**Considerations When Requesting an Accessible Pedestrian Signal**

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•Educate yourself about types of Accessible Pedestrian Signals (APS) available and applicable regulations.

•Find out who controls the intersection where you're making the request. Sometimes it's a city department of traffic engineering, sometimes it's county, and sometime, if it's a state or federal highway, it's the state Department of Transportation.

•You can call the number listed in the phone book for traffic engineering or public works and ask who you need to contact about the traffic signals at that intersection. Get a name, address and phone number. If you get to talk to someone on that phone call, ask what the policy is on APS.

•The request for an APS is strongest if it comes from a consumer who is blind or visually impaired. So, the consumer should make the actual request for modification in a letter to the individual in the traffic engineering department that manages that intersection.

•Include wording in the first letter about the need for "access to information" about the status of the pedestrian signal. If you have to, you can refer back to the ADA and requirements to make the right of way accessible if they refuse of delay installation.

•With the consumer's permission, follow their letter with a letter of support on your professional letterhead, restating that reasons for the need for the APS at that intersection.

•Follow up with a phone call about a week later to the person who is responsible for that intersection. Remember that most traffic engineers will never have heard of an Orientation an Mobility Specialist (and O&M in traffic engineering terminology is Operations and Maintenance, so don't shorten your title) and may not have thought about a blind person crossing an intersection independently. Remind them of the letter of request and see how they respond. If they have no idea about APS and where to get them, share that you have a list of manufactures and would like to meet with them to discuss solutions.

•If you can get the engineer to meet you and the consumer on the street corner and discuss it there, do it. Be sue to include the consumer at that time. Demonstrate the problems and talk about what the APS would do to help.

•If you haven't talked to the engineer within two weeks after they should have gotten the letter, you or the consumer should send a follow-up letter asking them to contact you.

•If you have to send a third letter, it needs to be copied to the department head, the city ADA coordinator, and a city council-type person.

•If they refuse to meet with you or refuse to put in the APS, ask them to send a letter to that effect to the client with a copy to you. (Say it nicely, but they'll know why you're asking and don't let them get away with not replying). Documentation can come in handy if you have to file an ADA complaint. You and the client should document any phone conversations (date, who, what they said, etc). Hopefully you won't need that information later, but just in case, keep track.