

# Effective Communication

Public Entity Riverside County Transportation Commission Date July 01, 2022  
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Many people who are blind or have low vision, who are deaf or hard of hearing or who have other communication disabilities are prevented from participating fully in programs, activities, and services because of communication issues. To address this, Title II requires that communication with people with disabilities be “as effective” as communication with others. Often good communication practices will suffice, such as not turning away when speaking with a person who is hard of hearing or taking the time to listen to a person who has a speech impairment. Other times a public entity needs to provide “auxiliary aids and services” to ensure that communication is effective.

Questions	Yes, or no?	Comments	Next Steps
<b>Auxiliary Aids and Services</b>			RCTC needs to identify local resources which can provide auxiliary aids for communication, as needed, by people with disabilities.
1. Does the public entity know how to provide the following for people who are deaf or hard of hearing?			
a. Sign language, oral, and cued speech interpreters	Yes		
b. Video remote interpreting (VRI) services	No	Unsure of what this is.	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: <a href="https://www.adapacific.org/request_pacific-ada-center-training">https://www.adapacific.org/request_pacific-ada-center-training</a> .

Questions	Yes, or no?	Comments	Next Steps
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	Unsure of what this is. If it is referring to captioning during a meeting then the Board room does not have that.	Same as above
d. Assistive listening devices	Yes		
e. Open and closed captioning of videos	Yes, and no	Closed captioning yes.	
f. Real time captioning of television programs	No	Handled by the county when they stream.	
g. Other:	n/a	n/a	
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. Braille	No	Unknown if we currently have a vendor	RCTC should identify local resources which can provide auxiliary aids for communication, as needed, by people with disabilities.
b. Large print	Yes		
c. Audio recordings	Yes		
d. Accessible electronic formats that that can be accessed by screen reading software, for example, documents in plain text or HTML	Yes		
e. Screen reader software installed on a computer that is used by the public, for example in a library	n/a		
f. Magnification software installed on a computer that is used by the public, for example in a computer lab	No		

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g. Optical readers	No		Purchase equipment or make arrangements with vendors so that documents can be provided in alternative formats when requested.
h. Other	n/a		
<b>Policies and Procedures</b>			
3. Does the public entity have a policy or procedure to handle requests for auxiliary aids and services?	Yes		
4. Are employees and officials aware of the public entity's obligation to provide auxiliary aids and services?	Yes		
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.	Yes		
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?	Yes		
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		
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?	Yes		

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<p>Example: A deaf family member of a hospital patient might need a sign language interpreter to communicate with the doctor.</p>			
<p>9. Are captions and audio description provided on videos and television programs the public entity produces and videos on its website?</p>	Yes	Closed captioning is provided by YouTube	
<p>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?</p> <p><i>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.</i></p>	No		<p>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 RCTC.</p>
<p>11. Have local resources been identified which can provide auxiliary aids for communication, as needed, by people with disabilities</p>	n/a	No response received. Not sure	<p>RCTC should identify local resources which can provide auxiliary aids for communication, as needed, by people with disabilities.</p>
<p>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?</p>	n/a	<p>Not applicable. RCTC is invited to participate in various news interviews, so it is up to the news cast company to provide any services.</p>	

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	Emails are sent to people who have signed up to receive the email blasts.	When announcements are distributed electronically, they should be sent out in accessible PDF and Word documents simultaneously.
<b>Telecommunications</b>			
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?	Yes		
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?  <i>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.</i>	Yes	Not applicable. TTYs are available on call boxes provided on the highways managed by RCTC, but they are maintained by the county.	
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 RCTC, but equipment and services are maintained by the county.	Ensure that all instruments are regularly tested to determine whether TTY equipment functions properly and ensure that responding personnel have been adequately trained to handle TTY calls correctly.

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17. Does RCTC list "711 the California Relay" on business cards and letter heads also?	No	CRS 711 is listed on the website. General public can access RCTC departments offices via the main number 951.787.7141 listed on the website.	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.