



**Presentation Details:**

**Slides:** 30

<p><b>Slide 1</b>  <b>Slide 1</b>                  Duration: 00:00:12                  Advance mode: Auto</p>	<p><b>Notes:</b>                  Landing Slide</p>
<p><b>Slide 2</b>  <b>Title IV of the ADA</b>                  Duration: 00:00:33                  Advance mode: Auto</p>	<p><b>Notes:</b>                  Just as Titles I through III of the ADA ensure access for the disabled to participate more fully in employment, State and local government and private businesses, Title IV ensures access for the disabled to telecommunications services. Title IV requires common carriers (such as telephone companies) to provide interstate and intrastate telecommunications relay services 24 hours a day, 7 days a week at no extra cost to callers.                   Title IV is enforced by the Federal Communications Commission. However, a recipient or public entity's responsibility to provide an accessible public telephone or other accessible telephone services is covered by Section 504 and Title II of the ADA.</p>
<p><b>Slide 3</b>  <b>Communication Requirements Overview</b>                  Duration: 00:00:54                  Advance mode: Auto</p>	<p><b>Notes:</b>                  Under the ADA regulation, public entities including STAs and local governments are required to ensure that individuals with disabilities who access the public entity's programs, services, and benefits are able to experience communication that is as effective as that provided for people without disabilities. People with visual, hearing and speech disabilities must all have the opportunity to appropriately and effectively receive and present communication.                   Additionally, communications support is expected to be provided in a manner that enables the disabled to equally participate with all others. In some rare cases, the provision of access accommodations is not required in the instance doing so would result in fundamentally altering the program, service or activity being provided, or unless an undue financial or administrative burden would be caused in making such provisions.</p>
<p><b>Slide 4</b>  <b>Auxiliary Aid Requirement</b>                  Duration: 00:00:14                  Advance mode: Auto</p>	<p><b>Notes:</b>                  The auxiliary aid requirement is flexible. For example, a Braille document is not required, if State Department of Transportation (or SDOT) staff are instructed to read a document to blind customers. However, telephone emergency services, including 911 services, must provide direct access to individuals with speech or hearing impairments. An SDOT must provide a method of accessible telecommunications so those with speech or hearing impairments can contact or answer a call from an SDOT.</p>
<p><b>Slide 5</b>  <b>Auxiliary Aid Considerations</b>                  Duration: 00:00:13                  Advance mode: Auto</p>	<p><b>Notes:</b>                  Under Title II, public entities must give primary consideration to any request submitted by an individual with a disability for an auxiliary aid. The public entity may request supporting documentation and other information from the requesting individual before granting that individual's request or before providing an alternative auxiliary aid that is just as effective as the aid the individual with a disability has requested.</p>

<p><b>Slide 6</b>  <b>Auxiliary Aid Considerations Continued...</b>                  Duration: 00:00:20                  Advance mode: Auto</p>	<p><b>Notes:</b>                  As mentioned earlier, public entities are not required to provide auxiliary aids that would result in a fundamental alteration in the nature of a service, program. Additionally, should an undue financial and/or administrative burden arise, auxiliary aids may not be required. However, public entities must still furnish another auxiliary aid, if available, that does not result in a fundamental alteration or undue burdens.</p>
<p><b>Slide 7</b>  <b>Notice of Provision of Auxiliary Aids</b>                  Duration: 00:00:44                  Advance mode: Auto</p>	<p><b>Notes:</b>                  Certain services such as public telephone information lines (i.e. 511, various hotlines) and emergency phone services (or 711) must always be provided via an accessible manner with the use of TTY phone access or State Transportation Agency (or STA) websites. However, it is not mandated by either Title II of the ADA nor Section 504 that auxiliary aids be provided at every program, service or activity event. For example, public meetings or hearings held by STAs are not required to provide sign language interpreters. But, should interested parties submit requests for such auxiliary aids, STAs must consider the requests.</p>
<p><b>Slide 8</b>  <b>Notice of Provision of Auxiliary Aids</b>                  Duration: 00:00:19                  Advance mode: Auto</p>	<p><b>Notes:</b>                  By law, STAs are required to provide Notice to current and potential beneficiaries that it will consider the provision of auxiliary aids upon request. Such notice should be made available to the disabled in the formats of Braille, Large Print, Audiocassette, Electronic File on Computer Disk, and Electronic Bulletin Board. Additionally, with respect to printed or verbal information provided at events, the STA should publish a notice in its meeting announcement that it will provide auxiliary aids upon request.</p>
<p><b>Slide 9</b>  <b>Notice of Provision of Auxiliary Aids</b>                  Duration: 00:00:25                  Advance mode: Auto</p>	<p><b>Notes:</b>                  Although there is no specific period of time allotted for the dissemination of Notice announcements, the STA should establish a consistent lead time as apart of its oversight activities to inform the public of its willingness to provide auxiliary aids.                   An alternate method of providing the disabled means of requesting auxiliary aids is to provide a Request form, which can be placed on the STA website or received by contacting the STA's ADA Coordinator. In cases where requests are not normally made for auxiliary aid provisions, this form can be used to receive requests.</p>
<p><b>Slide 10</b>  <b>Notice of Provision of Auxiliary Aids</b>                  Duration: 00:00:12                  Advance mode: Auto</p>	<p><b>Notes:</b>                  A Sample Notice Might Read:                   Persons with disabilities may request reasonable accommodations from the STA in order to fully participate in this meeting, such as a sign language interpreter, or this document in an alternative form, by contacting the ADA Coordinator, (555) 555-5555. Requests should be made as early as possible to allow for appropriate accommodations, but no later than 48 hours prior to the start time of this meeting.</p>

<p><b>Slide 11</b>  <b>Types of Auxiliary Aids</b>                  Duration: 00:00:32                  Advance mode: Auto</p>	<p><b>Notes:</b>                  State and local governments must ensure effective communication with individuals with disabilities. As such, where necessary to ensure that communications with individuals with hearing, vision, or speech impairments are as effective as communications with others, a public entity must provide appropriate auxiliary aids.</p> <p>"Auxiliary aids" include such services or devices as qualified interpreters, assistive listening headsets, television captioning and decoders, telecommunications devices for deaf persons (or TDD's), videotext displays, readers, taped texts, Braille materials, and large print materials.</p>
<p><b>Slide 12</b>  <b>Alternatives to Visual Communications</b>                  Duration: 00:00:50                  Advance mode: Auto</p>	<p><b>Notes:</b>                  Although we mentioned some types of auxiliary aides in the previous slide, there are many additional alternatives that can be considered to Visual Communications. These include:</p> <ul style="list-style-type: none"> <li>• Reproducing written formats in oral format (read by a narrator or speaker) via cassette tape or CD-Rom (i.e. MP3, wav, or similar audio format)</li> <li>• Software that provides large print displays on monitors</li> <li>• Screen readers (also called speech synthesizers and voice output) that create "talking computers" that read computer screens</li> <li>• Braille printers to reproduce computer screen content</li> <li>• Refreshable Braille Screens that can translate text from a computer monitor to a Braille version presented on an attached piece of equipment</li> <li>• Magnification Devices to magnify written text</li> </ul>
<p><b>Slide 13</b>  <b>Alternatives to Oral Communications</b>                  Duration: 00:00:40                  Advance mode: Auto</p>	<p><b>Notes:</b>                  Additionally, there are several alternatives to consider for Oral Communications. In the instance a person's disability causes them to be unable to receive or generate spoken communication, they may effectively use the following alternatives:</p> <ul style="list-style-type: none"> <li>• Writing</li> <li>• Computer-Aided Real-Time Reporting (or CART)</li> <li>• Assistive Listening Devices</li> <li>• FM Modulated Assistive Listening Devices</li> <li>• Telecommunication Devices for the Deaf (also more commonly referred to as TDDs)</li> <li>• Hearing-Aid Compatible Telephones</li> <li>• Electronic Speech Aids</li> <li>• Captioning Television Programming</li> <li>• Captioning Videotape Programming</li> </ul>

<p><b>Slide 14</b>  <b>Communications Review One</b>                  Duration: 00:00:10                  Advance mode: By user</p>	<p><b>Notes:</b> N/A</p>
<p><b>Slide 15</b>  <b>Interpreter Services</b>                  Duration: 00:00:21                  Advance mode: Auto</p>	<p><b>Notes:</b>                  Public entities are responsible for providing interpreter services upon request, when they are necessary for effective communication, unless doing so would create a fundamental alteration or undue burden. When sign language interpretation is necessary the ADA requires that the service be provided by a “Qualified Interpreter.”</p>
<p><b>Slide 16</b>  <b>Interpreter Services Continued...</b>                  Duration: 00:00:14                  Advance mode: Auto</p>	<p><b>Notes:</b>                  A Qualified Interpreter is defined as an individual who is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.                   As such, it is generally not appropriate to use a family member or companion as an interpreter. The deaf or hard of hearing person has a right to request an impartial interpreter.                   Interpreters may be required when information being conveyed is complex or the exchange is lengthy. On occasion, the qualifications for the interpreter(s) selected for a specific purpose or event will vary, as experienced interpreters familiar with a subject area may be better than a certified interpreter who lacks subject area expertise.</p>
<p><b>Slide 17</b>  <b>Telephone Communications Services</b>                  Duration: 00:00:12                  Advance mode: Auto</p>	<p><b>Notes:</b>                  Telephone Relay Services (or TRS) enables callers with hearing or speech disabilities to place or receive calls to other individuals through a third party operator called a communications assistant.</p>
<p><b>Slide 18</b>  <b>Text-to-Speech Services</b>                  Duration: 00:00:29                  Advance mode: Auto</p>	<p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• TDDs enable individuals who use TTYs, also known as telecommunications devices for the deaf, to communicate with other people.</li> <li>• They also allow users to use their web-browsers to place text calls to telephone users without a TTY. Relay users connect to a Communications Assistant through the Internet relay website, and communicate by typing outgoing messages on their computer keyboards and reading incoming messages on their computer monitors.</li> </ul>

<p><b>Slide 19</b>  <b>Speech-to-Speech Services</b>          Duration: 00:00:04          Advance mode: Auto</p>	<p><b>Notes:</b>          Speech-to-Speech services enable people with speech disabilities to communicate by telephone through communication assistants that are specially trained to interpret difficult-to-understand speech.</p>
<p><b>Slide 20</b>  <b>Video Relay Services</b>          Duration: 00:00:07          Advance mode: Auto</p>	<p><b>Notes:</b>          Video Relay Services (or VRS) allows people who are deaf or hard of hearing to converse in sign language, through a computer, with people who use standard phones to communicate.</p> <p>Using a web-cam and a high-speed Internet connection, users log onto a Video Relay Service website and connect with a Video Interpreter who calls any number the user provides.</p>
<p><b>Slide 21</b>  <b>Video Relay Services Continued...</b>          Duration: 00:00:24          Advance mode: Auto</p>	<p><b>Notes:</b>          On the website, video calling is made possible through two video boxes. The user appears in one and the Video Interpreter appears in the other. The user signs into their web-cam and it appears on screen. The Video Interpreter sees the user signing and translates their message into speech for the person on the other end of the line to hear. Then, when the hearing person replies, the Video Interpreter translates their speech into sign language for the user to see.</p> <p>In addition to the ability to communicate in sign language, VRS users enjoy increased communication speed and enhanced communication with the use of facial expression and body language gestures.</p>
<p><b>Slide 22</b>  <b>Relay Services Mandates</b>          Duration: 00:00:06          Advance mode: Auto</p>	<p><b>Notes:</b>          Text-to-speech and speech-to-speech services are mandated. Video relay is not, but it is reimbursable. The FCC has set minimum standards to ensure high quality and confidential TRS services. Title IV also requires closed captioning of federally funded public service announcements (PSAs).</p>
<p><b>Slide 23</b>  <b>Overhead Costs</b>          Duration: 00:00:23          Advance mode: Auto</p>	<p><b>Notes:</b>          Under Title IV, all telephone companies must provide free relay services either directly or through state programs throughout the 50 states, the District of Columbia, Puerto Rico, and all U.S. territories. Relay users only pay what they would have paid were their calls made directly to their recipients. TRS providers—generally telephone companies—are compensated for the costs of providing TRS from either a state or federal fund. There are no costs to the TRS user.</p>

<p><b>Slide 24</b>  <b>How TRS Works</b>                  Duration: 00:00:27                  Advance mode: Auto</p>	<p><b>Notes:</b>                  TRS uses operators, called communication assistants (CAs), to facilitate telephone calls between people with hearing or speech disabilities and other individuals. A TRS call may be initiated by either a person with a hearing or speech disability, or a person without such disability.</p> <p>When a person with a hearing or speech disability initiates a TRS call, the person uses a TTY or other text input device to call the TRS relay center, and gives a CA the number of the party that he or she wants to call. The CA in turn places an outbound traditional call to that person. The CA then serves as a link for the call, relaying the text of the calling party in voice to the called party, and converting to text what the called party voices back to the calling party.</p>
<p><b>Slide 25</b>  <b>711 Access to TRS</b>                  Duration: 00:00:32                  Advance mode: Auto</p>	<p><b>Notes:</b>                  The Federal Communications Commission (FCC) has adopted use of the 711 dialing code for access to Telecommunications Relay Services (TRS). FCC rules require all telephone companies, including wireline, wireless, payphone providers, Voice over Internet Protocol (VoIP) service as well as private branch exchanges (PBXs) to provide dialing access to TRS via the 711 access code, from any state or U. S. territory.</p> <p>The 711 code is not just for use by persons with disabilities. Both voice and TRS users can initiate a call from any telephone, anywhere in the United States, without having to remember and dial a seven or ten-digit access number.</p>
<p><b>Slide 26</b>  <b>Mandatory Minimum TRS Standards</b>                  Duration: 00:00:35                  Advance mode: Auto</p>	<p><b>Notes:</b>                  TRS providers must offer service that meets certain mandatory minimum standards set by the FCC. These include:</p> <ul style="list-style-type: none"> <li>• The CA answering or placing a TRS call must stay with the call for a minimum of 10 minutes to avoid disruptions to the TRS user (15 minutes for STS calls).</li> <li>• Most forms of TRS must be available 24 hours a day, seven days a week.</li> <li>• TRS providers must answer 85 percent of all calls within 10 seconds (but there are different answer speed rules for VRS).</li> <li>• TRS providers must make best efforts to accommodate a TRS user's requested CA gender.</li> </ul>
<p><b>Slide 27</b>  <b>Mandatory Minimum TRS Standards Continued...</b>                  Duration: 00:00:39                  Advance mode: Auto</p>	<p><b>Notes:</b>                  They also include:</p> <ul style="list-style-type: none"> <li>• CAs are prohibited from intentionally altering or disclosing the content of a relayed conversation and generally must relay all conversation verbatim unless the user specifically requests summarization.</li> <li>• TRS providers must ensure user confidentiality and CA's (with a limited exception for STS) may not keep records of the contents of any conversation. The conversation must be relayed in real time.</li> <li>• CAs must provide a minimum typing speed for text-based calls and VRS CAs must be qualified interpreters.</li> <li>• For most forms of TRS, the provider must be able to handle emergency (911) calls and relay them to the appropriate emergency services.</li> </ul>

<p><b>Slide28</b>  <b>Communications</b>  <b>Final Review</b>  Interaction type:  Word Quiz  Passing score: 70  Instructions: None  Custom Message:  None</p>	<p><b>Questions:</b></p> <ol style="list-style-type: none"> <li>1. A _____interpreter is an individual who can interpret information effectively, impartially, and accurately.</li> <li>2. This enables callers with hearing or speech disabilities to place calls to and receive calls from others. ___ _</li> <li>3. _____ devices for the deaf enable individuals who use TTYs to communicate with others.</li> <li>4. Users log onto this type of website and connect with a Video Interpreter who calls any number the user provides. _____</li> <li>5. Title IV requires _____ captioning of federally funded public service announcements (PSAs).</li> <li>6. TRS uses operators called _____ to facilitate telephone calls between the disabled and non-disabled.</li> <li>7. The FCC requires that, at a minimum, most forms of TRS be available __ hours a day, 7 days a week.</li> <li>8. CAs must keep the contents of all relayed conversations _____.</li> </ol>
<p><b>Slide 29</b>  <b>Remember...</b>  Duration: 00:00:11  Advance mode: Auto</p>	<p><b>Notes:</b></p> <p>"We cannot afford to let the issue of disabilities be simply an afterthought. We have a unique opportunity now, as industry pours billions of dollars into upgrading the communications infrastructure, to make sure that people with disabilities are not left behind. Now is the time. Accessibility of services and products for all American has got to be a design feature, not an add-on."</p> <p style="text-align: right;">-Chairman Kennard, FCC  Statement on Video Description, November 18, 1999</p>
<p><b>Slide 30</b>  <b>END OF</b>  <b>MODULE</b>  Duration: 00:00:15  Advance mode: Auto</p>	<p><b>Notes:</b> N/A</p>