

Equal Access to Information DCARA vs. City of San Francisco

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Kessler McGuinness & Associates

Accessibility Planning and Universal Design

- **Airports:** BOS, PDX, SFO, SAN/AAAE, PVD
- **Transit:** MBTA, DART, Tri-Rail, Miami-Dade, SEPTA
- **Hospitality:** Copley Plaza, Intercontinental, Parker House
- **Colleges:** San Francisco State, Harvard, Gettysburg, CUNY
- **Commercial:** John Hancock, Equity Office, Raytheon
- **Housing:** Equity Residential, Lincoln Property, Pulte Homes
- **Retail:** Talbots, Au Bon Pain, Charratte, Stop & Shop
- **Government:** US DoJ, ATBCB, MA Trial Courts

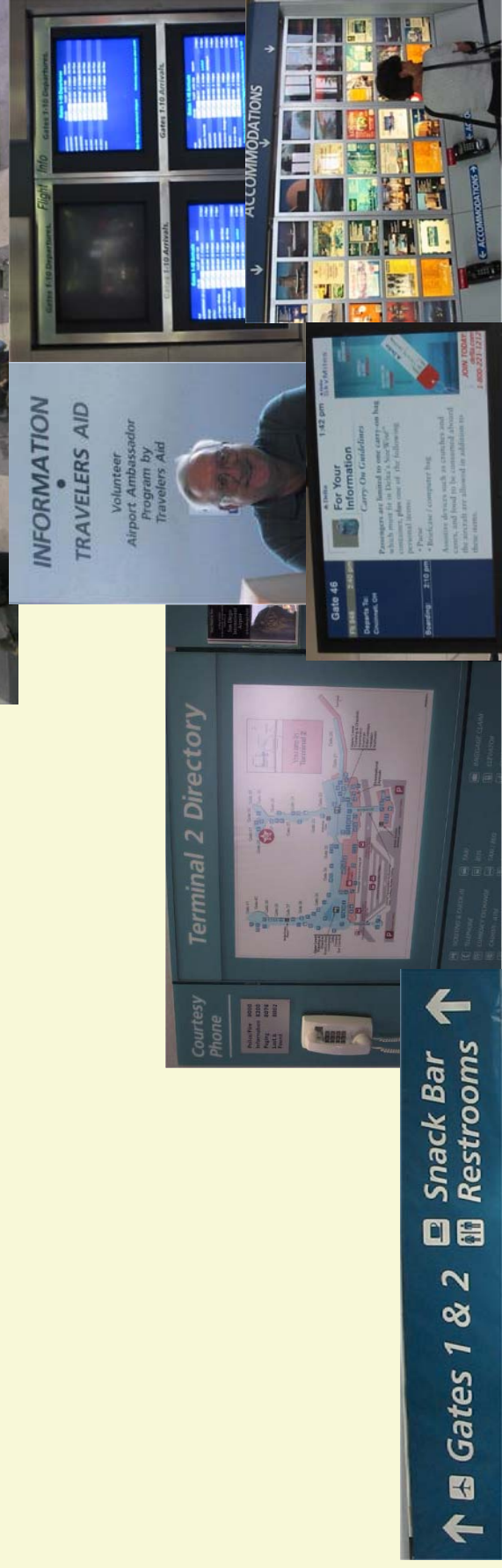
Agenda

- Equal access to information
- DCARA v. City of San Francisco (SFO)
- Implications for other airports



Air Travel

- Large Complex Facilities
- Time Constraints
- Critical Components: Information & Communication



Audible Information

- Person-to-Person
 - Face-to-face
 - Phone
- Public Address
 - Looped
 - Single event
 - Person specific



Hard of Hearing & Deaf

- 28 million people with a hearing disability
- After 40 hearing declines
- Aging society



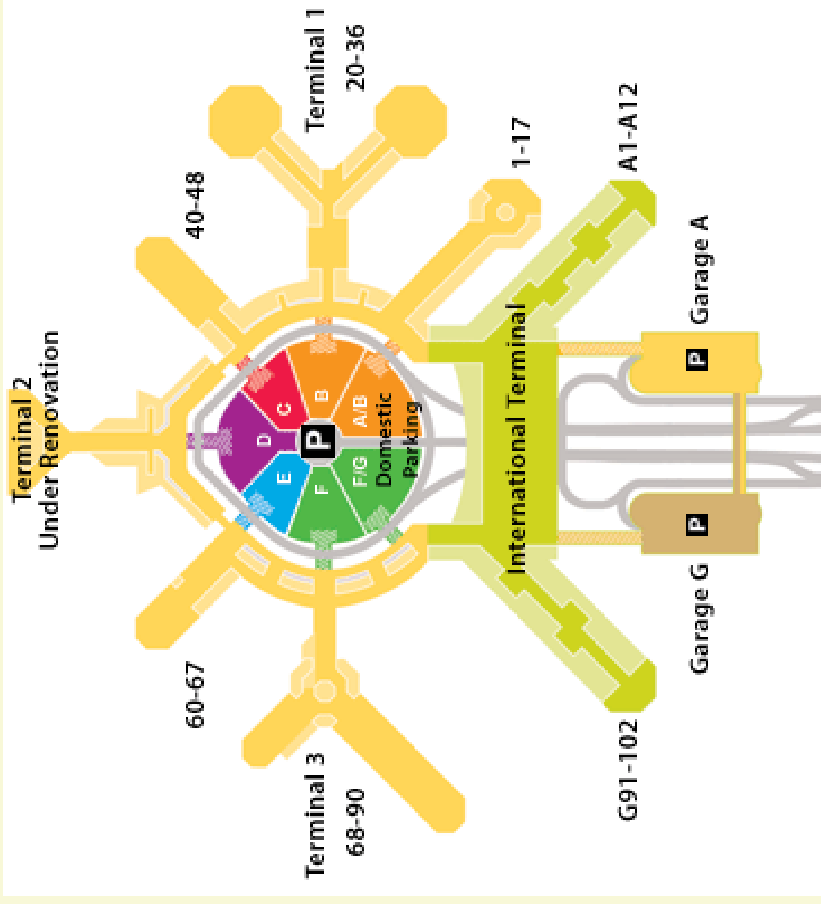
Regulatory Requirement

- **28 CFR Part 35 – Subpart B
General Prohibitions**
 - Not denied the benefits....
- **28 CFR Part 35 – Subpart D
Program Access**
 - Not denied the benefits....
 - Readily accessible to and usable....
- **28 CFR Part 35 – Subpart E
Communications**
 - Equally effective communications
- **ADAAG 10.4.1(6)**
 - PA Systems - the same or equivalent information



DCARA vs. City of San Francisco

Deaf Counseling Advocacy and Referral Agency (DCARA) alleged that the San Francisco International Airport (SFO) discriminated against individuals with hearing disabilities in the provision of its programs and services.



Issues

- Directional signage for TTYs
- Inaccessible courtesy phones
- Inaccessible direct dial reservation phones
- Communication at check-in counters and security check-points
- Qualified sign language interpreters
- Training of airport staff



Public Address

Equivalent Information



Public Address



- Content
- Location
- Legibility

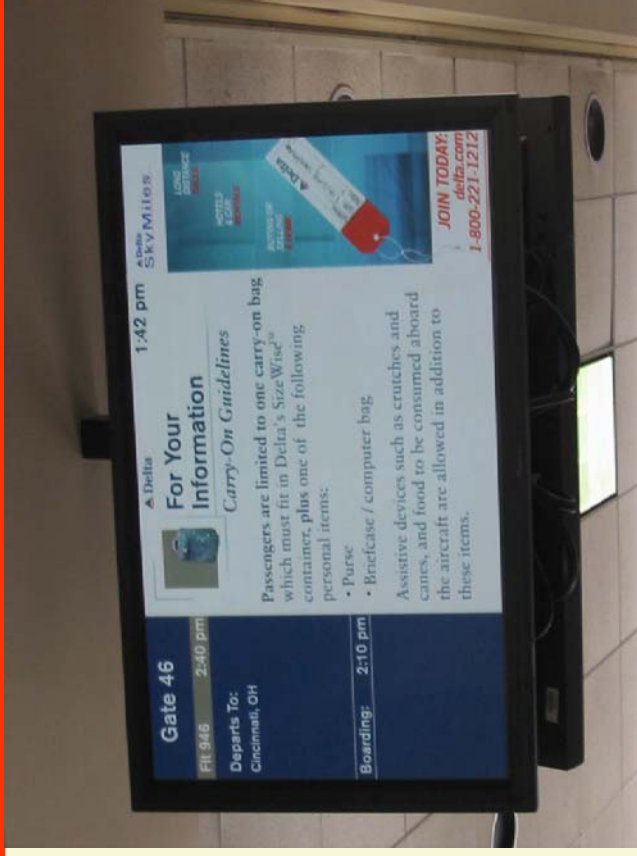
Approach

- Negotiated settlement rather than litigate
- Neutral Consultant
 - Evaluate existing conditions
 - Opinion re: equivalent information
 - Options re: methods



Settlement

- Expand Visual Paging & Public Broadcasting
 - 80 new monitors in Domestic terminals 1 & 3
 - Specific locations including pathways
 - Relocate monitors in International terminal



Specified Screen Configuration

11:38

Visual Paging

To retrieve messages, use Courtesy Telephone or TTY.

Mr. Jones

Please proceed to Gate 25 ASAP

Jan Brady

**To United Baggage Carousel 6 lower level
please.**

Rick Jones

To gate 15 please.

Reg Saunders

**On a courtesy telephone dial 6-2424 for an
urgent message please.**

Jane Doe

Please meet your party

Harold Smith

Go to the Northwest Ticketing for a message.

Pls with baggage carts safely, please use elevators ----

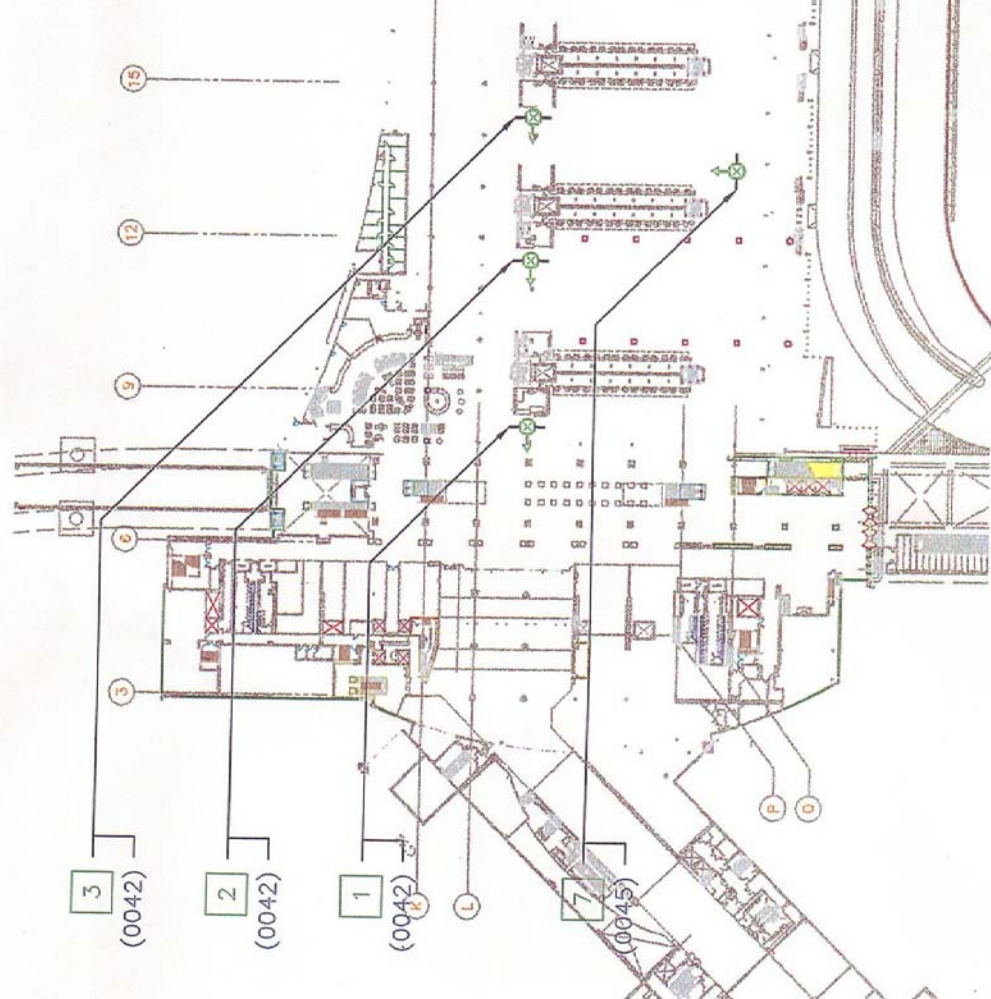


*Look for special
holiday values
at participating
SFO merchants.*

Standardized Messages

CURRENT ANNOUNCEMENTS
**All announcements are preceded with “Your attention please...”
Smoking is permitted only outside on the sidewalk at designated smoking areas at the end of each terminal.
To change levels with baggage carts safely, please use elevators.
The USO Center invites all military personnel and their families to enjoy their facilities located at the mezzanine level of Terminal 1. For further information, please call the USO on a courtesy telephone.
For ground transportation information, proceed to the information booth located on the lower level, baggage claim area. Solicitation for ground transportation services prohibited.
This is a security advisory. Only ticketed passengers will be allowed into the boarding areas.
This is a Security Advisory. This area is for loading and unloading only. Unattended and illegally parked vehicles at the terminal curbside will be cited and towed by the police.
This is a security advisory. Please maintain possession of your bags at all times. Please report and suspicious activity or unattended bags by calling 9-1-1 on any airport telephone.

Specified Locations



Monitor No.	20
Location	Terminal 3, Departures, B/A "F", Gate 85
Mounting	Mount in Black Laminate Fascia
Orientation	Facing outbound traffic, offset 10 feet from front of moving walk
Equipment	NEC LCD 40 inch monitor
Comments	Provide cable and cord control
Photo No.	DSCF00029



Other Issues

- More text telephones
- Signage
 - Text telephones
 - General Updates
- Direct dial/Toll Free
- Remote SL Interpretation
- Dog Relief Area
- Maintenance



Implications

- Very important issue
- Compliance is not spelled out
- Settlement is not a standard
- Participation of informed users
- Airports have a choice



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