



CITY of BOISE

# ACCESSIBLE EVENTS GUIDE

## CREATING A CITY FOR EVERYONE

The City of Boise is committed to creating a city for everyone where people with disabilities have equal opportunity and meaningful access to resources, programs and events.



## EVENT REQUIREMENTS

People with disabilities must be able to enjoy the same goods, activities, services and benefits that are available to other members of the public. Participants with disabilities must be able to:

- Register for event
- Arrive at the event in the same ways as others do (e.g. via personal vehicle, public transportation, event shuttles)
- Find and use accessible parking
- Get from accessible parking to event space
- Obtain additional information and directions on site
- Move around the site and attend performances, participate in activities, and enter exhibits
- Purchase items at concessions
- Use common amenities such as public restrooms, water fountains, shelters, and first aid stations

# ACCESSIBILITY BEST PRACTICES

Categorized by levels (**GOOD**, **BETTER**, **BEST**) to achieve minimum access.



*Accessible pathways*



*Accessible food truck location*

## ACCESSIBLE PATHWAYS

### ✓ GOOD

- An accessible pathway is critical to the successful use of a site. An accessible pedestrian path should be wide, smooth, as level as possible, without low or overhanging hazards and not require the use of stairs.
- Be clear of any hazardous, protruding objects. (ex: A-frames, equipment, planters, bike parking, etc.)

### ✓ BETTER

- **FENCING:** For high-trafficked pathways (such as downtown sidewalks) fencing should be cane detectable. Snow fencing is soft and easily movable. Someone using a white cane needs a firm fencing to navigate around. Consider using a metal or similar fencing material.

## MAPS, SIGNS + INTERPRETATION

### ✓ GOOD

- Event map that identifies the location of accessible features, such as accessible restrooms, parking, seating, etc.

### ✓ BETTER

- Directional signage at event (ADA parking, restrooms, accessible seating, etc.)
- The event registration/promotion asks if accommodations are needed.
- Example: “We welcome people with disabilities. For questions about accessibility or to request an accommodation, please contact (NAME) at (EMAIL) or (PHONE) (TTY 800-377-3529) prior to the event.”
- Closed captions provided with videos on social media and event website.
- Create an accessibility page/FAQ on event website to provide additional event info, parking, map, contact info, etc.

# ACCESSIBILITY BEST PRACTICES

Categorized by levels (**GOOD**, **BETTER**, **BEST**) to achieve minimum access.



Service dogs are working animals



American Sign Language (ASL)



NaviLens application technology

## MAPS, SIGNS + INTERPRETATION



### BEST

- Volunteer and staff trainings include disability etiquette and people-first language training. The NW ADA Center Idaho is a great resource. ([nwadacenter.org/idaho](http://nwadacenter.org/idaho))
- Talk directly to the person: not to the aide, friend, family member or interpreter.
- Use a normal voice level; do not raise your voice unless requested.
- Ask if and how you can help someone. Don't assume.
- Service dogs are working animals and should not be distracted without permission.
- Use phrases like "person with a disability" not "disabled person."
- Consider providing American Sign Language (ASL) or Spanish interpreters for equal access to performances, large print handouts/materials (16+ pt.), etc. that may be applicable to your event.
- Utilize technology applications (such as NaviLens) for blind or low-vision users.
- Review the larger guide, "A Planning Guide for Making Temporary Events Accessible to People with Disabilities" for greater access. ([adata.org/guide/planning-guide-making-temporary-events-accessible-people-disabilities](http://adata.org/guide/planning-guide-making-temporary-events-accessible-people-disabilities))

## PARKING



### GOOD

- Accessible parking stalls should be on the closest, accessible path to your event. Preserve existing ADA parking stalls as much as possible and utilize non-ADA parking spaces for vendor loading or food truck parking.
- The access aisle of an ADA parking stall (the striped stall adjacent to the ADA stall) should also remain clear to allow for wheelchair ramps.

# ACCESSIBILITY BEST PRACTICES

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*Accessible portable restrooms*

## RESTROOMS



### GOOD

- Where portable restrooms are provided, every bank of restrooms should be 5% ADA compliant. Accessible port-a-potties should be equally distributed amongst all banks of portable restrooms.
- Not all port-a-potties are the same — some labeled as ADA accessible are actually too small. When contracting with a vendor, be very specific in your language: the unit must provide a 60-inch turning radius for wheelchairs, a 30x48-inch clear floor space for transfer, and properly mounted grab bars. Without these features, individuals using wheelchairs may not be able to enter, turn, transfer safely, or shut the door — making the unit unusable and non-compliant.
- If permanent accessible restrooms exist on site, please have staff ensure they are available and operational to your attendees.



### BETTER

- Accessible port-a-potties (10%+ of total)

## SHUTTLES + TRANSPORTATION



### GOOD

- If transportation is arranged, at least one shuttle at each drop-off/pick-up site should be wheelchair accessible. Accessible shuttles should be integrated in the fleet and service details advertised.
- Golf cart shuttles are a great way to help transport participants to the heart of your event. However, people who use wheelchairs may not be able to utilize the cart. Please consider options like an accessible drop-off/pick-up zone.



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