

**Accommodating Patrons with Disabilities:
A Survey of Ticket and Accommodation Policies
for Performance Venues, Theaters and Sports Arenas**

National Center on Accessibility
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Executive Summary

I. Introduction

Creating accessible ticket and accommodation policies inclusive of patrons with disabilities has long been a challenge for operators of performance venues, theaters and sports arenas. Since the passage of both Section 504 of the Rehabilitation Act and the Americans with Disabilities Act, little guidance specific to these types of venues has been set forth by the federal enforcement agencies. Technical assistance and guidance materials that do exist are written in very general terms, leaving application to these specialty venues up to the interpretation of the facility administrators and their membership organizations.

In February 2002, the National Center on Accessibility initiated a survey of performance venues, theaters and sports arenas in partnership with the John F. Kennedy Center for the Performing Arts, the ADA/504 Coordinators for the Arts and the Indiana Institute for Community and Disability. The purpose of the survey was to identify policies and procedures common to accommodating patrons with disabilities in performance venues and sports arenas, while also identifying exemplary practices and issues without clear guidance or solutions. This project addresses the issues inclusive of the needs of people with physical, sensory and cognitive impairments attending performance venues and sports arenas.

An on-line survey was developed in collaboration with staff of the Collaborative Work Lab at the Indiana Institute for Community and Disability at Indiana University. The survey was developed using GroupSystems™ software and posted on the Institute's "Polling Place" website (www.thepollingplace.org) from February through May 2002. Survey participants were also given the option of either completing the survey over the phone or via mail or fax with a paper survey. Survey participants were recruited through e-mail, listserv and newsletter announcements of the National Center on Accessibility and e-mail distributions through the ADA/504 Coordinators for the Arts and the Kennedy Center.

Survey participants were asked questions about the size and nature of their facility, job responsibility and specific policies for accommodating patrons with disabilities. This report summarizes survey responses and conclusions. In addition, recommendations for venue operators are made based upon the research findings and NCA staff expertise in the field of designing facilities, programs and services inclusive of people with disabilities.

II. Data Analysis

About the Respondents

Approximately 114 professionals from performance venues, theaters and sports arenas participated in the on-line survey.

Types of Venues Represented	N	%
Performing Arts Center	30	30%
Theater	30	30%
Sports Arena	20	17%
College/University Performing Arts or Cultural Center	15	15%
Cultural Arts Center	5	5%
Other (Opera company, government entity, arts council)	3	3%

The size of represented venues ranged from 95 seats to 65,000 seats.

What is the size of your venue?	Total Number of Respondents
50 seats or less	0
51 to 299 seats	11
300 to 999 seats	21
1,000 to 9,999 seats	48
10,000 to 19,999 seats	12
Over 20,000 seats	7

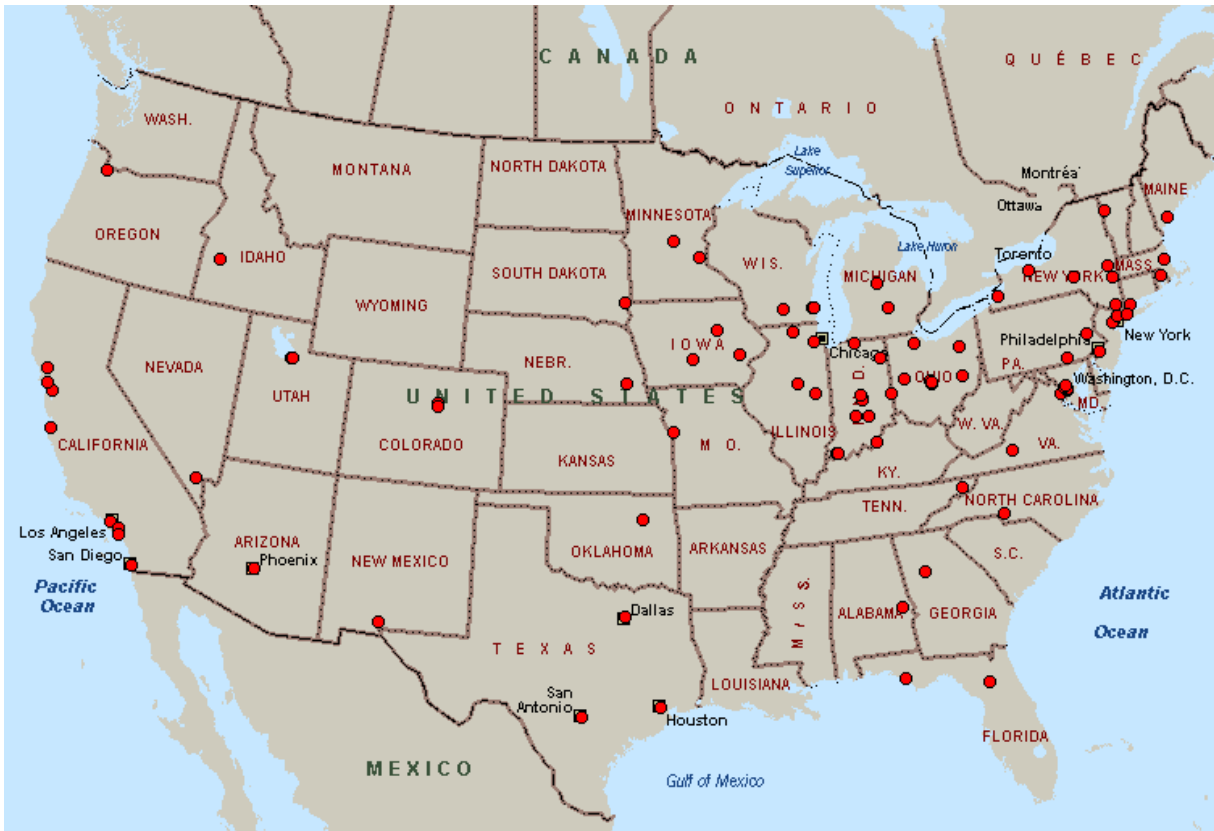
Seventy two percent (72%) of respondents represented non-profit entities owning or operating these types of facilities. Sixty percent (60%) of the respondents represented entities of state or local government with these types of facilities, while 40% of those responding represented privately owned facilities. No respondents reported representation of a facility of a federal agency.

Respondents varied in primary job responsibilities.

Role/Job Responsibility	N	%
Box Office Manager	41	42%
Director	19	19%
Facility Manager (and/or Audience Services Managers)	15	15%
Administrator (including Communication and Event Coordinators)	14	14%

Accessibility Coordinator (ADA/504 Coordinator)	7	7%
Other (Designers)	3	3%

Fifty six percent (56%) of the respondents were responsible for compliance with either the Americans with Disabilities Act or Section 504 of the Rehabilitation Act or both. Forty six percent (46%) reported that they had a person at their facility specifically assigned to ADA/504 compliance.



Survey Respondents by Zip Code

Written Policy Statement Welcoming Patrons with Disabilities

Forty five percent (45%) of the respondents reported having a written policy statement welcoming patrons with disabilities to their venue, while the majority 55% of respondents reported having no written welcome statement. Many reported using the welcome statements for patrons with disabilities in brochures, programs and other marketing publications. Respondents used the welcome statements not only to welcome guests to their facilities, but also give information on accessible features of the venues and available auxiliary aids or services. Some welcome statements also included staff contact information in the event a patron needed additional information or to request specific accommodations. Examples of welcome statements provided by respondents include:

“The [name of venue] is dedicated to enriching our State, community and region; reaching out to an ever –changing population through quality education programs, accessibility services and a diverse array of the finest performing arts presented at our state-of-the-art facilities that both compliment and enhance the patron experience.”

“Opening Worlds to Everyone. In an effort to provide arts for all, the [name of venue] offers numerous programs for people of all abilities. Whether you take a class, attend a play or concert, visit our galleries, or help as a volunteer, we want you to feel comfortable here. If you’re visiting for the first time, WELCOME! Come on in.”

“[Name of venue] is committed to making its facility and programs accessible to all patrons. Each request is viewed on a case-by-case basis and reasonable efforts will be made to make such accommodations whenever possible.”

“We welcome the opportunity to assist guests with disabilities to enjoy all [name of organization] facilities, programs and services. For assistance and information on accessibility, contact [name of service department] at (XXX) XXX-XXXX (voice or TTY).”

Instead of answering the question with a welcome statement, many respondents listed the accessibility features within their venues such as accessible parking, elevators, wheelchair seating and companion seating, interpreter services, etc.

Wheelchair Accessible Seating

All of the respondents reported wheelchair accessible seating is provided at their venue. However, based on the total number of seats and the total number of wheelchair accessible seats/spaces reported for each venue, 30% of the respondents did not have the required number of wheelchair accessible seats/spaces required under the Americans with Disabilities Act Accessibility Guidelines. (ADAAG).

Seventy percent (70%) of the respondents reported they did indeed have a policy for selling wheelchair accessible seats. When asked to describe their policy, of those respondents with a policy, 70% voluntarily stated their policy allows for the accompaniment of one companion seat adjacent to the wheelchair accessible seating. Only 3% stated their policy allows for the accompaniment of multiple companion seats adjacent to the wheelchair accessible seating. Samples of policies provided:

“One wheelchair space and one companion seat per order.”

“Wheelchair accessible seats are only sold when the customer specifically requests them and may have one companion accompany them (free-standing chair).”

“Basically we try to screen people who purchase tickets at our box office as to what their needs are. If we can determine that they only need an aisle seat or just can’t climb stairs, then we will try to accommodate them in another location rather than using our accessible seating areas. Unfortunately we cannot control that with our ticket outlets, phone sales and internet sales.”

“Wheelchair seats are only sold upon request. They are not offered if not requested.

“If the patron is confined to a wheelchair and cannot transfer into a regular seat, we usually sell one seat to the wheelchair patron and a second seat to his guest. If the patron has to remain in their wheelchair, then we have to pull out two seats in the front row to accommodate the wheelchair.”

“Patrons must request accessible seating when purchasing tickets. They are allowed to purchase two accessible seats, one for the person requiring the accessible seating and one seat for someone to accompany them. Under certain circumstances we will sell more than two seats, but typically it is only two seats.”

“Our policy is quite detailed about saving wheelchair accessible areas to sell until last if not needed by a wheelchair bound patron. Our policy explains how to sell ‘removable’ seat locations as well as ‘transfer’ locations. We provide guaranteed seating for one companion to each wheelchair. Other companions may sit next to or near the rest of their party as space allows. We also have a ‘manager’s calendar’ where all wheelchair sales are recorded so that we may alert our house managers before each performance about the impending patron needs.”

Survey participants were asked “How long prior to an event do you hold open the wheelchair accessible seating?”

How long prior to the event do you hold open the wheelchair accessible seating?	N	%
Held open until show time	28	30%
Released immediately once all remaining seats are sold	26	27%
Released the morning of the event	14	15%
Always held – never released to general public	8	9%
Release some on sellout, but not all wheelchair seats	7	8%
Released one hour prior to show time	4	4%
Released 3 - 10 days in advance of the show	4	4%
Other (depends on promoter’s request)	3	3%

Seventy percent (70%) of respondents provide wheelchair accessible seats at various ticket price levels. Policy examples include:

“Wheelchair patrons are offered the lowest priced seats available, after which the next price scale is offered.”

“Accessible seats are reserved until 24 hours prior to the performance, companion seats are adjacent. If accessible seating is not open at patron’s chosen price, they are upgraded without additional charge.”

Service Animals

Seventy percent (70%) of the respondents reported having a policy permitting service animals. Generally, policies permitted the service animal to sit beneath the patron, not in the aisle. Some policies were specific to state service animals were permitted as long as they do not disturb the performance. Examples of policies included:

“Disabled patrons who are accompanied by a service animal may be seated in any available theater seat. The patron will be advised that their animal may be more comfortable in seats that allow more legroom (box seats, far left or far right), but no seat will be denied them.”

“Guide dogs and other service animals are welcome in all parts of the [name of venue]. Service animals-in-training are permitted, when possible, in exhibit areas and performance spaces upon request with one week prior notice.”

Personal Care Attendants

Respondents were asked about their policies permitting the admission of personal care attendants to accompany a patron with a disability. Thirteen percent (13%) of the respondents reported they either did not have a set policy or handled the issue on a case-by-case basis. Some open-ended responses stated very strong opinions such as “it is unfair to every other paying customer to comp [provide a complimentary ticket to] a [personal] care attendant.”

What best describes your policy about the entrance of personal care attendants?	N	%
Our policy requires personal care attendants to purchase a full-admission ticket	69	73%
Our policy permits personal care attendants to accompany the person they are caring for and attend the performance free of charge	12	13%
No set policy, issue has never come up	8	8%

We address the issue on a case by case basis	6	6%
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Auxiliary Aids and Services

Auxiliary aids and services such as sign language interpreters, audio description, and other alternate formats are sometimes required to facilitate program access for patrons with disabilities. Respondents were asked what types of auxiliary aids or services are provided at their venues.

Which of the following auxiliary aids or services do you provide? (check all that apply)	N	%
Assistive listening devices	80	70%
Sign language interpreters/oral interpreters	63	55%
Public TTY/text telephones	39	34%
Large print programs	36	32%
Other: Check the box to the right, then describe "other" in the text box below	28	25%
Audio description (for people with visual impairments)	27	24%
Braille programs	15	13%
Captioning or transcription devices	9	8%

Twenty five percent (25%) of those responding offered additional information about the nature of their auxiliary aids and services.

“Typically we do not provide interpreters for sporting events but do upon request for other events.”

“[We provide] advance script service.”

“If there is a request for any of the above [auxiliary aids or services], we will hold a special showing to meet those needs or will hire someone during a performance to meet those needs.”

“Sign language, captioning, audio description is done depending on the production. Each user signs a contract addendum agreeing to accommodate those with disabilities.”

Forty one percent (41%) of respondents provide auxiliary aids and services both upon the request of the patron and specifically for scheduled performances. Thirty two percent (32%) of the respondents only provide auxiliary aids or services upon request, while 13% schedule the auxiliary aids or services for specific performances.

Of the respondents that provided auxiliary aids or services, 92% requested advance notice while 8% reported that requests can be made up until show time.

If you provide auxiliary aids or services, such as sign language interpreters, upon request, how much advance notice do you require?	N	%
More than 2 weeks	14	23%
2 weeks	24	39%
72 hours	15	25%
24 hours	3	5%
Requests can be made up until show time	5	8%

In terms of accommodations for specific disability populations, 44% reported having specific policies for accommodating patrons who are deaf or hard of hearing.

“We offer one signed performance during the run of each show. Assistive listening devices are available for every performance.”

“We offer regularly scheduled ASL interpreted performances of Broadway musicals, family shows, and education-related events; other performances are upon request. We’re about to offer our second open captioned performance of a Broadway musical and hope to offer on a semi-regular schedule in the near future.”

“Guests must request the sign interpreter three weeks in advance, in order to provide sufficient time to retain a signer and give the signer adequate preparation time. In all cases, providing a signer is subject to availability of qualified signer and the ability to obtain from the event the necessary information to allow adequate preparation. The placement of the signer is determined on a case-by-case basis, taking into consideration such things as the seating configuration and stage set up, to allow for effective communication. We offer one companion seat to accompany the guest who has requested the interpreter. Additional companion seats may be purchased based on availability.”

“We provide assistive listening devices and second row seating for the hard of hearing. We provide an interpreter and assigned seating section for the Sunday matinee of Broadway shows. Other events can be interpreted if a request is made by a patron.”

Fifty eight percent (58%) of the respondents indicated they had assigned seating sections for patrons who are deaf or hard of hearing at events that are captioned or have sign language interpreters. Designated sections included sections up front so that

patrons had views of both the stage and interpreter and sections to the side so interpreter placement would not obstruct the views of other patrons. Some respondents indicated that the designation of seating areas to accommodate views of the interpreter and performance were determined based on the number of patrons requesting interpreters or based on the type of event.

Forty two percent (42%) of the respondents indicated they had a designated TTY phone line to accept ticket orders.

Forty six percent (46%) of respondents reported having specific policies for accommodating patrons with visual impairments. Accommodations included the provision of audio described performances, large print or Braille programs and written or audio synopses. Thirty nine percent (39%) of those that reported having specific accommodations for patrons with visual impairments described either holding locations in front, seating in the same section as those that need the sign language interpreter or seating as close to the stage as possible.

Eleven percent (11%) reported they had specific policies for accommodating patrons with cognitive impairments.

Staff Training

Forty eight percent (48%) of respondents reported providing staff training or staff resource materials on interacting with patrons with disabilities. Respondents with staff training reported either utilizing an annual or semi-annual training program where ADA and disability awareness were included in the curriculum. Respondents also reported training specific to ticket agents and audience services staff. Only one respondent reported inclusion of sensitivity training and ADA policies in their new employee orientation training, while another respondent stated information on accommodations was included in their staff manual.

Outreach

Seventy four percent (74%) of respondents reported they had a governing or advisory board. However, only 32% of those respondents reported having representation of people with disabilities on their board.

Sixty one percent (61%) of respondents reported they did not actively market to people with disabilities.

“We market the signed performances. Response is almost always very poor.”

“All events are marketed to the general public. No individual group is specifically excluded.”

“To deaf and hard of hearing community with ads in local newsletters and house programs of area deaf theatre company, presence at annual trade show for deaf consumers, direct mailing of brochures.”

“We direct-mail to area agencies that serve people with disabilities and send [news] releases to media who serve people with disabilities.”

“All ads for our organization feature the wheelchair symbol. Target marketing is done for programs such as sign, caption and audio description.”

“We make sure that all of our marketing materials point out that we are accessible and available and may be contacted if there are any special needs.”

Respondents were asked “Is there anything else you would like us to know about how your facility accommodates visitors with disabilities?” Some responses follow:

“Whatever the disability is, it is our policy to make it work for the patron. We go to extraordinary efforts to get everyone in who wishes to attend.”

“We try to be as accommodating as possible while maintaining a fair environment to those who do not have special needs.”

“All of our staff members share a philosophy of inclusion and nurturance and respect for all persons, including those with disabilities.”

“Our overall policy is to make every effort to be as welcoming as possible to the entire community. We are a service organization for this community and this constituency is an important part of this community. If this means going the extra mile to accommodate someone (even at the last minute), our policy is to say ‘Thank you for letting us serve you.’”

“We are an older facility and lack the modern design that addresses these issues. We are willing to go to most any extreme to accommodate patrons with disabilities to make their experience at our facility a pleasant one.”

“The accommodations that are required by the ADA far exceed the requests we receive from patrons.”

III. Conclusions

- **Welcome statements.** Fifty five percent (55%) of the respondents did not have welcome statements, while many respondents listed the accessibility features within their venues such as accessible parking, elevators, wheelchair seating and companion seating, interpreter services, etc. These types of responses coupled with the 55% of the respondents that did not have welcome statements at their venues indicates the lack of awareness of what a welcome statement is and its value in marketing accommodations for patrons with disabilities.
- **Legal obligations.** Open-ended survey responses on policies for service animals and sign language interpreters raised the most concern on the lack of awareness of legal obligations under the ADA and Section 504. In addition, as is evident with survey responses some 12 years after the passage of the Americans with Disabilities Act, 30% of those reporting venues did not have the required number of wheelchair accessible seating.
- **Terminology.** Peppered throughout the survey open-ended responses were out-of-date, inappropriate, and sometimes derogatory references for people with disabilities, auxiliary aids and accessibility features such as: *the handicapped, confined to wheelchair, wheelchair bound, handicapped seating/parking, ADA seating, handicapped-accessible, seeing eye dogs, animal aids, sight dogs, helper dogs, signer, and visually impaired seats.*
- **Wheelchair accessible seating.** Two general issues are apparent from the survey in terms of wheelchair accessible seating policies: companion seating and length of time wheelchair accessible seating is held open prior to an event, especially for events that may sell out quickly. While 70% of the respondents reported their wheelchair accessible seating also accommodates for a companion seat, industry organizations such as the International Ticketing Association (INTIX) report the average group size ranges from 2.2 to 3.4 people. A patron using a wheelchair is also likely to be traveling with more companions than just one. Thus there is a need for the venue to have more than one companion seat per wheelchair accessible seating space. In terms of holding wheelchair accessible seating, some advise to sell those tickets as soon as the general tickets are sold out, others advise waiting two weeks, 24 hours or all the way up to show time before releasing the tickets. By the varied responses, it is clear that there is not enough federal guidance or consistency within the industry recommending the length of time wheelchair accessible seating should be held open prior to an event.
- **Ticket prices.** There was not enough information from the open-ended responses on offering wheelchair accessible seats at various ticket price levels and discount ticket policies to identify common policies amongst venues. More research needs to be conducted to develop guidance on offering tickets at various price levels.

- **Service animals.** A number of the responses provided discussing policies permitting service animals illustrate the lack of knowledge of the ADA and Section 504 requirements among venue operators. Some responses clearly demonstrate the venue policy does not comply with the ADA and Section 504: *“We allow service animals in the building. If the animal is large or cannot be comfortably seated next to the patron, they have the option of purchasing the seat next to them for the animal.” “There is box tier seating and for patrons with service animals, we request advance notice and we will seat them there.” “Due to possible allergic reactions, service animals are generally not permissible.”*
- **Sign language interpreters.** Some responses on the provisions of sign language interpreters or other auxiliary aids and services raise issue to the lack of clear guidance on the requirements of the ADA and Section 504 for these types of venues: *“It is our understanding that if a run is a certain length of time (is it 6 weeks?) ADA requires us to provide a signed performance. We do not provide individual interpreters.” “Interpreters are provided at the discretion of the event promoter.” “We have scripts to follow with—as we are small, the stage lighting usually are fine for the patron. They seem to enjoy this option. I can do large print programs on request.”*
- **Program access.** The research findings indicate that auxiliary aids and services are not provided at the same level of service or frequency as accommodations for physical access. While 100% of respondents reported providing wheelchair accessible seating, only 55% reported the provision of sign language interpreters, 32% provided large print programs and only 24% provided audio description. The ADA and Section 504 require the provision of both physical access and program access. The accessible seat is as important to the wheelchair users as the audio describer is to the person who is visually impaired. Both of these provisions enable people with disabilities the opportunity to benefit from the program.
- **Advance notice.** Responses ranged from requiring more than two weeks notice to 72 hours notice for the request of auxiliary aids or services such as sign language interpreters. Additional federal guidance could clarify what is a reasonable time frame for requesting auxiliary aids or services.
- **Disparity of treatment of accommodations for different disability populations.** While close to half the total number of respondents reported accommodations and specific policies for people with physical impairments, hearing impairments and visual impairments, only 11% reported they had specific policies for accommodating patrons with cognitive impairments. However, those respondents made no mention of accommodations such as interpretive services or educational programs before the event to prepare people with cognitive impairments for the performance or discuss/explain further afterward. Instead respondents pointed to policies as to how staff responds if someone has a

“severe emotional outburst” or causes disruptions during the performance. One respondent reported that if this happens, “in some instances, a cab is called and the teacher and student return to school.” Stereotypical responses allude to the prejudice that the only accommodations needed for people with cognitive impairments have to deal with behavior issues. This further illustrates the disparity of treatment and lack of awareness for serving patrons with developmental disabilities, Alzheimer’s, stroke, traumatic brain injury, etc.

- **Staff training.** Only 48% of the respondents reported including disability awareness in their existing training programs. This further illustrates the lack of emphasis or importance placed on legal obligations and methods to successfully accommodate patrons with disabilities at venues.
- **Outreach.** Only 32% of the respondents having a governing or advisory board actually had representation of people with disabilities on their board. In addition, in the United States where one in five people has some type of disability, only 39% of respondents reported they actively marketed to people with disabilities. In a 1998 report to the President, people with disabilities were reported to have \$175 billion in discretionary income. In short....that’s a lot of tickets! People with disabilities want to go to the theater, performances and sporting events with their families and friends the same as people without disabilities. However, outreach to people with disabilities is essential in any industry or area of parks, recreation and tourism in order to increase participation.
- **Good faith effort.** As is evident by the last open-ended question, many respondents had positive attitudes about serving people with disabilities at their venues. However, it is important to consider that this was a voluntary survey. In a random sample survey, the frequency of positive responses may not be at the same level.

IV. Recommendations

Develop Policies Inclusive of Patrons with Disabilities. All venues serving the public should develop policies that promote inclusion of patrons with disabilities so that they may enjoy all of the same opportunities and benefits as patrons without disabilities. Consider seeking input from consumers with disabilities and local disability advocacy organizations in the development of policies. From providing information via TTY, to selling tickets for wheelchair accessible seating, to providing a sign language interpreter or audio description, all staff should be trained on the venue policies and procedures for selling tickets and accommodating patrons with disabilities. Staff should be especially well trained on issues that often lack clarity such as entrance of service animals, ticket hold and release procedure, eligibility criteria, etc. Sometimes staff is put in a precarious position to have to make on-the-spot decisions. When policies, procedures and legal obligations are clear for staff, decisions are easy.

Designate an Accessibility Coordinator to Ensure Compliance with Federal Requirements. Venues should also designate one staff member to coordinate ADA and/or Section 504 compliance. A designated accessibility coordinator should be well-trained on the federal requirements while ensuring that all policies and procedures of the venue are in compliance. The designated accessibility coordinator should also have direct access to decision makers and planners. The Accessibility Coordinator should play an integral role in the development of policies and regularly contribute to staff training.

Identify architectural and programmatic barriers and develop a plan for barrier removal. As is evident with survey responses, some 12 years after the passage of the Americans with Disabilities Act, 30% of those reporting venues did not have the required number of wheelchair accessible seating. Moreover responses to open-ended questions regarding interpreters and service animals illustrated some venue operators were still not clear on the legal requirements under the ADA and/or Section 504. Venue operators should identify architectural and programmatic barriers and develop a plan for barrier removal. Citizens with disabilities should be included in the planning process.

Write a Welcome Statement, Say It Loud and Proud. All public entities and places of public accommodation should develop statements welcoming visitors, patrons and guests of all abilities. Welcome statements in venue publications, brochures, programs, advertisement and so forth can be especially valuable communication tools as the first point of contact with patrons with disabilities. The welcome statement not only says “Welcome, we are here to serve you,” it also states how to request an accommodation or a specific staff contact at the venue. The welcome statement can serve as the public notice requirement under Title II of the ADA, simply stated we understand your rights and our legal obligation. However, the public notice/welcome statement should be stated in a friendly, non-legal language. It should also include enough contact information in the event an individual needs to make a request for accommodation.

Use Appropriate Terminology When Referring to People with Disabilities.

Peppered throughout the survey open-ended responses were out-of-date, inappropriate, and sometimes derogatory references for people with disabilities, auxiliary aids and accessibility features such as: *the handicapped, confined to wheelchair, wheelchair bound, handicapped seating/parking, ADA seating, handicapped-accessible, seeing eye dogs, animal aids, sight dogs, helper dogs, signer, and visually impaired seats*. Terminology is a reflection of attitude. Use of appropriate terminology when referring to people with disabilities can project a positive attitude of customer service. When referring to people with disabilities, “People First” language should be used. Appropriate terminology should be reflected in all aspects of business activities including welcome statements, written publications, signage, and all other communications between the venue staff and customers.

Develop Guidelines for Inquires About Accommodations. The ADA prohibits unnecessary inquiries into the existence of a disability (*Technical Assistance Manual Title III: 4.1300*). Inasmuch an entity is restricted from asking such questions as “what’s your disability?” However, in order to effectively and efficiently provide accommodations for patrons with disabilities, it may be necessary at the time of ticket purchase or request of accommodation that staff ask questions specific to the accommodation itself. While two patrons may be categorized as people with physical disabilities, one may use a wheelchair and one may be ambulatory using either a cane, crutches or walker. Thus, their requirements for accessible seating are very different. The ambulatory patron may only require a seat on shorter route or with few steps whereas the wheelchair user will need space to accommodate his or her wheelchair. Some wheelchair users may even prefer transferring to a comfortable seat and temporarily storing their wheelchair during the performance or sporting event. In addition to asking “Do you require accessible seating,” box office staff might also ask “Do you require wheelchair accessible seating or would a seat on a shorter route or with limited number of stairs also meet your needs?” Instead of asking patrons if they are deaf or hard of hearing, it would be more appropriate to ask “do you require a sign language interpreter, assistive listening system, captioning or other type of accommodation?” Venue managers should work with professionals and consumers with disabilities versed in the requirements of the ADA and Section 504 to develop a set of questions for box office and audience services staff to use in order to determine the appropriate accommodation for each patron.

Develop a Ticket Hold and Release Procedure. A reoccurring theme amongst venues with reserved seating is how long to hold open the wheelchair accessible seating especially for events that may sell out quickly. Some advise to sell those tickets as soon as the general tickets are sold out, others advise waiting two weeks, 24 hours or all the way up to show time before releasing the tickets. Venues should develop a procedure tailored to meet both the needs of the venue and the event-going public with disabilities. In any event, venues should consider holding “emergency tickets” perhaps all the way up until show time for those unexpected occasions when a patron arrives for a performance or event with a ticket for an inaccessible seat and requires an accessible seating location after all. This can happen for a variety of reasons including events

during a radio contest where the ticket giveaway goes to an individual with a disability, occasions when a season ticket holder passes their tickets to a friend or family member who may use a wheelchair, to the unfortunate instance of miscommunication with the box office at the time of purchase. Developing a procedure and making it known to both staff and the public can avoid confusion when the doors open at the time of the event.

Develop Specific Policies or Staff Guidance on the Entrance of Service Animals.

All venue staff should be aware of the legal obligations to permit entrance of service animals in places of public accommodations. In addition to stating the legal obligation to staff, venue administrators should develop specific policies or staff guidance on how to accommodate patrons with service animals within the facility (i.e. can the service animal sit in the aisle or should the patron be encouraged to situate the service animal under their seat, how should staff address a patron when the service animal becomes disruptive, etc.). Numerous resource materials are available on this subject including the U.S. Department of Justice’s “Commonly Asked Questions About Service Animals” (www.ada.gov). Consider using this handout or others in staff resource materials or training manuals.

Develop a Policy Regarding the Admission of Personal Care Attendants. Consider using the local center for independent living in the creation of a policy about the admission of personal care attendants. Some federal enforcement agencies have provided informal guidance on this issue stating that if the person benefits from the program, they too should pay the cost of admission.

Clarify Roles and Responsibilities in Contractual Agreements. Contracts with promoters and production companies should be specific on roles and responsibilities for meeting ADA and Section 504 compliance. Who will be responsible for the provision of sign language interpreters, audio description, wheelchair accessible seating, programs in alternate format, etc?

Identify Effective Auxiliary Aids and Services and Develop Procedures for Distribution. It is critical to develop procedures and policies for the provision of auxiliary aids and services. How should the auxiliary aids and services be requested? Who is responsible for setting up the services? Who is responsible for maintenance of equipment and methods of distribution, etc? It should also be noted that a public accommodation may not impose a surcharge on a particular individual with a disability to cover the costs of the provision of an auxiliary aid.

Ensure Auxiliary Aids and Services Are Available and Working. Auxiliary aids and services such as assistive listening devices should be tested regularly to ensure they are working and properly charged, staff know where they are located and how to operate special devices. This includes testing wheelchair lifts. Also consider periodically surveying patrons with disabilities about the use of the auxiliary aids and services. Was the captioning or audio description effective? Was information about

advance request, notifications and signage clear and concise? Patrons may be able to provide suggestions for improving services for future performances or events.

Training, training, training. From the front-line box office and audience services staff all the way to the executive director and board members, training is an essential component for effectively serving patrons with disabilities. General training on disability awareness and appropriate terminology is beneficial to staff at all levels. Additionally, training should be tailored to job responsibilities. This is where programs can be more specific on procedures such as taking requests for accommodations at the box office, greeting and seating patrons with disabilities when the doors open, maintaining equipment like assistive listening devices, etc.

Tap the Market. People with disabilities want to go to the theater, performances and sporting events with their families and friends the same as people without disabilities. Use all current marketing materials as a primary method to market to potential patrons with disabilities. This can be done simply by adding a welcoming statement in marketing materials. Also, consider marketing specifically to different disability populations within the community as a secondary approach. When adding new services such as audio description, be sure to market the services to user groups such as area centers for independent living. Word of the new service is sure to spread like wild fire and generate new business for the venue.

For venues to successfully include people with disabilities in all facets of their facilities, programs and services, they must tap into the market. As in all aspects of marketing, venue operators should know who their patrons are, and in this case, who their patrons with disabilities are. How are they using their facility? What features (architectural and programmatic) are accessible to them? What features remain inaccessible? While 70% of respondents reported their wheelchair accessible seating policy allows for one companion seat adjacent to the wheelchair seating, other market data shows that theater-goers travel in groups averaging in size from 2.2 to 3.5 people. If this is the case for a venue such as an outdoor amphitheater with a summer concert series, venue operators should consider increasing the number of companion seats either adjacent to the wheelchair seating or in the adjacent rows. Implementing policies that embrace the principles of universal design is beneficial to patrons of all abilities, the venue and surrounding community.

V. Summary

Participation in community events, cultural arts and recreation activities is essential for people with and without disabilities to carry out healthy, balanced lifestyles. Action needs to be taken on a national level. Many of the recommendations set forth in this report are targeted towards the operation of individual venues. Information gathered in this survey is only a small sampling of existing policies and procedures common to accommodating patrons with disabilities in performance venues and sports arenas. Within this report, specific recommendations on policy issues could not always be provided due to the lack of federal guidance and consistency within industry practices. The next steps of involvement on the national level should include: 1) follow up to this preliminary study. Further research should be conducted to gather more specific information on issues such as ticket buying policies, hold/release policies, ticket price policies and others that were only briefly addressed in this initial survey. 2) In addition, a national survey of people with disabilities should be conducted to determine how well venues are responding to their disability-related needs and what barriers still exist. 3) Finally, in order to address the accessibility issues that most challenge venue operators, a national dialogue needs to be established among the industry, enforcement agencies and people with disabilities so that we can continue to move toward full inclusion of people with disabilities in the performing arts and sports entertainment communities.

Appendix Part I: Study Information Sheet

Study #02-7034

INDIANA UNIVERSITY-BLOOMINGTON STUDY INFORMATION SHEET

Ticketing Policies Survey: How does your facility accommodate patrons with disabilities?

The purpose of this survey is to identify policies and procedures common to accommodating people with disabilities in performance venues and sports arenas.

INFORMATION

ADA/504 Coordinators in the Arts, a working group of professionals from performance venues and advocacy organizations has come together to develop principles equalizing accessibility for patrons with disabilities. Participating in the survey will assist the work group in identifying common policies, exemplary practices and issues without clear policies. As a result, the work group will develop guiding principles and cite equal practices accommodating and enhancing access for patrons with disabilities at performance venues and sports arenas.

The survey should require 15-30 minutes to complete. Surveys may be completed on the web or in writing. Individuals choosing to use the paper version of the survey will be provided with a self-addressed stamped envelope, or you may fax a response. The survey and all materials related to the survey will be made available in alternative formats upon request.

Only the researchers and staff at the Indiana Institute on Disability and Community and the National Center on Accessibility, Indiana University will have access to these responses whether mailed, faxed, or completed on the World Wide Web. All private information will be kept confidential. A summary of the findings will be made available to respondents upon request.

BENEFITS

The information collected from this study will help the national working group of professionals from performance venues and advocacy organizations to develop recommendations to provide better access for patrons with disabilities.

CONFIDENTIALITY

Participants will not be asked to identify themselves for this study. Data will be stored on a secure server housed at the Indiana Institute on Disability and Community. Only authorized research personnel will have access to the information. Confidentiality cannot be guaranteed, until the Indiana Institute on Disability and Community receives data.

CONTACT

If you have questions at any time about the study or the procedures, you may contact Gary Robb or Jennifer Bowerman-Skulski, National Center on Accessibility, Indiana University, 2805 East 10th Street, Bloomington, Indiana 47408; Phone (812) 856-4422 (voice), (812) 856-4421 (tty) or e-mail: nca@indiana.edu

If you feel you have not been treated according to the descriptions in this form, or your rights as a participant in research have not been honored during the course of this project, you may contact the office for the Human Subjects Committee, Bryan Hall 110, Indiana University, Bloomington, IN 47405, 812/855-3067, by e-mail at iub_hsc@indiana.edu

PARTICIPATION

Participation in this study is voluntary. You may refuse to participate without penalty. If you decide to participate, you may withdraw from the study at any time without penalty and without loss of benefits to which you are otherwise entitled. If you withdraw from the study, your data cannot be returned or destroyed due to the fact that it was collected anonymously.

Form Date January 28, 2002

Appendix Part II: Survey Tool

Ticketing Policies

1. We're interested in making sure we have representation from all areas of the US. Please type in your 5-digit zip code for your venue.

2. What best describes the type of venue you represent? (Choose one)
 Performing Arts Center
 College/University Theater/Performance Center
 Sports Arena
 Community Theater
 Other _____
3. What is the size of your venue? (check only one)
 50 seats or less
 51 to 299 seats
 300 to 999 seats
 1,000 to 9,999 seats
 10,000 to 19,999 seats
 over 20,000 seats
4. Is your venue a non-profit facility?
 No
 Yes
5. What best describes your venue? (Choose one)
 a facility of state or local government
 a privately owned, for-profit or non-profit facility
 a facility of a federal agency
6. What best describes your role at the venue? (check only one)
 Director
 Administrator
 Facility Manager
 Accessibility coordinator (ADA/504 Coordinator)
 Box Office Manager
 Other _____
7. Are you responsible for ADA/504 compliance at your venue?
 No
 Yes
8. Do you have a staff specifically assigned to accessibility compliance at your venue? (check only one)
 No
 Yes
9. Do you have a written policy statement welcoming patrons with disabilities? (check only one)
 No
 Yes, if so, please include policy statement _____

10. Do you provide wheelchair accessible seating for patrons with disabilities? (check only one)
 No
 Yes
11. Please type in the number of wheelchair accessible seats/spaces at your venue:

12. Please type in the total number of seats at your venue

13. Do you have a policy for selling wheelchair accessible seats? (check only one)
 No
 Yes, if so, please describe policy _____
14. Do you provide wheelchair accessible seats at various ticket price levels? (check only one)
 No
 Yes
15. How long prior to the event do you hold open the wheelchair accessible seating? (check only one)
 held open up to show time
 released one hour prior to show time
 released morning of event
 released 3-10 days in advance of show
 released immediately once all remaining seats are sold
16. What is your procedure for reserving wheelchair accessible seats for events that will sell out quickly?
17. Do you have a policy permitting service animals? (check only one)
 No
 Yes, if so, please describe policy _____
18. What best describes your policy permitting entrance of personal care attendants? (check only one)
 Our policy requires personal care attendants to purchase a full-admission ticket
 Our policy permits personal care attendants to accompany the person they are caring for and attend the performance free of charge
 Other, please describe policy _____
19. Which of the following auxiliary aids or services do you provide? (Check all that apply.)
 Assistive listening devices
 Audio description (for people with visual impairments)
 Captioning or transcription
 Sign language interpreters/oral interpreters
 Large print programs
 Braille programs
 Public TTY/text telephones
 Other, please describe _____
20. If you provide auxiliary aids or services, check which service best describes your policy: (check only one):
 Provide auxiliary aids or services for scheduled performances/events
 Provide auxiliary aids or services upon request
 Both are provided—scheduled performances and upon request

21. If you provide auxiliary aids or services, such as a sign language interpreter, upon request, how much advance notice do you require? (check only one)
- more than 2 weeks
 - 2 weeks
 - 72 hours
 - 24 hours
 - requests can be made up to show time
22. Do you have a designated TTY phone line to accept ticket order or provide information? (check only one)
- No
 - Yes
23. Do you have assigned seating sections for patrons who are deaf or hard of hearing at events that are captioned or have sign language interpreters? (check only one)
- No
 - Yes, if so, please describe policy _____
24. Do you have a specific policy for accommodating patrons with cognitive impairments or mental retardation? (check only one)
- No
 - Yes, if so, please describe policy _____
25. Do you have a specific policy for accommodating patrons who are deaf or who have hearing impairments? (check only one)
- No
 - Yes, if so, please describe policy _____
26. Do you have a specific policy for accommodating patrons with visual impairments? (check only one)
- No
 - Yes, if so, please describe policy _____
27. Do you have a specific policy for accommodating patrons who have physical impairments? (check only one)
- No
 - Yes, if so, please describe policy _____
28. Do you have a discount ticket program? (check only one)
- No
 - Yes, if so, please describe policy _____
29. Do you provide staff training or staff resource materials on interacting with patrons with disabilities? (check only one)
- No
 - Yes, if so, please describe _____
30. Do you have people with disabilities on your advisory board? (check only one)
- No
 - Yes
 - We have no advisory board
31. Do you actively market events to people with disabilities? (check only one)
- No
 - Yes, if so, please describe _____

32. Is there anything else you would like us to know about your facility or services accommodating visitors with disabilities?
 33. The National Center on Accessibility or the Ticketing Policies Work Group may wish to contact you in the future. If you agree, please provide us with your name, phone number, e-mail address and name of your venue with its full address
-

Appendix Part III: Responses to Open-Ended Questions

9. Do you have a written statement welcoming patrons with disabilities to your venue?

- We have brochure and list assistance in all of our publications
- Double-sided 8.5 X 11 folded brochure (with a large-print version available) that discusses wheelchair seating, movable armrest seats, hearing/visual impaired seats, sign-intrp. procedure.
- It states that seats will be held 24 hours prior to event time or until all other seats have sold out. It based on one accessible with one companion and all other parties as close as possible based on availability.
- Special Accommodations. Seating for patrons in wheelchairs is available in all price levels of the [name of venue]. Headsets for our infrared listening system are available at no charge to patrons with hearing impairments. The [name of venue] will make every effort to provide sign language interpretation when requested. A limited number of large print playbills are available at the Box Office for each [name of venue] sponsored event. In order to provide the best possible service, we suggest patrons with special needs order tickets early and mention their need to the Box Office at the time of purchase. We wish to make the performing arts accessible to all members of the community.
- The [name of venue] is dedicated to enriching our state, community, and region; reaching out to an ever-changing population through quality education programs, accessibility services and a diverse array of the finest performing arts presented at our state-of-the-art facilities that both compliment and enhance the patron experience.
- Accessible Seating. Wheelchair seating is available on all levels of the Venue. Be sure to mention your need when placing your ticket order. Elevators. A large elevator located on the north side of the lobby provides easy access to all levels of the Venue. Restrooms. There are handicapped-accessible restrooms available on all levels of the Venue. Audio Aids. Hearing assistance devices are available free of charge to the hearing impaired and may be checked out at a table in the lobby. Other Services. The Venue will gladly provide signers for the hearing impaired and large or Braille programs for the visually impaired with three weeks prior notice.
- We will accommodate any specific needs as required by patrons with disabilities.
- All patrons with disabilities are welcome to the [name of venue]. We need 24 hours advance notice to accommodate those individual patrons coming the a theatre performance outside the assigned performance-interpreted date.
- Wheelchair patrons can purchase seats (plus on companion) in any price range available to able-body patrons. Supertitles and infrared hearing system can give hard of hearing patrons the opera experience. Plans are in the making for audio description.
- We accommodate all patrons with disabilities. If extenuating circumstances apply (Braille, signing, etc.) we do request two week's prior notification.
- Every university event is required to have a statement in all of their advertising, which includes a telephone number for patrons to call if they have questions or need assistance.

- We welcome the opportunity to assist guests with disabilities to enjoy all [name of organization] facilities, programs and services. For assistance and information on accessibility, contact [name of department] at (XXX) XXX-XXXX (voice or TTY).
- An assistive listening system is available for persons who are hard of hearing. Call (XXX) XXX-XXXX, 48 hours in advance to reserve your personal receiver and headset.
- [Name of venue] is committed to making its facility and programs accessible to all patrons. Each request will be viewed on a case-by-case basis, and reasonable efforts will be made to make such accommodations whenever possible.
- Our [name of venue] Use Regulations addresses our procedure to accommodate patrons with special needs.
- Open door policy to all community members regardless of disability
- This is part of our Access brochure: OPENING WORLDS TO EVERONE: In an effort to provide arts for all, the [name of venue] offers numerous programs for people of all abilities. Whether you take a class, attend a play or concert, visit our galleries, or help as a volunteer, we want you to feel comfortable here. If you're visiting for the first time, WELCOME! Come on in.
- Information brochure and staff training materials.
- Provide a brochure named "Guide for Guests with Disabilities"
- Building is handicapped accessible (elevator and restrooms)
- Accessible seating for people with disabilities is available. Arrangements should be made in advance by contacting the Box Office. Companion seating available on request.
- All brochures and house programs have a section on accessibility accommodations available and whom to call with questions.
- "If you would like assistance before or after a performance, please advise the Box Office of your needs when ordering tickets. Seating locations, elevators, restrooms, drinking fountains and telephones are provided for patrons who use wheelchairs. Wireless sound enhancement receivers with headphones are available at the main-floor coat check. You will be asked to leave a valid drivers license or a credit card as a deposit. Receivers should be deposited with the Event Supervisor at the main-floor coat check after the performance."
- We follow state and federal guidelines.
- We have a handbook of guidelines which provides information about the facility related to guests with disabilities such as seating options, purchasing tickets, signed-interpretation, assisted listening devices, etc. - also available on web site.
- We include "wheelchair accessible" in our printed materials. We provide a sign-interpreter for any hearing performance or event, with two weeks notice.
- [Name of venue] is deeply committed to diversity, innovation, and inclusion. We are a national pioneer in establishing a performing venue for persons with disabilities. (1989)
- There is handicap parking available in our North Lot, B Lot and A Lot. All restrooms in the facility are accessible. Patrons may enter the arena at the North Entrance for access to the floor or the East Lobby for access to the lower and upper levels. Seating is available for wheelchair accessibility an all levels.

- There is a full accessibility page available on our website. That and access notation signage is present on all ads/kiosks/etc.
- Yes, as a municipally owned and operated facility, City policy and Department of Human Rights policies apply.
- We have a brochure that describes our accessible policy for those who require a wheelchair, have a hearing impairment, or are visually impaired. For those patrons who require a wheelchair, the brochure contains information about where to find accessible parking, phones, restrooms, water fountains, elevators, entrances, and concessions. The brochure also has a map of our facility that illustrates accessible entrances and elevators. For those who have a hearing impairment, we offer assistive listening devices. For those who have a visual impairment, we allow patrons to bring seeing-eye dogs. We do suggest the patrons request aisle seats so that they and their seeing-eye dog are more comfortable.
- [Name of venue] welcomes patrons with disabilities. The [name of venue] is fully handicap accessible. Most [name of organization] performances are sign-language interpreted. Patrons who are hearing impaired may request front row seats at the time tickets are purchased, if they are purchased at least two weeks in advance of the event. Large print programs are available if requested at least one week in advance of the event.
- We have published a brochure for the public titled "Guests with Disabilities Guide to the [name of venue]".
- Our accessibility is outlined on all published material.
- The written policy that's posted just tells people we accommodate accessible requests, and will try to help people out in any way that we can. Basically we'll help anyone in any way possible, from seats w/ no stairs, to wheelchair seating, to the blind and deaf. If we can manage it, we'll do it.
- We have a printed guide for persons with disabilities
- The [name of venue] is committed to being accessible to everyone in our community. The statement is on the cover of our Accessibility Services & Features brochure.
- Brochure
- We make a reasonable effort to accommodate requests
- Policies are outlined on our website, in our subscriber guide, and in a handout available at the Box Office. All publications include a phone number to call for information.
- We are accessible, with a ramped, centrally located seating area, with movable seats for other members of the party, and two fully accessible restrooms.
- We have areas for the patrons
- Brochure
- Brochure

13. Do you have a policy for selling wheelchair accessible seats?

- All of our venues are accessible. We sell seats to patrons in wheelchairs with as many companions as they request if available. If not, we sell a wheelchair seat and one companion.
- Wheelchair space is adjacent to theatre seat for companion. 80% of locations are at top price, 20% at lowest. Available through all outlets, including telephone purchases.
- Our policy is quite detailed about saving wheelchair accessible areas to sell until last if not needed by a wheelchair bound patron. Our policy explains how to sell "removable" seat locations as well as "transfer" locations. We provide guaranteed seating for one companion to each wheelchair. Other companions may sit next to or near the rest of their party as space allows. We also have a "manager's calendar" where all wheelchair sales are recorded so that we may alert our house managers before each performance about the impending patron needs.
- We have a permanent wheelchair section. Patrons may purchase wheelchair and up to one extra companion seat. Other guests must sit elsewhere as close as possible. All wheelchair seats are held till the last minute.
- Patrons requesting wheelchair accessible seating may purchase an accessible seat and one companion seat next to them. Any additional seats will be seated as close as possible to the accessible seating section.
- In person or by phone (ADA tax are only tax venue sells by phone; Ticket Master-only sells to public for all other seats).
- Lowest price is sold first
- All accessible seats are sold directly out of the box office.
- Wheelchair accessible seats are only sold when the customer specifically requests them and may have one companion accompany them (free-standing chair).
- We sell wheelchair seats only once performance is sold out. otherwise, we hold them until five minutes prior to curtain.
- One wheelchair space and one companion seat per order.
- W/C seats are on hold and available for sale up until day of a performance. The attendant ticket is not complimentary.
- Seating for patrons in wheelchairs is available in all price levels of the [name of venue]. In order to provide the best possible service, we suggest patrons with special needs order tickets early and mention their needs to the Box Office at the time of purchase. We wish to make the performing arts accessible to all members of the community.
- Basically we try to screen people who purchase tickets at our box office as to what their needs are. If we can determine that they only need an aisle seat or just can't climb stairs, then we will try to accommodate them in another location rather than using our accessible seating areas. Unfortunately we cannot control that with our ticket outlets, phone sales and Internet sales.
- Accessible seats are put on a sellable hold status that we have access to. They remain there until the event or we are completely sold out on a single event. We allow for a wheelchair + 1 accompanying person. Discounts are given for the one theatre that is not completely accessible.
- [Name of venue] were constructed with accessible seat locations designated. The seats in these locations can be removed to accommodate patrons using wheelchairs. The policy for the sale of these seats is as follows: The seats are to be held as restricted and sold as the last seats in an area (Orchestra I, Balcony, etc.) for an able-bodied patron. This applies to both subscription and single ticket sales. Information concerning mobility impaired patrons must be furnished to the box office in a timely fashion. A completed "Access Service Form" shall be provided not less than

three days prior to a performance. If less time is available, a call should be made to the box office supervisor at the time of the sale. This will allow scheduling of seat removal or installation. If a wheelchair accessible location is available one day prior to a performance, and if it appears that the sale of this location to an able bodied patron is unlikely, the space may be held for any unexpected patron needing a wheelchair location. This hold will be at the discretion of the house manager and will be released at any time at the point of sale. The house manager shall be advised immediately if this seat is sold. At that point the scheduled seat removal/installation will be revised to accommodate the ticket holder.

- Must be requested
- As stated above
- Wheelchair patrons are offered the lowest priced seats available, after which the next price scale is offered.
- Every event varies depending on whether it is a reserved seat event or a GA. But we do have policies for each event, whether it is an event on our TM system or a small event that we are selling at the door of the event.
- Accessible seats are reserved until 24hrs prior to performance; companion seats are adjacent. If accessible seating is not open at patrons' chosen price, they are upgraded without additional charge.
- Wheelchair accessible seats & one adjacent seat (for patron using wheelchair & companion), with seating for others in the party seated as close as possible.
- We do not sell seats - ours is a free venue
- For the most part, accessible seating is sold in pairs (companion seat + wheelchair seating) unless otherwise noted. A form is completed and forwarded to the ADA coordinator and House manager for the event.
- In our side orchestra boxes, we sell 1 wheelchair seat + 1 companion seat for the upper balcony price. In our center orchestra box seats, we will sell as many seats as needed at the center orchestra box price.
- Accessible seat plus one attendant
- When a patron reserves a seat, they ask for wheel chair seating.
- Held empty, unless show is SRO - then released day of.
- It's a priority. Wheelchair seats are always discounted to the lowest seat price because of being located at the top of the house due to the age of our indoor theater.
- Several, depending on what type performance or event are taking place and the different areas of seating.
- Wheelchair seats are only sold upon request. They are not offered if not requested.
- Patron can purchase 1 ticket for wheelchair patron and 1 additional for an accompanying patron
- Patrons can buy one companion seat for each wheelchair space purchased. Special needs are accommodated on a case by case basis. Wheelchair locations can only be purchased through the facility box office to provide complete customer service and handle any special requests.
- Policies regarding the release of handicapped accessible seating for general sales: (24-hour rule): Twenty-four hours before a scheduled event, all handicapped accessible seating (except two handicapped accessible locations plus companion seats) will be released for general sales. These ADA seating accommodations will be reserved until 1 hour before performance time unless all publicly available seats have been sold. The above 24-hour rule will always prevail unless all other seats in that price range have been sold: Forty-eight hours after all publicly available seats (less the handicapped accessible seating & the companion seats) have been sold

in a particular price range, the handicapped accessible seating holds may be released for general sales. When all publicly available seats in a specific price range have been sold, the Box Office Manager must document this fact by giving the appropriate performance sales report to the Executive Director. A note must be made on that report indicating when the handicapped accessible seating & companion seats will be available for general sales. This report must be signed and dated by the Box Office Manager. The Executive Director must approve the release of these handicapped accessible seats for public sales.

- Wheelchair seating locations available on request.
- One person to sit with wheelchair seat available. We also hold additional tickets in the rows below the wheelchair seats for additional family members.
- Wheelchair platforms are available. Patrons with needs for platform seating are encouraged to fill in space on order form or asked over phone if they have any specific needs in terms of seating. We still find a few people who are in wheelchairs that do not identify their needs and arrive at performances needing to have a platform and none are available.
- One section of 8 seats is reserved for every concert for wheelchair accessible seating. Patrons who request this service ahead of time or at the event are accommodated by these seats.
- Same as for individuals who do not use wheelchairs for accessible seating.
- Seating in wheelchair areas is limited to one wheelchair space and one companion seat for high-demand events, and one wheelchair space and up to 3 companion seats for low-demand events.
- Call in advance and we will arrange.
- Persons with disabilities have the same access to tickets as do persons without disabilities. We do not discriminate upon the basis of disability.
- If the patron is confined to a wheelchair and cannot transfer into a regular seat, we usually sell one seat to the wheelchair patron and a second seat to his guest.
- If the patron has to remain in their wheelchair, then we have to pull out 2 seats in the front row to accommodate for the wheelchair.
- Seating is available through the Box Office, Phone Centers, Outlets, and Internet.
- Wheelchair accessible seats will be held as house seats and are among the last to be released and sold
- Same as regular seats because the seats are all together.
- Accessible seats are saved for patrons with disabilities until evening of performance or house sell out, whichever comes first.
- We hold accessible seats for guests requesting accommodation up to one week prior to the event. We release these seats to the general public one week prior to the event.
- Patrons must request accessible seating when purchasing tickets. They are allowed to purchase two accessible seats, one for the person requiring the accessible seating and one seat for someone to accompany them. Under certain circumstances we will sell more than two seats, but typically it is only two seats.
- Our seating is not reserved. Wheelchair patrons, like non-wheelchair patrons, buy tickets and may be seated first come, first served.
- Wheelchair accessible seating is available on all levels that are opened during the event at the [name of venue] and on the main of the [name of venue]. One companion seat is available for each wheelchair seat. Additional companion seats may be purchased based on availability. Modified aisle seats are available to guests with limited mobility.
- Seats are held out from sale. Customer calls up box office and requests access seats. No proof of disability is required. Four ticket limit.

- Upon request. We try to accommodate both the wheelchair bound, but at least one companion.
- We usually try to limit it to 2 - the person in the wheelchair and a companion, because we do have limited wheelchair areas. If there is a party of 4 or more, we will sit the rest of the party in the section next to the wheelchair area, so they can still be close together.
- 1 companion seat can be purchased with an accessible seat. Seating is subject to availability.
- We sell wheelchair seating as asked for till sold out of.
- The wheelchair accessible seats are held for disabled patrons until the day of the show. If it's not likely that the show will sell out, they are held for these patrons until an hour before the show. They are sold at the ticket price that the patron originally inquires about.
- Seats are sold upon request and held until all other seats have been sold. Once all other seats have been sold, these seats are available for sale.
- They will be held until all other seats are sold and sold on a first come, first served basis two weeks before the event if sold before the event two weeks before the event if sold out or one day after sellout if it comes in the last two weeks.
- Since our seating is flexible, we can accommodate as many wheelchair seats as necessary, therefore we sell them just like other seats.
- Those with disabilities who must stay in a wheelchair are given a ticket for our wheelchair accessible seating along with a seat for their companions. Those who can sit outside of a wheelchair can be seated anywhere that allows easy access in and out of their seat with their wheelchair folded close by.
- An estimate of the need is made for every show, and those seats are held for special request (including seats for chaperones/companions). Where it is necessary to use two locations for a large wheelchair, we only charge for 1 seat.
- Wheel chair accessible seating is available for any performance upon request. Seating is also provided for any companions.
- We sell them.
- Certain areas for patrons
- Our policy is not specifically written. The policy allows one companion per wheelchair unless there is very little demand for the specific event. We do make exceptions to the policy for families, special needs. We will sell the seats to able bodied persons in a sell out situation.
- Same as regular ticket sale.

15. How long prior to the event do you hold open the wheelchair accessible seating?

- Released once all remaining seats are sold, but house keeps are set in at least one wheelchair accessible location, in case it is needed for a patron in a wheelchair during our late release just prior to performances.
- We release some wheelchair seats once we're sold out, but not all. We'll hold a few up until the hour before curtain, at which time everything is released.
- Since the loc is a space rather than a chair they are held forever. However, companion seats are sold as singles the day of if performance is otherwise sold out.
- We have been informed that available wheelchair seating must constitute 10% of the available seats in the house. We act accordingly in whatever time frame sales present themselves.
- Our wheelchair accessible seating is always held, unless the event is sold-out. In the case of a sell-out tickets are released 10 minutes prior to curtain.

- Until all remaining seats are sold or until 24 hours prior to the event.
- No written policy. Unofficial policy was day of show release.
- We hold all seats without a credit card for 48 hours before the show, then the patron must either come in and pay for the tickets, or call and continue 'holding' them with a CC #. All vacant seats are released for our waiting list 15 minutes before a performance. This includes handicap seating. Handicap seats are held as handicap seats until 15 minutes before the show, then they can be sold to the general public.
- Wheelchair spaces cannot be used for any other purpose than a wheelchair.
- Depends on the promoter's requests. Most shows have not been a sold out situation where these seats have been needed to be released prior to the event.
- We will hold some until the show starts unless we are sold out completely, then we sell them. However, we do have some on hold for the house manager to use, so we usually have accessible seats at all times.
- Always available until the four spaces are reserved.
- Held till day of game unless all other seats are sold then released immediately
- All seats are released 24 hours prior to a performance or once all remaining seats have been sold.
- Policies regarding the release of handicapped accessible seating for general sales. (24-hour rule): Twenty-four hours before a scheduled event, all handicapped accessible seating (except two handicapped accessible locations plus companion seats) will be released for general sales. These ADA seating accommodations will be reserved until 1 hour before performance time unless all publicly available seats have been sold. The above 24-hour rule will always prevail unless all other seats in that price range have been sold: Forty-eight hours after all publicly available seats (less the handicapped accessible seating & the companion seats) have been sold in a particular price range, the handicapped accessible seating holds may be released for general sales. When all publicly available seats in a specific price range have been sold, the Box Office Manager must document this fact by giving the appropriate performance sales report to the Executive Director. A note must be made on that report indicating when the handicapped accessible seating & companion seats will be available for general sales. This report must be signed and dated by the Box Office Manager. The Executive Director must approve the release of these handicapped accessible seats for public sales.
- The 8 seats described above are never sold. They are available at any time for special needs.
- Kept available always
- One seat is always open. Multiple seats will be held until 10 minutes prior to curtain.
- Wheelchair seating is permanent and is not opened at anytime.
- Released at approximately noon on the day of performance
- We don't release them - they are always available
- We always hold onto wheelchair seats - because we may have people who come the night of the event who have not already purchased wheelchair tickets. We may slim the number of seats we have on hold down at showtime, if we have an overabundance, but we never release them all.
- Accessible seating is open when the event goes on sale.
- Flexible, depending on expected size and type of audience
- There is a section for wheelchair seating, which is only sold to those in need of the space. The seats are never released to the general public.

- Released at the discretion of the manager according to demand. However, at least 4 accessible locations are always held until show time, and are generally given to the House Managers to solve any problems.
- We hold them until the show starts.
- Wheelchair seats are open spaces in row of seating. Not used unless a wheelchair is present.

16. What is your procedure for reserving wheelchair accessible seats for events that will sell out quickly?

- We make no special provisions for such events.
- We hold all the wheelchair seats when the event goes on sale and sell them only to patrons with disabilities. We release some wheelchair seats once we're sold out, but not all. We'll hold a few up until the hour before curtain, at which time everything is released.
- Hold until all other seats are sold.
- Once again, we have been informed that available wheelchair seating must constitute 10% of the available seats in the house. We act accordingly in whatever time frame sales present themselves.
- These seats are held until showtime and sold at the last minute on a waiting list if necessary
- Our policy is the same as above, any available wheelchair accessible seat are only released at the Directors request 10 minutes before curtain, but we will start a waiting list 1 hour before curtain.
- First come first serve via phone or in person
- Hold them through the event.
- All accessible seats are held and sold only through the box office. If seats sell out immediately, we will hold seats until closer to event time before releasing the seats.
- They are available just the same as any other seat
- Seats are held until event is sold out or event time
- We don't typically sell out quickly. But in general, wheelchair seats are reserved until 5 min to curtain or all other seats are sold, whichever comes first.
- I will release all but 6 if a show sells out immediately. I hold them until the main act takes stage and then sell open to anyone at the window.
- We do not have events that sell out quickly, so the w/c holds are always there and they are also available to subscribers as their renewable seating.
- Based on previous history, hold appropriate number of seats.
- Our wheelchair locations are for patrons with wheelchairs only.
- Basically, the accessible seats have generally been off limits. I do not recall a time where we have had to sell them due to a sell out.
- We keep them on hold and have kept them off sale from general staff and make accessible seating available through a manager to not sell them out in an unreasonable period.
- No distinction is made as to how quickly we expect seats to sell. Policies in number 14 apply.
- No distinction is made as to how quickly we expect seats to sell. Policies in number 14 apply.
- They are released for general sale once all remaining seats are sold.

- Wheelchair is kept reserved until day of show.
- Will hold a few seats up to the start of event. Rest will be sold once all others seats are sold out.
- All wheelchair seats are sold only as wheelchair seats with a companion seat until 'rush' seating-- 15 minutes before the performance starts.
- Same as for patrons not requiring wheelchair accessible seats -- payment for tickets by 4pm on day of performance.
- We don't sell out events that quickly.
- First come, first serve. Again, wheelchair spaces cannot be used for any other purpose than a wheelchair.
- I will hold the same number of wheelchair seats for the event whether it is going to sell out quickly or not. If a show sells out the first day, I will not release the wheelchair seats until the following day.
- Policy is no different for quick-sell shows.
- Accessibility seating is not released to be sold as a regular patron ticket until all other seating and house safeties are sold.
- We hold back our wheelchair seats until people ask for them. We will hold them as long as there are tickets available to sell. Once the concert sells out, we open them for sale.
- None. We sell all other seats and then sell our wheelchair accessible seats last.
- No performance sells out before one week prior to performance.
- Wheel chair areas are strictly for wheel chairs.
- 40. Lottery for regular ticket, separate lottery and separate window for wheelchair ticket.
- For initial single game on sale wheelchair seats are sold at their own windows different that traditional seating.
- Sold as first come first serve
- The seats are always available
- None - once fixed seating is sold out wheelchair locations are opened up for general sale.
- Policies regarding the release of handicapped accessible seating for general sales. (24-hour rule): Twenty-four hours before a scheduled event, all handicapped accessible seating (except two handicapped accessible locations plus companion seats) will be released for general sales. These ADA seating accommodations will be reserved until 1 hour before performance time unless all publicly available seats have been sold. The above 24-hour rule will always prevail unless all other seats in that price range have been sold: Forty-eight hours after all publicly available seats (less the handicapped accessible seating & the companion seats) have been sold in a particular price range, the handicapped accessible seating holds may be released for general sales. When all publicly available seats in a specific price range have been sold, the Box Office Manager must document this fact by giving the appropriate performance sales report to the Executive Director. A note must be made on that report indicating when the handicapped accessible seating & companion seats will be available for general sales. This report must be signed and dated by the Box Office Manager. The Executive Director must approve the release of these handicapped accessible seats for public sales.
- All wheelchair seating locations are held.
- We hold tickets for wheelchair spaces & one ticket beside each of the spaces. All other seats for family are released.
- At this time we hold all wheelchair seating for patrons in wheelchairs. It is permanent platforms and we do not sell them for regular seating ever. However, we have several patrons who request

platform seating with chairs with no arms because they are large and do not fit comfortably in regular theatre seats.

- Same as above; the section of 8 wheelchair accessible seats are never sold.
- Wheelchair seats held for at least one week after initial on sale date, then released if all other seats are sold.
- Place seats under a hold code that we control. This allows us to sell seats and an attendant seat together.
- Do not reserve, first come basis.
- Open access for all.
- Wheelchair accessible seats are available until the event sells out or goes down to single seats, then we release all handicapped seats to be sold to the general public.
- Placement of Reserved signs on wheelchair accessible seats.
- Wheelchair seating is permanent and is not opened at anytime. It is always available.
- We don't sell out
- Seats are held until all other seats sell out or 1 hour prior to curtain.
- We hold any unsold accessible seats until one week prior to event.
- Due to certain contracts, we are not permitted to reserve any seats regardless whether they are accessible or not.
- We typically hold onto a few of the wheelchair accessible seats in case a patron forgot to order wheelchair accessible seats.
- We've never sold out. However, were we to do so, including the 20 or so spots where wheelchairs can be beyond replacing regular seats, we would have to turn away customers. But we'd be turning away everyone then, not just wheelchair-bound people.
- We usually don't sell-out of wheelchair seats.
- No advance reservations before the public on sale are allowed for accessible seating. All accessible seats are sold on a first come first serve basis.
- First come, first served.
- Unless requested, held until all else is sold.
- Our procedure is the same for all events, no matter how fast they will sell out.
- Seating is subject to availability for everyone. We do not hold seats in this capacity.
- We hold them till 24 hours out from the event and then sell what have not been used
- These seats are the last ones sold, but they are not held beyond the sell-out point.
- See above. If we expect a performance to sell out in 24 hours, we will hold the seats through the end of the first day of sale.
- Accessible seating line (XXX) XXX-XXXX and Ticketmaster (XXX) XXX-XXXX
- We treat them no differently. All reservations are held until 5 minutes before curtain, unless we know of a special need for more time.
- No specific policy
- Every show is set up to accommodate four wheelchair seats no matter how popular or unpopular a performance might be.

- Our wheelchair accessible seating is located immediately behind the last row of reserved seating. This area is only sold to those in need of wheelchair accessibility and their companions, or once all other seating has been sold.
- As in all seats, first come, first reserved.
- We hold the wheelchair seats until the day of show, unless we sell all of the obstructed view and then the wheelchair seats are released for sale when we are completely sold out
- Never an issue
- We are a rental only facility. We leave the client to decide what their policy is. We make them aware of where the handicapped seating is located.
- We don't have many pop/rock acts that sell out quickly.
- We do not reserve these seats in advance. They are sold like all the other seats.
- No specific procedure. Sold first-come first-served until the morning of the event when, if any seats remain, they are released for sale to general public.
- Our venue is very small, and usually only sells out on Saturday night. As long as tickets are available, I can take a wheelchair. We usually don't sell out till the day of performance.

17. Do you have a policy permitting service animals?

- They are allowed unless they disturb the performance.
- I don't know of a written policy, but we do allow service animals.
- They are permitted.
- They are allowed, simple as that.
- Service animals are perfectly acceptable in our theatre spaces. We simply ask that patrons inform us prior to the performance so we might try to seat them in locations comfortable for both them and their assistants.
- They are allowed.
- Yes and No, the college itself has a couple students with animal aids, but to this point they have not attended things at the theatre. We handle things on a case by case basis. Therefore, we would have to speak to University officials.
- Although not written; service animals within reason* are allowed, we would frown upon "a little kitty cat for a psychological trauma..." sort of thing
- Service animals are allowed in.
- Only seeing and hearing animals are allowed.
- Sight dogs sit under their users seat.
- They are allowed.
- No written policy. All service animals may enter the production with their owner.
- Service animals are permitted.
- Service animals are allowed to all buildings for all events.
- The [name of venue], being in compliance with the Americans with Disabilities Act (ADA), is aware of the obligation of all theater producer/presenters to make reasonable accommodation for patrons who because of a disability make use of service animals. The policy for the accommodation of these patrons is as follows: Disabled patrons who are accompanied by a service animal may be seated in any available theater seat. The patron will be advised that their

animal may be more comfortable in seats that allow more legroom (box seats, far left or far right) but no seat will be denied them. If Resident Box Office staff is aware of the needs of a particular patron, they should convey this information to the Center's Ticket Service and the House Management Staff by way of the Access Service Form. While advance notice of service animals is not necessary, it is requested. All [name of venue] staff and volunteers are trained to deal appropriately with service animals, being sensitive to the needs of patrons with disabilities and making accommodations as necessary for their visit to the Center.

- It is State law that we permit access to service animals. It is not written down in our Season Brochure however.
- Service animals will be allowed and accommodated as needed.
- Service animals are permitted in all performance spaces. Seating for each space depends on the particular show venue and seating configuration.
- They are allowed.
- The animal is welcome and must sit under the owner's seat. (Not in an aisle.)
- Currently no written policy - rare occurrences have been handled to patrons' satisfaction (option of animal sitting beneath patron's or under/next to adjacent seat.)
- Unwritten policy. Usually aisle seat.
- Service Animals: 1. Guide dogs and other service animals are welcome in all parts of the [name of venue]. 2. Service animals-in-training are permitted, when possible, in exhibit areas and performance spaces upon request with one week prior notice. 3. Please check in with a security guard on duty upon entering the building with a service animal-in-training.
- We allow them
- We allow service animals.
- Patrons are permitted to bring their guide animals.
- Service animals are permitted throughout the facility
- We make it work for the patron and the service animal.
- We allow them.
- They can use wheelchair seating if desired or can sit in traditional seating.
- We allow service animals into the building. If the animal is large or cannot be comfortably seated next to the patron, they have the option of purchasing the seat next to them for the animal
- They are allowed
- We accommodate all service animals.
- Service Animals are allowed into the facility.
- Service animals only
- This policy is not in writing but we do allow service animals into the theatres.
- All service animals are permitted in the theatre.
- Guide dogs and helper dogs' welcome.
- Service animals are permitted and the guest is accommodated in the wheelchair seating area.
- Service animals permitted.
- We have allowed leader dogs for the blind into the venue as long as they do not become disruptive to the performance.
- Appropriate service animals are allowed.

- Service animals are the only animals permitted in the venue.
- There is box tier seating and for patrons with service animals, we request advance notice and we will seat them there.
- Service animals are admitted without restriction.
- Service animals are allowed in the facility
- Seeing-eye dogs are permitted in our facility.
- We have no written policy, but we would admit them.
- They are allowed as long as they do not endanger other patrons.
- Trained guide dogs and service animals assisting guests are welcome at the [name of venue]. All service animals must remain on a leash or in a harness at all times.
- Service animals are allowed without hesitation.
- Animals are permitted as needed.
- If they must use an animal to help them get around, we will let the animal in w/ them.
- They are welcomed in our theatre. (And we try to remind the ushers not to pet them when they are on duty.)
- We have identified seat locations and they are held, where the patron and the animal can sit comfortably.
- They are permitted
- As long as we are notified, we can accommodate animals and provide space and water.
- Permitted
- Our experience has primarily been with seeing-eye and physical-assist dogs. If a person who requires such assistance for their disability is coming to visit the hall we are happy to accommodate them; however we can.
- We permit them for almost all events, subject to prior reservation. Aisle or box seats assigned.
- All service animals are permitted during performances. Patrons with service animals are seated in the wheelchair accessible section.
- Due to possible allergic reactions, service animals are generally not permissible.
- Seeing eye dogs ok
- No written policy but we allow them.
- We let them in---they usually are happy under the patrons chair---we don't have fixed seating--just padded chairs

18. What best describes your policy about the entrance of personal care attendants?

- . No set policy
- 2. It's never come up before.
- It is unfair to every other paying customer to comp a care attendant.
- Our general policy is that all attendants purchase a full-admission ticket. However, there has been two occasions where patrons have spoken with the director directly about in which they need the attendant and exceptions have been made.

- They may purchase a ticket at half price
- Not sure actually...never had a situation such as that brought to our attention. Can you believe it?
- We have no policy regarding personal care attendants but I am not aware that it has ever been an issue. I suspect most people have automatically complied with our policy of "all children and adults must be ticketed."
- Handled on a case-by-case basis.
- Attendant pays same price for ticket as patron using wheelchair.
- We will sell 1 wheelchair seat + 1 companion seat at the same price.
- PCA's may purchase a ticket at the same price as the guest with a disability.
- We don't have a policy
- Each event is different. Some events allow wheelchair patrons and attendants to purchase full price, while some events allow us to sale at a reduced price and or free.
- There may be a fee charged for some training opportunities. We would not charge for attendants.
- It is up to the promoter of each event.
- Due to varying contractual obligations with producers/presenters, this can vary. In most cases we have provided free tickets for attendants when requested.
- We do not have a policy regarding personal care attendants - it has never come up. Should someone request information about this, we will be as accommodating as possible.
- Never an issue, would guess we would sell them a ticket, but all tickets are \$3, so we aren't talking about much.
- We let the client decide.
- I've never had this issue---maybe if they come they just pay and I don't know. I know for senior groups we let the drivers/coordinators is free if we aren't sold out---Coordinators though are usually part of the group count by the group.

19. Which of the following auxiliary aids or services do you provide?

- We talk really loud!
- It is our understanding that if a run is of a certain length (is it 6 weeks?) ADA requires us to provide a signed performance. We do not provide individual interpreters.
- We do not provide any auxiliary aids. We are a tennis tournament.
- The hearing impaired can also check out a script from us and read the play in advance.
- The Center makes every effort to provide sign language interpretation when requested.
- Wheelchair reserved parking on multiple levels of the garage; usher pick up and drop off at valet services
- Supertitle translations projected above the stage
- Wheelchair for transport from door to theater. Written and audio-taped synopses. Scripts.
- ALD - in LG hall, yes; small hall, no. Captioning - provided once (to date), LG hall. Interpreters - yes, regularly scheduled performances. LG print program - for events WE present Braille program - provided upon notice. TTY - available, but not in public area
- Advance script service

- All of the above when requested. Sports teams provide schedules on tape and in Braille. Typically do not provide interpreters for sporting events.
- Typically do not provide interpreters for sporting events but do upon request for other events.
- If there is a request for any of the above, we will hold a special showing to meet those needs or will hire someone during a performance to meet those needs
- Sign language interpreters are on an as needed basis. We have a local agency that provides the service for patrons needing assistance (providing patron lets us know one is needed).
- Wheelchair pickup service
- Provide whatever is needed. We ask attendees to let us know their personal needs 5 days prior to events.
- TTY service available on site -- not for text, however we would attempt to provide Braille programs with sufficient notice.
- Interpreters are provided at the discretion of the event promoter.
- Sign interpreted and audio described performances are scheduled within the subscription series. Braille, large print programs, listening-assistive devices are available for every performance.
- Sign language, captioning, audio description is done depending on the production. Each user signs a contract addendum agreeing to accommodate those with disabilities.
- We typically only provide sign language interpreters if requested. We have specified certain shows to have a sign language interpreter available.
- We have TTY telephone available in the venue office.
- Braille Brochures at information booth. Wheelchair loan program. Wheelchair escorts. ADA Information on website.
- Photo displays about inaccessible parts of the building.
- Touch tours prior to one performance per production for visually-impaired patrons. This, and audio description, are a new initiative undertaken in collaboration with other service organizations.
- Phones are campus wide, not theatre specific
- We have scripts to follow with---As we are small, the stage lighting usually are fine for the patron. They seem to enjoy this option. I can do large print programs on request.

23. Do you have assigned seating for patrons who are deaf or hard of hearing at events that are captioned or have sign language interpreters?

- We provide seats in a block up front and as close to signer as possible for the signed performance.
- Our interpreters are usually located in one location in the theatre. Knowing this, we try to steer those patrons needing access to our interpreter into the corresponding section. However, if that section is completely subscribed, we cannot guarantee to a single ticket holder that he or she will get into that section.
- We hold back seating in the front right hand section till show day
- Sign interpreter section is upfront, house right; we are just now experimenting with selling in this section using varying price levels
- They are the same as the accessible seats.
- The seating close to the front and on the side of the signer is held or offered to them

- We have ASL-interpretation at one or two performances at each production in our larger spaces. These are advertised well in advance and we hold a section in front of interpreter(s) until 30min before performance for those patrons.
- Seats with appropriate sight lines to view the interpreter are held in all price points signed performances.
- Specific sections are designated for interpreted performances.
- We put specific seats in a center orchestra section on hold so that the signer can be properly lit and also not disturb other patrons.
- Seating which best utilizes the service offered is held with the same restrictions as wheelchair seating referenced in number 14.
- We assign seats Best Available as close and in direct line of sight.
- We will make the necessary accommodations as required by the patron.
- Seats vary from show to show, but hearing impaired patrons are seated so they can easily see both the interpreter and the actors on the stage.
- Seating is near the front on the side where the interpreters prefer to work.
- We have assigned seating sections for those events.
- This is upon request from the patron when they purchase the ticket.
- Seats in appropriate section are held for purchase by patrons requiring service until day of show.
- Interpreted section may be in one of two locations of house, depending on whether or not performance/s is/are part of subscription series (with previously-sold seats).
- We have set aside 4 visually impaired seating locations within the first 3 rows of our venue. These are rarely requested, so at present, we have not increased this number.
- We offer this service for 1 concert during the holiday season. We block off the front of the main floor.
- Placed signers stand in front of stage on audience left. Rows A through M on the left side are reserved for these patrons and guests.
- Only for our children's theater performances.
- Assigned seating is created when we get the request, decided upon how many guests and the placement of the interpreter during the performance.
- Assigned seats are determined by request and type of event.
- We make arrangements per the request
- A section is held in advance if it is a scheduled ASL interpreted performance. Individual requests are accommodated on a case by case basis.
- Provide seating close to interpreters.
- Seating area is reserved up to two weeks prior to event in front of stage area where interpreters stand.
- Several performances each season are marketed as sign language interpreter events and patrons requesting this service are accommodated directly in front of the interpreter.
- Not really assigned seating. Those needing these services usually sit together so that they can see the interpreter more easily.
- Hearing impaired seats are held in a location close to the action and where interpreter can be easily viewed but not impede flow.

- Based on the nature of the event we try to sit the patrons so they will enjoy the best views possible, while providing the interpreters the required lighting and seating.
- We keep a bank of seats for deaf persons who need proximity to the signer; however, a deaf individual may sit wherever he or she prefers.
- We hold and sell seats in the second row for patrons that are hard of hearing. The Sunday matinee of every Broadway show is interpreted for the deaf and we provide the interpreter and an assigned seating section.
- Areas are reserved as requested by the user of the facility.
- Sections are designated and priced at the discretion of the event promoter.
- Seats are held in a designated section with greatest sight lines for sign interpretation.
- Seats are reserved until others sell out or 1 hour prior to curtain.
- We reserve 8 seats in the front left section for those patrons who need a sign language interpreter.
- Sections are available in every price range due to where the signer can set up equipment.
- Space will always be provided for interpreters to be effective with the patrons.
- We hold a section of seating for the interpreter and those needing their services. It's usually near the stage, with a clear sightline of both the interpreter and the stage.
- Yes we have a section of seats that can be used for that need.
- In order for the patrons to clearly see the signer, they are seated close by, ideally with a direct line of sight beyond the signer and onto the stage. These seats are held until the last possible moment for any signed events, or events that are likely to be requested for signing.
- We seat patrons using sign language interpretation just off-center house left near the front of the theater or house left on the last aisle for those patrons who want to purchase less-expensive seats. The interpreter can be located on the stage house left, in the pit next to the stage (patrons seated in pit also in this circumstance). We had a platform built in the pit for *Les Miserables* and *Ragtime* because the productions were not able to accommodate the interpreters on stage.
- We use an area close to the stage and locate the signer on the right side of the stage apron.
- We can hold seats for people with special needs at general seating events.
- Assigned sections in front of interpreters if the interpreter is at floor level in the auditorium. If interpreter is on stage, no assigned seats.
- For specific shows where a sign language interpreter is provided we make sure to accommodate those in need of this service by placing them in seating close to the stage.
- For specific events, or by special arrangement sufficiently in advance.
- As a 3/4 thrust venue, we seat deaf and hard-of-hearing patrons in a section of seating directly in front of the ASL interpreters for the designated performance.
- This upcoming season will be our first, and we are still undecided on this policy.
- Certain area in 4th row
- We have only had one event to my knowledge that this was applicable to. We positioned the patrons in an area where they could best see the interpreter.
- Our theatre is REALLY small--the farthest row from stage is the fourth. We will put seats aside in the first row for the hearing impaired and if the impairment is not severe-this serves them very well.

24. Do you have a specific policy for accommodating patrons who have cognitive impairments or mental retardation?

- Will make necessary accommodations required by patron.
- Based on request and availability
- No, we do not have a policy, but we work well with local groups wishing to attend events at the [name of venue] (most events patrons are confined to wheelchairs)
- Provide what is needed.
- We provide an extensive program for persons with disabilities in theatre classes and in three performance companies, one of which is semi-professional. Therefore, we are known as a theatre that welcomes persons with and without disabilities.
- We help them the best way we can. We have several facilities near us that work w/ the mentally disabled, so usually they call us ahead of time and we set up whatever they need. Otherwise, we do our best to help them depending on what they can/can't do to get to their seats, or enjoy the show.
- Accessible seating if requested.
- For our school performances, we ask teachers for information regarding students with special needs and work with them for the best seating location given the circumstance. We have had some severe emotional outbursts (not necessarily cognitive impairments or mental retardation) from students in the past, and have identified an area where these children may be taken should this occur. We depend on the children's caretaker or assigned teacher but a staff person is designated to be on call with them when this happens. In some instances, a cab is called and the teacher/student return to school. We do not have a policy for the adults/children who have cognitive impairments or mental retardation attending the public performances.
- We have had some special outreach to this community, and have held events here specifically related to local communities that are home to this constituency.
- Any persons causing disruption to the performance will be asked to leave.

25. Do you have a specific policy for accommodating patrons who are deaf or who have hearing impairments?

- We provide listening devices for all performances.
- We offer one signed performance during the run of each show (usually four weeks in duration). Assistive Listening Devices are available for every performance.
- We have seating held back for these patrons. This seating is held back until the morning of the show.
- First: offer assistive device; then upfront seating based on availability
- Whatever they request
- Only that we hold seats in a sight/hearing impaired section close to the stage.
- We try to sell near the stage (all price levels available). In our largest venue, we have assisted listening devices for use during every performance there.
- Will make necessary accommodations required by patron.
- These are special requests from the patrons when purchasing the tickets.
- Inform about/assist in utilizing services above.

- We offer regularly scheduled ASL interpreted performances of Broadway musicals, family shows, and education-related events; other performances, upon request. We're about to offer our second open captioned performance of a Broadway musical and hope to offer on a semi-regular schedule in the near future.
- We provide sign language interpreters and have assistive listening devices available within all 3 venues.
- We have assisted listening devices
- Provide scripts in advance upon request
- Suggest patrons make use of signed/captioned performances and use infra-red ALD if helpful.
- Upon request, for all performances, assistive listening devices are provided free of charge. A portable P.A. system is available for all tours, lectures, and classroom activities.
- Based on request and availability
- Work with patron on what seating would be best for their individual case
- Assistive Listening Devices. ASL Interpreted performances either scheduled or on a request basis.
- Assistive listening devices available at all events. Sign provided at certain events.
- We publish that assistive hearing devices are available upon request. Sunday matinee performances of Broadway shows are designated sign language interpreted performances
- "Wireless sound enhancement receivers with headphones are available at the main-floor coat check. You will be asked to leave a valid drivers license or a credit card as a deposit. Receivers should be deposited with the Event Supervisor at the main-floor coat check after the performance."
- Provide what is needed.
- Hearing impaired seating is held and interpreters are provided free with 3 week notice. Limited to one seat plus one companion.
- We provide sign-interpreter upon request with 2 weeks notice
- They are welcome.
- We provide assistive listening devices and second row seating for the hard of hearing. We provide an interpreter and an assigned seating section for the Sunday matinee of Broadway shows. Other events can be interpreted if a request is made by a patron.
- We try to get the patron as close to the floor as possible or near the stage, depending on the event. We will also provide them with an assistive listening device.
- We provide sign-language interpreters for all except music/concert performances. We offer front row seating if tickets are purchased two weeks in advance of the event.
- At the Guest Information Booths the Guest Relations staff will assist you with questions, wheelchair lending and escorts, wheelchair food and beverage trays and Assistive Listening Devices. Guests must request a sign interpreter from the [name of venue] Box Office three weeks in advance, in order to provide sufficient time to retain a signer and give the signer adequate preparation time. In all cases, providing a signer is subject to availability of a qualified signer and the ability to obtain from the event the necessary information to allow adequate preparation by the signer. The placement of the signer is determined on a case-by-case basis, taking into consideration such things as the seating configuration and stage set-up, to allow for effective communications. We offer one companion seat to accompany the guest who has requested the signer. Additional companion seats may be purchased based on availability.
- Assisted hearing devices are available upon request.

- Assisted hearing devices are available upon request.
- If they don't require an interpreter for the event, they just buy regular tickets. If they need an interpreter, we ask for the request in writing, so we have backup as to why we hired someone for the show. Then we sell them tickets in the section held for the interpreter.
- We have the different types of listening aids as needed
- The theatre is equipped with an assisted listening system that works well for any events using the sound system. In addition, we make every effort to anticipate which events should be signed, and arrange for it in advance. Upon request, we will arrange to have a purely musical event signed for a patron also.
- We identify seat locations in the front of the theatre for patrons with hearing impairments and have assistive listening devices available at each performance.
- We have assistive listening devices and will provide a signer for one performance of a run if requested.
- We accommodate these patrons at any time, specifically encouraging their attendance during the interpreted performance of each production. We also offer infrared hearing assistance for the hard-of-hearing at all performances.
- Close to stage
- We have assisted listening devices.

26. Do you have a specific policy for accommodating patrons with visual impairments?

- We hold locations in front for such persons up to 48 hours.
- We offer one audio described performance during the run of each show (usually four weeks in duration).
- Same as hearing impaired seats.
- Upfront seating, based on availability
- The unwritten policy is that we seat them as close to the court as possible.
- Whatever they request
- Only that we hold seats in a sight/hearing impaired section close to the stage.
- We hold a section (usually the same section as hearing impaired) for the visually impaired.
- Will make necessary accommodations required by patron.
- Services listed above. (Audio description for specific performances, large-print programs and written or audio synopses).
- Ushers are happy to escort and aid patrons who request assistance to and from their cars, before and after the performance. Ushers are also available to read program notes upon request.
- A. Signage: 1. All rooms, restrooms, elevators, stairs and other public areas in the [name of venue] are identified in large print and Braille signage. A room listing, printed in both English and Braille or large print, is available from the [name of venue] Box Office. 2. Elevators have signs in both Braille and English. B. Large Print and Braille Programs and Information: 1. Copies of the [name of venue] Performance Series program books are available in large print and/or Braille. Please ask an usher for a program in large print or Braille at the beginning of the performance. Please note that advertisements will not be offered in Braille. 2. Information regarding [name of venue] exhibits is available in large print and/or Braille. Please ask a [name of venue] staff person if you require information in large print or Braille. 3. Information about [name of venue]

exhibits is available in large print and/or Braille. Please ask a [name of venue] staff person if you require information in large print or Braille. 4. With three weeks prior notice, most printed materials produced by the [name of venue] can be available in alternative formats. Please contact the Group Sales Coordinator at (XXX) XXX-XXXX for special printed materials requests. C. Special Tours: 1. Tours are available for visitors with special needs with three weeks prior notice. Please contact the [name of venue] Group Sales Coordinator at (XXX) XXX-XXXX. 2. Touch tours of selected [name of venue] permanent collection works are available for persons with visual impairments with three weeks prior notice. Please contact the [name of venue] Group Sales Coordinator at (XXX) XXX-XXXX. 3. Touch tours of [name of venue] exhibits are available for persons with visual impairments with three weeks prior notice. Please contact the [name of venue] Group Sales Coordinator at (XXX) XXX-XXXX. D. Service Animals: 1. Guide dogs and other service animals are welcome in all parts of the [name of venue]. 2. Service animals-in-training are permitted, when possible, in exhibit areas and performance spaces upon request with one week prior notice. 3. Please check in with a security guard on duty upon entering the building with a service animal-in-training. E. Exhibition Accessibility: 1. Except where noted otherwise, all exhibition spaces are accessible to visitors with impaired mobility. 2. Most [name of venue] and [name of venue] exhibits are accessible for visitors with impaired mobility. 3. Exhibition designs for the [name of venue] follow, The Smithsonian Institute Guidelines for Accessible Exhibition Design. 4. Exhibitions for the [name of venue] follow guidelines set by the National Endowment for the Arts. 5. There may be exhibitions in the [name of venue] and/or [name of venue] that are not fully accessible in regard to such areas as lighting, color schemes, placement of objects and labels or legibility of label text. F. Staff Assistance: 1. Anyone needing assistance while at the [name of venue] should contact any uniformed staff. With sufficient notice, special needs requests will be accommodated by staff whenever reasonably possible.

- We offer for 1 concert of our holiday concerts an audio described performance.
- Accommodate them in preferred seating.
- Suggest patrons make use of audio-described performances and use Braille or Large Print materials if helpful.
- Our regularly scheduled audio described performances for both children and adult theater performances are available, plus large print programs are provided for every adult performance.
- Based on request and availability
- Work with patron on what seating would be best for their individual case.
- Large print and Braille programs upon request. Audio description for scheduled performances.
- Seating is accessible. Service animals allowed.
- No, we do not have a policy for visual impairments. We do hold tickets for box office use and if needed, we try to relocate patrons closer to event.
- We publish that audio description is available upon request. Same Sunday as above we provide audio description.
- Provide what is needed.
- Visual impaired seats are held close to the action. Limited to one seat plus one companion.
- We hold seats as close to main acts as possible. Usually within the first 5 rows.
- We will seat them in front
- We have not yet developed this area fully. We do have blind or legally-blind individuals in our performing troupes and classes. Many times, they enjoy that aural aspects of a show. Unfortunately, we do not yet have audio descriptions of the show, but we are working to offer this enhancement within the year.
- We provide seating in the second row for patrons with visual impairments.

- We reserve seats in the front row
- We try to get the patron as close to the floor as possible or near the stage, depending on the event.
- Large print programs are available to patrons requesting them at least one week in advance of the event.
- We will save "house seats" and will sell them to visually impaired patrons upon request until house sells the rest of seats.
- Menus for the [name of venue] concession stands are available upon request in Braille. Stop by any of our Guest Information Booths or concession stands to receive materials. Selected [name of venue] brochures will also be available in Braille at the Guest Information Booths.
- Depending on their needs, we help them out as best we can. I have had blind people who came to a concert, and just needed something without stairs, so they wouldn't have to deal w/ stairs they can't see. I've also had people who are "Legally Blind", but could see slightly, so we sat them close to the stage, so they could hopefully see some of the show. We don't have a hard and fast rule, we just try to accommodate them the best we can.
- We have seats blocked for these needs
- Again, we try to anticipate events that would be good candidates for audio description, and we arrange for it in advance. If someone requests a performance to be signed, we make every effort to accommodate them.
- We hold seats in the front of the theatre for patrons with visual impairments. We have given tactile backstage tours to children with visual impairments.
- We save some seats close in to the stage.
- We make large print programs available.
- We accommodate these patrons at all times, however encourage their attendance at our performances that are audio described and offer a touch tour prior to the show.
- Close to stage
- We hold some visual seats that are very close for those that may benefit from close seating.

27. Do you have a specific policy for accommodating patrons with physical impairments?

- We hold some "reasonable access" seats on aisles for those who may not use a wheelchair but have other mobility impairments.
- In addition to the wheelchair locations, we have aisle seats with removable arms.
- We have special seating for wheelchair bound patrons, patrons who cannot navigate stairs and patrons who require larger seats.
- Wheelchair section on main level
- Whatever they request
- We make best effort for physical impairments, they are reseated in an applicable area if box office was not notified in advance. Advance sales for this kind of impairment may be purchased in the wheelchair accessible section.
- We will attempt to accommodate a patron with physical impairments based upon their seating request. If need be we will use our accessible areas.
- Will make necessary accommodations required by Patron

- If a patron is unable to walk stairs, but is not wheelchair bound, we try to accommodate in the wheelchair areas when available and if the patron is not willing to sit in the main level
- No written policies at this time. Ticket Office and House personnel work with patrons to determine and accommodate their needs (aisle seating, stair-free locations, positioning near exit for claustrophobia, elevation of casted limbs, housing of medical-assistive equipment etc.)
- Seats at all price levels, or in accessible areas of the house at the (lower) price requested.
- We have staff specifically assigned to the task of watching for and attending patrons with physical impairments. Their key function is to show the patron the easiest and most accessible route to their seats, and to show them where amenities are located: fountains, restrooms, coat check...
- A. Courtesy Wheelchairs: 1. The [name of venue] provides courtesy wheelchairs for our patrons and visitors while they are at the facility. These wheelchairs are subject to availability and must be reserved in advance by calling the Group Sales Coordinator at the [name of venue] Box Office at (XXX) XXX-XXXX. It is strongly recommended that a companion be brought along to assist with maneuvering the wheelchair if a patron is not used to pushing her or his own chair. B. Accessible Entrances: 1. Building Entrances. The northeast entrance to the [name of venue] has a ramp from the sidewalk leading to the doors. The south entrance to the [name of venue] has a ramp from the sidewalk leading to the doors. There are electronic door openers at both of these entrances. All other public entrances to the [name of venue] have stairs and are not accessible for persons with mobility impairments. 2. Elevators: a) There are three public elevators located in the facility. There is an elevator located on the north side of the building providing access to all floors of the [name of venue] and the general lobby areas. To enter the [name of venue], take this elevator to the second floor. The [name of venue] has its own elevator inside the Center to allow access to its two floors of exhibits and the [name of venue] administrative offices. There is an elevator located on the south side of the building providing access to all floors of the [name of venue] and the [name of venue]. Facility maps are located both inside and outside of the elevators. A fourth freight elevator is also in the building. b) Please note that persons with mobility impairments wishing to attend the [name of venue] Theater will enter the Theater from the second floor. Please inform the [name of venue] Box Office staff or the [name of venue] Theater staff if assistance is needed. 3. [Name of venue] Entrances. Most doors leading into the [name of venue] are equipped with electric door openers. During all events in the [name of venue], each door into the theater is staffed by ushers. C. Accessible Seating: 1. [name of venue] box office personnel and ushers have been trained to have an understanding of the [name of venue] accessible seating configurations so that they may most effectively serve the ticketing needs of patrons with special needs. 2. The [name of venue] has integrated accessible seating locations on each level. These designated accessible seating positions are reserved for patrons who are wheelchair users or patrons with severe physical/mobility limitations and their companions. [Name of venue] staff takes reasonable measures to ensure that patrons with special needs seated in the designated accessible seating areas of the [name of venue] are provided with an unobstructed line of sight for viewing events. Diagrams illustrating accessible seating positions are available upon request at the [name of venue] Box Office during box office hours. Each seating level also has aisle seats with removable armrests. Seats with removable armrests are in rows with stairs and are not intended for wheelchair transfer. For events in which the audience may stand in the lines of sight of wheelchair users, alternate accessible seating may be offered. When programs in the [name of venue] are general admission (no reserved seating), accessible seating is reserved for persons who use wheelchairs and a companion until approximately five minutes prior to curtain. At five minutes prior to curtain, these seats are opened for any persons with special needs. Generally, seating in the sidearm areas of the mezzanine and balcony may be available for persons with mobility impairments if those sections are open. Those seats are alternatives to the other seats reserved for persons with mobility impairments and may have obstructed or restricted views. 3. The [name of venue] Theater has accessible seating at the rear of the Theater. These designated seating positions are reserved for patrons who are wheelchair users or patrons with severe physical/mobility limitations and their companions. There are also aisle seats with removable armrests. 4. Upon request, at least one companion seat for each accessible seating position can be made available to patrons with

special needs. Subject to availability as of the scheduled start time of the event, or until such time as the event is otherwise sold out, additional companion seats may be made available for purchase. 5. Accessible seating can be reserved until an event is sold out. Only when an event is sold out can accessible seating be made available to the general public. 6. All accessible seating is subject to availability. Please speak with [name of venue] Box Office staff for all accessible seating needs. D. Special Tours: 1. Tours are available for visitors with special needs with three weeks prior notice. Please contact the [name of venue] Group Sales Coordinator at (XXX) XXX-XXXX. Requests for this accommodation with less than a three week notice cannot be guaranteed. E. Exhibition Accessibility: 1. Except where noted otherwise, all exhibition spaces are accessible to visitors with impaired mobility. 2. Most [name of venue] and [name of venue] exhibits are accessible for visitors with mobility impairments. 3. Exhibition designs for the [name of venue] follow, The Smithsonian Institute Guidelines for Accessible Exhibition Design. 4. Exhibitions for the [name of venue] follow guidelines set by the National Endowment for the Arts. 5. There may be exhibitions in the [name of venue] and/or [name of venue] that are not fully accessible in regard to such areas as lighting, color schemes, placement of objects and labels or legibility of label text. F. Accessible Restrooms: 1. Wheelchair access is available at all restroom locations in the [name of venue].

- We have wheelchair accessible seating.
- We accommodate in any way that is required.
- All patrons with physical disabilities welcome to use wheelchair seating, transfer or use wheelchair loan.
- Based on request and availability
- Work with patron on what we can do to make them most comfortable
- Wheelchair sections are used by patrons in wheelchairs and those with mobility issues.
- Policies regarding the release of handicapped accessible seating for general sales. (24-hour rule): Twenty-four hours before a scheduled event, all handicapped accessible seating (except two handicapped accessible locations plus companion seats) will be released for general sales. These ADA seating accommodations will be reserved until 1 hour before performance time unless all publicly available seats have been sold. The above 24-hour rule will always prevail unless all other seats in that price range have been sold: Forty-eight hours after all publicly available seats (less the handicapped accessible seating & the companion seats) have been sold in a particular price range, the handicapped accessible seating holds may be released for general sales. When all publicly available seats in a specific price range have been sold, the Box Office Manager must document this fact by giving the appropriate performance sales report to the Executive Director. A note must be made on that report indicating when the handicapped accessible seating & companion seats will be available for general sales. This report must be signed and dated by the Box Office Manager. The Executive Director must approve the release of these handicapped accessible seats for public sales.
- Wheelchair seating available on request. Floor seating and accessible seating available on request.
- No. Depending on the event type(one that may have more elderly patrons), we try to keep more seats open at locations around the arena for people who can't climb stairs.
- No specific policy but we encourage people to let us know if they have an impairment and need specific accommodations.
- Again, we reserve a section of 8 seats for every event for those patrons with limited mobility.
- Provide what is needed.
- Guest would be accommodated in the area that best serves them, whether it is seating that involves no steps, or they may purchase seats in the wheelchair seating area.

- We hold seats for mobility impaired patrons. These are patrons who can go up or down 1 or 2 steps.
- They are welcome.
- We hold and sell seats in the first and second row that are level with the lobby and Row X that is level with the elevator. Ramps and assistive listening devices are available.
- Patrons requesting assistance at the time of ticket purchase are accommodated. And those requesting assistance at the door are accommodated as best possible.
- Yes, regarding selling of seats, holding of seats, etc.
- Along with the patron, we try to determine what seating will best accommodate them. This helps us keep accessible seats available for those who really need accessible seats. Some patrons do not need these seats and are more comfortable with having an aisle seat or a seat that does not require walking up or down many stairs.
- We do not have a specific written policy; however, we have replaced our molded chairs with upholstered chairs for pregnant women and provided footstools for people with legs in casts.
- Wheelchairs and wheelchair food and beverage trays are available for loan during events. Stop by one of our Guest Information Booths with photo ID and a Guest Relations Representative will assist you in the loan of a wheelchair or food and beverage trays. Wheelchair escorts are also available and can be pre-arranged by calling our Guest Relations Department at (XXX) XXX-XXXX or stopping by an information booth during the event.
- Easy access seating is available
- We try to sell the top 2/3rds of the house first, and accommodate those who can't handle steps, or who need to sit on the aisle because of any physical impairment. We also deal with those in need because of poor eyesight, bad hearing, the same way.
- Again, depending on their need, we do whatever we can to help them out.
- Accessible seating if requested.
- We make every effort to accommodate any physical impairments we can, in addition to already holding seats for wheelchair accessibility. We will ask patrons to trade seats to accommodate someone who needs particular seating (with a tangible benefit to the inconvenienced patron), and we do everything we can to accommodate physically impaired patrons, especially if we know about the situation in advance of curtain.
- In addition to wheelchair seating, we do our best to accommodate persons with special physical requirements/requests, such as aisle seating and house wheelchairs. We also have special locations for persons using walkers so that they can store them near their seat.
- We make a reasonable effort to accommodate.
- Our policy is to make every accommodation we can.
- Anyone with a physical impairment is seated in the section they feel best fits their needs for any of our performances.
- Area with no steps
- We hold a number of seats that do not involve any or many steps to reach. The number depends upon expected demand and the demographics of the patrons.
- We will sit them where they request--We are a general admission house, so we can reserve or remove seats for the comfort of the impaired patron

28. Do you have a discount ticket policy?

- We have a number of discount programs, but none of them have anything to do with accessibility. We do NOT offer a wheelchair or disability discount.
- Students, seniors & children are able to receive discount tickets
- In regard to the disabled, the only discount is for certain wheelchair (and companion) locations in a top price section sold at the lowest price.
- In advance, patrons with special needs may purchase tickets at a 10% discount. In addition, they may purchase tickets 15 minutes prior to every show for \$12.
- We have been able to provide a student discount price to some groups that attend programs with the mentally or physically disabled. This has been done on a case by case situation.
- A) 1st time daily ticket buyers receive \$5 off each ticket for Monday - Friday sessions. B) 1st time season ticket buyers receive \$25 off each season tickets C) Groups of 20 or more receive \$2 off each ticket
- We only facilitate events, all discounts are set-up by the clients or presenters.
- Tickets are only discounted on a show-by-show basis. When they are, we assign limits to what price the discount applies, number allotted for purchase per patron, and the fact that discounts do not apply to previously purchased tickets.
- Students/Seniors 60+/Military with valid ID may purchase half-price tickets on day of performance to those shows that we decide have capacity for this offer. Those same discount groups may buy advance tickets at less of a discount to every performance except Friday and Saturday night.
- Discounts for seniors, Students, Children and Groups.
- Students of any school receive a discount. Seniors 62+ receive a discount. Former Alumni and faculty receive a discount, "helping companions" are free of charge.
- Seniors and students, 20% for full subscription or 1 hour prior to curtain. Wheelchair spaces are available at all price levels, not in all sections.
- Applies to groups, students, senior citizens but not to persons with disabilities unless they are also students or seniors.
- Lots of wheelchair seats at lowest price. Aisle seats at half price. Audio described seats \$5 off.
- Discounts are determined by the promoter and usually refer to members or groups of at least 15 or more.
- A discount is offered to Senior Citizens and Students.
- Wheelchair Seating & Attendant - \$22 all times all shows. Audio-Description Service Users & one guest - \$22 at the performance being described. Signed/Captioned users and one guest - \$22 at the performance signed/captioned. Infrared ALD - free loan with ID.
- For adult theater wheelchair indoor theater tickets are sold at the lowest price. All children's theater ADA tickets are discounted from \$5 to \$3.
- Students. Elderly. Groups. We will frequently "comp" a person who would have financial difficulty paying for a ticket.
- Discount ticket polices made by user groups renting and presenting in the facility.
- We have many discount ticket opportunities that are available to all guests. We are working with county government to implement a discount program specifically for the disabled community.
- Adults - full price. Seniors & Military - Discounted price. Students - Very discounted prices. Groups - usually the senior rate, with caregivers and chaperones free admission.

- We discount tickets for groups or students.
- We have rush tickets for the majority of the performances we present. In addition, we provide ticket vouchers up to 6,000 persons in the community on an annual basis. These vouchers are distributed through approx 80 social service agencies serving people with an economic disadvantage. There are several agencies serving persons with disabilities who participate in the program. Patrons are able to attend these performances for \$1 and are given the best available seat at the time the voucher is redeemed at the box office.
- Occasional shows are available to all patrons at rush prices
- Discounts are provided on a case by case basis.
- This is not clear. Do we ever sell discounted tickets? Of course. Do we have one policy applicable to all events. Of course not.
- We have many discounts, including Sr. Citizen, students, and groups. In many cases, a group's attendants are free. The majority of our disabled customers are accommodated under one of these discounts.
- We do offer discount tickets for certain groups, but none specifically for accessibility.
- Discounts for members and groups.
- Students, seniors, vouchers, subsidy
- There are some clients who have discount tickets for students
- We have a strong community outreach program that provides tickets to people who otherwise cannot afford to attend a performance. Many local groups that serve people with disabilities take advantage of this program.
- Patrons who subscribe or are members receive discounts. No specific discounts are in place for patrons with accessibility issues.
- For seniors is 5 bucks off--1/3 of our audience is seniors or students. This has never been asked by impaired patrons, so it's if they are seniors or students.

29. Do you provide staff training or staff resource materials on interacting with patrons with disabilities?

- When training ticket agents, they are informed about all of our policies, what the ADA is, and the proper language to use when speaking with a patron with a disability.
- House staff receives instructions.
- Just basic information in the training of the box office and front of house staffs.
- Training is provided by the university
- It is pretty limited however. Most of our staffing is students and we concentrate more on language, such as using "disabled or wheelchair accessible seating " not "handicapped seating." Proper questions to ask when helping them make a seating choice. I.e.: "Would it be comfortable for you to sit on a right or left handed side"
- Box office staff is required to read and understand brochure
- It is all done verbally by managers to staff, door people and volunteers
- We provide training for ttd/tty in the ticket office. Front house staff has a separate training session
- Twice a year reps from the [name of organization] comes here in and speaks on tact, interaction skills, selling techniques and courtesies

- No written policy other than mission statement in number 9.
- Annual training.
- We provide both.
- When my staff is trained at the beginning of each semester we review the options that are given to the patrons and tour each facility to better understand the arrangements that might be involved in an event. Then usually 1 day before the event, when we will know the majority of what we are expecting in the patrons we will go over the details with the staff about any special requirements that may have been requested.
- Informal/verbal.
- At least 2 times yearly, Box Office staff is required to watch 2 films covering these topics. Other departments also require these films, but unsure as to how often they are completed.
- I have some training regarding the ADA and have shared this with my box office staff.
- Planning to do this soon.
- Usher/house manager/volunteer orientation and accessibility training, Beyond Barrier Free video, sending staff to accessibility conferences, both regionally and nationally.
- Training provided to all new staff and at annual preseason training
- All front of house personnel receive yearly trainings on how to interact and accommodate patrons with disabilities.
- Usher training includes information to assist those with disabilities when they attend events at the facility.
- Labor force instructed.
- No. We are currently working on updating our materials. We would like to have any information that you could send to us.
- House management does training each year and publishes guidelines in usher manual.
- A section of training on this topic is conducted each season at a mandatory session. Additional training is conducted as needed.
- Provide info on how to ask for and arrange for needed services/aids, etc.
- Training on greeting, reception and conversation etiquette provided by Disability Coordinator's office at university
- We have started in provide more in-depth training. All staff is required to go through general training. One of the sections is dealing with ADA issues.
- We provide both. Additionally, I visit any class in which a child (or a teacher) is struggling with issues of disability behaviors or learning patterns and provide direct assistance, strategies, etc.
- Information is provided by City ADA department.
- Both box office and house mgt staff are trained by accessibility officer
- City training, on the job training.
- We have information on accommodations in our staff handbook. We also include a session in our training program, which utilizes disabled instructors. Many of our employees are disabled and require accommodations. Our staff is accustomed to working with fellow employees and serving guests who require accommodation.
- We have had several training sessions on interacting with patrons who have a disability.
- In our New Event Employee Orientation we provide Sensitivity training on ADA issues and polices.

- Every year before our season starts, we have everyone in for an orientation. Both new hires, and those who have been here for awhile. We give them a copy of our ADA handbook, and go over how to best help our patrons.
- Yes use trainers from our local group
- All staff who deal with the public, ushers, doormen, ticket-takers, etc. are trained and carefully instructed on the best ways to welcome patrons with disabilities to our theatre.
- We discuss this at staff training. Addressing patrons directly, asking people if they need help, offering an arm, greeters at the door ready to provide wheel chairs for those who might need it, never physically assisting someone unless you have the permission. If someone has a problem, they are trained to discuss these problems directly with the patron and work with the patron to find a solution in an effort to improve our services. We don't provide any written resources but would like to if something was available. In the box office, persons are trained on procedures to accommodate patrons with disabilities. There is an employee who works in a wheel chair in the box office.
- We have a training manual
- Resource materials are shared with all staff.
- Staff is trained in seating wheelchair patrons and providing assistive-listening devices to hearing-impaired patrons.
- Box Office and Usher/House Manager departments have regular training regimens that include accessibility.
- In staff training sessions we review ways to interact with patrons with disabilities and show videos.
- I've been to ADA workshops, and have instructed the rest of the company as to policy.

31. Do you actively market events to people with disabilities?

- We market the signed performances. Response is almost always very poor.
- We do when we have signed performances and also publicize our hearing assistant system
- Through normal newspapers, + the [name of organization] newsletters, our brochures, e-mails to [name of organization] groups and contacts.
- All events are marketed to general public. No individual group is specifically excluded..
- Our posters advertise that the VSA and the [name of venue] are handicap accessible.
- We have targeted mailing lists for people with disabilities and contact within those communities.
- Services publicized in marketing materials as well as in newsletters directed to specific populations.
- To deaf and hard of hearing community with ads in local newsletters and house programs of area deaf theatre company, presence at annual trade show for deaf consumers, direct mailing of brochures.
- We direct-mail to area agencies that serve people with disabilities, and send releases to media who serve people with disabilities.
- Brochures and access to events via Internet are readily available for all patrons.
- For our Holiday concerts, we market the days of the signer and audio describer.
- Foreign language films are actively marketed to the deaf community.
- To our final dress rehearsals.

- All ads for our organization feature the wheelchair symbol. Target marketing is done for programs such as Sign/Caption and Audio-Description.
- We are trying to personalize our marketing efforts to get the word out to each specific community, i.e. using e-mail marketing for the deaf community, etc.
- Talks to disability groups, advertising, new promotions.
- Promote events through "Artability"
- Certain events such as Special Olympics and Wheelchair games.
- I don't know that we actively market to specific groups, however we encourage all people with or without disabilities that we are accessible and willing to assist people with specific needs.
- Several events each season are marketed for the visually and hearing impaired.
- We are a government agency who provides vocational rehabilitation services to individuals with disabilities.
- We have shows performed by Deaf and hearing actors. They are completely accessible.
- Content area of our season choices. We let our friends in the community with disabilities know that they are welcome in our facility.
- All marketing of events are done by event promoter.
- As needed within the overall marketing strategy
- Signed performances, infrared listening devices, wheelchair accessibility routinely marketed in the community.
- We include the wheelchair symbol and sign language interpretation symbol in all ads and on all flyers and posters. We mention in all press releases that the venue is handicap accessible and that the performance will be sign language interpreted.
- We do not eliminate patrons with disabilities from our marketing effort!!
- We use marketing tools from our local group
- There are several community organizations in town, which regularly assist us in publicizing to their constituents that events that will be audio described or sign interpreted.
- We have done a little of this. This past year we created flyers and sent 2 mailings to people in the deaf and hearing-impaired community for Sweet Honey in the Rock. We also advertised sign-language interpretation for Les Miserables.
- We make sure that all of our marketing material points out that we are accessible and available and may be contacted if there are any special needs.
- Group sales to specific schools, hospitals, etc. Same with interpreted shows to schools for the deaf, associations, etc. Occasional marketing of music and opera to groups representing the blind.
- As a university environment, we work actively with our ACCESS office and AAEO to make certain people with disabilities are informed of our productions, specifically those performances with special accommodations offered.
- We actively market events to the student body as a whole
- Our wheelchair positions are well-placed and popular in our two halls.
- Actually no---but I can't send this in unless I check yes cause the only reason I don't is for lack of money and resources

32. Is there anything else you would like us to know about how your facility accommodates visitors with disabilities?

- The accommodations that are required by the ADA far exceed the requests we receive from patrons.
- What ever the disability is, it is our policy to make it work for the patron. We go to extraordinary efforts to get everyone in who wishes to attend.
- We are currently undergoing a \$16m renovation and are investigating the possibility of adding a caption or description device. It is also our intention to invest in staff/volunteer training and equipment to offer audio description.
- Being a state university, we are required to accommodate the needs of any individuals with disabilities. For example, all of our parking lots, restrooms and ticket windows must meet specific requirements as dictated by the State
- We have yet to open the [name of venue] so many policies have not formally been written and submitted. The policies stated above are the guidelines for the [name of venue].
- We welcome them!
- I need to mention we also have an outdoor amphitheater that seats 600 covered (10 wheelchair plus 10 companion seats) and 600-800 (4 wheelchair plus 4 companion seats) on a grassy area for summer theater and concerts. We have a scheduled interpreted and audio described children's summer theater performance and an audio described adult theater performance. We also offer Arts Day field trips for deaf and blind children during our scheduled shadow interpreted and audio described children's theater shows as well as working with kids who are developmentally disabled, kids in wheelchairs, students who are autistic, etc. throughout the entire year. We have a playground that features a 343-foot-long concrete sculpture for kids to climb and play on called "Squiggles, the sea-saurus" that is wheelchair accessible and has a variety of textures that provide a tactile experience for the blind. (Whew! I'm tired! Hope this helps!)
- We try to be as accommodating as possible while maintaining a fair environment to those who do not have special needs
- 30 year-old facility. Accessibility improved with recent renovations.
- Each event is different, because the seating on the floor seating is flexible. We work well with patrons letting us know in advance. We try to accommodate patrons who do not give advance notice. At past events, we have had patrons purchase tickets and then need to switch to a different location due to a medical condition. We try to accommodate all patrons with special needs. At the Sesame Street event last week, we had a small boy age 4-6 who was blind. The school did not make us aware of his condition. At the last minute, a request was made for him to meet one of the characters in the show. We were able to meet this request. Not only did he meet Elmo, he also met Cookie Monster, and Bert & Ernie. It was great to see the big smile on his face after he got to touch Elmo.
- All of our staff members share a philosophy of inclusion and nurturance and respect for all persons, including those with disabilities.
- All of our staff members study sign language until they are proficient at a basic level.
- Visitors with disabilities can buy tickets via the [name of venue] telephone lines that are normally only used by [name of venue] members. We welcome relay calls from deaf patrons. For patrons who are in wheelchairs and who cannot transfer to a regular seat, we can only accommodate them in the front row of the theatre. We do hold and sell additional wheelchair seating that is halfway back in the theatre, but it is only for those patrons in wheelchairs who can transfer.
- We work with all request for certain services or accommodations for people with disabilities. Usually these requests come in from the promoter or rental of the facility.

- Concerning the question #30: we have had people with disabilities on the board and we are in the process now of talking with a man who happens to be blind about joining the board. But right now, we do not have anyone with a disability on the board.
- You should contact the IAAM (International Association of Assembly Managers). They are the largest trade organization in the world concerning public assembly facilities and would give you the widest industry perspective on the practices and policies on many of these issues presented.
- As an arts agency we do not have our own facility in which to set up all these policies. We are at the mercy of those we rent facilities from. At the present time, the high school and elementary facilities are handicapped accessible for those in wheelchairs or physically impaired.
- Please contact me with information that you gather or publish and/or contact names of people with information and/or training materials for ADA issues at arenas. I am very interested in keeping my staff up to date, so that we can meet the needs of our ADA guests efficiently.
- We really do all we can to help people. We hold seats before a show goes on sale, for just about any type of thing that might come up. We help people to give them the best seats available for them to enjoy the event. We never release all our seats, because often people will come up after the doors open and still need accessibility seats of one kind or another, and we don't want to either turn them away, or not be able to help them. We want everyone to enjoy the event to their fullest.
- Basically we have accessible seating in most price levels and it is sold on a first-come, first-serve basis as are the rest of the seats in the house. We have not had a problem running out of accessible seats except if we are selling out an event and the accessible areas sell as well.
- Our overall policy is to make every effort to be as welcoming as possible to the entire community. We are a service organization for this community, and this constituency is an important part of this community. If this means going the extra mile to accommodate someone (even at the last minute), our policy is to say, "Thank you for letting us serve you."
- We actually have 3 performing spaces, but your survey allows for one. I focused on our largest and most active space and most of the information still applies. We do have free programming each Sat. Sep - May for children, 2 performances, with the 2nd performance sign language interpreted in our [name of venue] space.
- We just completed a production in which ASL-proficient actors portrayed each character in tandem with the speaking actors for every performance.
- We also offer one free performance of our annual family holiday production to families and their children with physical/mental impairments and terminal illnesses.
- We go out of our way to accommodate all patrons and requests for special services. We store wheel chairs or other special equipment during shows for patrons who use them, and will assist transport in any way possible, when possible.
- We are an older facility and lack the modern design that addresses these issues. We are willing to go to most any extreme to accommodate patrons with disabilities to make their experience at our facility a pleasant one.
- Given the size of the venue, it is probably easier for us to respond on a case-by-case basis than it would be for larger hall. In general, our house is not scaled so pricing is less an issue for us. We try to use final dress rehearsals for produced events in order to contain costs for wheelchair patrons/caregivers.
- We have regular disabled patrons, who call, make a reservation and know we will fulfill their needs. Some stay in wheelchair, some are mobile and park their chair and move to seat, some come because it's so intimate that they CAN hear with just their aid, without the loops, etc.

