

**FFY 2025**

WISCONSIN DEPARTMENT OF TRANSPORTATION  
ADA  
EFFECTIVE COMMUNICATIONS PLAN



Office of Business Opportunity & Equity Compliance  
February 19, 2025

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## Introduction

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### Purpose

Under Title II Subpart E of the Americans with Disabilities Act of 1990 (ADA) "Nondiscrimination on the Basis of Disability in State and Local Government Services (28 CFR Part 35)," state and local governments must ensure their communications with people with disabilities are as effective as communications with others. (ADA.gov)

This "effective communication" requirement applies unless a state or local government can demonstrate that providing such communication would fundamentally alter the nature of the service or program or would result in an undue financial and administrative burden. "Effective communication" means that written or spoken information must be equally clear and understandable to people with and without disabilities.

State and local governments can provide equal access to communications through various means, including "auxiliary aids and services" - devices or services that enable effective communication for people with disabilities. Information about accessible services, activities, and facilities must be available in formats accessible to people who are Deaf or Hard of Hearing, Blind, or have low-vision. The requirement to provide an auxiliary aid or service is typically initiated when requested by a person with a disability.

### Background

Individuals experiencing vision, hearing, or speech disabilities (hereafter referred to as "communication disabilities") may require different methods of communication.

The 2023 American Community Survey indicates Wisconsin has an estimated 205,900 people living with hearing difficulties and 109,500 people experiencing visual difficulties.

Table: Estimated Population with Hearing Difficulty, Vision Difficulty, and Cognitive Difficulty in Wisconsin

Disability	Estimated Number in Wisconsin	Percentage of total Wisconsin Population
Hearing Difficulty	205,900	3.5%
Vision Difficulty	109,500	1.9%
Cognitive Difficulty	288,100	5.2%

Source: U.S. Census, American Community Survey, Disability Statistics Survey, 2023

# Potential Accommodations

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## Stakeholder Interpretation Requests:

### American Sign Language or Video Remote Interpretation (VRI) Services

1. Follow-up with the stakeholder to inquire about essential details for interpreter services, including date, time, location, languages spoken, and preferred sign language dialect.
2. Review State contract for Statewide Interpretation and Translation Services.  
<https://vendonet.wi.gov/Contract.aspx?Id=bdd88642-437b-ef11-9058-00505684483d>
3. Determine the type of interpreted event from the Documents section of Vendonet (see below) and select an In-Person ASL or Video Remote (VRI) service provider. The User Guides and Price Lists provide the contact information, prices, and account set-up procedures for contractors.
4. Complete contractor process for requesting services or a quote.
5. Forward any written quotes or information to the purchasing specialist for review or follow-up prior to authorization.
6. Confirm services.
7. Notify stakeholder of services and point of contact for follow-up.

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**Documents:**

<a href="#">01 In-Person ASL Interpretation User Guide and Price List</a>	2/7/2025
<a href="#">02 In-Person Foreign Language Interpretation User Guide and Price List</a>	2/7/2025
<a href="#">03 Video Remote ASL Interpretation User Guide and Price List</a>	2/7/2025
<a href="#">04 Video Remote Foreign Language Interpretation User Guide and Price List</a>	2/7/2025
<a href="#">05 Telephone Interpretation User Guide and Price List</a>	2/7/2025
<a href="#">06 Written Translation User Guide and Price List</a>	2/7/2025
<a href="#">07 Wisconsin Regions Map</a>	10/15/2024
<a href="#">08 RFB</a>	10/15/2024
<a href="#">09 RFB Mandatory Requirements by Lot</a>	10/15/2024
<a href="#">10 Vendor Cloud Storage Requirements</a>	10/15/2024
<a href="#">11 Sample Contract - Signed Contracts Avbl Upon Request</a>	10/15/2024
<a href="#">12 Vendor Spend Report Template</a>	10/31/2024

Source: <https://vendonet.wi.gov/Contract.aspx?Id=bdd88642-437b-ef11-9058-00505684483d>

## Potential Accommodations Continued

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### Captioned Relay Services

- Use state contract for captioned relay service:  
<https://vendornet.wi.gov/Contract.aspx?Id=bdd88642-437b-ef11-9058-00505684483d>
- Typically refers to text displayed on television, videos, or pre-recorded media, but may include captioned telephone relay service for Wisconsin's Deaf, Hard of Hearing and speech disabled community.
- Often created in advance for pre-recorded content.
- Can be turned on or off by the viewer (hence "closed").
- May be created by humans or through automated speech recognition.

### Communication Access Real-Time Translation (CART)

- CART is the instant translation of the spoken word into English text. The text is projected onto a large screen or other display using a stenotype machine, notebook computer, and real-time software.
- Use the Department of Health Services (DHS) CART listings:  
<https://www.dhs.wisconsin.gov/odhh/cartlisting.htm>

### Braille

- A list of Braille translation software is available on the DHS website:  
<https://www.dhs.wisconsin.gov/obvi/resources/braille-translation.htm>

### Support for Public Meetings and Hearings

- Interpretation and captioning services should be provided if requested at events such as public hearings or public meetings.
- Notification of interpretation and captioning availability should be included in each public hearing/meeting posting.
- Anyone who requires an auxiliary aid or service for effective communication or a modification of policies or procedures to participate in a public hearing or public meeting should submit the ADA reasonable accommodation request ([dt2516](#)) to the Project Manager as soon as possible but no later than 72 hours before the scheduled event (Appendix 4).

## Managing Complaints

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Complaints that a WisDOT program, service, or activity is not accessible to persons with disabilities, should be directed to:

Taqwanya Smith, Senior Title VI and ADA Coordinator  
Office of Business Opportunity and Equity Compliance  
Wisconsin Department of Transportation  
4822 Madison Yards Way, 5th Floor South  
Madison, Wisconsin 53705  
Phone: (608) 266-8129  
TTY: (800) 947-3529; WI Relay 7-1-1  
Fax: (608) 267-3641  
Email: [taqwanya.smith@dot.wi.gov](mailto:taqwanya.smith@dot.wi.gov)

Title VI and ADA Complaint Form (Appendix 3): [dt2507](#)

You may also file a complaint with the FHWA Office of Civil Rights or the FTA Office of Civil Rights:

Federal Highway Administration  
U.S. Department of Transportation  
Office of Civil Rights  
1200 New Jersey Avenue, SE  
8th Floor E81-105  
Washington, DC 20590  
Phone: (202) 366-0693  
Email: [FHWA.ADAcomplaints@dot.gov](mailto:FHWA.ADAcomplaints@dot.gov)  
Website: [FHWA.dot.gov/civilrights/file/](http://FHWA.dot.gov/civilrights/file/)

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
Phone: (888) 446-4511  
Website: [Transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta](http://Transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta)  
Complaint Form: [Online Civil Rights Complaint Form](#)

## Frequently Asked Questions

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### Question: Who chooses the auxiliary aid or service that will be provided?

Title II entities (state and local governments) must give primary consideration to the auxiliary aid or service requested by the person who needs communication support. The government must honor this choice unless it can demonstrate either that another equally effective communication method is available, or that the requested method would cause a fundamental alteration or undue burden. If the requested accommodation would create an undue burden or fundamental alteration, the public entity must still provide an alternative effective communication method if one is available.

### Question: What is primary consideration?

Primary consideration means that when someone requests an auxiliary aid or service, he/she must have the opportunity to identify his/her preferred accommodations. The public entity must honor this choice, with limited exceptions. This approach recognizes that individuals are best positioned to know which aids or services will provide effective communication for their specific needs.

### Question: What are examples of auxiliary aids and services for individuals experiencing hearing, vision, and speech disabilities?

Auxiliary aids and services for Deaf, Blind, or Hard of Hearing individuals include written materials, real-time computer-aided transcription services (e.g., CART), assistive listening systems, accessible electronic and information technology, and open and closed captioning.

Support services available for Deaf, Blind, or low-vision individuals encompass qualified readers, audio recordings and taped texts, Braille materials and displays, screen reader and magnification software, optional readers, secondary auditory programs (SAP), large print materials, and accessible electronic and information technology.

Communication supports for individuals with speech disabilities include word or letter boards, writing materials, spelling-based communication methods, qualified sign language interpreters, text-based materials, computers and speech-generating devices, and telecommunications services.

### Question: Can a state or local government charge for the provision of auxiliary aids and services?

WisDOT does not charge individuals with disabilities or groups of individuals with disabilities for auxiliary aids, services, or reasonable policy modifications. This includes accommodations such as retrieving items from locations that are open to the public but may not be accessible to individuals who use mobility devices. While the ADA does not require WisDOT to take actions that would fundamentally alter its programs or services or create an undue financial or administrative burden, the cost of providing accommodations cannot be passed on to the individuals who need them.

## Glossary

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### Acronyms

**ADA:** Americans with Disabilities Act

**CART:** Communication Access Real-Time Transcription

**DOA:** Department of Administration

**VRI:** Video Remote Interpreting

**WisDOT:** Wisconsin Department of Transportation

### Definitions

**Communication Access Real-Time Transcription (CART):**

Contrary to common assumption, many individuals who are Deaf or Hard of Hearing use neither sign language nor lip-reading as their primary communication method. Communication Access Real-Time Transcription (CART) addresses this need by providing a service where a trained professional transcribes spoken content verbatim into text, which is instantly displayed on a screen for real-time reading. This accommodation ensures equal access to information during meetings, presentations, and other verbal communications.

**Disability:** Disability means with respect to an individual:

- i. A physical or mental impairment that substantially limits one or more of the major life activities of such individual;
- ii. A record of such an impairment; or
- iii. Being regarded as having such an impairment. An individual is “regarded as having such an impairment” if the individual is subjected to a prohibited action because of an actual or perceived physical or mental impairment, whether or not that impairment substantially limits, or is perceived to substantially limit, a major life activity, even if the public entity asserts, or may or does ultimately establish, a defense to the action prohibited by the ADA.

**Interpretation:** the method of converting a signed or spoken message into another language, keeping the meaning of the source language content.

**Video Remote Interpreting (VRI):** Services where a sign language interpreter appears on a video-phone over high-speed Internet lines. Under some circumstances, when used appropriately, video interpreting services can provide immediate, effective access to interpreting services 7 days per week/24 hours a day, in a variety of situations including emergencies and unplanned incidents.



## Appendix 1: Mentioned Hyper Links

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Title II Subpart E of the Americans with Disabilities Act: <https://www.ada.gov/law-and-regs/regulations/title-ii-2010-regulations/#-35160-general>

WisDOT Nondiscrimination Notice under the ADA:  
<https://wisconsindot.gov/Pages/doing-bus/civil-rights/titlevi-ada/ADAAcompliance.aspx>

In-person Interpretation Contracts:  
<https://vendornet.wi.gov/Contract.aspx?Id=bdd88642-437b-ef11-9058-00505684483d>

Video Remote Interpretation (VRI) Contracts:  
<https://vendornet.wi.gov/Contract.aspx?Id=bdd88642-437b-ef11-9058-00505684483d>

WisDOT ADA Reasonable Accommodation Request: [dt2516](#)

WisDOT Title VI and ADA Complaint Form: [dt2507](#)

Federal Highway Administration Office of Civil Rights Website: <https://highways.dot.gov/civil-rights/how-file-external-or-internal-program-complaint-under-americans-disabilities-act>

Federal Transit Administration Office of Civil Rights Website:  
<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

## Wisconsin Department of Transportation 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 Wisconsin Department of Transportation (WisDOT), will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs or activities.

**Employment:** WisDOT 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:** WisDOT will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in WisDOT 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:**

WisDOT will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all WisDOT programs, services, and activities. For example, individuals with service animals are welcomed in WisDOT offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a WisDOT program, service or activity, should contact the: **Senior Title VI and ADA Coordinator, 4822 Madison Yards Way, 5th Floor-South, Madison, Wisconsin 53705, Phone: (608) 266-8129 as soon as possible but no later than 72 hours before the scheduled event.**

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

**Complaints:** Complaints that a WisDOT program, service, or activity is not accessible to persons with disabilities, should be directed to: **Taqwanya Smith, Senior Title VI and ADA Coordinator, Office of Business Opportunity and Equity Compliance, Wisconsin Department of Transportation, 4822 Madison Yards Way, 5th Floor-South, Madison, Wisconsin 53705, Phone: (608) 266-8129, TTY: (800) 947-3529, Fax: (608) 267-3641, Email: [taqwanya.smith@dot.wi.gov](mailto:taqwanya.smith@dot.wi.gov), Website: <https://wisconsin.dot.gov/Pages/doing-bus/civil-rights/titlevi-ada/filingcomplaint.aspx>**

You may also file a discrimination complaint with the U.S. DOT, Federal Highway Administration, Office of Civil Rights, 1200 New Jersey Avenue-SE, 8th Floor E81-105, Washington, DC 20590; Phone: (202) 366-0693; Email: [FHWA.ADAcomplaints@dot.gov](mailto:FHWA.ADAcomplaints@dot.gov). Website: <https://www.fhwa.dot.gov/civilrights/file/>

WisDOT 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.



8/1/2019

## Appendix 3: Title VI and ADA Complaint Form



### TITLE VI AND ADA COMPLAINT FORM

Wisconsin Department of Transportation  
DT2507 04/2025

#### COMPLAINANT INFORMATION

Name		(Area Code) Telephone Number	
Street Address or P.O. Box	City	State	ZIP Code
Email Address			

#### REPRESENTATIVE INFORMATION (If the person filing the complaint is not the same as the complainant)

Name of Representative		Relationship to Complainant		(Area Code) Telephone Number	
Street Address or P.O. Box	City	State	ZIP Code		
Email Address					

Which of the following describes the nature of the discrimination involved?

☐ Race ☐ Color ☐ National Origin ☐ Sex ☐ Age ☐ Disability ☐ Retaliation

Please explain in detail what happened, where it happened, who was involved, and how you or other persons were discriminated against, along with any description of the barrier or inaccessible location you encountered, if applicable. Please attach any written materials or documentation pertaining to your complaint.

What remedy do you seek for this complaint to be resolved to your satisfaction?

X

(Signature – We cannot accept your complaint without a signature, please sign or type your first and last name)

(Date – mm/dd/yyyy)

#### Please electronically submit, mail, fax or email this form to:

Taqwanya Smith, Senior Title VI and ADA Coordinator  
Office of Business Opportunity and Equity Compliance  
4822 Madison Yards Way, 5<sup>th</sup> Floor South  
Madison, WI 53705

Telephone: (608) 266-8129

TTY: (800) 947-3529

Fax: (608) 267-3641

Email: [taqwanya.smith@dot.wi.gov](mailto:taqwanya.smith@dot.wi.gov)

Website: <http://wisconsin.dot.gov/Pages/doing-bus/civil-rights/titlevi-ada/default.aspx>



## Appendix 4: WisDOT ADA Reasonable Accommodation Request Form



### ADA REQUEST FOR REASONABLE ACCOMMODATION

Wisconsin Department of Transportation  
DT2516 5/2024

Use this form to request an accommodation for department programs, services, activities or meetings.

Requestor's Name [ ]		(Area Code) Telephone Number [ ]	
Street Address or P.O. Box [ ]	City [ ]	State [ ]	ZIP Code [ ]
Email Address [ ]		Date and Time Needed [ ]	

#### Print Materials

Do you know the title(s) of the specific publication(s) you want? ☒ Yes ☐ No

If yes, please specify the title(s)  
[ ]

If no, please provide any information you can to help us identify the requested documents or publications.

Source of information: [ ]

Location seen or reference provided: [ ]

Subject matter: [ ]

Other leads (attach additional information on separate paper if needed): [ ]

What alternate format do you prefer? (Indicate first, second, third choice, if possible)

☐ Large print ☐ Braille ☐ CD/DVD ☐ Reader ☐ Other (please specify): [ ]

#### Other Communication Requirements

Do you need a reader? ☐ Yes ☐ No

Do you need a certified sign language interpreter? ☐ Yes ☐ No If yes, specify preference: ☐ Visual

Do you have other communication requests?

☐ Transcripts ☐ Television captioning ☐ Video relay service ☐ Assistive listening headset

☐ Other (please specify): [ ]

☐ Private Room/Area

#### Meetings or Hearings

☐ Wheelchair-accessible meeting room ☐ Meeting room close to elevator or lobby

☐ Special assistance in evacuating facilities or notification in case of emergency (please explain): [ ]

☐ Other (please specify): [ ]

#### Submit your request by mail, fax, phone or email to:

Taqwanya Smith, Senior Title VI and ADA Coordinator  
Office of Business Opportunity and Equity Compliance  
4822 Madison Yards Way, 5<sup>th</sup> Floor South  
Madison, WI 53705

Telephone: (608) 266-8129

TTY: (800) 947-3529

Fax: (608) 267-3641

Email: [taqwanya.smith@dot.wi.gov](mailto:taqwanya.smith@dot.wi.gov)

Website: <http://wisconsindot.gov/Pages/doing-bus/civil-rights/titlevi-ada/default.aspx>