Tips for Communicating with People with Special Needs

People with Disabilities
☐ Provide a large type version of your passenger information guide for persons with vision impairment. Other alternative formats such as Braille or text file for use with a screen reader will need to be made available upon request.
☐ On website, display schedules in HTML (rather than as images or PDFs) so that they can be "read" by individuals with sight impairment who use a screen reader. Additional information about making your website accessible is available at http://www.ada.gov/websites2.htm.
☐ Provide telephone information via TTY/TDD and/or text to accommodate people with hearing impairment.
☐ If you provide real-time information, providing it via both text and automated phone system makes it available to the broadest audience.
☐ See the Rider Information page on National RTAP's ADA toolkit for more about accessible formats: http://nationalrtap.org/adatoolkit/Rider-Information

Public Meetings – Provide Reasonable Accommodation
☐ When promoting public meetings, make it clear that accommodation will be made for those with special needs (e.g., the need for an American Sign Language translator for the deaf) with advance notice.
☐ When planning public meetings, make sure they are in locations that are accessible by transit and for persons in mobility devices.

People with Limited English Proficiency
☐ Title VI requires that vital documents, such as passenger information, ADA paratransit application, public meeting notices and surveys be translated into LEP languages for which the population is 1,000 individuals or 5 percent (whichever is less).
☐ When promoting public meetings, make it clear that a translator can be provided with advance notice.
☐ Identify "gatekeeper" organizations for ethnic and monolingual populations. These might be social service agencies, non-profits or churches. These organizations can often provide assistance with translating text, providing referrals to local translators and assisting with outreach to the populations they serve.
☐ Google Translate can be used to translate your website (somewhat crudely) into a wide variety of languages. If there is a key alternate language group you wish to reach, consider providing a human translated page on your website with a link from the homepage.