**

- Safe Harbor

Picture- the title page of the ADA Title II Action Guide

Page 49 - ADA Transition Plan

- **Required if more than 50 employees**
- **Covers existing facilities**
- **Every program or inaccessible facility identified in the self-evaluation needing structural modifications for accessibility must be in the transition plan**
- **Title II - Transition Plan**
 1. **Identify the physical barriers**
 2. **Methodology to remove these barriers**
 3. **Schedule to achieve compliance with Title II**
 4. **Name of the official responsible for implementation.**

Picture- Lady with a stroller and dog walking halfway in the street to get around a utility pole on a narrow sidewalk

Page 50 - Steps for Achieving Accessibility

- **Methods for barrier removal**

- Resurfacing projects – 15-20 yr. cycle for streets
- Include in capital improvement projects
- Safe Routes to School projects
- Developments and permits
- Requests for accommodations
- ADA improvements dedicated funding
- **Schedule**
- Should have been done by 1995
- Set deadlines and milestones
- Performance measures and public reporting

Page 51 - Steps for Achieving Accessibility

- **Prioritization of walkways serving –**
 - Title II government facilities
 - Transportation
 - Places of public accommodation
 - Employers
 - Other areas

See 28 CFR 35.150(d)(2) & 28 CFR 25.150(d)(3)(iii)

- **Data driven – severity, proximity to priority areas**
 - Data can be overwhelming and go unused

Page 52 - Public Input and Public Access

- **Public outreach should involve activists, organizations that support the rights of the disabled, general citizens, elected officials, as well as other agencies (local and State).**

“Nothing for us without us”

- **Available to the public**
 - **“Living document”**
 - **Used for project planning, budgeting, tracking improvements in accessibility**

Page 53 - Project Planning

- **Based on established Plans?**
- **Project scope – establish with accessibility in mind**
- **Coordinated planning can make efficient use of funds**

Consider all ongoing and up-coming work

Page 54 - Project Scope

- **Project scope**
 - **Geographical limits – point A to point B**
 - **Service or activity related – paving vs signals**
- **Resurfacing and curb ramps**
 - **Sidewalks?**
- **Opportunities to address Transition Plan elements**
- **Public input**

Page 55 - Public Input

- **Who should attend?**
 - **Everyone**
 - **Advocacy groups**
 - **Disability Working Group**
- **Accessible meeting**
 - **Accessible space, parking, pedestrian access**
 - **Information in alternate formats**

- Captioning and interpreters
- Near a transit stop?
- Use a checklist – too many to list

Page 56 - Designing for Access

Page 57 - Designing for Access

- Review policies – up to date with current practices
- Review Design Standard and Details
 - Do they reflect accessibility?

Page 58 – Accessible Policies

- Regulation (28 CFR 35.151) requires curb ramps to comply with 2010 ADA Standards
- Flexibility in design for areas not covered

What to do in the public right of way??!

- Highways and streets
- Pedestrian Facility Design
- Bicycle Facility Design

Picture- the cover of the Department of Justice 2010 Standards

Picture- the cover of the 2011 proposed Public Right of Way Accessibility guidelines

Picture- the Manual on Uniform Traffic Control Devices

Picture- the logo for the American Association of State and Highway Transportation Officials (AASHTO)

Page 59 - Designing for Access

- Review policies – up to date with current practices
- Review Design Standard and Details
 - Do they reflect accessibility?

Picture- A copy of old outdated standards without specific curb ramp requirements.

Picture- Copy of more current standards with a variety of curb ramp types and specific slopes and measurements

Page 60 - Designing Curb Ramps for Access

- Standard Drawings
- Engineered designs – generally required
- Minimum design vs Good design

Picture- Standard plan drawing that show a directional perpendicular curb ramp and flares

Picture- a directional perpendicular curb ramp where the bottom of the ramp ends around 5 feet from the back of the curb. A green arrow is drawn from the sidewalk, across the flare and into the street without touching the detectable warnings.

Page 61 - Accessible Temporary Routes

- Review Pedestrian Traffic Control Plans
 - The proposed PROWAG references Chapter 6 of the Manual on Uniform Traffic Control Devices
 - Alternate routes and signing

- **Barricades and pedestrian channelization**

Picture- Drawing from the Manual on Uniform Traffic Control Devices book showing set ups for temporary traffic control for pedestrians.

Picture- plastic barriers used to provide channelizing information and protection for pedestrians when used in a work zone.

Page 62 - Designing for Construction

- **Construction Tolerance**
 - **Range vs absolute values, R103.1 – Dimensions are subject to conventional industry tolerances except where dimensions are stated as a range.**
 - **Minimum and maximum values are ranges**
 - **1:50 maximum cross slope, or 2%**
 - **48 inch minimum with**
- **Build tolerance into the design –**
 - **Specify 1.5%, +/- 0.5%**
 - **60-inch minimum width**

Page 63 - Best Practices – Local policy

- **Best practice – exceed minimums to improve access**
- **Adopt enforceable local policies – may exceed the minimums**
 - **Design slopes less steep**
 - **Make dimensions larger than minimums**
- **Must provide clear direction to contractors**
 - **Don't say “Must meet all Federal requirements” or “Must be compliant with the ADA.”**

Page 64 - Best Practice - Design Checklist

- **Pedestrian access has the most restrictive requirements, start there**
- **Create design checklist to insure requirements are met**
 - **Policy values expected**
 - **Minimum accessible requirements accepted (leaves little room for construction variables)**

Picture- Design Checklist used by a State Department of Transportation

Page 65 - Best Practices – Design Exception Process

- **Create design exception process**
 - **Identify project scope**
 - **Discuss existing conditions and limitations**
 - **Compare design alternatives**
 - **Document reasons for final design**
 - **Approval process**
 - **Tracking process**
- **Each new alteration must be reevaluated**

Picture- State Design Exception form used by a State Department of Transportation

Page 66 - Don't Settle

- **Approval process should challenge exceptions**
- **Get fresh eyes**
- **Talk to a pedestrian with a disability**

Picture- a corner with stairs.

Picture- previous corner after construction - no stairs or steep slopes.

Page 67 - Successful Construction

Page 68 - Successful Construction

- **Pre-construction meetings**
 - **Attendees**
 - **Construction tolerances**
 - **Measuring methodology**
 - **Inspection checklist for contractors**
 - **Discuss alternate pedestrian routes during construction**
 - **Assign and accept responsibility**

Page 69 - Pre-Construction Meeting

- **Attendees**
 - **Contractors and inspectors – build relationships**
- **Construction tolerances – built in by design 😊**
 - **Rounding?**
 - **Significant digits – 2 or 2.0 or 2.00%, 1/4” or 1/2 “**
- **Measuring methodology**
 - **Tools – 2 foot or 4 foot level, 6 inch for small spaces**
 - **Locations – grid pattern but not exclusively**
 - **4 ft continuous path vs 5 ft designed width?**

Page 70 - Construction Planning

- **Scheduling and phasing**
- **Public Notice with effort to contact vulnerable users**
- **Alternate pedestrian routes during construction**
- **Expectations for access and traffic control devices**
 - **Use Chapter 6 of the Manual on Uniform Traffic Control Devices**
- **No yellow tape barriers!**

Picture- people on a sidewalk near a construction area with yellow tape wrapped around construction barriers.

Page 71 - Best Practices – Inspection

- **Staff training**
 - **Internal and contractors**
 - **Certification for responsible parties**
- **Field Guide**
 - **Policies and acceptable minimums**
 - **Other information for field decisions**
 - **Resources and contact information – engineer, police, fire, hospitals (as needed for project information)**

Picture- a man using a digital level to check the cross slope on wet concrete

Page 72 - Best Practices – Inspection

- **Walk through and experience the alternate pedestrian route**
- **Inspection checklist**
 - **Very similar to design checklist**

- **Contractors should try to fail their own projects**
- **Field change documentation**
 - **Change in conditions**
 - **Decisions made and agreed to – process needed**
 - **Stored with project documentation**
- **Final approval – you bought it!**

Picture- Sidewalk closed by fence. Sign with arrow indicates path for pedestrians.

Page 73 - Best Practices – Documentation

- **Create tracking method for projects and elements**
 - **Electronic server folders, such as Share Point**
 - **GIS based**
 - **Paper folders**
- **Mark remediations off the Transition Plan**
 - **Can I mark them off if they don't comply?**
 - **Create a policy to recognize them**
 - **Future projects should be reevaluated**

Page 74 - The Daily Grind – Operations, Maintenance and Permitting

Page 75 - The Daily Grind – Operations

- **Pedestrian signals**
 - **Adjust timing and volume as needed**
 - **Verify they are operating correctly**

Picture- a lady carrying two plastic bags using a walker and crossing a street

Picture- A man with guide dog using APS

Page 76 - The Daily Grind – Maintenance

- **Maintenance does not require ADA upgrades, but agency is required to maintain accessible features**
 - **Trimming vegetation**
 - **Surface repairs**
 - **Tree heaves – cutting or grinding, flexible pavement**

Picture- sidewalk heaves cut to reduce tripping hazards

Picture- a sidewalk with flexible permeable material to reduce root heaves

Picture- a curb ramp with severely deteriorated detectable warnings

Page 77 - Maintenance Practices

- **Best practices**
 - **Policies – scheduled seasonally**
 - **Equipment**
 - **Staff**
- **Examples**
 - **Snow removal**
 - **Debris removal**
 - **Tree trimming**

Picture- Man walking into low-hanging tree branches.

Picture- a shared use path covered with sediment from a flooded river. Foot prints and wheel tracks can be seen where people have traveled through anyway.

Picture- a narrow sidewalk blocked by overgrown bushes blocking the way and a truck is parked adjacent to the sidewalk in the same spot.

Page 78 - The Daily Grind – Permits

- **Agencies use permits to control what goes on in their right of way**
 - **Utilities**
 - **Driveways**
 - **Transit stops**
 - **Outdoor seating and displays**
 - **Personal transportation devices – scooters, bike-share**
- **Review permit forms for accessibility requirements**
- **Permit inspectors can use construction checklist**
- **Monitor alternate pedestrian routes**
- **Document ADA improvements on Transition Plan**

Page 79 – Resources

- **US Access Board –**
 - www.access-board.gov
 - www.row@access-board.gov
- **FHWA –**
 - www.fhwa.gov

State Division Office
- **DOJ –**
 - www.ada.gov

Title II Technical Assistance

Page 80 - Questions?

Thank you.

Anderson@
engineering4access.com

Picture- Caution Pedestrians Slippery When Wet sign

Page 81 - Certificate of Participation and/or LU/HSW AIA Code

- Please consult the reminder email you received about this session for instructions on obtaining a certificate of participation for this webinar.
- Please email the code above to adatrainig@transcen.org by 5PM E.T. on Monday, June 17th.

Page 82 –

Mid-Atlantic ADA Center

TransCen, Inc.

12300 Twinbrook Parkway, Suite 350

Rockville, MD 20852

Toll Free: 800-949-4232 (DC, DE, MD, PA, VA, WV)

Telephone: 301-217-0124

Fax: 301-251-3762

TTY: 301-217-0124

ADAinfo@transcen.org

www.ADAinfo.org

Picture- mid-Atlantic ADA Center logo

Page 83 - Thank You!