

NOTICE OF MEETING REGULAR MEETING

- 1. CALL TO ORDER**
- 2. APPROVAL OF THE AGENDA**
- 3. PUBLIC COMMENTS REGARDING ITEMS ON THE AGENDA**
- 4. RECONSIDERATION**
- 5. SYNOPSIS APPROVAL**
 - A. April 14, 2016 meeting synopsis **Page 3**
- 6. VISITORS**
- 7. PENDING BUSINESS**
 - A. ADA Grievance Procedure and Grievance Form **Page 5**
 - B. Self-Evaluation and Transition Plan Update **Page 15**
- 8. NEW BUSINESS**
 - A. ADA Public Notice **Page 17**
 - B. Special Events Permit and Special Event Compliance Policy **Page 19**

9. INFORMATIONAL ITEMS

- A. Resolution 16-019, Establishing and ADA Compliance Committee to develop a transition plan and establish a grievance procedure to comply with ADA requirements **Page 29**
- B. 711 for Telecommunications Relay Service **Page 33**

10. COMMENTS OF THE AUDIENCE

11. COMMENTS OF CITY STAFF

12. COMMENTS OF THE COMMITTEE

- 13. ADJOURNMENT NEXT REGULAR MEETING IS SCHEDULED for June 9, 2016** in the City Hall Cowles Council Chambers located at 491 E. Pioneer Ave, Homer, Alaska.

- A. Chair Rick Malley opened the floor for nominating secretary. Tess Dally volunteered for the position and there was no objection from the committee.
- B. A meeting schedule was decided. We will meet the 2nd Thursday of every month. The next meeting will be May 12th.
- C. Grievance procedure,
 - a. Members discussed concerns regarding the procedure timeline.
 - b. Melissa stated that she would add a statement that the city intends to add the grievance as quickly as possible, in a timely manner, etc. .
 - c. Several Changes to the grievance procedure were suggested. We will review at the next scheduled meeting before it goes to the city council.
 - d. The format provided by Melissa was extremely helpful and met most the needs of our city. We will decide if we will need to look at an alternative format.
- D. The committee discussed the Northwest ADA Accessibility Check list. Councilmember Aderhold requested to see an employee/employer checklist as well.
- E. The assessment process
 - a. We may be able to develop several teams of volunteers to assess buildings using the checklists.
 - b. Ketchikan has been very successful in making buildings accessible as well as Project Civic Access in

Fairbanks. These two cities may provide helpful information for our transitional plan.

- c. What is our time line? We all agreed this is a great question. Councilmember Aderhold suggested this is a great time of year to address Parks and Trails. The Spit Trail cross walk was discussed as well as accessibility to parks.
- d. Chair Malley is meeting with Friends of the Parks. He informed the committee of new access at the White Fence Park on Maine Street.

F. Audience

Rita Campbell (The Mother of a child) stated that she is experiencing difficulty accessing the Library with her son. She stated that the automatic door does not work. She identified several events and businesses in the city of Homer that lack accessibility. She identified the danger of crossing the road at the Spit Trail and there is no cross walk. She also identified a lack of accessible dental care.

1 **CITY OF HOMER**
2 **HOMER, ALASKA**

3 Aderhold

4 **RESOLUTION 16-0xx**

5
6 A RESOLUTION OF THE HOMER CITY
7 COUNCIL ADOPTING AN AMERICANS
8 WITH DISABILITIES ACT GRIEVANCE
9 PROCEDURE.

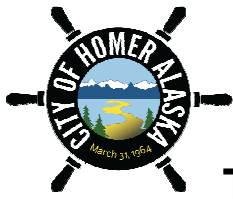
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11 WHEREAS, It is the responsibility of the City of
12 Homer to make reasonable accommodations in its
13 services, activities, programs or benefits so they are
14 accessible to people with disabilities; and

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16 WHEREAS, In accordance with Title II of the
17 Americans with Disabilities Act (ADA) local governments
18 with 50 or more employees are required to adopt and
19 publish procedures for resolving grievances arising under
20 Title II of the ADA; and

21
22 WHEREAS, Grievance procedures set out a system
23 for resolving complaints of disability discrimination in a
24 prompt and fair manner; and

25
26 WHEREAS, The ADA Compliance Committee has
27 reviewed the grievance policy to ensure it includes-

- 28 • How and where a complaint under Title II may be
29 filed with the City of Homer;
- 30 • A statement notifying potential complainants that
31 alternative means of filing will be available to
32 people who require such an alternative;



City of Homer Grievance Procedure Under The Americans with Disabilities Act

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging violation on the basis of disability in the provision of services, activities, programs or benefits by the City of Homer. The City's Personnel Policy governs employment-related complaints of violation.

The complaint should be in writing and contain information about the alleged violation such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The following timeline is established in accordance with Chapter 2 ADA Coordinator, Notice & Grievance Procedure: Administrative Requirements under Title 2 of the ADA. It is the goal of the City of Homer to discuss and resolve grievances as quickly as possible.

1. The complaint should be submitted by the grievant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Melissa Jacobsen, ADA Coordinator and
Deputy City Clerk
City of Homer
491 E. Pioneer Avenue, Homer, AK, 99603

2. The ADA Coordinator or designee will meet with the complainant within 15 calendar days after the receipt of the complaint to discuss the non-compliance and possible resolutions.
3. The ADA Coordinator or designee will respond in writing, and where appropriate, in a format accessible to the complainant, within 15 calendar days. The response will explain the position of the City of Homer and offer options for substantive resolution of the complaint.
4. If the response of the ADA Coordinator or designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision to the City Manager or designee within 15 calendar days after the receipt of the response.
5. The City Manager or designee will meet with the complainant within 15 calendar days of receipt of the appeal to discuss the complaint and resolution.

6. The City Manager or designee will respond in writing, and where appropriate, in a format accessible to the complainant, within 15 calendar days with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or designee, appeals to the City Manager or designee, and responses from these two offices will be retained by the City of Homer for at least three years.



ADA Grievance Form

Instructions: Please complete and sign the form and submit it within 60 days of any violation to:

**Melissa Jacobsen
ADA Coordinator and Deputy City Clerk
City of Homer
491 E. Pioneer Avenue
Homer, AK 99603
907-435-3107
mjacobsen@ci.homer.ak.us**

1. Type of Grievance (check all that apply):

- Accommodation Request
 Program/Service
 Facility Accessibility
 Other: _____

2. Reporting Individual:

Full Name:	
Address:	
City, State, Zip Code:	
Phone	Alternate Phone:
Email:	

3. Authorized Representative of Reporting Individual (if any):

Full Name:	
Address:	
City, State, Zip Code:	
Phone	Alternate Phone:
Email:	

DETAILS OF VIOLATION

4. Date/Time of Incident: _____

5. Department/Facility/Location Involved:
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6. Describe the violation. You may add an additional page if necessary.
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7. Have attempts been made to resolve the violation through a City Department? If yes, please describe the efforts that have been made.

8. What do you recommend as a solution?

Signature

Date

Attach additional pages as necessary. If you need assistance, require an accessible format, or have questions about this form please contact the City of Homer ADA Coordinator at: [mjacobson@ci.homer.ak.us](mailto:mjacobsen@ci.homer.ak.us) or (907)435-3107



City of Homer

www.cityofhomer-ak.gov

Office of the City Clerk

491 East Pioneer Avenue
Homer, Alaska 99603

clerk@cityofhomer-ak.gov

(p) 907-235-3130

(f) 907-235-3143

Memorandum

TO: ADA Compliance Committee

FROM: Melissa Jacobsen, CMC, Deputy City Clerk,
ADA Coordinator

DATE: May 6, 2016

SUBJECT: Self-Evaluation & Transition Plan Update

I spoke with City Manager Katie Koester after our last meeting about how she would like to proceed with tasking to begin our self-evaluation plan.

She asked Jenny Carroll the city's Special Projects & Communications Coordinator to join us and we talked about the potential of finding grants to help pay to hire a contractor to help with the self-evaluation and prepare a transition plan for the city.

Jenny reported back that she found a grant possibility from the Alaska Mental Health Trust Authority (AMHTA). The gentleman she spoke with indicated they would look at a Small Project Grant request, which is up to \$10,000, through their Small Projects Grant Program. The next application deadline is July 1st and Jenny will be applying for that grant on behalf of the city.

Recommendation: No committee action is needed at this time.



City of Homer Notice under the Americans with Disabilities Act

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), the City of Homer will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The City of Homer does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Effective Communication: The City of Homer will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City of Homer's programs, services and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: The City of Homer will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services,

and activities. For example, individuals with service animals are welcome in City of Homer offices, even when pets are generally prohibited.

Anyone who requires an auxiliary aide or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the City of Homer, should contact Melissa Jacobsen, ADA Coordinator and Deputy City Clerk at 907-435-3107 or mjacobsen@ci.homer.ak.us as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the City of Homer to take any action that would fundamentally alter the nature of its programs or services, or impose undue financial or administrative burden.

Complaints that a program, service, or activity of the City of Homer is not accessible to persons with disabilities should be directed to Melissa Jacobsen, ADA Coordinator and Deputy City Clerk at 907-435-3107 or mjacobsen@ci.homer.ak.us.

The City of Homer will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.



CITY OF
HOMER

SPECIAL EVENT PERMIT APPLICATION



INTRODUCTION

The application process begins when you submit a completed Special Event Application to the City of Homer. Keep in mind that the acceptance of your application should in no way be construed as final approval or confirmation of your request.

Copies of the application will be reviewed by all affected City departments. You will be notified if your event requires any additional information, certificates, or fees.

It is our goal to assist event organizers in planning safe and successful events by minimizing impact on public safety and welfare. On behalf of the City of Homer we thank you for contributing to the spirit and vitality of our community through the staging of your event.

Best wishes for a successful event!

Overall Event Description

Briefly explain event and activities:

Venue/ Route Information

Parade/Walk/Run Route:

Assembly Area:

Disbanding area:

Reviewing Stand Location

Number of anticipated entries

Does the event require a street closure? Yes No

Names of Street(s) to be closed:

Between

and

Between

and

Time of Street Closure

Start:

End:

Event Details

Is the event free to the public? Yes No Admission Cost: _____ Parking Cost: _____

Does your event involve the sale or consumption of alcoholic beverages? Yes No

If yes, please describe:

Will items or services be sold at the event? Yes No

If yes, please describe:

Will Vendors be cooking or heating food? Yes No

If yes, please describe:

Will event have amplified sound? Yes No

If yes, please describe:

Will there be any fenced areas? Yes No

If yes, please describe:

Will there be construction of stages, platforms, bleachers or other temporary structures? Yes No

If yes, please describe (including dimensions):

Will tents or canopies be used? Yes No

If yes, number of tents/awnings: _____ Size of tents/awnings: _____

Does the event include the use of fireworks? Yes No

If yes, please describe:

Does the event include the use of open flames (i.e. bonfires)? Yes No

If yes, please describe:

Does the event include rides, inflatables, animals, climbing walls, or similar devices? Yes No

If yes, please describe:

Will generators or other electrical equipment be utilized at the event? Yes No

If yes, please describe:

Do you plan on utilizing volunteers? If yes, in what capacity?

Traffic Control

Please describe your plans for traffic control and parking for this event:

Will you be providing traffic safety equipment at your event? Yes No

Number of barricades: _____ Number of traffic cones: _____ Number of directional signage: _____

If no, please explain:

Sanitation

Will you be providing trash receptacles at your event? Yes No

If yes, number of trash cans: _____ Number of dumpsters: _____

If no, please explain:

Will you be providing portable rest room facilities at your event? Yes No

If yes, number of portable restrooms: _____

If no, please explain:

Public Health

Please describe your first aid/medical plan for this event:

Safety/ Security

Please describe your security plan for crowd control and safety:

Have you hired a Security firm to handle security arrangements for this event? Yes No

If yes:

Company Name:

Phone Number:

Number of Guards:

Contact info for day of event:

Event Promotion

Please describe marketing and promotional effort for the event:

Rules and Regulations

- Special event permit applications shall be made no less than 120 days prior to the requested event date.
- The permit is not transferable. Only areas specifically designated in the permit are to be used.
- The Onsite Contact Person must be available onsite for the entire duration of the event.
- You must receive approval for your event before you promote market or advertise your event. Conditional approval will be made after the event organizer submits the application and it is initially screened. Acceptance of your Special Event Application by the City is not a guarantee of the date, location or an automatic approval of your event.
- A site plan/route map of your event must be included with your application and will be in an 8 1/2" x 11" or 8 1/2" x 14" format. The site plan/route map should identify all streets and areas that are part of the venue and surrounding area as well as the location/dimensions of stages, platforms, canopies, bleachers, platforms, beer gardens, cooking areas, vendor booths, portable toilets, trash containers, dumpsters, generators, exit locations, registration areas, fencing, barriers, first aid facilities, etc. If the event involves a moving route of any kind, indicate the direction of travel and any street closures.
- In accordance with Homer City Code 19.02.040 and 19.02.080, the City Manager may approve a permit application subject to certain conditions or stipulations regarding the time, place or manner of the special event and/or insurance requirements.
- All debris and trash must be removed from an event site immediately after the event. Failure to do so may require the City to utilize City services. All expenses will be the responsibility of the event applicant.
- Granting of a Special Event Permit by the City of Homer does not exempt the special event or its sponsor(s) from obtaining any business licenses or other permits which may be required by any federal, state or local statutes, ordinances, rules or regulations or from complying with any federal, state or local statutes, ordinances, rules or regulations.
- In some cases, the hiring of officers from the City of Homer Police Department, a professional security company, or a combination of both may be required by the City of Homer in order to obtain a Special Event Permit. The Homer Police Department determines the need, number, and type of security personnel based on expected attendance, location of the event, the presence of alcohol, history of the event, nature of the event, street closures, and the amount of advertising used for an event.
- The Fire Department must review and approve the following: your plans for first aid and/or emergency medical services; your route for emergency vehicle access; parade floats; use of an open flame; use of fireworks or pyrotechnics; handling of vehicle fuel; cooking facilities; the location of power sources; the availability and location of on-site fire suppression equipment; the occupancy and spacing of tables or enclosures; and the use of tents, canopies or any fabric shelters. The Fire Department may require an inspection at your cost before and/or during the event.
- If the City Manager determines additional city services may be required for your event, you will be notified with an estimate of the cost of such additional support services as well as deposit or bond requirements to meet such costs. The applicant(s) shall assume and reimburse the City for any and all costs and expenses determined by the City to be unusual or extraordinary, and related to the event for which the permit is sought, including but not limited to:
 - The cost of providing, erecting, and moving barricades and/or signs;
 - The cost of providing and moving garbage or waste receptacles;
 - The cost of city personnel required by the city to work overtime hours.

Indemnity

The undersigned Applicant/Sponsor of this special event agrees to indemnify, defend and hold harmless the City of Homer, and its officers, employees and agents from any and all actions, claims, damages, losses and liability arising out of or alleged to arise out of the special event which was proximately caused by the Applicant/Sponsor, its officers, employees, agents, or any other person attending or joining in the special event who was, or reasonably should have been under the Applicant/Sponsor's control.

Signature of Applicant

Date

Signature of Witness

Date

Be sure to attach:

- Proof that the sponsoring organization is in good standing with its organizing state and qualified to conduct activity in the state of Alaska

- A site plan/route map of the event

- Certification of current tax exempt status (if applicable)

Please submit your completed application and
the application fee (made payable to City of Homer) to:

City of Homer
Attn: City Manager
491 East Pioneer Ave
Homer, Alaska 99603
Email: citymanager@ci.homer.ak.us
Phone: (907) 235-8121 ext. 2222
Facsimile: (907) 235-3148



Special Event ADA Compliance Policy

Special events on public property that are open to the public are required by the Americans with Disabilities Act (ADA) to be accessible to people with disabilities. For questions or to request these instructions in an alternate format, please contact the ADA Coordinator.

Melissa Jacobsen
ADA Coordinator/
Deputy City Clerk
491 E. Pioneer Ave.

Phone: (907) 435-3107

mjacobsen@ci.homer.ak.us

Fax: (907) 235-3143

1. You are required to provide reasonable accommodations to people with disabilities. The following **“ADA Accommodation Notice”** must be included on all print material for the event including programs, flyers, and websites: **“For an ADA accommodation contact [insert name] at [insert phone].”**
2. If parking is not provided, a **“Passenger Loading Zone”** (aka “Drop Off Zone”) is required, identified by a sign. (You may make your own signs.)
3. If the event sets up barriers such as **fencing, hoses, cords, or other items** in pedestrian paths including sidewalks, crosswalks, and pathways through the event, the barriers must either be ramped on an “Accessible

Route” sign must indicate the direction of an alternate accessible route.

4. There must be an “**Accessible Route**” to each of your event activities with the following features:
 - a) No Steps. Elevation changes greater than ¼ inch vertical or ½ inch beveled must be ramped.
 - b) Adequate width. Sidewalks and routes to public buildings must be at least 48 inches wide; routes within the event must be at least 36 inches wide.
 - c) No protrusions/overhangs/lines/etc up to a height of 80 inches.
 - d) Activities should be oriented near paved areas as much as possible.
 - e) Inaccessible routes such as stairs must have signage indicated the direction of the “Accessible Route.”

If tables or **sales/service counters** are used, they are not to exceed a height of 36 inches or an alternate table must be provided.

If **seating** is provided, “Accessible Seating” with “Companion Seating” must be available with a view of the event that is equal to or better than the average view, and identified with signage.

If **portable toilets** are provided, 5%(at least 1 in 20) of the toilets in EACH location/group of toilets must be ADA portable toilets accessible from pavement.

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**CITY OF HOMER
HOMER, ALASKA**

City Manager

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RESOLUTION 16-019

A RESOLUTION OF THE HOMER CITY COUNCIL ESTABLISHING AN AMERICANS WITH DISABILITIES ACT COMPLIANCE COMMITTEE TO DEVELOP A TRANSITION PLAN AND ESTABLISH A GRIEVANCE PROCEDURE TO COMPLY WITH ADA REQUIREMENTS AND APPOINTING DEPUTY CITY CLERK MELISSA JACOBSEN AS THE ADA COORDINATOR FOR THE CITY OF HOMER.

WHEREAS, The Americans with Disability Act (ADA) requires that State and local governments comply with Title II of the ADA that covers programs, activities, and services of public entities; and

WHEREAS, Title II is intended to protect qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all State and local governments; and

28 WHEREAS, Title II requires that public entities take
29 several steps designed to achieve compliance with the
30 ADA to include the preparation of a self-evaluation. In
31 addition, public entities with 50 or more employees are
32 required to:

- 33 1) Develop a grievance procedure;
- 34 2) Designate an individual to oversee Title II
35 compliance;
- 36 3) Develop a transition plan if structural changes are
37 necessary for achieving program accessibility; and
- 38 4) Retain the self-evaluation for three years.

39 WHEREAS, It is necessary to establish an ADA
40 Compliance Committee (ADACC) to develop a Transition
41 Plan and Grievance Procedure and appoint an ADA
42 Coordinator for the City of Homer.

43
44 NOW, THEREFORE, BE IT RESOLVED that the City
45 of Homer hereby establishes the Americans with Disability
46 Act Compliance Committee (ADDCC).

47
48 BE IT FURTHER RESOLVED that Melissa Jacobsen,
49 Deputy City Clerk, is appointed as the ADA Coordinator
50 for the City of Homer.

51 BE IT FURTHER RESOLVED that the Committee
52 membership shall be one member of the City Council, and
53 four members of the community, two of those members
54 shall reside with the City of Homer.

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BE IT FURTHER RESOLVED that the committee should select within its membership a chairperson to run meetings and provide the clerk’s office with agenda content, a vice chair in the chair’s absence, and a secretary to take notes at meetings.

BE IT FURTHER RESOLVED that the scope of work shall include:

- Prepare a Self-Evaluation of the City’s policies and practices and analyze whether these policies and practices adversely affect the full participation of individuals with disabilities in its programs, activities, and services.
- Develop a Transition Plan that lists the physical barriers in the City’s facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities; the methods to be utilized to remove these barriers and make the facilities accessible; and the schedule for taking necessary steps to achieve compliance.
- Develop a Grievance Procedure to outline the process of providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by Title II.

85 BE IT FURTHER RESOLVED that the Committee
86 shall establish its own work schedule and shall remain in
87 effect to review any new programs, activities, and services
88 within the City of Homer.

89
90 PASSED AND ADOPTED by the Homer City Council
91 this 8th day of February, 2016.

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94 CITY OF HOMER
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98 _____
99 MARY E. WYTHE,

100 MAYOR
101 ATTEST:

102
103 _____
104 JO JOHNSON, MMC, CITY CLERK

105
106 Fiscal information: N/A

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711 for Telecommunications Relay Service

The Federal Communications Commission adopted use of the 711 dialing code for access to Telecommunications Relay Services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities. For more information about the various types of TRS, see the FCC's consumer guide at www.fcc.gov/guides/telecommunications-relay-service-trs, or visit the website of our Disability Rights Office (DRO) at www.fcc.gov/disability.

Making TRS Calls

If you want to call someone using TRS, use your TTY or dial 711 on your telephone, and you will automatically be connected to a TRS operator. If you're a TRS user traveling out of state and want to make a call, there is no longer a need to learn the state's TRS provider's telephone number. Just dial 711. It's fast, functional and free.

The 711 code is not just for use by persons with disabilities. Both voice and TRS users can initiate a call from any telephone, anywhere in the United States, without having to remember and dial a seven or ten-digit access number. For persons who have been using TRS for years, the convenience of dialing three digits is obvious.

711 dialing access does not work for Video Relay Service (VRS), Internet Protocol (IP) relay or IPCTS Relay calls, because such calls are initiated through the Internet. Hearing persons initiating a VRS or IP Relay call may do so by calling a provider's 800 number. IPCTS users just call their party directly, and a Communications Assistant (CA) is automatically connected to the call.

Dialing 711 from a Private Branch Exchange

FCC rules require all telephone companies (including wireline, wireless and payphone providers) that operate private branch exchanges (PBXs) to implement three-digit 711 dialing for access to TRS. A PBX is a private telephone system within an organization that switches calls between internal users and allows users to share a certain number of external phone lines. PBX operators are required to modify their equipment to enable 711 dialing to ensure that everyone benefits from abbreviated dialing and consumers have easy access to TRS.

Callers from locations served by PBXs may be required to dial 9 or another prefix before entering the 711 code or placing an outside call. The FCC encourages PBX operators to work with telephone companies and TRS providers to facilitate 711 dialing for users.

The FCC determined that providers of interconnected Voice over Internet Protocol (VoIP) service also must offer 711 abbreviated dialing.

911 and 711

Dialing 911 is the most familiar and effective way Americans have to find help in an emergency. The Americans with Disabilities Act (ADA) requires all Public Safety Answering Points (PSAPs) to provide direct, equal access to their emergency response services for people with disabilities who use TTYs or other devices. Therefore, in the event of an emergency, TTY users should call 911 directly and not make a TRS call via 711.

If you are unable to reach a TRS operator by dialing 711, you can file a complaint with the FCC. There is no charge for filing a complaint.

Filing a complaint

You have multiple options for filing a complaint with the FCC:

- File a complaint online at <https://consumercomplaints.fcc.gov>
- By phone: 1-888-CALL-FCC (1-888-225-5322); TTY: 1-888-TELL-FCC (1-888-835-5322); ASL: 1-844-432-2275
- By mail (please include your name, address, contact information and as much detail about your complaint as possible):

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, S.W.
Washington, DC 20554

Accessible formats

To request this article in an accessible format - braille, large print, Word or text document or audio - write or call us at the address or phone number at the bottom of the page, or send an email to fcc504@fcc.gov.

Last Reviewed 11/7/15

