

## **Policy 5: Public Participation Plan**

The following document constitutes the San Antonio-Bexar County Metropolitan Planning Organization's Public Participation Plan (PPP) as prescribed in SAFETEA-LU. This document has been issued for public comment for a period of not less than 45 days prior to formal adoption or revision by the Metropolitan Planning Organization Transportation Policy Board.

### **Guiding Principles for Public Participation**

Federal transportation law states that an MPO will "... provide citizens, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with a reasonable opportunity to comment on the transportation plan." The MPO's public participation process must also adhere to the provisions of Title VI of the Civil Rights Act of 1964 and the Americans With Disabilities Act.

The following principles represent the core values of the MPO's public participation process:

1. People should have a say in transportation decisions that affect their lives.
2. The process should strive to reflect the interests and meet the process needs of participants.
3. The process will actively seek out and facilitate the participation of all those potentially affected.
4. The process will provide individuals with various options in how they wish to participate.
5. The process will provide usable information to permit the public's participation in a meaningful manner.

Given these principles, the MPO's Public Participation performance standards include:

1. Early, proactive and continuous public participation efforts;
2. Reasonable public access to understandable technical and other information;
3. Collaborative input on alternatives, evaluation criteria, and mitigation needs;
4. Open public meetings where matters related to transportation policies, programs, and projects are being considered;
5. Open access to the decision-making process prior to closure;
6. Commitment to seeking out and considering the needs of the traditionally underserved population(s)

### **Purpose of the Public Participation Plan**

This Public Participation Plan (PPP) provides the guideline for public participation activities to be conducted by the San Antonio – Bexar County MPO. The PPP contains the goals and actions of the MPO for public participation in four areas:

1. Regular and special business meetings of the MPO and its advisory committees are conducted in an open public forum with prior notification and provisions for receiving

public comment according to Federal law and the Texas Open Meetings and Public Information Acts.

2. Development of the Transportation Improvement Program (TIP), Unified Planning Work Program (UPWP) and the Metropolitan Transportation Plan (MTP) include opportunities for public comment prior to adoption by the MPO.
3. Individual planning projects such as corridor studies have individual public participation components, including project-specific Public Participation Plans.
4. Ongoing updates of MPO activities are provided to the public in several ways, including a bi-weekly e-newsletter, a quarterly hardcopy newsletter and an Internet web site.

## **Public Participation Goals and Actions**

**Goal 1:** The MPO will actively **engage the public in the transportation planning process** according to the goals and actions contained in this Public Participation Plan and State and Federal law.

1. The MPO will maintain a current database of contacts including at least the following:
  - a. Citizens expressing an interest in transportation planning activities.
  - b. Elected local, state and federal officials
  - c. Affected public agencies and staff
  - d. Representatives of public transportation employees
  - e. Providers of freight transportation services
  - f. Freight shippers
  - g. Private providers of transportation
  - h. Representatives of users of public transportation
  - i. Representatives of users of pedestrian walkways and bicycle transportation facilities
  - j. Representatives of the disabled
  - k. Local media outlets
  - l. Homeowner, neighborhood and resident associations
  - m. Civic and public interest groups
  - n. Business and trade organizations
  - o. City and academic libraries
  - p. Faith-based organizations
  - q. Community-based associations
  - r. Any other interested parties
2. The MPO will mail and/or e-mail meeting announcements and invitations to the MPO contact database or to other targeted groups for upcoming activities with reasonable lead time. For public meetings, announcements will also be placed in the local general circulation newspaper and media. Suitably sized announcements will be printed in both English and Spanish language publications.
3. All MPO meetings will be conducted in accordance with the Americans With Disabilities Act (ADA) and are accessible to persons with disabilities. Arrangements for special assistance or an interpreter can be made by calling the Metropolitan Planning Organization office at (210)-227-8651, or Relay Texas at 1-800-735-2989 at least five (5) business days in advance. The meeting facilities will also be within a reasonable distance of a VIA Metropolitan Transit route.

4. Public participation for a new Transportation Improvement Program (TIP) will include; opportunities for public comment at two Technical Advisory Committee (TAC) meetings and two Transportation Policy Board (TPB) monthly meetings; three public listening sessions and posting the draft TIP for comment on the MPO website.
5. In conjunction with major updates of the Metropolitan Transportation Plan (MTP), the MPO will host at least four (4) public meetings to involve interested parties in the early stages of the plan development. After a draft MTP has been developed and prior to Transportation Policy Board adoption, the MPO will host at least one (1) formal public meeting to solicit comments on the draft plan. A final draft MTP will be presented to the Transportation Policy Board with public comments received for consideration prior to adoption.
6. Routine amendments to the TIP occurring between annual updates require a two-step process. To permit adequate public review and comment, amendments to the TIP will be presented at a meeting of the Transportation Policy Board with action on the amendment occurring at the following Transportation Policy Board meeting (approximately 30 days after initial presentation). Amendments that delete or substantially change the scope of a project will be explicitly listed on both the presentation and action agendas for the Transportation Policy Board meetings.

Routine amendments to the MTP occurring between major updates also require a two-step process. To permit adequate public review and comment, amendments to the MTP will be presented at a meeting of the Transportation Policy Board with action on the amendment occurring at the following Transportation Policy Board meeting (approximately 30 days after initial presentation). Amendments to both documents may be initiated concurrently.

Amendments to the TIP or MTP requiring quick action due to impending federal or state requirements or deadlines (or for other reasons deemed in the community's best interest) may be accomplished by a 75% vote of the Transportation Policy Board quorum present to waive the routine two-step process. In these cases, the Transportation Policy Board will hold a special public hearing within their normal meeting agenda to specifically solicit public comment on the proposed amendment(s). These actions will be emphasized on the meeting agenda which is mailed ten (10) days prior to the Transportation Policy Board meeting thus permitting special public attendance to comment on the action prior to adoption by the Policy Board. Amendments that delete or substantially change the scope of a project will be explicitly listed on both the presentation and action agendas for the Transportation Policy Board meetings.

7. The MPO or lead agency will host at least one (1) formal public meeting to solicit comments on all alternative strategies to be considered in the early stages of any significant transportation study. After draft study results are reported to the Transportation Policy Board, at least one (1) formal public meeting will be held to solicit comments on the draft results. The final report will then be presented to the Transportation Policy Board for action and any comments received from the final public meeting will be presented. The minimum requirements of this public involvement process will be in effect for all significant transportation studies regardless of the lead agency.
8. All public input received by the MPO at public meetings will be documented in meeting summaries. This documentation along with any written comments received will be forwarded to the Study Oversight Committee, Technical Advisory Committee and the Transportation

Policy Board for consideration and appropriate action. Actions taken will be documented in official meeting minutes. When significant written and/or oral comments are received from the public on the draft TIP, MTP or significant transportation study a summary, analysis, and report on the disposition of such comments will be made a part of the final documents.

9. In the event the Transportation Policy Board adopts a plan, project, program or study that is "significantly" or "substantially" different in form, content or value from that presented at the last public meeting for the subject, members of the public may request in writing that the Transportation Policy Board hold another public meeting for comment on the adopted version of the plan, project or program. If an additional public meeting is deemed necessary by the Transportation Policy Board, comments from that meeting will be duly recorded and provided to the Transportation Policy Board for additional consideration and a final decision on the matter.

**Goal 2:** The MPO will **keep the public informed** of transportation related activities on a continuous basis.

1. The MPO will publish a bi-weekly electronic newsletter for distribution to an electronic contact list. The newsletter will include updates on current or recently completed projects, announcements of upcoming meetings, other items of transportation interest and contact information.
2. The MPO will also publish a quarterly hardcopy newsletter for distribution to the contact mailing list and to the electronic contact list.
3. The MPO will make significant transportation publications and work products readily available to the public via the Internet, the Library system and the MPO office staff.
4. MPO staff will be available to provide general and project-specific information at a central location during normal business hours and after hours at the request of individuals or groups with reasonable notice.
5. The MPO will maintain an Internet web site. The web site will be updated and maintained to provide the most current information available. Other transportation agencies, transportation related businesses, local governments, and interested groups will be encouraged to provide a link to the MPO web site on their organization's web site. The web site will, at a minimum, contain the following information:
  - a. Contact information (mailing address, phone, fax, and e-mail)
  - b. Current MPO and advisory committee memberships
  - c. Meeting agendas and package materials
  - d. Brief descriptions of current projects and studies
  - e. Completed work products and publications
  - f. Bicycle and pedestrian program information and event schedules
  - g. Links to related agencies
6. The MPO will provide information for publication and distribution with newsletters and other publications produced by various special interest groups including, but not limited to:

- a. Citizens expressing an interest in transportation planning activities.
  - b. Elected local, state and federal officials
  - c. Affected public agencies and staff
  - d. Representatives of public transportation employees
  - e. Providers of freight transportation services
  - f. Freight shippers
  - g. Private providers of transportation
  - h. Representatives of users of public transportation
  - i. Representatives of users of pedestrian walkways and bicycle transportation facilities
  - j. Representatives of the disabled
  - k. Local media outlets
  - l. Homeowner, neighborhood and resident associations
  - m. Civic and public interest groups
  - n. Business and trade organizations
  - o. City and academic libraries
  - p. Faith-based organizations
  - q. Community-based associations
  - r. Traditionally underserved populations
  - s. Any other interested parties
7. The MPO will produce an Annual Report for FHWA, FTA and TxDOT to report on activities completed each fiscal year and to document revenues and expenditures of the MPO.
  8. Copies of materials are available at reproduction and postage costs consistent with the State of Texas Comptroller's policy. Copies of final documents and major updates of the Unified Planning Work Program, Transportation Improvement Program, the Metropolitan Transportation Plan and other major planning studies are posted on the MPO's website for public review.

**Goal 3:** The MPO will **encourage the participation of all its study area residents**, including those defined by FHWA as "traditionally underserved", in the transportation planning process and strive to ensure full and fair participation in the transportation decision making process by all potentially affected communities.

1. Both Title VI of the Civil Rights Act of 1964 (Title VI) and Executive Order 12898 on Environmental Justice (EO 12898) are specific in the description of the populations they protect. Title VI prohibits discrimination based on race, color and national origin. EO 12898 protects minority and low-income populations. Discrimination against persons based on gender, age, and disability are addressed by other nondiscrimination statutes. Collectively, these populations are often referred to as "traditionally underserved" in the transportation planning process. The laws prohibiting discrimination against those referred to as "traditionally underserved" by recipients of federal financial assistance include:
  - **The Civil Rights Act of 1964**, as amended, which prohibits discrimination on the basis of race, color, or national origin.
  - **The 1973 Federal - aid Highway Act**, which prohibits discrimination on the basis of sex.

- **The Age Discrimination Act of 1975**, which prohibits discrimination on the basis of age.
- **The Americans with Disabilities Act of 1990**, which prohibits discrimination on the basis of disabilities.
- **Executive Order 12898 on Environmental Justice**, which protects minority and low-income populations from disproportionately high and adverse impacts.
- **Executive Order 13166 on Limited English Proficiency**, which provides meaningful access to services for persons who have limited English proficiency.

Additionally, low-literacy populations and those without personal transportation are included as traditionally underserved populations, although they do not enjoy the protection of either a federal act or an executive order.

## 2. Definitions of Traditionally Underserved Populations

**Minority:** Persons considered to be minorities are identified by the Census as people of African, Hispanic, Asian, American Indian, or Alaskan Native origin. Executive Order 12898 and the DOT and FHWA Orders on Environmental Justice consider minority persons as persons belonging to any of the following groups:

- **Black** – a person having origins in any of the black racial groups of Africa.
- **Hispanic** – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.
- **Asian** – a person having origins in the Far East, Southeast Asia, or the Indian subcontinent.
- **American Indian and Alaskan Native** – a person having origins in North America and who maintains cultural identification through tribal affiliation or community recognition.

**Low Income:** A person whose household income (or in the case of a community or group, whose median household income) is at or below the U.S. Department of Health and Human Services poverty guidelines. The national poverty guidelines are issued annually by the Department of Health and Human Services and are available at <http://aspe.hhs.gov/poverty/poverty.shtml>.

**Elderly:** Any persons over the age of 65.

**People with Disabilities:** Under the Americans with Disabilities Act of 1990, a qualified individual with a disability is a person that 1) has a physical or mental impairment that substantially limits one or more major life activities; 2) has a record of such an impairment; or 3) is regarded as having such an impairment.

**Limited English Proficiency:** People who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English may be considered limited English proficient.

**Low Literacy:** People who have difficulty using certain reading, writing, and computational skills considered necessary for functioning in everyday life may be considered to have low

literacy. Persons with low literacy are generally defined as having less than fifth-grade reading and comprehension skills.

**Zero car households:** Households without cars or access to one.

3. The MPO will use mapping technology in conjunction with census data to identify areas with a concentration of minority, low-income or low-literacy populations. A concentration will be defined as:
  - a. A percentage of the population at the *census block group level* that exceeds 63.7% (i.e., the Bexar County average) for all minority groups.
  - b. An average income at the *census block group level* that is at or below current Department of Health and Human Services poverty guidelines.
4. Target audiences will be identified for each planning study conducted by the MPO, including but not limited to:
  - a. Study area residents including “traditionally underserved” populations
  - b. Elected local, state and federal officials
  - c. Affected public agencies and staff
  - d. Representatives of public transportation employees
  - e. Providers of freight transportation services
  - f. Freight shippers
  - g. Private providers of transportation
  - h. Representatives of users of public transportation
  - i. Representatives of users of pedestrian walkways and bicycle transportation facilities
  - j. Representatives of the disabled
  - k. Local media outlets
  - l. Homeowner, neighborhood and resident associations
  - m. Civic and public interest groups
  - n. Business and trade organizations
  - o. City and academic libraries
  - p. Faith-based organizations
  - q. Community-based associations
  - r. Any other interested parties
5. The MPO will to hold public meetings at sites and times reasonably available and convenient to potentially affected citizens. All meeting locations used will be reviewed to insure compliance with ADA accessibility (See Enclosure 1 – Sample Checklist for Planning an Accessible Event) as well as reasonable access to the facility by transit and paratransit.
6. Given a 5-working-days notice, MPO staff will ensure opportunities for full participation and accommodations for persons with disabilities at meetings by:
  - a. Providing documents in alternate formats (e.g., Braille)
  - b. Providing interpreters or sign language interpreters

7. When an MPO study or project impacts a low-income community, special efforts will be made to accommodate participation including considerations for transit access, meeting times and locations.
8. MPO public meetings will be designed to accommodate persons with low-literacy. Information will be presented in simple language and in visual terms. Provisions will be made for verbal inputs.
9. All appropriate public input concerning the MPO's transportation planning process received by the MPO will be acknowledged and considered. Such input and feedback may be transmitted orally, by telephone, fax, electronically or in writing.
10. The following MPO Title VI and Environmental Justice Nondiscrimination Statement will be included in informational items and collateral materials as appropriate:

The San Antonio-Bexar County Metropolitan Planning Organization (MPO), as a recipient of Federal funding and under Title VI of the Civil Rights Act and related statutes, ensures that no person shall on the grounds of race, religion, color, national origin, sex, age or disability be excluded from participation in, denied benefits of, or otherwise discriminated against by any MPO program or activity.

**Goal 4:** The MPO will continuously **strive to improve** public participation.

1. The MPO will continuously evaluate public participation techniques.
2. This PPP will be reviewed and adopted, with revisions if necessary, at least every three (3) years.

**Goal 5:** The MPO will **participate in the public participation efforts of other transportation agencies** and organizations.

1. The MPO will actively assist local governments and transportation agencies in the development and implementation of public participation techniques for transportation planning and other related studies.
2. MPO staff will attempt to attend and participate in as many transportation partner public participation activities as is feasible to enhance public consideration of transportation issues, plans, and programs and to reduce redundancies and costs.

### **Public Participation Techniques**

Public participation is an on-going activity of the MPO with numerous techniques occurring on a continuous basis. Public participation is also an integral part of one-time activities such as corridor studies and recurring activities such as the TIP process and Metropolitan Transportation Plan updates. This section contains descriptions of public participation tools currently used by the MPO. Additional tools used by other agencies are included to present a more complete picture of available techniques.

#### **MPO Web Site**

The site was established in 1998 with basic information about the MPO process, members, meeting times and contact information. The site has been expanded to include information

about specific projects undertaken by the MPO. Bicycle, pedestrian and trails information and event schedules are also included. Work products such as the UPWP, TIP and MTP are available from the website. The site provides many links to other transportation related sites from the local to national level. The site is continually maintained and updated by MPO staff and is used to promote regular and special meetings, planning studies, bicycle and pedestrian events, publications and work products.

### **MPO Contact Database**

MPO staff maintains a database of all contacts, both business and public, on a continuous basis. The database includes committee membership, mailing information, phone and fax numbers, and e-mail and internet addresses. The database is used for maintaining current committee membership lists, special interest groups and homeowners association contacts and the newsletter mailing list. Membership lists generated using the database are provided to the public, municipalities and other agencies on request. The database will be used to establish and maintain a list of e-mail contacts for electronic meeting notification and announcements.

### **Meeting Notices**

The Texas Open Meetings Act requires notice of any public meeting where a decision could be made or that may be attended by more than one elected official. The MPO regularly posts MPO Transportation Policy Board (TPB), Technical Advisory Committee (TAC), Bicycle Mobility Advisory Committee (BMAC) and Pedestrian Mobility Advisory Committee (PMAC) meetings in the Texas Register and at the Bexar County Courthouse Bulletin Board and with Comal and Guadalupe counties.

### **MPO Newsletter**

1. The MPO publishes an electronic newsletter on a bi-weekly basis and distributes it according to the database e-mail list. Citizens are added to the distribution list at their own request. Opportunities to be added to the list occur during public meetings hosted by the MPO, on the MPO web site, and when citizens contact MPO staff. Each issue of the newsletter includes staff contact information, upcoming meeting schedules, the MPO web site address, project highlights, and current planning project status reports. Information regarding significant transportation issues, MPO awards, and other one-time activities are also included.
2. The MPO also publishes a quarterly hardcopy newsletter that is mailed to the contact mailing list and e-mailed to the electronic contact list. Included are feature stories about the transportation planning process as well as ongoing studies, projects and issues.

### **Facebook**

The MPO will maintain a Facebook page to post pertinent information and notices on a frequent basis. This also provides another opportunity for MPO Facebook fans to provide public input to the MPO's on-going planning process.

### **Display Ads**

These ads are used to promote meetings that are not regularly scheduled, such as corridor or subarea workshops, project specific meetings, open houses or hearings. They are published in

the major circulation newspaper as well as in newspapers serving predominantly minority populations in order to reach a larger audience than those that typically read legal ads.

#### **Bus Cards**

The MPO will use advertising space in VIA buses whenever possible as provided by VIA Metropolitan Transit for various MPO events.

#### **Banners**

The MPO will consider using banner advertising such as physical street banners and internet page banners as appropriate for MPO events and activities.

#### **Project Newsletters**

For individual projects, such as corridor or subarea studies, that are typically performed using consulting services, newsletters are often used to address specific project issues. These newsletters are mailed to targeted residents, businesses and property owners in the area affected by a particular study. Information regarding upcoming project meetings, alternatives being proposed in the area, and other project news is reported in these newsletters.

#### **Other Newsletters**

When project-specific newsletters are not used, articles may be prepared for publication in other newsletters produced by municipalities, homeowner associations, church groups, civic groups, or others that may have an interest in the project. These articles are subject to the publication dates and space restrictions of the individual publishers.

#### **Direct Mailings**

These are used to announce upcoming meetings or activities or to provide information to a targeted area or group of people. Direct mailings are usually post cards (5 1/2" x 8"), but can also be letters or flyers. An area may be targeted for a direct mailing because of potential impacts from a project. Groups are targeted that may have an interest in a specific issue.

#### **Press Releases**

Formal press releases are sent to local media (newspaper, TV and radio) to announce upcoming meetings and activities and to provide information on specific issues being considered by the MPO or their committees.

#### **TV Message Board Scripts**

Information about regular MPO Transportation Policy Board meetings, project-specific meetings, workshops, open houses, public hearings and other MPO events or activities meetings is provided to the government access cable channels.

#### **TV and Radio Public Affairs Shows**

MPO staff will solicit radio and talk show appearances to provide information or to promote events and topics as appropriate.

#### **Video and Audio Public Service Announcements**

MPO staff will produce audio and video public service announcements for selected events and distribute them to the appropriate metro area radio, TV and cable stations.

### **Project-specific Web Sites**

For individual projects, such as corridor studies, that are typically performed using consulting services, project-specific web sites may be used. These sites are used when project information is too extensive to be included on the MPO site. Project web sites can contain study area maps, meeting announcements, descriptions of potential alternatives, comment forms, user surveys and project team contact information. Links to project sites are provided on the MPO site.

### **Project Workshops/Open-Houses**

These are public meetings that are generally open and informal, with project team members interacting with the public on a one-on-one basis. Short presentations may be given at these meetings. The purpose of project-specific meetings is to provide project information to the public and to solicit public comment.

### **MPO Exhibit Tables**

MPO staff will attend other agency events and activities to set up an exhibit with maps, charts and informational brochures. Exhibit tables may also be used at selected malls and other public venues as appropriate.

### **Small Group Meetings**

During projects such as planning studies, meetings are held with small groups that have an interest in the project. Meetings could be with homeowners or neighborhood associations, civic groups, special interest groups, or other groups of affected or interested parties.

### **E-mail Announcements/Internet Message Boards**

Meeting announcements and MPO information is e-mailed to interested persons that have submitted their e-mail addresses to MPO staff. Interactive message boards may be used to facilitate discussion and solicit public comment regarding specific MPO projects or issues.

### **Citizen's Advisory Committees**

Citizen Working Groups are formed for various MPO planning activities to provide input from citizens representing potentially affected areas or special interest groups. Individual members are normally appointed by elected officials in the study area. Neighborhoods and traditionally underserved groups with vested interests are also encouraged to join these committees. Typically, these groups meet several times throughout a study with the consultants, MPO and agency staff.

### **Flyers, Posters and Fact Sheets**

To provide summary information regarding MPO policy, programs and projects, flyers, posters and fact sheets may be distributed at public meetings, posted on the MPO web site, and displayed in public places such as libraries and community centers. Individuals and special interest groups can also request fact sheets directly from the MPO staff office.

### **MPO Logo**

A logo representing the MPO is used to identify products and publications of the MPO. The logo helps the public become familiar with the different activities of the MPO by providing a means of recognizing MPO products. The logo will be used on all MPO publications, including those developed by consultants working on MPO sponsored projects.

**Revisions and Amendments**

This Public Participation Plan reflects the current policies of the San Antonio-Bexar County MPO. At a minimum, these policies will be reviewed, revised if necessary and adopted every three (3) years.

Enclosure 1: Sample Checklist for Planning an Accessible Event

Adopted: December 6, 2010

### Sample Checklist for Planning an Accessible Event

Element	Accommodation Area	Yes	No
General	<ul style="list-style-type: none"> <li>• Do you know your agency's responsibility to provide accessibility to persons' with disabilities?</li> </ul>		
Transportation	<ul style="list-style-type: none"> <li>• Is the facility/meeting location accessible by public transportation?</li> <li>• If yes, is public transportation available at the time of your meeting/training?</li> </ul>		
Evacuation	<ul style="list-style-type: none"> <li>• Do you know the emergency evacuation plans for the meeting/training location?</li> </ul>		
Parking	<ul style="list-style-type: none"> <li>• Does the building have accessible (handicap) parking spaces?</li> <li>• If yes, are they at least 8' wide and have 5' aisles next to them?</li> </ul>		
Sidewalk	<ul style="list-style-type: none"> <li>• Are there unobstructed curb ramps leading to the sidewalk (walkway)?</li> </ul>		
Walkway	<ul style="list-style-type: none"> <li>• Is there a walkway from the parking lot to the building, at least 36" wide?</li> <li>• Does the walkway have a stable and firm surface?</li> <li>• If the accessible route is different from the primary route to and through the building, can you post signs with the wheelchair symbol that show the route?</li> <li>• Is the walkway level and free of steps?</li> <li>• If no, is there a ramp at least 36" wide?</li> <li>• If there is a ramp, does it have a gentle slope (1" rise to 12" length)?</li> </ul>		
Entrance/Doors	<ul style="list-style-type: none"> <li>• Is the door at least 32" wide (wide enough for a wheelchair)?</li> <li>• Can the hardware be operated with one hand (level, push plate, etc.) with a minimum of twisting or grasping)?</li> <li>• Are the handles low enough to reach? (maximum 48" high)</li> <li>• Can the door be pushed open easily?</li> <li>• Is the threshold no more than 1/2" high and beveled?</li> <li>• When a vestibule, is there a minimum of 48" between the sets of doors?</li> </ul>		
Floors	<ul style="list-style-type: none"> <li>• Are the floors hard and not slippery?</li> <li>• Is there a floor mat to dry feet and crutch tips to prevent slipping?</li> </ul>		
Corridors	<ul style="list-style-type: none"> <li>• Is there a 36" corridor, from the entrance to where the meeting/training is held?</li> </ul>		

	<ul style="list-style-type: none"> <li>Is the path free of objects projecting 4" maximum into the corridor?</li> </ul>		
Elevators	<ul style="list-style-type: none"> <li>Is there an elevator in the facility where the meeting/training is located?</li> <li>If yes, is it a working one that is large enough for a wheelchair?</li> <li>Are the controls within reach? (maximum 48")</li> <li>Do the controls have Braille?</li> <li>Is there an audible signal ringing at each floor?</li> <li>Is there an audible two-way emergency communication system in the elevator?</li> </ul>		
Meeting/Training Rooms	<ul style="list-style-type: none"> <li>Is there enough clearance around the table for a wheelchair to move?</li> <li>Can the wheelchair pull under the edge of the table to sit close?</li> </ul>		
Restrooms	<ul style="list-style-type: none"> <li>Is there a wide, accessible path to the restroom?</li> <li>Is there a toilet stall wide enough that a wheelchair can enter and close the door behind? Interior space to turn around?</li> <li>Is the water closet (toilet) 17-19 inches high to the rim?</li> <li>Can the wheelchair roll under the sink (29 inches to the bottom)?</li> <li>Can the faucets be reached and turned on easily?</li> <li>Are the dispensers (soap, towel, etc) reachable? (maximum 48" high)</li> <li>Is there a mirror at an accessible height? (bottom of the mirror 44" above the floor)</li> </ul>		
Interpreters	<ul style="list-style-type: none"> <li>Do you know how to arrange for sign language interpreters?</li> <li>(You must ask the participant the type of interpretation needed)</li> </ul>		
Telephone	<ul style="list-style-type: none"> <li>Is there a Teletype unit (TTY) in your facility/agency?</li> <li>If yes, is the number published on the announcements alongside the phone number?</li> <li>Is the staff in your agency trained to use the TTY?</li> <li>Can the TTY be used by those attending your meeting/training?</li> <li>Does the staff know how to use the Virginia Relay Center?</li> </ul>		
Assistive Listening System (ALS)	<ul style="list-style-type: none"> <li>Does your facility have permanent assistive listening system?</li> <li>If yes, do you know how to use it?</li> <li>Do you know how to arrange for an ALS (permanent, portable, and rental)?</li> <li>(You must ask the participant the type of system and listening accessory needed)</li> </ul>		

Captioning	<ul style="list-style-type: none"> <li>Do you know how to arrange for captioning or computer assisted note-taking services?</li> </ul>		
Videotapes	<ul style="list-style-type: none"> <li>Do the videotapes or other broadcast programming materials that you may be using during your meeting/ training carry captioning?</li> </ul>		
Fire Alarm	<ul style="list-style-type: none"> <li>Are there flash fire alarm signals in the building? In the meeting/training room?</li> </ul>		
Directions	<ul style="list-style-type: none"> <li>Can you provide clear, detailed directions to the facility and/or the meeting room?</li> <li>Is there a receptionist to offer assistance? (If not, can someone be available to help?)</li> </ul>		
Handouts	<ul style="list-style-type: none"> <li>Can you provide the meeting/training materials in alternative formats if requested?</li> <li>(You must ask the participant what format is needed)</li> </ul>		
Signage	<ul style="list-style-type: none"> <li>Is there Braille text in the signage at the facility?</li> </ul>		
Lighting	<ul style="list-style-type: none"> <li>Is there adequate lighting in the elevators, hallways, stairwells, etc?</li> </ul>		