



## State and Local Government ADA Resources

October 2014

Prepared by: Southeast ADA Center  
[www.adasoutheast.org](http://www.adasoutheast.org)

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### ***For Information and Questions about the Americans with Disabilities Act (ADA)***

#### **Southeast ADA Center**

*A Member of the ADA National Network*

1-800-949-4232 (voice/TTY)

E-mail: [adasoutheast@law.syr.edu](mailto:adasoutheast@law.syr.edu)

The Southeast ADA Center is one of 10 regional centers that provide accurate information on issues related to the Americans with Disabilities Act (ADA), disability, and technology access. Our purpose is to teach the public how to comply with the ADA. The Southeast ADA Center serves Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina and Tennessee. **All calls are confidential!**

[www.adasoutheast.org](http://www.adasoutheast.org)

#### **ADA National Network**

The ADA National Network provides information, guidance and training on the Americans with Disabilities Act (ADA), tailored to meet the needs of business, government and individuals at local, regional and national levels. The ADA National Network has ten Regional Centers located throughout the United States that provide local assistance to ensure that the ADA is implemented wherever possible. The Centers are funded by the [National Institute on Disability and Rehabilitation Research \(NIDRR\)](http://www.nidrr.gov) of the U.S. Department of Education.

[www.adata.org](http://www.adata.org)

### **YOUR REGIONAL RESOURCE ON THE AMERICANS WITH DISABILITIES ACT (ADA)**

1419 Mayson Street | Atlanta, GA 30324

v/tty: 1.800.949.4232 | t: 404.541.9001 | f: 404.541.9002 | e: [ADAsoutheast@law.syr.edu](mailto:ADAsoutheast@law.syr.edu) | w: [ADAsoutheast.org](http://ADAsoutheast.org)

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FUNDED BY THE NATIONAL INSTITUTE ON DISABILITY AND REHABILITATION RESEARCH OF THE U.S. DEPARTMENT OF EDUCATION #H133A110021

## **Resources Produced by the Southeast ADA Center**

### **[Emergency Preparedness Resources for Employers, Governments, Shelters and Service Providers](http://adasoutheast.org/publications/resourcelists/emergency_preparedness_resources_employer_gov_shelters_providers.pdf)**

[http://adasoutheast.org/publications/resourcelists/emergency\\_preparedness\\_resources\\_employer\\_gov\\_shelters\\_providers.pdf](http://adasoutheast.org/publications/resourcelists/emergency_preparedness_resources_employer_gov_shelters_providers.pdf) (PDF 14 pages)

### **[Emergency Preparedness Resources for Individuals with Disabilities](http://adasoutheast.org/publications/resourcelists/emergency_preparedness_resources_disabilities.pdf)**

[http://adasoutheast.org/publications/resourcelists/emergency\\_preparedness\\_resources\\_disabilities.pdf](http://adasoutheast.org/publications/resourcelists/emergency_preparedness_resources_disabilities.pdf) (PDF 13 pages)

### **[Courtroom Accessibility Resource List](http://adasoutheast.org/publications/resourcelists/courtroom_accessibility_resources.pdf)**

[http://adasoutheast.org/publications/resourcelists/courtroom\\_accessibility\\_resources.pdf](http://adasoutheast.org/publications/resourcelists/courtroom_accessibility_resources.pdf) (PDF 17 pages)

### **[Americans with Disabilities Act \(ADA\) and Olmstead Resource List](#)**

In 1999, the U.S. Supreme Court ruled in *Olmstead v. L.C.* that Title II of the ADA prohibits the unnecessary institutionalization of persons with disabilities.

[http://adaanniversary.org/2014/ada\\_olmstead\\_2014\\_adatoolkit.php](http://adaanniversary.org/2014/ada_olmstead_2014_adatoolkit.php)

### **[Voting and Disability Resource List](http://adasoutheast.org/publications/resourcelists/accessible_voting_resources.pdf)**

[http://adasoutheast.org/publications/resourcelists/accessible\\_voting\\_resources.pdf](http://adasoutheast.org/publications/resourcelists/accessible_voting_resources.pdf) (PDF 4 pages)

### **[ADA Legal Updates and Issues](#)**

In partnership with the Southeast ADA Center, the Burton Blatt Institute (BBI) analyzes ADA-related legal and policy developments relevant to civil rights protections and the impact of court decisions in the Southeast Region.

[www.adasoutheast.org/legalissues.php](http://www.adasoutheast.org/legalissues.php)

## **General ADA Information from the ADA National Network**

### **[The Americans with Disabilities Act: Questions and Answers](#)**

This publication was produced in 2013 as a collaborative project by the ADA National Network.

[www.adata.org/FAQbooklet](http://www.adata.org/FAQbooklet)

### **[ADA Anniversary Toolkit](#)**

Throughout the year and on the ADA Anniversary - July 26 - celebrate the progress made through implementation of the Americans with Disabilities Act (ADA) in your workplaces, schools and communities. While much progress has been made, much remains to be done.

<http://adaanniversary.org/>

### **[ADA Title II and Title III Regulations Fact Sheet Series](#)**

The Department of Justice (DOJ) has amended its regulations implementing Title II and Title III of the ADA, which apply to public/state and local government entities and private businesses/places of public accommodation, respectively. These revised regulations took effect on March 15, 2011, with some exceptions. Each fact sheet is available in English or Spanish as a web document (HTML) or a printable PDF file.

[www.adata.org/factsheets\\_en](http://www.adata.org/factsheets_en)

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## [Normas Modificadas del Título II y Título III de la Ley para Personas con Discapacidades — Serie de Folletos Informativos \(ADA Title II and Title III Regulations Fact Sheet Series in Spanish\)](#)

[www.adata.org/newregs\\_II\\_III\\_sp](http://www.adata.org/newregs_II_III_sp)

- [Overview of Revised Regulations](#)  
[www.adata.org/overview](http://www.adata.org/overview)  
The Department of Justice revised its regulations implementing Title II and Title III of the ADA. Nine fact sheets produced by the ADA National Network are available and are summarized in this first fact sheet of the series.
- [Effective Communication](#)  
[www.adata.org/communication](http://www.adata.org/communication)  
The document explains the importance of the context and complexity of the communication in choosing an appropriate means of communication.
- [Service Animals](#)  
[www.adata.org/service-animals](http://www.adata.org/service-animals)  
This fact sheet discusses the revised definition of a service animal as a dog trained to perform work or tasks to benefit a person with a disability and conditions for use of a miniature horse. It presents information about inquiries that can be made to determine if an animal is a service animal, and when and where a service animal is allowed access.
- [Wheelchairs](#)  
[www.adata.org/wheelchairs](http://www.adata.org/wheelchairs)  
Revisions to the ADA regulations include the definition of a wheelchair and establish a new category of devices utilized by people with disabilities known as "other power-driven mobility devices (OPDMD)". This fact sheet discusses these definitions, as well as factors and inquiries for consideration of an OPDMD as a reasonable modification.
- [Overview of 2010 Standards of Design](#)  
[www.adata.org/standards](http://www.adata.org/standards)  
This fact sheet presents a brief history of the development and adoption of the 2010 ADA Standards for Accessible Design. It describes compliance dates and the safe harbor provision, as well as examples of elements and facilities affected by the new Standards and some of the changes made to the requirements of the 1991 ADA Standards.
- [Accessible Parking](#)  
[www.adata.org/parking](http://www.adata.org/parking)  
Information on providing accessible parking is included in the 2010 ADA Standards for Accessible Design. State and local government agencies must designate accessible parking to ensure that people with disabilities can gain access to and participate in activities and services. This fact sheet summarizes U.S. Department of Justice's regulations including number and types of spaces required, signage and construction specifications.

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- [Correctional Facilities](#)  
<http://adata.org/factsheet/corrections>  
Revised ADA regulations specify the obligations of public entities to ensure that inmates or detainees have equal access to services, programs and activities. This fact sheet discusses the requirements to house inmates and detainees in the most integrated setting. It also reviews the 2010 ADA Standards for Accessible Design as they apply to jails, prisons and other detention and correctional facilities.
- [Exams and Courses](#)  
<http://adata.org/factsheet/exams>  
Private businesses and state and local government entities covered by the ADA who offer exams and courses must make them available in a location and manner that is accessible to individuals with disabilities. This document discusses the revisions made to the ADA regulations, including how requests for documentation regarding the need for an accommodation should be handled.
- [Accessible Lodging](#)  
<http://adata.org/factsheet/accessible-lodging>  
This fact sheet includes information regarding revisions in the ADA regulations that impact how places of lodging manage their reservation process including, but not limited to, the accessibility of the reservation system and how requests for accessible rooms should be managed. It also presents new requirements for places of lodging from the 2010 ADA Standards for Accessible Design.
- [Ticketing](#)  
<http://adata.org/factsheet/ticketing>  
The ADA requires many government and private organizations to provide tickets for accessible seating to individuals with disabilities at events where tickets are sold for assigned seats.

## **General ADA Information from the U.S. Department of Justice**

### **Revised ADA Regulations Implementing Title II and Title III**

The revised regulations amend the Department's Title II regulation, 28 CFR Part 35, and the Title III regulation, 28 CFR Part 36. Appendix A to each regulation includes a section-by-section analysis of the rule and responses to public comments on the proposed rule. Appendix B to the Title III regulation discusses major changes in the ADA Standards for Accessible Design and responds to public comments received on the proposed rules. These final rules went into effect on March 15, 2011.

[www.ada.gov/regs2010/ADAregs2010.htm](http://www.ada.gov/regs2010/ADAregs2010.htm)

### **Revised Final Title II Rule: A Compilation of Regulatory Provisions and Guidance -- Nondiscrimination on the Basis of Disability in State and Local Government Services PDF (216 pages)**

This document contains the following: (1) supplementary information (the preamble to the revised regulation); (2) the Title II regulation updated to reflect the 2010 revisions and the

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technical corrections (published March 11, 2011) which became effective on March 15, 2011; (3) guidance on the revised regulatory provisions; and (4) guidance on the original 1991 Title II regulation.

PDF: [www.ada.gov/regs2010/titleII\\_2010/titleII\\_2010\\_regulations.pdf](http://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf)

HTML: [www.ada.gov/regs2010/titleII\\_2010/titleII\\_2010\\_regulations.htm](http://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.htm)

### **[2010 ADA Standards for Accessible Design](#)**

The 2010 Standards set minimum requirements -- both scoping and technical -- for newly designed and constructed or altered State or local government facilities, public accommodations, and commercial facilities to be readily accessible to and usable by individuals with disabilities.

[www.ada.gov/2010ADASTandards\\_index.htm](http://www.ada.gov/2010ADASTandards_index.htm)

### **[Appendix B: Analysis of the 2010 ADA Standards](#)**

#### **[PDF \(95 pages\)](#)**

This document is a discussion of substantive changes in the scoping and technical requirements for new construction and alterations resulting from the adoption of the new ADA Standards for Accessible Design (2010 Standards).

PDF: [www.ada.gov/regs2010/titleIII\\_2010/reg3\\_2010\\_appendix\\_b.pdf](http://www.ada.gov/regs2010/titleIII_2010/reg3_2010_appendix_b.pdf)

HTML: [www.ada.gov/regs2010/titleIII\\_2010/reg3\\_2010\\_appendix\\_b.htm](http://www.ada.gov/regs2010/titleIII_2010/reg3_2010_appendix_b.htm)

### **[Guidance on the 2010 ADA Standards for Accessible Design](#)**

#### **[PDF screen \(2.3mb\)](#) | [PDF print 170 pages \(4mb\)](#)**

The Justice Department has also compiled guidance on the 2010 Standards from the revised regulations for Titles II and III. This explanatory information from the regulations addresses the scoping and technical provisions of the 2010 Standards.

HTML: [www.ada.gov/regs2010/2010ADASTandards/Guidance2010ADASTandards.htm](http://www.ada.gov/regs2010/2010ADASTandards/Guidance2010ADASTandards.htm)

PDF screen (2.3mb): [www.ada.gov/regs2010/2010ADASTandards/Guidance\\_2010ADASTandards.pdf](http://www.ada.gov/regs2010/2010ADASTandards/Guidance_2010ADASTandards.pdf)

PDF print (4mb): [www.ada.gov/regs2010/2010ADASTandards/Guidance\\_2010ADASTandards\\_prt.pdf](http://www.ada.gov/regs2010/2010ADASTandards/Guidance_2010ADASTandards_prt.pdf)

### **[Title II Complaint Form](#)**

Standard form for filing a complaint under Title II of the ADA or Section 504 of the Rehabilitation Act of 1973, which prohibit discrimination on the basis of disability by State and local governments and by recipients of federal financial assistance.

[www.ada.gov/t2cmpfrm.htm](http://www.ada.gov/t2cmpfrm.htm)

### **[Frequently Asked Questions About Filing an ADA Complaint](#)**

[www.ada.gov/filing\\_complaint.htm](http://www.ada.gov/filing_complaint.htm)

### **[Project Civic Access](#)**

Project Civic Access is a wide-ranging effort by the U.S. Department of Justice to ensure that counties, cities, towns, and villages comply with the ADA by eliminating physical and communication barriers that prevent people with disabilities from participating fully in community life.

[www.ada.gov/civicac.htm](http://www.ada.gov/civicac.htm)

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- [Project Civic Access Fact Sheet](#)  
www.ada.gov/civicfac.htm
- [Cities and Counties: First Steps Toward Solving Common ADA Problems](#)  
www.ada.gov/civiccommonprobs.htm
- [Tool Kit for State and Local Governments](#)  
www.ada.gov/pcatoolkit/toolkitmain.htm

### [Commonly Asked Questions about the ADA and Law Enforcement](#)

Provides ADA information for law enforcement agencies in a simple question and answer format. (2006)

www.ada.gov/q%26a\_law.htm

### [Questions and Answers: The ADA and Hiring Police Officers](#)

Information on ADA requirements for interviewing and hiring police officers. (1997)

www.ada.gov/copsq7a.htm

### [ADA Guide for Small Towns](#)

[PDF 25 pages](#)

Presents an informal overview of some basic ADA requirements and provides cost-effective tips on how small towns can comply with the ADA. (2007)

HTML: www.ada.gov/smtown.htm

PDF: www.ada.gov/smtown.pdf

### [The ADA and City Governments: Common Problems](#)

[PDF 9 pages](#)

This document examines common problems shared by city governments of all sizes, provides examples of common deficiencies and explains how these problems affect persons with disabilities. (2008)

HTML: www.ada.gov/comprob.htm

PDF: www.ada.gov/comprob.pdf

### [The Americans with Disabilities Act and Other Federal Laws Protecting the Rights of Voters with Disabilities](#)

[PDF 7 pages](#)

This new document helps election officials, poll workers and voters understand how the ADA and other federal laws ensure equality in the voting process for people with disabilities. (2014)

HTML: www.ada.gov/ada\_voting/ada\_voting\_ta.htm

PDF: www.ada.gov/ada\_voting/ada\_voting\_ta.pdf

### [ADA Checklist for Polling Places](#)

[PDF 39 pages](#)

This checklist is a self-help survey that voting officials can use to determine whether a polling place has basic accessible features needed by most voters with disabilities. (2004)

HTML: www.ada.gov/votingchecklist.htm

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PDF: [www.ada.gov/votingprt.pdf](http://www.ada.gov/votingprt.pdf)

**[Accessibility of State and Local Government Websites to People with Disabilities](#)**  
**[PDF 5 pages](#)**

Provides guidance on making State and local government websites accessible. (2003)

HTML: [www.ada.gov/websites2.htm](http://www.ada.gov/websites2.htm)

PDF: [www.ada.gov/websites2\\_prnt.pdf](http://www.ada.gov/websites2_prnt.pdf)

**[Revised ADA Requirements: Service Animals](#)**  
**[PDF 3 pages](#)**

This publication provides guidance on the term “service animal” and the service animal provisions in the Justice Department’s regulations. (2011)

HTML: [www.ada.gov/service\\_animals\\_2010.htm](http://www.ada.gov/service_animals_2010.htm)

PDF: [www.ada.gov/service\\_animals\\_2010.pdf](http://www.ada.gov/service_animals_2010.pdf)

**[Revised ADA Requirements: Accessible Pools - Means of Entry and Exit](#)**  
**[PDF 5 pages](#)**

This publication helps Title II and Title III entities understand how the new requirements for swimming pools, especially existing pools, apply to them. (2012)

HTML: [www.ada.gov/pools\\_2010.htm](http://www.ada.gov/pools_2010.htm)

PDF: [www.ada.gov/pools\\_2010.pdf](http://www.ada.gov/pools_2010.pdf)

**[Questions and Answers: Accessibility Requirements for Existing Swimming Pools at Hotels and Other Public Accommodations](#)**  
**[PDF 7 pages](#)** (2012)

HTML: [www.ada.gov/qa\\_existingpools\\_titleIII.htm](http://www.ada.gov/qa_existingpools_titleIII.htm)

PDF: [www.ada.gov/qa\\_existingpools\\_titleIII.pdf](http://www.ada.gov/qa_existingpools_titleIII.pdf)

**[U.S. Department of Justice \(DOJ\) ADA Business Connection](#)**

[www.ada.gov/business.htm](http://www.ada.gov/business.htm)

A reliable source of ADA information for businesses and government entities that provide goods and services to the public.

- **[Accessibility Benefits Older Adult Customers](#)** (2006)  
[www.ada.gov/olderaccess.htm](http://www.ada.gov/olderaccess.htm)
- **[Tax Incentives for Business](#)** (2005)  
[www.ada.gov/taxincent.htm](http://www.ada.gov/taxincent.htm)
- **[Customers with Disabilities Mean Business](#)** (2006)  
[www.ada.gov/busstat.htm](http://www.ada.gov/busstat.htm)
- **[Accessible Information Exchange: Meeting on a Level Playing Field](#)** (2009)  
[www.ada.gov/business/accessiblemtg.htm](http://www.ada.gov/business/accessiblemtg.htm)
- **[Gathering Input from Customers with Disabilities](#)** (2007)  
[www.ada.gov/custinfo.htm](http://www.ada.gov/custinfo.htm)

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### [ADA Amendments Act of 2008](#)

Amendments to the Americans with Disabilities Act (ADA) were signed into law on September 25, 2008, to clarify and reiterate who is covered by the law's civil rights protections. The ADA Amendments Act of 2008 revises the definition of "disability" to more broadly encompass impairments that substantially limit a major life activity. The ADA Amendments Act of 2008 took effect January 1, 2009.

[www.ada.gov/pubs/adastatute08.htm#12102](http://www.ada.gov/pubs/adastatute08.htm#12102)

### ***Emergency Preparedness Materials Produced by the U.S. Department of Justice (DOJ)***

#### **Access to 9-1-1 and Telephone Emergency Services**

[HTML](#) | [PDF 10 pages](#)

HTML: [www.ada.gov/911ta.htm](http://www.ada.gov/911ta.htm)

PDF: [www.ada.gov/911ta.pdf](http://www.ada.gov/911ta.pdf)

#### **ADA Best Practices Tool Kit for State and Local Governments**

- [Chapter 4: 9-1-1 and Emergency Communications Services](#)  
[www.ada.gov/pcatoolkit/chap4toolkit.htm](http://www.ada.gov/pcatoolkit/chap4toolkit.htm)
- [Chapter 7: Emergency Management under Title II of the ADA](#)  
[www.ada.gov/pcatoolkit/chap7emergencymgmt.htm](http://www.ada.gov/pcatoolkit/chap7emergencymgmt.htm)
- [Chapter 7, Addendum 1: Title II Checklist \(Emergency Management\)](#)  
[www.ada.gov/pcatoolkit/chap7emergencymgmtadd1.htm](http://www.ada.gov/pcatoolkit/chap7emergencymgmtadd1.htm)
- [Chapter 7, Addendum 2: The ADA and Emergency Shelters: Access for All in Emergencies and Disasters](#)  
[www.ada.gov/pcatoolkit/chap7shelterprog.htm](http://www.ada.gov/pcatoolkit/chap7shelterprog.htm)
- [Chapter 7, Addendum 3: ADA Checklist for Emergency Shelters](#)  
[www.ada.gov/pcatoolkit/chap7shelterchk.htm](http://www.ada.gov/pcatoolkit/chap7shelterchk.htm)

#### **An ADA Guide for Local Governments: Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities**

[HTML](#) | [PDF 11 pages, print version](#) | [PDF screen version](#)

HTML: [www.usdoj.gov/crt/ada/emergencyprep.htm](http://www.usdoj.gov/crt/ada/emergencyprep.htm)

PDF print: [www.ada.gov/emereprepguideprt.pdf](http://www.ada.gov/emereprepguideprt.pdf)

PDF screen: [www.ada.gov/emereprepguidescrn.pdf](http://www.ada.gov/emereprepguidescrn.pdf)

#### **ADA Checklist for Emergency Shelters**

[HTML](#) | [PDF 66 pages](#)

HTML: [www.ada.gov/shleterck.htm](http://www.ada.gov/shleterck.htm)

PDF: [www.ada.gov/pcatoolkit/chap7shelterchk.pdf](http://www.ada.gov/pcatoolkit/chap7shelterchk.pdf)

#### **Communicating with People Who Are Deaf or Hard of Hearing: A Guide for Law Enforcement Officers**

[HTML](#) | [PDF 2 pages](#)

HTML: [www.ada.gov/lawenfcomm.htm](http://www.ada.gov/lawenfcomm.htm)

PDF: [www.ada.gov/lawenfcomm.pdf](http://www.ada.gov/lawenfcomm.pdf)

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## **Model Policy for Law Enforcement on Communicating with People Who are Deaf or Hard of Hearing**

[HTML](#) | [PDF 4 pages](#)

HTML: [www.ada.gov/lawenfmodpolicy.htm](http://www.ada.gov/lawenfmodpolicy.htm)

PDF: [www.ada.gov/lawenfmodpolicy.pdf](http://www.ada.gov/lawenfmodpolicy.pdf)

## ***Distance Learning on the ADA and Disability Awareness***

### **[At Your Service: Welcoming Customers with Disabilities](#)**

This free, self-paced web course can easily be adapted for customer service training in many environments. It highlights best practices for working with customers who have disabilities.

[www.wiawebcourse.org](http://www.wiawebcourse.org)

### **[ADA Title II Tutorial](#)**

A free web course designed to provide the basic principles and core concepts of Title II of the ADA. Designed as an educational tool to teach state and local government ADA Coordinators about their roles and how to address key ADA-related areas.

[www.adatitle2.org/](http://www.adatitle2.org/)

### **[The Ten Commandments of Communicating with People with Disabilities \[DVD\]](#)**

Available from Program Development Associates, this DVD deals with language, terminology, and sensitivity awareness. It includes a closed captioned (CC) version followed by a second version with open captioning and audio description.

[www.disabilitytraining.com/product-](http://www.disabilitytraining.com/product-info.php?Ten_Commandments_of_Communicating_With_People_With_Disabilities_DVD-pid111.html)

[info.php?Ten\\_Commandments\\_of\\_Communicating\\_With\\_People\\_With\\_Disabilities\\_DVD-pid111.html](http://www.disabilitytraining.com/product-info.php?Ten_Commandments_of_Communicating_With_People_With_Disabilities_DVD-pid111.html)

- [Ten Commandments Video Transcript](#) (PDF 2 pages)

A written version of the DVD content.

[www.disabilitytraining.com/pdf/tcd-wv.pdf](http://www.disabilitytraining.com/pdf/tcd-wv.pdf)

### **[ADA Training Resource Center](#)**

This comprehensive site features ADA training materials available for download, online courses and webinars, training tools, videos and public service announcements (PSAs), Frequently Asked Questions (FAQs), plus information on other training opportunities such as audioconferences, distance learning, and in-person events.

[www.adacourse.org](http://www.adacourse.org)

### **[Emergency Management and Preparedness - Inclusion of Persons with Disabilities Webinar Series](#)**

This free webinar series is sponsored by the ADA National Network. These 90-minute webinars focus on key strategies and approaches at various levels (federal, state, and local) toward emergency management and preparedness and the inclusion of people with disabilities. Previous webinars in the series are archived, and all sessions are real time captioned.

<http://adaconferences.org/Emergency>

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The **Southeast ADA Center** publishes materials intended to provide accurate information on issues and concerns related to the Americans with Disabilities Act (ADA) for information specialists, advocates, business owners, government agencies, managers, and the general public.

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