#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS
	Auxiliary Aids and Services			
1	Does the public entity know how to provide the following for people who are deaf or hard of hearing?	I thought Management Services had direction on who to contact but that does not seem to be true. If a request was received, I would begin calling other entities for services they use.	**Call Box:** On the SBCTA Website for Call box there is reference to TTY, also within the CHP/Caltrans Call Box And Motorist Aid Guidelines there is instruction and reference to TTY, within the contract with AAMCOM there are specific TTY instructions as well. **511** On the GO511.com website in the FAQ the following information is available in their FAQ https://go511.com/Home/FAQ How accessible is 511 for someone who has a vision, speech or hearing connected to Southern California's 511 service through 877.22.Go511 (877.224.6511). Speech-impaired users can Press *8 (*T) to switch from Voice to the Touch Tone commands. When in Touch Tone mode, users can navigate 511 using the touch keypad only impairment? Go511.com is designed to meet the accessibility policies of the Americans with Disabilities Act (ADA). When calling 511, hearing-impaired users can call the California Relay Service at 711 and ask to be connected to Southern California's 511 service through 877.22.Go511 (877.224.6511). Speech-impaired users can Press *8 (*T) to switch from Voice to the Touch Tone commands. When in Touch Tone mode, users can navigate 511 using the touch keypad only	SBCTA needs to identify and contract with local resources which can provide auxiliary aids for communication, as needed, by people with disabilities.
A	Sign language, oral, and cued speech interpreters	NO		Employees who interact with the public should be

				trained to know what to do when they receive a request for an auxiliary aid or service. Enroll staff in ADA Training on effective communication which can be requested from the Pacific ADA center at this link: htpps://www.adapacific.org/ada-training - Pacific ADA Center - ADA Training (adapacific.org)
B	Video remote interpreting (VRI) services	NO	Could use the zoom feature but it is not very accurate	Same as above.
C	Computer-assisted real-time transcription (CART) services. Computer Aided Real-Time Transcription (CART) refers to the instant translation of the spoken word into English text using a stenotype machine, notebook computer and real-time software.	NO		Same as above.
D	Assistive listening devices	NO		Same as above.
E	Open and closed captioning of videos	NO		Same as above.
F	Real time captioning of television programs	NO		Same as above.
G	Other:	N/A		

#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS
2	2. Does the public entity know how to provide documents in the following formats for people who are blind or visually impaired and others with print disabilities?			
A	a. Braille	NO		SBCTA should identify local resources which can provide auxiliary aids for communication, as needed, to people with disabilities.
B	b. Large print	YES		
C	c. Audio recordings	NO		Same as above.
D	d. Accessible electronic formats that that can be accessed by screen reading software, for example, documents in plain text or HTML	NO		Same as above.
E	e. Screen reader software installed on a computer that is used by the public, for example in a library	NO		Same as above.
F	f. Magnification software installed on a computer that is used by the public, for example in a computer lab	NO		Same as above.
G	g. Optical readers	NO		Purchase equipment or make arrangement with vendors so that documents can be provided in alternative formats when requested.
H	h. Other	No		

#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS
	Policies and Procedures			
3	Does the public entity have a policy or procedure to handle requests for auxiliary aids and services?	NO/YES	Language included on agendas	Policy and procedure should be developed.

#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS
4	Are employees and officials aware of the public entity's obligation to provide auxiliary aids and services?	Yes	Information to public on how to submit requests included in agenda material.	

#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS
5	Do employees and officials know how to arrange for auxiliary aids and services? Arrangements could be made directly or through the ADA coordinator or another staff person.	NO		

#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS
6	Does the public entity give primary consideration to the person with a disability when determining what type of auxiliary aid or service to provide?	NO		

#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS
7	Are employees and officials aware that it is inappropriate to request that family members and friends of people who are deaf serve as sign language interpreters, except in emergencies or if the individual wants the family member or friend to interpret and it's appropriate to do so?	YES		

#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS
8	Are employees and officials aware that a companion of a program participant has a right to auxiliary aids and services if the companion has a communication disability and is an appropriate person with whom the public entity should or would communicate?	NO		
	Example: A deaf family member of a hospital patient might need a sign language interpreter to communicate with the doctor.			

#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS
9	Are captions and audio description provided on videos and television programs the public entity produces and videos on its website?	NO	ADA requirements that need to be met, i.e. closed caption capabilities, is something the public would request and we would accommodate	

#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS
10	Does the public entity have a policy or procedure for determining if an auxiliary aid or service would be an undue financial and administrative burden? *The decision of undue hardship must be made by the head of the public entity or his or her designee. There must be a written statement explaining the reasons for reaching that decision.*	NO		Prepare a procedure for determining if the requested auxiliary aid or service would be an undue financial and administrative burden and if so, what other action should be taken in to ensure that individuals with disabilities will receive the benefits or services provided by SBCTA.

#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS
11	Have local resources been identified which can provide auxiliary aids for communication, as needed, by people with disabilities	NO		SBCTA should identify local resources which can provide auxiliary aids for communication, as needed, to people with disabilities.

#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS
12	If critical information is released to the press, is an American sign language interpreter visible and within the screenshot, if television cameras are in use?	N/A	Not applicable. SBCTA is invited to participate in various news interviews, so it is up to the news cast company to provide any services.	

#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS
13	When announcements are distributed electronically, are they sent out in accessible PDF and Word documents simultaneously?	NO	PDF only, a word version could be altered	When announcements are distributed electronically, they should be sent out in accessible PDF and Word documents simultaneously.

#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS
	Telecommunications			
14	Do employees and officials know how to respond to telephone calls made through Video Relay Services and Telecommunication Relay Services so that the calls are responded to in the same manner as other telephone calls?	No		Training should be provided to staff.

#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS

15	Where telephones are available to the public for making outgoing calls, such as in hospital waiting rooms, are TTYs available for people with hearing and speech disabilities? A TTY is an electronic device for text communication over a telephone line that is designed for use by people with hearing or speech disabilities.	N/A	No public phones for outgoing calls.	

#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS
16	Do telephone emergency services, including 911, provide direct access to people who use TTYs and computer modems?	Yes	TTYs are available on call boxes provided on the highways managed by SBCTA.	

#	QUESTIONS	YES, OR NO?	COMMENTS	NEXT STEPS
17	Does SBCTA list “711 the California Relay” on business cards and letter heads also?	NO		Consider adding “711 the California Relay” on business cards and letter heads also. Provide additional training to staff on the use of ” 711, California Relay” as to why this is one effective option for communicating with people who are deaf, hard of hearing, or have speech disabilities.