

## ADA Audio Conference Series January 17, 2012

This session is scheduled to begin at  
2:00pm Eastern Time

Real-Time Captioning and the PowerPoint Presentation are available through the Webinar Platform. Audio Connection is available through streaming audio and/or telephone only.

1

---

---

---

---

---

---

---

---



Webinar Features – For those connected via webinar platform only

- **Closed captioning** – click **CC** icon (top of screen) or control-F8 and adjust the captioning screen as needed
- **Customize your view** – choose “View” from the menu bar at the top of the screen and choose the layout you prefer from the dropdown menu.
- **Questions – May be submitted** in the Chat Area Text box. Keystrokes to enter the chat area are Control-M.
- **Emotions/Hand-raising:** Please do not use these features during this session unless directed by the presenter.

2

---

---

---

---

---

---

---

---

## Refresh on the 2010 ADA Accessibility Standards

By:  
Earlene Sesker, Accessibility Specialist  
US Access Board

UNITED STATES ACCESS BOARD

3

---

---

---

---

---

---

---

---

## 2010 ADA Standards

1. Application & Administration
2. Scoping Requirements
3. Building Blocks
4. Accessible Routes
5. General Site & Building Elements
6. Plumbing Elements & Facilities
7. Communication Elements & Features
8. Special Rooms, Spaces & Elements
9. Built-In Elements
10. Recreation Facilities

4

---

---

---

---

---

---

---

---

## 2010 ADA Standards

- Better access and compliance
- Improved format and usability
- Consistency with ABA guidelines
- Harmonization: model building codes and industry standards

UNITED STATES ACCESS BOARD

5

---

---

---

---

---

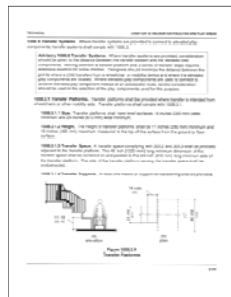
---

---

---

## Format

- Numbering System
- New figures (informational only)
- All dimensions stated in text
- New advisory notes (non-mandatory)



UNITED STATES ACCESS BOARD

6

---

---

---

---

---

---

---

---

 **Harmonization**




ICC/ANSI A117.1-2003    IBC 2003

7

---

---

---

---

---

---

---

---

---

---

**Using the New ADA Standards**

UNITED STATES ACCESS BOARD

8

---

---

---

---

---

---


---

---

---

---

**Content of the new ADA standards**



**Based on the Board's updated ADA Accessibility Guidelines – "ADAAG" (2004)**

UNITED STATES ACCESS BOARD

9

---

---

---

---

---

---

---

---

---

---

**DOJ's ADA Standards (2010)**

ADA Application & Scoping Chapters (1-2)

Common Technical Chapters (3-10)

Excluding ABA Chapters 1 & 2 (pp. 72 - 140)

10

---

---

---

---

---

---

---

---

**Additional Design Requirements (DOJ's regulations)**

- Social Service Center Establishments
- Housing at Places of Education
- Assembly Areas
- Medical Care Facilities
- Residential Dwelling Units
- Detention and Correctional Facilities
- Places of Lodging

11

---

---

---

---

---

---

---

---

**DOJ's ADA Standards (2010)**

Apply to construction/ alteration of:

- state & local government facilities (title II)
- places of public accommodation (title III)
- commercial facilities (title III)

Except: transportation facilities (covered by similar standards issued by DOT in 2006)

12

---

---

---

---

---

---

---

---

## Referenced Standards

- powered doors (ANSI/BHMA A156.10 & A156.19)
- elevators and lifts (ASME A17.1 & A18.1)
- egress (IBC)
- alarms (NFPA 72)
- play surfacing & equipment (ASTM standards)

---

---

---

---

---

---

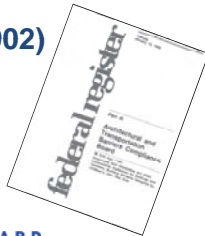
---

---

## Earlier ADAAG Supplements

- State & Local Gov't Facilities (1998)
- Children's Environments (1998)
- Play Areas (2000)
- Recreation Facilities (2002)

Included in the 2010 Standards without substantive changes




---

---

---

---

---

---

---

---

## Subject Index (pp. 294 – 304)

A		B	
Accessibility (see also Accessibility for People with Disabilities)	101	Accessibility (see also Accessibility for People with Disabilities)	101
Accessibility for People with Disabilities (ADAAG)	101	Accessibility for People with Disabilities (ADAAG)	101
Accessibility for People with Disabilities (ADAAG) - General	101	Accessibility for People with Disabilities (ADAAG) - General	101
Accessibility for People with Disabilities (ADAAG) - Specific	101	Accessibility for People with Disabilities (ADAAG) - Specific	101
Accessibility for People with Disabilities (ADAAG) - State & Local Gov't Facilities	101	Accessibility for People with Disabilities (ADAAG) - State & Local Gov't Facilities	101
Accessibility for People with Disabilities (ADAAG) - Children's Environments	101	Accessibility for People with Disabilities (ADAAG) - Children's Environments	101
Accessibility for People with Disabilities (ADAAG) - Play Areas	101	Accessibility for People with Disabilities (ADAAG) - Play Areas	101
Accessibility for People with Disabilities (ADAAG) - Recreation Facilities	101	Accessibility for People with Disabilities (ADAAG) - Recreation Facilities	101
Accessibility for People with Disabilities (ADAAG) - Transportation	101	Accessibility for People with Disabilities (ADAAG) - Transportation	101
Accessibility for People with Disabilities (ADAAG) - Telecommunications	101	Accessibility for People with Disabilities (ADAAG) - Telecommunications	101
Accessibility for People with Disabilities (ADAAG) - Information and Communications Technology	101	Accessibility for People with Disabilities (ADAAG) - Information and Communications Technology	101
Accessibility for People with Disabilities (ADAAG) - Architectural and Transportation Barriers Removal Act	101	Accessibility for People with Disabilities (ADAAG) - Architectural and Transportation Barriers Removal Act	101
Accessibility for People with Disabilities (ADAAG) - Americans with Disabilities Act	101	Accessibility for People with Disabilities (ADAAG) - Americans with Disabilities Act	101
Accessibility for People with Disabilities (ADAAG) - Rehabilitation Act	101	Accessibility for People with Disabilities (ADAAG) - Rehabilitation Act	101
Accessibility for People with Disabilities (ADAAG) - Section 504	101	Accessibility for People with Disabilities (ADAAG) - Section 504	101
Accessibility for People with Disabilities (ADAAG) - Title II	101	Accessibility for People with Disabilities (ADAAG) - Title II	101
Accessibility for People with Disabilities (ADAAG) - Title III	101	Accessibility for People with Disabilities (ADAAG) - Title III	101
Accessibility for People with Disabilities (ADAAG) - Title IV	101	Accessibility for People with Disabilities (ADAAG) - Title IV	101
Accessibility for People with Disabilities (ADAAG) - Title V	101	Accessibility for People with Disabilities (ADAAG) - Title V	101
Accessibility for People with Disabilities (ADAAG) - Title VI	101	Accessibility for People with Disabilities (ADAAG) - Title VI	101
Accessibility for People with Disabilities (ADAAG) - Title VII	101	Accessibility for People with Disabilities (ADAAG) - Title VII	101
Accessibility for People with Disabilities (ADAAG) - Title VIII	101	Accessibility for People with Disabilities (ADAAG) - Title VIII	101
Accessibility for People with Disabilities (ADAAG) - Title IX	101	Accessibility for People with Disabilities (ADAAG) - Title IX	101
Accessibility for People with Disabilities (ADAAG) - Title X	101	Accessibility for People with Disabilities (ADAAG) - Title X	101
Accessibility for People with Disabilities (ADAAG) - Title XI	101	Accessibility for People with Disabilities (ADAAG) - Title XI	101
Accessibility for People with Disabilities (ADAAG) - Title XII	101	Accessibility for People with Disabilities (ADAAG) - Title XII	101
Accessibility for People with Disabilities (ADAAG) - Title XIII	101	Accessibility for People with Disabilities (ADAAG) - Title XIII	101
Accessibility for People with Disabilities (ADAAG) - Title XIV	101	Accessibility for People with Disabilities (ADAAG) - Title XIV	101
Accessibility for People with Disabilities (ADAAG) - Title XV	101	Accessibility for People with Disabilities (ADAAG) - Title XV	101
Accessibility for People with Disabilities (ADAAG) - Title XVI	101	Accessibility for People with Disabilities (ADAAG) - Title XVI	101
Accessibility for People with Disabilities (ADAAG) - Title XVII	101	Accessibility for People with Disabilities (ADAAG) - Title XVII	101
Accessibility for People with Disabilities (ADAAG) - Title XVIII	101	Accessibility for People with Disabilities (ADAAG) - Title XVIII	101
Accessibility for People with Disabilities (ADAAG) - Title XIX	101	Accessibility for People with Disabilities (ADAAG) - Title XIX	101
Accessibility for People with Disabilities (ADAAG) - Title XX	101	Accessibility for People with Disabilities (ADAAG) - Title XX	101
Accessibility for People with Disabilities (ADAAG) - Title XXI	101	Accessibility for People with Disabilities (ADAAG) - Title XXI	101
Accessibility for People with Disabilities (ADAAG) - Title XXII	101	Accessibility for People with Disabilities (ADAAG) - Title XXII	101
Accessibility for People with Disabilities (ADAAG) - Title XXIII	101	Accessibility for People with Disabilities (ADAAG) - Title XXIII	101
Accessibility for People with Disabilities (ADAAG) - Title XXIV	101	Accessibility for People with Disabilities (ADAAG) - Title XXIV	101
Accessibility for People with Disabilities (ADAAG) - Title XXV	101	Accessibility for People with Disabilities (ADAAG) - Title XXV	101
Accessibility for People with Disabilities (ADAAG) - Title XXVI	101	Accessibility for People with Disabilities (ADAAG) - Title XXVI	101
Accessibility for People with Disabilities (ADAAG) - Title XXVII	101	Accessibility for People with Disabilities (ADAAG) - Title XXVII	101
Accessibility for People with Disabilities (ADAAG) - Title XXVIII	101	Accessibility for People with Disabilities (ADAAG) - Title XXVIII	101
Accessibility for People with Disabilities (ADAAG) - Title XXIX	101	Accessibility for People with Disabilities (ADAAG) - Title XXIX	101
Accessibility for People with Disabilities (ADAAG) - Title XXX	101	Accessibility for People with Disabilities (ADAAG) - Title XXX	101

---

---

---

---

---

---

---

---

## New Construction

All areas must comply except:

- Exempted structures/ spaces
- Work areas (ADA facilities)
- Partially scoped spaces

16

---

---

---

---

---

---

---

---

## Accessible Parking Scoping

### Van Accessible Spaces

- 1 van space for every 6 accessible spaces required \*
- There will always be at least one van space required

UNITED STATES ACCESS BOARD

17

---

---

---

---

---

---

---

---

## Access Aisle Markings

### Guidelines Require

“marked so as to discourage parking in them” \*

Specific requirements may be a function of local code for regulating parking

UNITED STATES ACCESS BOARD

18

---

---

---

---

---

---

---

---

## Parking Space Signs

- International Symbol of Access required to designate and reserve accessible spaces
- 60 inches minimum to bottom of sign \*
- “Van Accessible” added for van spaces
- Exception: sign not required where 4 or fewer spaces are provided \*



Van Accessible

UNITED STATES ACCESS BOARD

19

---

---

---

---

---

---

---

---

## Passenger Loading Zones



At least 1 for every 100 linear ft. of loading zone space provided

20

---

---

---

---

---

---

---

---

## Passenger Loading at Entrance

- Canopy not required (2010 ADA Standard)



UNITED STATES ACCESS BOARD

21

---

---

---

---

---

---

---

---

## Opening Force

Exterior Doors: Automation Recommended



Required at GSA buildings  
(Public Building Service Standards)

22

---

---

---

---

---

---

---

---

## Entrances (206.4)

At least 60% of public entrances must  
comply

Public entrance = any entrance that is  
not a service or restricted entrance

23

---

---

---

---

---

---

---

---

## Secured Entrances (404.1)

Doors operated only by security  
personnel exempt from provisions for:

- Hardware (404.2.7)
- Closing speed (404.2.8)
- Opening force (404.2.9)



(automated doors subject to clear width  
& threshold requirements only)

24

---

---

---

---

---

---

---

---



## Maneuvering Clearance

Compliance with 404.2.4 required for:

- Power-assisted doors
- Automatic doors on accessible MOE (except those with standby power or that stay open in power-off mode)



25

---

---

---

---

---

---

---

---

## Maneuvering Clearances



Hospital Patient Rooms:  
latch side clearance not required at entry doors  
(404.2.4, exception)

26

---

---

---

---

---

---

---

---

## Door Surface (404.2.10)

Bottom 10" must be smooth (full width of door)



Kick plates can be used to protect door

27

---

---

---

---

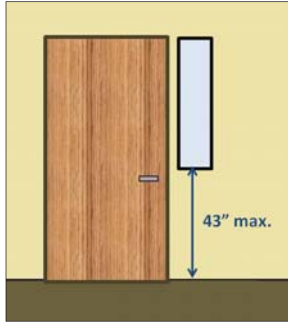
---

---

---

---

## Vision Lights (404.2.11)



If provided, vision lights: 43" max. AFF  
(not required if bottom edge is above 66")

28

---

---

---

---

---

---

---

---

## Break Out Opening



Doors on MOE:  
32" min. clear break out opening (emergency mode)

Unless:

- Door has standby power or
- Compliant manual door serves the same MOE

29

---

---

---

---

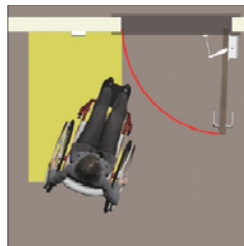
---

---

---

---

## Controls



Wheelchair space at controls must be outside the door swing

30

---

---

---

---

---

---

---

---

## Accessible Routes

### Elevator Exceptions

#### Public (Government) sector:

2 story – access not required to non-public floor with max. occupancy of 5 (e.g., boat traffic tower)

UNITED STATES ACCESS BOARD

31

---

---

---

---

---

---

---

---

## Accessible Routes

### New exception for press boxes

- 500 sq ft or less (aggregate)
- on bleachers entered on 1 level
- or elevated 12' or more (free standing)



32

---

---

---

---

---

---

---

---

## Accessible Routes

### Clarifications

- access not req'd if no pedestrian route provided
- if circulation path interior, accessible route must be interior
- mezzanines – vertical access not req'd where elevator not req'd

UNITED STATES ACCESS BOARD

33

---

---

---

---

---

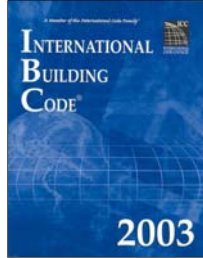
---

---

---

## Accessible Means of Egress

- Reference to the International Building Code (IBC)
- Standby power for platform lifts on egress routes



UNITED STATES ACCESS BOARD

34

---

---

---

---

---

---

---

---

## Detectable warnings



35

---

---

---

---

---

---

---

---

## Detectable Warnings

Required on boarding platform edges only  
(and curb ramps covered by DOT standards)

No longer required at:

- curb ramps (except at transportation facilities covered by DOT standards)
- hazardous vehicular areas

Rulemaking on public rights-of-way to  
revisit issue

UNITED STATES ACCESS BOARD

36

---

---

---

---

---

---

---

---

## Work Areas (203.9)

- “approach, entry, & exit”
- circulation paths (in areas  $\geq 1000$  sq ft)
- means of egress
- visual alarm connection

UNITED STATES ACCESS BOARD

37

---

---

---

---

---

---

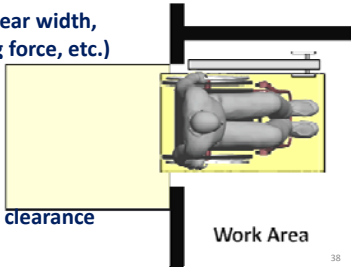
---

---

## Work Areas

Access for “approach, entry, & exit”

- Door man. clearance (exterior)
- Compliant door (clear width, hardware, opening force, etc.)
- Clear floor space



Recommended:

- Interior door man. clearance
- Turning space

38

---

---

---

---

---

---

---

---

## Work Areas

Accessible circulation paths



Exceptions:

- areas  $< 1000$  sq. ft.
- paths = integral part of equipment
- exterior areas fully exposed to weather

39

---

---

---

---

---

---

---

---

# Toilet Rooms

UNITED STATES ACCESS BOARD

40

---

---

---

---

---

---

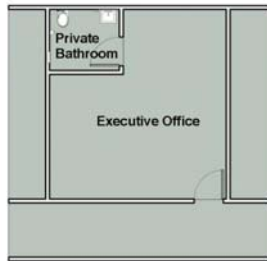
---

---

## Private Toilet Rooms

"Adaptable" access permitted

- private (not common) use
- single occupant
- accessed only through private office



(clarified in the new ADA-ABA standards)

41

---

---

---

---

---

---

---

---

## Private Toilet Rooms

Adaptability allows:

- later provision of grab bars (reinforcement/ blocking)
- alternative toilet seat & lavatory heights
- removable base cabinetry at lavs
- door swing into fixture clearances (where swing can be reversed)

42

---

---

---

---

---

---

---

---

## Clustered Toilet Rooms

New exception:

Access to at least 50% of single user toilet rooms clustered at one location that serve same users (instead of 100%)

UNITED STATES ACCESS BOARD

43

---

---

---

---

---

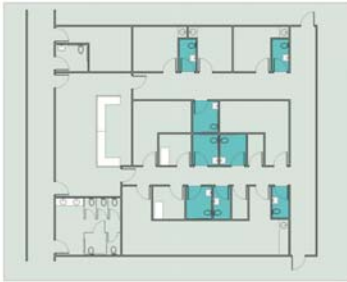
---

---

---

## Clustered Toilet Rooms

Example: medical office suite



UNITED STATES ACCESS BOARD

44

---

---

---

---

---

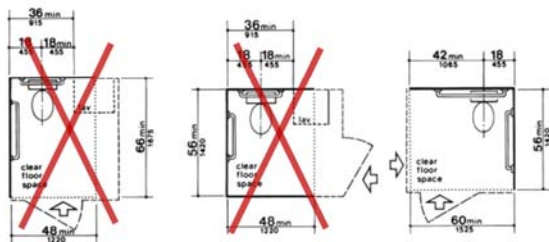
---

---

---

## Water Closets

*Original ADAAG (fig. 28) permitted overlap*



45

---

---

---

---

---

---

---

---

## Water Closet Clearance

No longer permitted under new standards



46

---

---

---

---

---

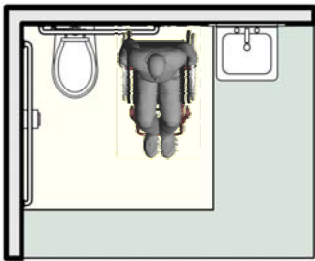
---

---

---

## Toilet Rooms

Allows space for side transfers



UNITED STATES ACCESS BOARD

47

---

---

---

---

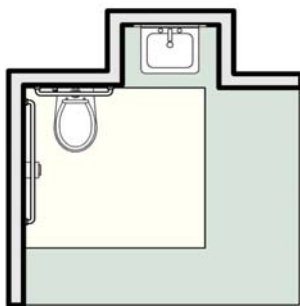
---

---

---

---

## Toilet Rooms



- fixtures can be recessed
- shorter (24" min.) rear grab bar allowed in this case

UNITED STATES ACCESS BOARD

48

---

---

---

---

---

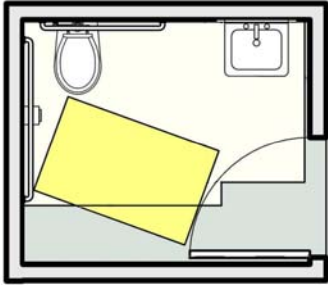
---

---

---



## Toilet Rooms



Doors can swing into fixture clearances if clear floor space (30" x 48" min.) provided outside swing <sup>49</sup>

---

---

---

---

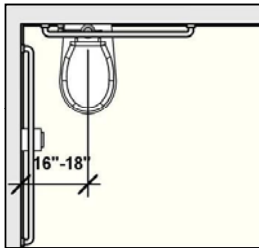
---

---

---

---

## Toilet Rooms



- Range for toilet centerline
- lavatory cannot overlap toilet clearance (except in dwelling units)

UNITED STATES ACCESS BOARD <sup>50</sup>

---

---

---

---

---

---

---

---

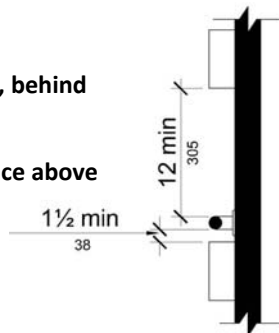
## Grab Bars

### Clearances

1 1/2" min. below, behind

*New standards:*

12" min. clearance above



<sup>51</sup>

---

---

---

---

---

---

---

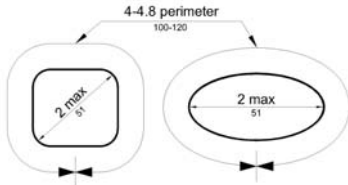
---

## Grab Bars

Diameter: 1 ¼" - 1 ½"

**New standards:**

- 1 ¼" - 2"
- specifications for non-circular cross sections



52

---

---

---

---

---

---

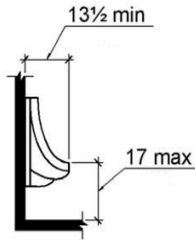
---

---

## Urinals

17" max. height, elongated rim

**New standards:** "elongated" = 13 ½" min.



53

---

---

---

---

---

---

---

---

## Children's Toilets

**Alternate Specifications:**

- WC centerline: 12" - 18"
- WC seat height: 11" - 17"
- Grab bar height: 18" - 27"
- Dispenser height: 14" - 19"

54

---

---

---

---

---

---

---

---

## Children's Toilets

Advisory information provides guidance according to age group

	Ages 3 & 4	Ages 5 - 8	Ages 9 - 12
WC Centerline	12 in	12 - 15 in	15 - 18 in
Toilet Seat Height	11 - 12 in	12 - 15 in	15 - 17 in
Grab Bar Height	18 - 20 in	20 - 25 in	25 - 27 in
Dispenser Height	14 in	14 - 17 in	17 - 19 in

55

---

---

---

---

---

---

---

---

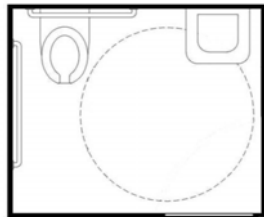
## Toilet Stalls

Lavs in toilet stalls

**New standards:**

Stalls with more >1 plumbing fixture treated as toilet room

Second accessible lav required outside stall



56

---

---

---

---

---

---

---

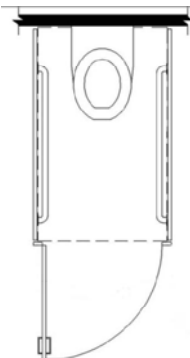
---

## Ambulatory Stall

- parallel grab bars
- width: 36" (absolute)
- doors: out-swinging, self-closing

**New standards:**

- width 35" – 37"
- depth: 60" min.



57

---

---

---

---

---

---

---

---

# Bathing Facilities

---

---

---

---

---

---

---

---

## Transfer Stall

Stall dimensions: **absolute**, not minimum  
New standards: 36" measured at center point

Grab bars can be continuous or split

---

---

---

---

---

---

---

---

## Roll-in Shower (no seat)

Stall dimensions and clear floor space  
(lav can overlap space)

New standards: CFS 30" min. deep (instead of 36")

---

---

---

---

---

---

---

---

## Shower Spray Unit

Hand-held shower spray unit required for showers and tubs (exception for "unmonitored" facilities)

**New standards:**

- on/off control
- water temperature (120 degrees max.)



61

---

---

---

---

---

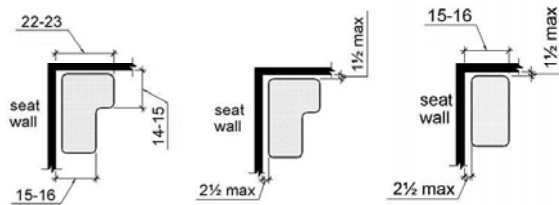
---

---

---

## Seats

**New standards: specifications for L-shaped and rectangular seats**



62

---

---

---

---

---

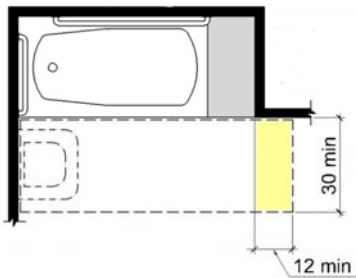
---

---

---

## Bath Tub (Permanent Seat)

Clear floor space at tub with permanent seat



**New standards: additional space beyond seat wall**

63

---

---

---

---

---

---

---

---

# Residential Dwelling Units

UNITED STATES ACCESS BOARD

64

---

---

---

---

---

---

---

---

## Residential Dwelling Units

Guidelines apply primarily to State or local government housing and public accommodations housing

(Fair Housing Act covers multi-multi-family housing in public and private sectors )



UNITED STATES ACCESS BOARD

65

---

---

---

---

---

---

---

---

## Residential Dwelling Units

### Scoping:

- 5% wheelchair accessible
- 2% communication access features
- Recognize coverage by HUD 504 regulations
- Exception for facilities with 15 or fewer units
- Units for sale (DOJ or HUD regs)

UNITED STATES ACCESS BOARD

66

---

---

---

---

---

---

---

---

## Residential Dwelling Units

**Residential Facilities vs. Transient Lodging  
(definitions)**

**Residential:** long-term in nature,  
used as residence

**Transient:** short-term in nature,  
not used as residence



UNITED STATES ACCESS BOARD 67

---

---

---

---

---

---

---

---

## Assembly areas

UNITED STATES ACCESS BOARD 68

---

---

---

---

---

---


---

---

## Assembly Areas

**Wheelchair Spaces**

lower scoping for  
assembly areas with  
more than 500 seats:



- 501 – 5,000 seats: 1 space/ every 150 seats  
(instead of 1%)
- > 5,000: 0.5% scoping

UNITED STATES ACCESS BOARD 69

---

---

---

---

---

---

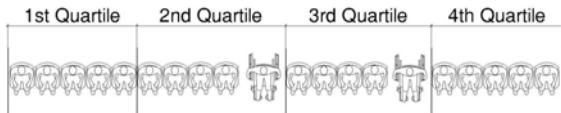
---

---

## Assembly Areas

### Horizontal Dispersion

Exception (300 seats max.) if:  
spaces & companion seats located in  
the 2<sup>nd</sup> or 3<sup>rd</sup> quartile of row



UNITED STATES ACCESS BOARD

70

---

---

---

---

---

---

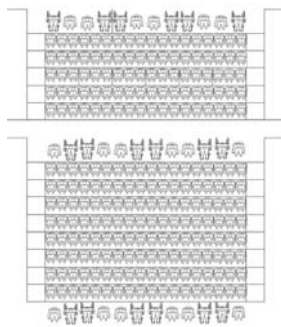
---

---

## Assembly Areas

### Vertical Dispersion

Exception (300 seats max.) if:  
viewing angles = or  
better than the  
average viewing  
angles in the  
assembly area



71

---

---

---

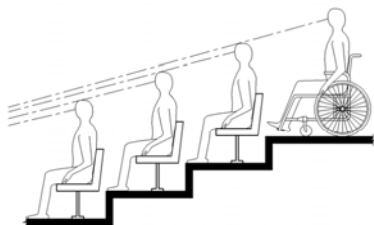
---

---

---

---

---



Wheelchair spaces must provide  
comparable lines of sight

72

---

---

---

---

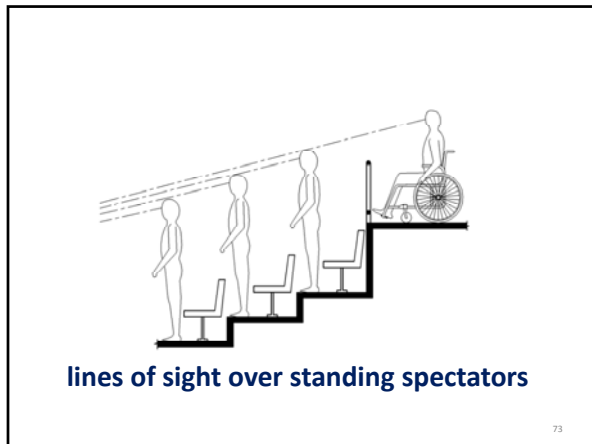
---

---

---

---






---

---

---

---

---

---

---

---

### Fire Alarms

**NFPA 72  
(1999 or 2002)**

guidelines require  
110 dB max.

UNITED STATES ACCESS BOARD

---

---

---

---

---

---

---

---

### Fire Alarms

**NFPA 72 covers:**

- flash rate & pulse duration
- location - wall & ceiling
- minimum intensity
- larger coverage thru fewer appliances
- many spaces (other than corridors) can be covered by 1 appliance
- synchronization of multiple appliances

---

---

---

---

---

---

---

---

## Signs

- Raised characters
- Braille
- Visual characters
- Pictograms



UNITED STATES ACCESS BOARD

76

---

---

---

---

---

---

---

---

## Signs

- Tactile/ visual – labels for permanent rooms & spaces, exit doors
- Visual only – directional or informational signs
- Exempt: temporary signs, building menus, directories, addresses, company names and logos



77

---

---

---

---

---

---

---

---

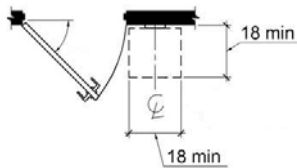
## Signs

### Location (tactile signs)

- latch side of doors, 60" high (to centerline)

### *New standards:*

- more detail, 48" – 60" height, allowed on push side of doors (without hold-open devices)



78

---

---

---

---

---

---

---

---

## Telephones

- Volume controls on all public phones
- 20 dB (12 dB intermediate step)
- Automatic reset

### TTYs:

- 34" min. height keyboard (unless seats provided)
- Revised scoping



UNITED STATES ACCESS BOARD

79

---

---

---

---

---

---

---

---

## Assistive Listening Systems

### Required where:

- audible communication = integral to use of the space and
- audio amplification
- courtrooms



Not triggered by fixed seating or occupant load

New technical criteria (sound pressure level, signal-to-noise ratio, peak clipping level)

80

---

---

---

---

---

---

---

---

## ATMs and Fare Machines

Access to 1 of each type at each location

- speech output
- privacy
- input controls
- display screen
- Braille instructions (for speech mode)



UNITED STATES ACCESS BOARD

81

---

---

---

---

---

---

---

---

## Two-Way Communication Systems

**Audible and visual signals required**



UNITED STATES ACCESS BOARD

82

---

---

---

---

---

---

---

---

## Where to direct questions



### U.S. Department of Justice

- Implementing regulation and additional requirements
- Requirements for existing facilities – title II & III

(800) 514-0301 (voice)  
(800) 514-0383 (TTY)  
[www.ada.gov](http://www.ada.gov)



### U.S. Access Board

- 2010 Accessibility Standards for new construction and alterations

(800) 872-2253 (voice)  
(800) 993-2822 (TTY)  
(202) 272-0081 (FAX)  
[ta@access-board.gov](mailto:ta@access-board.gov)  
[www.access-board.gov](http://www.access-board.gov)

83

---

---

---

---

---

---

---

---



Thank you for participating in today's  
ADA-Audio Conference Session

**The 2011-2012 Schedule is available on-line**

**The next scheduled session is:  
Planning A Trip: What You Need To Know  
About Making Hotel Reservations  
February 21, 2012**

Register at: [www.ada-audio.org](http://www.ada-audio.org) or call 866-232-1990 V/TTY

84

---

---

---

---

---

---

---

---