



2020 CCCC Annual Convention

March 25–28, Milwaukee, WI



CCCC 2020 Accessibility Guide

This guide is also available electronically in three ways:

1. On the CCCC website: <https://cccc.ncte.org/cccc/conv>
Scroll down to the “Related Information” box on the right and click “Accessibility Guide”
2. On the Milwaukee Local Arrangements Committee website’s “Accessibility” page: <https://www.writingandrhetoricmke.com/accessibility.html>
3. Access the [Word doc](#) on Google Drive.



Image Description: Mark di Suvero’s sculpture, *The Calling*, made of red-orange I-beams in a sunburst shape, sits on a circular brown, brick-paved plaza. In the background is a blue sky with sparse clouds, and the Milwaukee Art Museum building, a white building whose roof has a distinctive curved triangle shape, like a bird spreading its wings.

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Welcome to Milwaukee!

The Milwaukee Local Arrangements Committee (LAC) and the Accessibility Committee wishes you a wonderful experience at the 2020 Conference on College Composition & Communication (CCCC). The LAC has developed a website with more information about Milwaukee, available at: <https://www.writingandrhetoricmke.com/welcome.html>. This Accessibility Guide is posted there, and attendees may wish to check out the “Visiting MKE” section, which will include accessibility information about a select number of dining options.

We want to acknowledge that in Milwaukee we are on traditional Potawatomi, Ho-Chunk and Menominee homeland along the southwest shores of Michigami, North America’s largest system of freshwater lakes, where the Milwaukee, Menominee and Kinnickinnic Rivers meet and the people of Wisconsin’s sovereign Anishinaabe, Ho-Chunk, Menominee, Oneida and Mohican nations remain present.

This guide was created by a volunteer Accessibility Committee with the support of the National Council of Teachers of English (NCTE), the Committee on Disability Issues in College Composition (CDICC), the Standing Group for Disability Studies, and the Local Arrangements Committee (LAC).

This year’s Accessibility Guide offers an expanded section about practices all CCCC attendees can adopt to continue the work of making professional and academic

spaces more accessible. Years of struggle and activism led to the passing of the Americans with Disabilities Act (ADA), which is celebrating its 30th anniversary in 2020, and yet more struggle and activism has continued to defend the basic protections and rights for disabled people that this legislation marks out. In our own community, years of struggle and activism have made the CCCC a conference with built-in committees and procedures for arranging access measures like ASL and CART (real-time captioning) and for continuing to more effectively ensure that all bodyminds can participate and engage in the common place we build when we come together.

But these efforts are unfinished, and the CCCC continues to be a common place where many of us experience the inaccessibility of academic conferences' usual modes of operating. In 2019, a number of attendees turned a sign announcing that "The CCCC Convention is accessible!" into a conversation that we need to be having: they adorned the sign with post-it notes that enumerated the accessibility issues they experienced, insisting that accessibility is not a simple matter of offering ASL, CART, and a Quiet Room, and it's not something we can declare achieved, once and for all. Instead, accessibility must be a commitment, an ongoing project; and it requires a culture change. As Raymond Williams reminds us, the first uses of the word *culture* mark it as a noun of process: culture is an accumulation of practices and interactions that add up to something. For these reasons, we can't think of a better conference theme for our incitement to everyone joining us at the CCCC this year: considering our commonplaces, let's take up the work of building a culture of access in every panel and every session, recognizing that our ordinary practices and processes so often produce a culture of inaccessibility or incomplete accessibility.

To invoke another commonplace, this guide was a labor of love, especially given the multi-sited nature of this conference. It has two basic functions: first, to give detailed advice about the kinds of practices we can adopt during sessions and panels in order to build a culture of access; and second, to do some access labor ahead of time for conference attendees. (Access labor is a way of talking about the substantial work involved with gathering information about a space in order to determine how accessible it will be, in order to strategize about making do in a place that's not set up for you.) Along those lines, the main sections of the guide are "A Common Place: Building a Culture of Access at CCCC"(pp. 13-20) and "CCCC 2020 Site Accessibility Information"(pp. 21-100). The access information section is long, so we suggest reading the first sub-section, "Overview: Conference Site Accessibility," and then navigating to particular bits of information using the hyperlinks in the Table of Contents.

At the conference, we'll have a number of resources at the [Access Table](#); please stop by!

Yours sincerely,

Margaret Fink

Milwaukee 2020 Accessibility Guide Coordinator

Conference Contacts

2020 Conference on College Composition & Communication (CCCC): Considering our Commonplaces

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Local Arrangements Committee

Maria Novotny, Chair
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Conference website: <https://cccc.ncte.org/cccc/conv>

Conference hashtag: #4C20

Conference app: Search for “NCTE Events” in your app store to download, and use the email address you used for registration to sign in

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CCCC 2020 Accessibility Guide Acknowledgements

Huge amounts of thanks are due to the volunteers on the Accessibility Committee that supported and enabled this guide: Liana Odracic, Storm Pilloff, Joan Ruffino, Deb Siebert, and Brenna Swift; along with Sherena Huntsman, Jacqueline Schiappa, Neil Simpkins, and Linda Smith-Brecheisen, who contributed significant portions of the draft. Special thanks also go to Maria Novotny, Annika Konrad, Lilly Campbell, and Sunaina Randhawa, who helped with noticing details, finagling tape measures, and getting notes down during site visits. We must also thank past Accessibility Committees who shared their wisdom and their documents; Christina Cedillo, Ruth Osorio, and Tara Wood ensured this continuity by connecting us with past committees, and offered helpful encouragement and feedback along the way. Maria Novotny deserves a second mention, for the crucial liaising, coordinating, and care she offered in support of the Guide as Local Arrangements Committee Chair.

And in particular, I want to express my gratitude for all of our colleagues at CCCC who have joined, are joining, and will join the ongoing, collective work of ensuring accessibility for as many bodyminds as we know how to anticipate.

Margaret Fink, Accessibility Guide Coordinator

Conference Venue Information

Google Map of Conference Sites

https://drive.google.com/open?id=1wXawpW-98d2kWPH8LPbQhIbqelMLbAyT&usp=s_haring

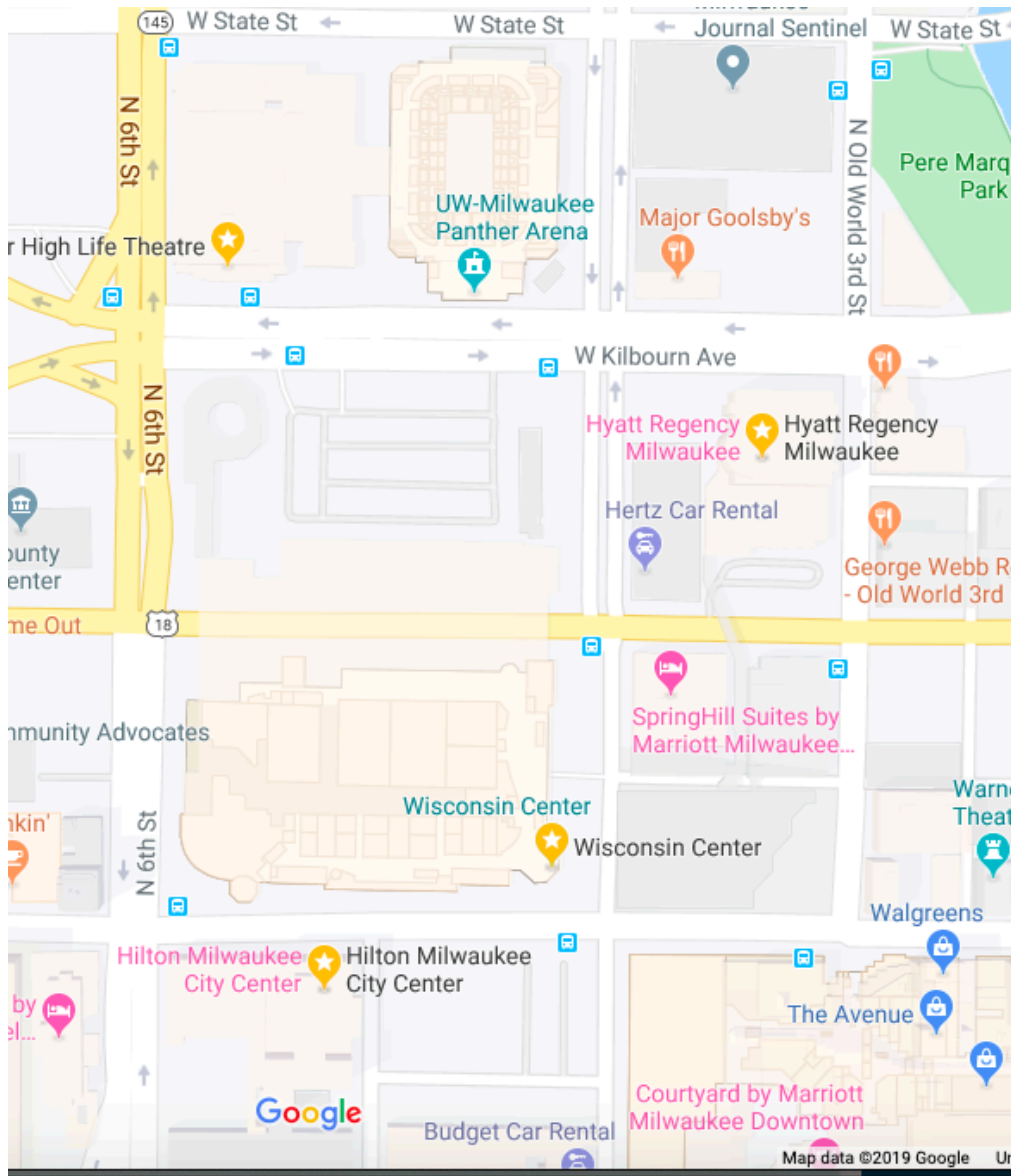


Image Description: A Google Maps screenshot cropped to the Wisconsin Center and surrounding buildings. The Hilton Milwaukee City Center is immediately across the street to the south of the Wisconsin Center. The Hyatt Regency Milwaukee is a block north and a block east of the Wisconsin Center. The Miller High Life Theater is a block

north of the Wisconsin Center; a parking lot separates the convention center and the theater.

The Wisconsin Center

- Registration, Access Table, Meeting spaces
- lactation pod, single-user restrooms, printing, public kitchenette with microwaves

400 W Wisconsin Ave, Milwaukee, WI 53203

Phone: (414) 908-6000

<https://wisconsincenter.com/>

ADA info from website (also accounts for Miller High Life Theater):

<http://wcd.org/wp-content/uploads/2019/03/WCD-facility-ADA-accessibility.pdf>

The Hilton Milwaukee City Center

- Meeting spaces (4th and 5th floor)
- Quiet Room, Family Room, single-user restrooms, printing

509 W Wisconsin Ave, Milwaukee, WI 53203

Phone: (414) 271-7250

Note: The Wisconsin Avenue entrance is not accessible because there are four steps down into the hotel. The main street-level entrance, which is accessible, is located on 5th Street.

<https://www3.hilton.com/en/hotels/wisconsin/hilton-milwaukee-city-center-MKEMHHF/index.html>

The Hyatt Regency Milwaukee

- Meeting spaces (1st and 2nd floor)
- Text number for contacting hotel personnel, valet parking, printing

333 W Kilbourn Ave, Milwaukee, WI 53203

Phone: (414) 276-1234

Text number to the Hyatt front desk for any maintenance/assistance requests: (414) 310-3364

<https://www.hyatt.com/en-US/hotel/wisconsin/hyatt-regency-milwaukee/mkerm>

The Miller High Life Theater

- Opening Session

500 W Kilbourn Ave, Milwaukee, WI 53203

Phone: (414) 908-6000

<https://millerhighlifetheatre.com/>

ADA info from website (also accounts for Wisconsin Center):

<http://wcd.org/wp-content/uploads/2019/03/WCD-facility-ADA-accessibility.pdf>

CCCC Resources

Registration

Registration is located on the first floor of the Wisconsin Center near the main Wisconsin Center street entrance (W. Wisconsin Avenue & Vel R. Phillips Avenue), about 100-200 feet from the entrance.

Attendees coming from hotels can access Registration via SkyWalk, taking an elevator, escalator, or stairs to the first floor once inside the Wisconsin Center.

We have worked with NCTE to ensure at least one ADA-height, accessible registration kiosk.

Accommodations: CART, ASL, and Scooters

Near Registration, attendees can check out loaner scooters, loaner push/manual wheelchairs, or check in with CART and ASL providers.

If you will be using CART or ASL services, Lori Bianchini at NCTE is coordinating. Purple, the CART and ASL provider, will have a home base near registration and is available to field any questions or change requests.

NCTE has contracted with a third party to offer complimentary push/manual wheelchairs and electric mobility scooters for conference attendees to check out. They are available at registration.

- These wheelchairs/scooters can't be reserved prior to arrival, and will be loaned on a first-come, first-served basis.
- Attendees using loaner chairs and scooters need to stay within the convention sites.

Access Table

The CCCC 2020 (4C20) Access Table is located adjacent to the Registration area. The Access Table is staffed by volunteers, fellow attendees interested in accessibility matters, and whose work may also focus on disability studies and accessible pedagogy. It will be staffed during conference session hours (Wednesday from 9am-6:15pm; Thursday and Friday from 7:30am-6pm; and Saturday from 8am-1:45pm). We invite attendees to come to the Access Table for:

- **Handouts about accessible presentation practices** (see also “A Common Place: Building a Culture of Access,” which is the next section of this guide).
- **Accessibility Mini-Mentoring Hub:** Come for brief consults about accessible presentation practices at 4C20!
- **Interaction Badges:** Interaction Badges are a system of cards that can be inserted into your conference nametag. These cards can make conferences more accessible to some attendees by making social cues about how you prefer to socialize more transparent; and they can be a way of visually cuing your interaction/communication needs. Our interaction badges have a color that is also written in text, with a brief descriptor of the meaning. Please be aware that this is a very visual cuing system; if you are using the interaction badges with a colleague who is blind or has low vision, voice the cue if you are able to.
 - Red/pink: Please do not initiate interaction with me. I’m not available for interaction.
 - Yellow: Please initiate interaction with me only if we know each other already.
 - Green: Please initiate communication with me! I’m game for interacting.
 - Blue or no badge: I will regulate my own interaction.

A video about interaction badges is available here:

<https://youtu.be/caDBfNIFXVk>

- **Navigation support, resources, and/or troubleshooting access issues** with conference site staff.
- **Fragrance Free soap:** we’ll have a few bottles on hand at the Access Table!

A Common Place: Building a Culture of Access at CCCC

This resource draws from years of work by our colleagues. We've divided our advice into three sections: one focused on ways we can all do the work of access advocacy at the conference; one focused on access considerations for preparing a presentation; and one focused on accessibility during the session.

In addition to consulting this guide, we encourage you to visit the [Access Table](#) for mini-mentoring consultations, and we encourage you to check out the wonderful resources collected on the Composing Access website, a project sponsored by the [Committee on Disability Issues in College Composition \(CDICC\)](#) and the [Computers & Composition Digital Press \(CCDP\)](#): <https://u.osu.edu/composingaccess/>

Co-Creating a Culture of Access: A Primer

Accessibility is never quite finished-- it's an ongoing project that is most powerful when a community cultivates it collectively and actively. In this section, we offer advice about practices that everyone can adopt to co-create access at our conference.

“How to Be an Access Advocate” (video)

Ruth Osorio has created a video with simple and substantial tips for advocating for access at academic conferences. As she argues, “Our calls for greater inclusion would be stronger and more persuasive if everyone joined in! So yes, you too can be an access advocate, even if you have no background in disability studies or disability activism.” The video has captions and incorporates image descriptions, and it can be found at this link:

<https://u.osu.edu/composingaccess/during-the-presentation/>

Quick Start List of Best Practices for Co-Creating Access

- Incorporate [Access Invitations/Access Checks](#) into the introduction to your panel and/or presentation.
- Provide [Access Copies](#) of your talk and materials.
- **Provide electronic copies of your presentation, slides, and any session materials.** Electronic copies can be uploaded to the CCCC app and made available at a panel-specific URL (e.g., bit.ly). We suggest sharing the link on the

first slide of each presentation, and giving time for people to enter it in their devices.

- **Use the microphone**, even if you have a loud voice.
 - Ask others to [use the microphone](#); if the microphone is fixed in place, have someone repeat off-mic comments or questions before responding.
- **Skip the fragrance**. To make our common place more accessible and comfortable for those of us with chemical sensitivities and chronic migraines, take steps to be fragrance-free or low-fragrance. At a minimum, skip your perfume, cologne, or strongly fragranced toiletries. Whenever possible, wash your clothes in fragrance-free detergent before the conference, and use unscented products.

Before the Session: Creating Accessible Presentation Slides and Planning for Access

There are many strategies to consider when we think about accessibility for the conference sessions we are facilitating and participating in. Below are a few to consider as you begin to draft your presentation slides and materials.

Building Accessible Presentation Slides: General Strategies

- Use a large font size (22 point minimum).
- Use a sans serif font style such as Arial or Helvetica; avoid the use of Times New Roman, Georgia, or Garamond.
- Avoid relying on color alone to convey information.
- Use capitalization and lower-case in titles and text.
- Use a minimum of 5:1 contrast (black and white is a 21:1, for reference).
 - Use a [contrast checker](#)
- Use unique titles for individual slides to make it easier to reference particular slides.
- Include alt-text for all images. Alt-text, or alternative text, is a brief description of the image meant to convey the meaning of the image for screen reader users. Alt-text is embedded in the image file itself.
 - Here's a resource for including alt-text through the edit function in [Microsoft](#). (Helpful for PowerPoint users!)
 - Here's a resource for including alt-text in [Google suite tools](#), including Google Slides.

- Develop and use accurate captioning on videos, or include a transcript on the same slide.
 - Uploading a video to YouTube makes it possible to use YouTube’s captioning editor. Here’s a great how-to video from Rooted in Rights: <https://rootedinrights.org/video/captions-in-a-couple-minutes/>
- Provide a direct link to electronic versions of your presentation, access copies, and any handouts on your presentation title page (e.g., [tinyurl](#)). Plan to give people time to input it in their devices.
 - You may wish to coordinate with your panel to link all materials from one URL.
 - We strongly urge presenters to upload their materials to the conference app, which may be easier for some attendees to access.
 - Keep the presentation in its original form when distributing electronically - switching between software (e.g., Powerpoint to PDF) does not guarantee that accessibility features will follow.

Specific Google Slide Strategies

- Turn on the accessibility settings [Tools > Accessibility Settings > Turn On].
- Use default layouts instead of manually creating text boxes whenever possible.
 - [Here is a website](#), WebAIM, for checking contrast ratios.
- Use the “reading order” tab to check for accuracy of structural design.

Specific PowerPoint Strategies

- Use default themes to maintain heading structure layout and reading order. However, check the contrast rating; not all themes use an accessible contrast.
 - [Here is a website](#), WebAIM, for checking contrast ratios.
- Include an individualized title on every slide to make it easier to reference particular slides.
- Use the [Accessibility Checker](#) in PowerPoint to check for accessibility

Practicing your Presentation

- Practice integrating image descriptions into your verbal presentation. Image descriptions articulate purely visual information that contributes meaning to your presentation.
 - Make plans to describe the basic layout of a slide, in order to note visual components.

- Prepare descriptions of any images. (Alt-text embeds an abbreviated image description in the image file; image descriptions incorporate description in the presentation itself.) Image descriptions need not be exhaustive, but should at least articulate the visual elements that produce meaning for your slide and/or point. For a slide reminding people to use a microphone, it might suffice to note, “to the left, there is a clip art image of a microphone.” For a slide about technological anachronism, it might be more appropriate to say, “to the left, there is an iPhone icon in the shape of a 1940s radio microphone. The icon is stylized, a white microphone on a neon green background.”
- Practice the pacing of your presentation in order to ensure that you can speak at a moderate pace in the time allotted.

Session Materials: Access Copies and Handouts

- Providing access copies of your talk increases engagement and comprehension of your materials. Access copies are electronic or hard copies of your talk that make it possible for people to read along.
- Bring access copies in 12-point font, along with some large print copies in 18- or 20-point font.
- If you wish to limit the circulation of your talk, write “do not circulate or cite” on the copy and inform participants of this as you begin.
- How many access copies? It depends on the size of your session, but for a session of 30 people, you might consider bringing six 12-point copies and four large print copies (18- or 20-point font). It can be helpful to give interpreters and CART providers a copy, so keep that in mind.
- On the title page of your presentation, provide a link to electronic copies of your access copies and presentation, in case you run out, and for people who want enlarged text or use screen reading software. We also urge presenters to upload your materials to the conference app, and plan to mention their availability as you begin your talk. Bringing electronic copies on a thumb drive will also work, if you announce it and build in some time for people to put the files on their devices. Links and/or the app tend to be a logistically simpler option.
- Even if you are not talking from a script, access copies of your notes or an outline will improve access. In particular, typing up any quotations you will reference is helpful.
- Bring large-print copies of any handouts you’ve prepared (18- or 20-point font).

If you are concerned about providing something when it's rough or having the time to create access copies, please see Stephanie Kerschbaum's wonderful explanation of why and how access copies remove barriers to full participation, from the Composing Access website: <https://www.youtube.com/watch?v=BG7ZXv6tIT0&feature=youtu.be>

More Resources for Building and Testing Your Presentation

- [WebAIM](#) (website includes a contrast checker and variety of accessibility tutorials)
- Microsoft's Instruction on [PowerPoint Accessibility](#)
- Microsoft's list of [Accessible PowerPoint Themes](#)
- Google's instruction on [Making Your Document or Presentation More Accessible](#)

If you learn best through examples, this resource doubles as a great demonstration of an accessibly-designed slide deck:

- Best Practices for [Creating an Accessible Presentation](#) by J. Schiappa, PhD

During the Session: Access Checks, Presenting, and Q&A

Conference presentations involve complex social and rhetorical interactions; framing the presentation around access helps all who attend your talk engage with you and your work. Here are some best practices to consider as you deliver your presentation.

Access Invitations/ Access Checks

Inviting participants to access the space of the conference presentation in accordance with their needs encourages participants to co-create access in that space. Often, access invitations take the form of a short announcement at the beginning of a session, like the following:

“We want you to use this space as you need to for your own access. We invite you to move around, sit on the floor, stand up, or leave and come back to take a break. We also want to make sure that everyone can engage, so do not hesitate to interrupt and let us know if we need to repeat something, adjust the microphone, or speak less quickly. Is there anything we should adjust before we start?”

This invitation makes it infinitely easier for attendees to break the social norms of academic/professional conference spaces in order to advocate for access needs.

You may consider this a moment to also describe any departures from standard presentations that you have planned, so participants can think through particular access needs that might arise. These “departures” might include movement, small group discussion, or writing activities that you have planned for your presentation.

Renewing the Invitation: Access Checks

Access Checks work with access invitations to open specific feedback loops for setting up access throughout a conference session. Do a quick access check with each transition to a new speaker and/or activity.

As you transition to a new speaker,

- Ask about the microphone (“How’s the mic?” or “How’s my volume?”)
- Take some time to announce alternate formats, like a link to electronic copies of materials, and give people time to access the link. If you have hard copies of your materials (see “Session Materials” above), you can have a panel colleague distribute them at this time, as well.
- Before diving in, do a quick, general access check (“Is there anything we should adjust before I start?”).

Likewise, as you transition into a new activity, give instructions and take a moment to ask if there are any access requests: “Do we need to make any adjustments before we get started?”

- Example: For group work, CART providers will need to be within earshot of whichever small group CART users want to participate in, so that they can provide captions of what’s going on in that group. If you are doing groups around particular topics and letting participants choose, that may mean stipulating that the group the CART user wants to participate in will meet near the CART provider.

Best Practices for Presenting

Presenting: Moving through your Slides

- Share electronic copies of slides and/or handouts with a link on the title page, so participants can access them on their own devices. Read the link aloud and take some time for people to input the link into their devices.
- Verbally describe visuals used in the presentation. Image descriptions need not be exhaustive, but should at least articulate the visual elements that produce meaning for your slide and/or point. For a slide reminding people to use a microphone, it might suffice to note, “on this slide, there is a clip art image of a microphone.” For a slide about technological anachronism, it might be more appropriate to say, “to the left, there is an iPhone icon in the shape of a 1940s radio microphone. The icon is stylized, a white microphone on a neon green background.”
- If any information is purely auditory, articulate elements that are relevant to your point or argument as you present, and be sure that the captioning is turned on for any videos. (See “[Building Accessible Presentation Slides: General Strategies](#)” for information about captioning and transcription.)
- Animations, especially flashing and strobing ones, can trigger migraines and seizures; give your audience warning if you are using them in your presentation.

Presenting: Speaking for Access

- Use the microphone, even if you are good at projecting your voice. Often those of us who need it can’t respond in time when asked, “Do I need to use the mic?” at the beginning of a session, and such questions frame access as a hassle. If the session has an ASL interpreter or CART provider, this simple move will make their jobs easier--and more importantly, it will make the access they are providing more accurate.
- As noted above, check with your audience about your volume, especially in the transition to a new speaker and/or microphone set-up. (“How’s the mic/my volume?”)
- Face the audience when speaking, and be aware of whether you’re covering your mouth with your hands.
- Speak at a reasonable pace so that interpreters and CART can keep up. This may take practice, especially since we often speak more quickly than usual when we are presenting.

- To facilitate ASL and CART, spell out links to websites and proper nouns verbally when you introduce them (“According to Yergeau, Y-E-R-G-E-A-U,”).

Q&A: Insist on using the microphone, consider alternate modes of participation

Use the microphone

As with your own presentations, it’s vital for access that all participants use the microphone, even if they have a loud voice. Have a panelist or volunteer take the microphone around to question askers so that all can hear their question. If there is no moveable mic, repeat questions into the microphone before answering them.

Expand options for participation and give space for reflection

Facilitating question and answer sessions with access in mind can encourage more engagement with your ideas at the end of your presentation and more equitable participation.

These moves are about making space for reflection and giving attendees multiple options for participating--some of the alternate modes listed below may not work well for everyone, so this is not about requiring particular modes for engagement. Except using the mic. Use the mic!

Here are a few practices to consider.

- Invite a moment of writing and reflection at the end of your presentation. Discussion methods that we use as writing teachers can help audience members pause and develop a response. Taking a moment for participants to free-write and/or discuss their reflections on the presentation gives the audience time to process what you have presented.
 - You might say, “We’re going to take some time to let everyone gather their thoughts. During this time, feel free to sit and think a bit, jot down some notes, or talk to a neighbor. We have some note cards if anyone wants to ask a question or make a comment that way.”
- Create written or electronic modes of question asking, to give more access to people for whom the usual format of Q&A is not accessible or comfortable. Consider building in practices that offer a non-verbal way to ask questions.

- For example, give audience members the option to write questions on index cards or tweet questions to the panelists.

We look forward to co-creating access with you at 4C20! Beyond offering accessibility services, it is our goal to promote a professional culture that builds access into its practices as an ongoing, collective project.

Again, we invite you to visit the Access Table for mini-mentoring consultations, and we remind you that there's a trove of resources on Composing Access:

<https://u.osu.edu/composingaccess/>

CCCC 2020 Site Accessibility Information

The 2020 Conference on College Communication and Composition (4C20) is a multi-site conference, centered on the Wisconsin Center, with some panels and events located at two adjoining hotels, the Hilton Milwaukee City Center and the Hyatt Regency Milwaukee. Both hotels are connected to the Wisconsin Center by SkyWalk. The Chair's address will be held in a fourth venue near the Wisconsin Center, the Miller High Life Theater.

Note: In the course of our audit, we've learned that the Hyatt Regency will be undergoing renovations to their lobby and meeting spaces, in anticipation of the Democratic National Convention. If those renovations go forward before 4C20, we will release a "Hyatt Renovations" appendix to this guide. The lobby configuration and amenities may change dramatically; the meeting space renovations will be mainly cosmetic.

Overview: Conference Site Accessibility

- The distance and navigation demands of such a large conference are accentuated by the **multi-site** nature of this year's conference. As a result, navigation is a particular accessibility concern. Volunteers will be available at the Access Table near Registration to offer navigation support.
 - Advisory: It's possible to go to the Miller High Life Theater from the Wisconsin Center by exiting the north doors, going north across a parking lot, and crossing Kilbourn Avenue to the theater (a Google map is available below). However, this shortcut is not an accessible route, as there are short flights of steps and curbs that must be navigated; attendees that need a barrier-free pathway are advised to use the sidewalks along Vel R. Phillips Avenue and Kilbourn Avenue.
- The common areas at the Wisconsin Center are wide and open, with a great deal of space to maneuver. In some areas of the Hyatt Regency, thoroughfares are likely to become crowded; especially in the Hilton, an older building, some common spaces are narrow and are likely to become crowded between sessions. **We encourage all attendees to be mindful of where they're stopping to chat, so that thoroughfares do not become congested.**

- None of the sites are heavily perfumed, but they are not fragrance free.
- **Single user restrooms (PA-friendly!) are limited:** there is one on each floor of the Wisconsin Center, and two in the upper lobby of the Hilton. (More details about the locations can be found below under “Restrooms.”) 4C20 will be re-signifying multi-stall restrooms in the conference spaces so that they are all-gender restrooms; this may not apply to some of the binary restrooms located in the hotel common spaces.

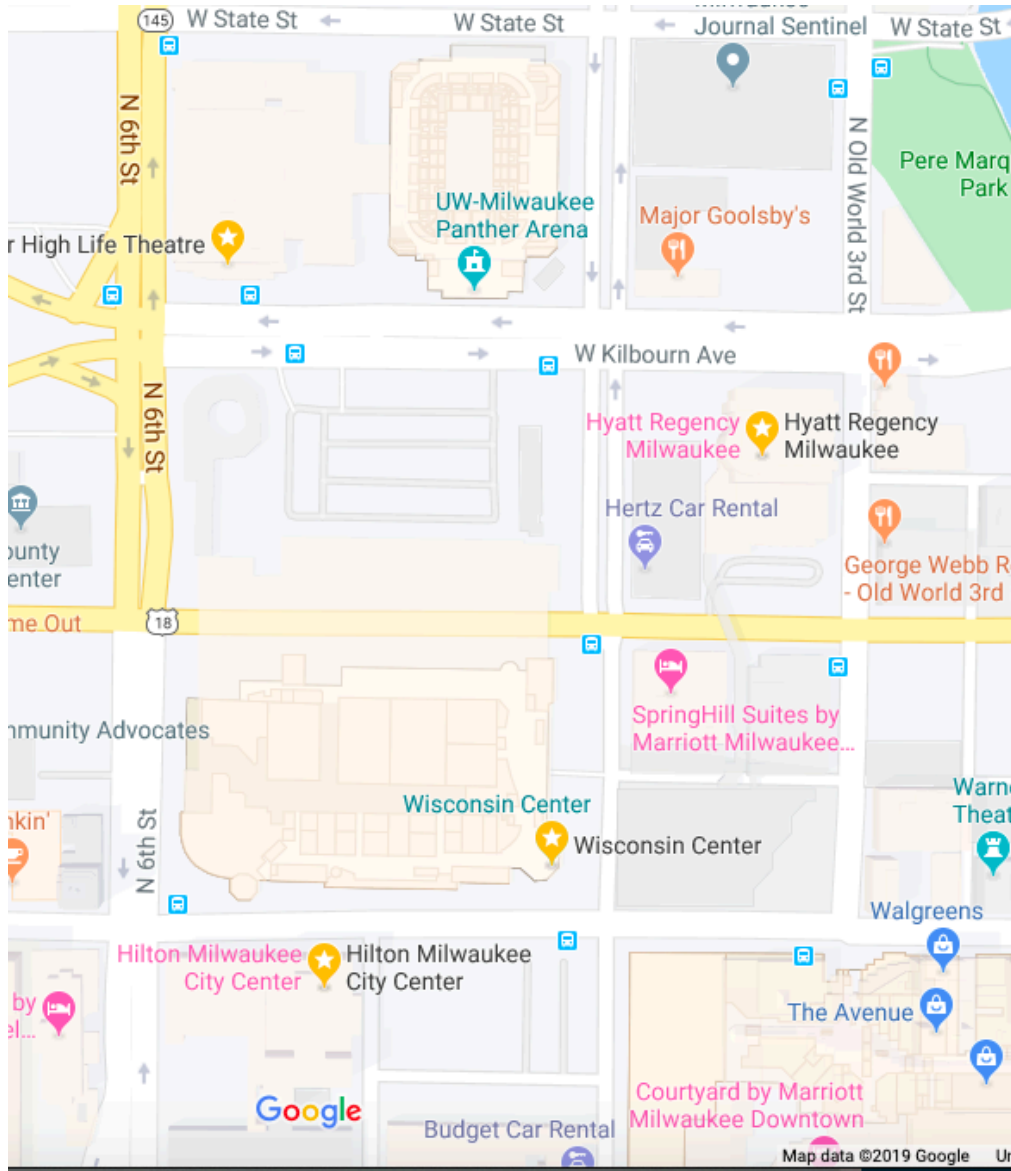


Image Description: A Google Maps screenshot cropped to the Wisconsin Center and surrounding buildings. The Hilton Milwaukee City Center is immediately across the street to the south of the Wisconsin Center. The Hyatt Regency Milwaukee is a block

north and a block east of the Wisconsin Center. The Miller High Life Theater is a block north of the Wisconsin Center; a parking lot separates the convention center and the theater.

Google Map of Conference Sites

<https://drive.google.com/open?id=1wXawpW-98d2kWPH8LPbQhIbqelMLbAyT&usp=sharing>

Conference Venue Information

The Wisconsin Center

- Registration, Access Table, Meeting spaces
- Lactation pod, single-user restrooms, printing, public kitchenette with microwaves

400 W Wisconsin Ave, Milwaukee, WI 53203

Phone: (414) 908-6000

The Hilton Milwaukee City Center

- Meeting spaces (4th and 5th floor)
- Quiet Room, Family Room, single-user restrooms, printing

509 W Wisconsin Ave, Milwaukee, WI 53203

Phone: (414) 271-7250

Note: The Wisconsin Avenue entrance is not accessible because there are four steps down into the hotel. The main street-level entrance, which is accessible, is located on 5th Street.

The Hyatt Regency Milwaukee

- Meeting spaces (1st and 2nd floor)
- Text number for contacting hotel personnel, valet parking, printing

333 W Kilbourn Ave, Milwaukee, WI 53203

Phone: (414) 276-1234

Text number to the Hyatt front desk for any maintenance/assistance requests: (414) 310-3364

The Miller High Life Theater

- Opening Session

500 W Kilbourn Ave, Milwaukee, WI 53203

Phone: (414) 908-6000

Conference Site Details

External Routes/Sidewalks

Sidewalk thoroughfares are cement, relatively level, and in good condition. Some squares stick up slightly higher in spots, and there are a few isolated spots with damaged sidewalks that may present a trip hazard.

- In March, temperatures are still very cold in Milwaukee, and there may be ice, snow, and salt on the ground (average temps are between 34 and 48 degrees Fahrenheit). Often, previously cleared snow is piled on the street edge of a sidewalk, and it can become a frozen barrier.
- Crosswalks are equipped with visual crossing cues, but at the time of the audit, none had an auditory chirp signal.
- Please note that curb cuts are rare and are almost exclusively confined to the corners of each block. This may be especially relevant for attendees who are being dropped off and need a curb cut. On some corners, one curb cut is directed diagonally into the intersection; on other corners (sometimes in the same intersection), there are two curb cuts, directed parallel to each cross street.

Entrances

The Wisconsin Center is positioned between 6th Street and Vel R. Phillips Avenue, on Wisconsin Avenue; its main rotunda entrance is on the corner of Vel R. Phillips and Wisconsin. Attendees can also access the Wisconsin Center's 2nd floor via SkyWalk from the Hilton and the Hyatt Regency.

The Wisconsin Center's main entrance has two sets of external doors, with the automatic door to the far right of the rotunda. The buttons are small and located on the door jambs to the left. Outside of the main entrance, there is a plaza that extends continuously between the doors and the sidewalk on the Vel R. Phillips Avenue side

(east), and that has four steps down from the sidewalk to the doors on the Wisconsin Avenue side (west).



Image Description: A small automatic door button for the far right door of the Wisconsin Center main entrance. The door button is located on the door jamb just to the left of the automatic door.



Image Description: The corner of Vel R. Phillips Avenue and Wisconsin Avenue outside the main Wisconsin Center entrance, looking south. On the Vel R. Phillips side, a plaza extends continuously from the sidewalk to the entrance; on the Wisconsin Avenue side, there is a bank of four steps with handrails leading down from the sidewalk level to the plaza. At the corner are some concrete-surrounded planters.

The Hilton is positioned between 6th and 5th Streets on Wisconsin Avenue, across from the Wisconsin Center. There is a Wisconsin Avenue entrance, but it is not accessible due to four steps down in the interior to the Hilton's first floor street level.

The main entrance to the Hilton is located on 5th Street. There is a curb along the street in front of the main entrance, with no curb cut; the nearest curb cut is at the corner of 5th Street and Wisconsin Avenue.

The main Hilton entrance has a revolving door and an accessible, automatic sliding door. From the street level, attendees can access the main lobby on the second floor by taking stairs or an elevator. The stairs are located to either side of the street level lobby, and the elevators are located behind a grille-work partition wall, to the left.



Image Description: Interior of the Hilton near the inaccessible Wisconsin Avenue entrance. The hallway from the entrance is interrupted by a short staircase of four steps.



Image Description: Exterior of the Hilton's 5th Street entrance. There is a curb with no curb cut between the sidewalk and the street, and a large flat awning.



Image Description: Automatic sliding doors at the Hilton's 5th Street entrance.



Image Description: The Hilton's street-level lobby, just inside the main 5th Street entrance. The flooring is marble and is overlaid with a large gray rug with a light gray and maroon filigree pattern. The Milwaukee Chophouse restaurant is to the left and the

Miller Time Pub and Grill is to the right. At the back of the lobby is a silver grille-work partition wall, through which The Cafe breakfast restaurant is slightly visible.

The Hyatt Regency is positioned between Vel R. Phillips Avenue and Old World 3rd Street, on Kilbourn Avenue. There is an entrance on Old World Third St., but a key card is required to use it. The main Hyatt Regency entrance is on Kilbourn Avenue, under a covered driveway. There is a large curb cut from the driveway onto the sidewalk with the hotel entrance, and the entrance has both automatic sliding doors and a single door to the left with an automatic button.



Image Description: The Hyatt Regency's covered driveway outside of the main Kilbourn Avenue entrance. The awning is supported by large diagonal pillars, and there is recessed can lighting overhead. A van is sitting in the driveway, next to a curb outlined in yellow paint. The curb gives way to a large curb cut in the foreground of the image in front of the entrance doors that are out of the frame.



Image Description: The Hyatt Regency's main Kilbourn Avenue entrance, viewed from inside the lobby. The outer doors have two sets of automatic sliding doors, and the inner doors have a central set of automatic sliding doors with a single door to the east with an automatic button. The flooring is light beige tile, and there are non-slip gray rugs just inside the outer and inner sliding doors.

The Miller High Life Theater is positioned near 6th Street on Kilbourn Avenue. The theater sits on a small hill, and there is a drop-off driveway and a ramp leading up from the street at a somewhat steep incline. In front of the main entrance doors, the curb has been cut away at about a 30-45 degree angle, creating a rough-hewn curb cut. The main entrance has two sets of doors, with one automatic door to the far left. The button is very small and may be difficult to find; it is a round blue button mounted to a metal railing to the left of the theater entrance. The inner vestibule doors are mostly revolving doors, with one automatic door to the far left that lines up with the exterior automatic door. The buttons are again small and blue, and are mounted to the leftmost vestibule wall.



Image Description: Ramp sidewalk leading up to the Miller High Life Theater from the east, with a partial view of the steep drop-off driveway.



Image Description: Rough-hewn curb cut between the driveway and sidewalk at the Miller High Life Theater entrance.



Image Description: Very small, round blue automatic door button mounted on a black metal railing to the left of the Miller High Life Theater's main entrance. A blue circle has been added to the image to highlight the automatic door button.



Image Description: Miller High Life Theater's entrance vestibule, with an automatic door positioned to the far left of the vestibule. On the left wall, there are very small, round, blue automatic door buttons. The flooring is maroon, low-pile carpet tiles.

Navigation: Distances and Routes

The Wisconsin Center will be the main hub for 4C20, but there will also be sessions planned for the Hilton and the Hyatt Regency's meeting room spaces. Please note that traversing these multiple sites will mean covering a lot of ground; the distance to the Hyatt Regency in particular is significant, about two (small) blocks.

SkyWalk to the Hilton Milwaukee City Center:

- The Hilton is located across the street from the Wisconsin Center, also on Wisconsin Avenue (to the south).
- SkyWalk distance from Hilton Milwaukee City Center is approximately 120 feet.



Image Description: A group of people are walking down the SkyWalk to the Hilton, a wide hall with pendant lamps and windows on both sides. To the right and left are heat registers. The carpeting has large beige rectangles with a subtle beige floral grid pattern and a deep burgundy perimeter.

- Doors between the SkyWalk and the hotel are propped open by default during conference hours on the Hilton end, and there is an automatic door button on the Wisconsin Center end.

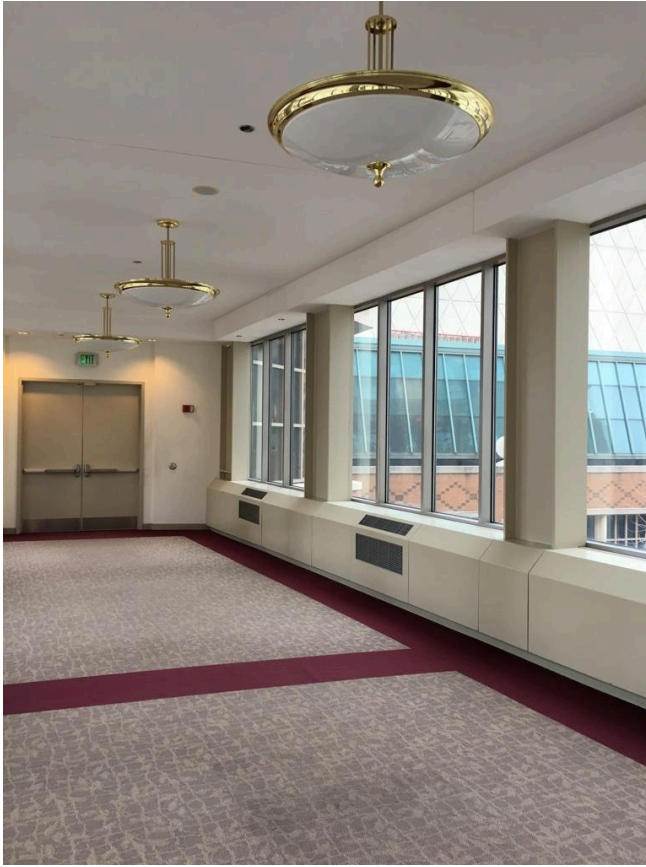


Image Description: Image of the SkyWalk to the Hilton, a wide carpeted hall with pendant lamps and windows. At the end is a set of double doors to the Wisconsin Center. To the right of these doors is a small, round automatic door button.

Skywalk to the Hyatt Regency Milwaukee:

- The Hyatt is located two (small) blocks north and one block east of the Wisconsin Center's main entrance, on Kilbourn near 3rd Street.
- SkyWalk distance from Hyatt Regency Milwaukee: approximately 720 feet, half of which has a significant incline and half of which is more level.
- Doors between the SkyWalk and the hotel are automatic sliding doors on the Hyatt end, and there is an automatic door button on the Wisconsin Center end.

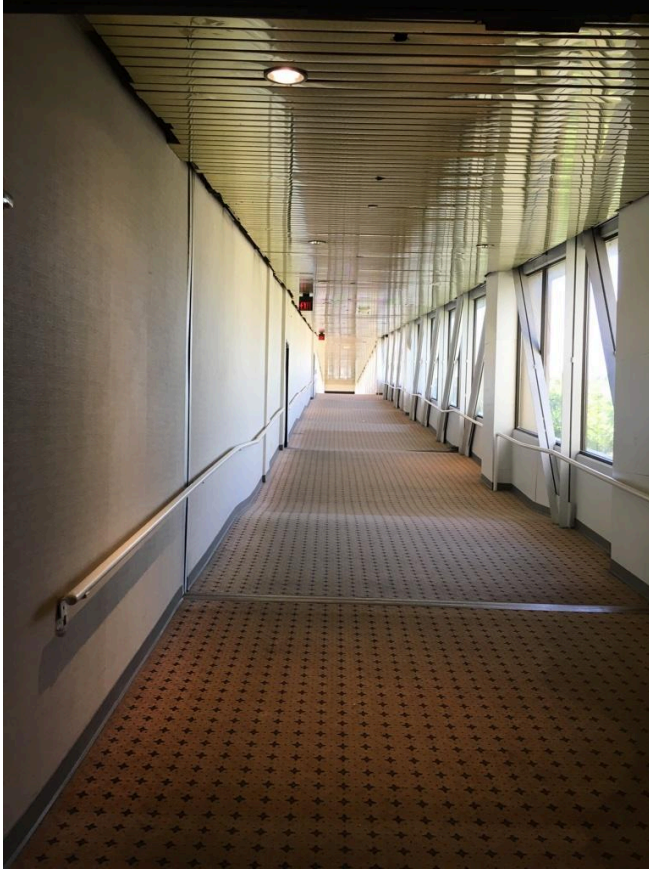


Image Description: A long corridor with handrails, windows, and a gold metallic ceiling stretches up at an incline from the Hyatt toward the Wisconsin Center. The carpeting is tan with regularly spaced small black diamonds.



Image description: Two sets of doors from the SkyWalk to the Hyatt Regency Milwaukee. The first set of doors have apparently been removed, as there are two open, large frames. The second set of doors are automatic sliding doors. Between the SkyWalk and the hotel, the carpet is red, beige and rust, with a central large checkerboard pattern that alternates beige squares with a swirl and squares with a red and black squiggle pattern. The perimeter of the carpet has smaller dark red and rust colored squares.

Path to the Miller High Life Theater

The Wisconsin Center parking lot sits to the north of the Wisconsin Center, and some attendees may wish to walk to the Miller High Life Theater from the Wisconsin Center's north doors, through the parking lot, and across Kilbourn Avenue. Please be advised that there are some areas of the sidewalk with three-four steps or curbs blocking the path. For an accessible route, attendees are advised to go to Vel R. Phillips Avenue, head north, and go left on Kilbourn Avenue to approach the Theater.



Image Description: View onto Kilbourn Avenue and the Miller High Life Theater from the north end of the Wisconsin Center parking lot. There is a curb between the parking lot and a pathway, and a short flight of steps down; there is also a curb from the sidewalk to the street.

Navigation: Signage

The Wisconsin Center has some overhead and un-Brailled directory signage; and meeting room signs are Brailled at the bottom.



Image Description: A silver Wisconsin Center sign, with a room number in raised lettering at the top, “101A.” A slender raised arc of silver metal bisects the lower third of the sign and extends beyond the signage on either side. Under the metal arc is black lettering with the room name and number, “Meeting Room 101A,” and at the very bottom of the sign is the Braille. The photo is well-lit.

The Hilton’s navigational signage is un-Brailled, with gold lettering on a black background. Meeting room signs are Brailled at the top.



Image Description: A beige Hilton meeting room sign, with black lettering at the top with the room name, “Wright Ballroom A.” Just below the lettering is the Braille. The bottom portion of the sign holds an exterior image of the Hilton hotel. The photo is well-lit.

The Hyatt Regency has some overhead directory signage; meeting room signs are not Brailled.



Image Description: A smooth, silver meeting room sign in the Hyatt Regency, with black lettering that gives the room name, “Solomon Juneau.” The bottom portion of the sign holds an insert with the Hyatt Regency logo. The upper portion of the photo is in semi-darkness.

Elevators

The Wisconsin Center has two elevator banks, one just north of the main rotunda entrance (Vel R. Phillips Ave. & Wisconsin Ave.) and one at the far West end of the hall that runs parallel to Wisconsin Avenue. On the street level of the hall parallel to Wisconsin Avenue is an area called the Glass Atrium. The Glass Atrium has an upper level that is serviced by a separate elevator at the West end.

Wisconsin Center elevators have Braille on the exterior and interior buttons. There is an auditory cue (a tone) when reaching each floor, but the floor is not announced.

The Hilton Milwaukee has two main banks of elevators, one which is located on the north side of the hotel, closest to Wisconsin Avenue, and one which is on the south side of the hotel.

The north elevators are located near the hotel escalators that go to all floors. On the 4th floor, the north elevators are located just inside the hotel from the SkyWalk to the Wisconsin Center; on the upper lobby floor (the 2nd floor), they are located behind the registration and check-in area. The exterior buttons of the north elevators have raised up and down arrows, but no Braille. The interior buttons have raised numbers and Braille. There is an auditory cue (a tone) when reaching each floor, but the floor is not announced.

The south elevators are to the left of the main entrance from 5th St on the lower street level, and connect to the upper lobby near the registration and check-in area; on the fourth and fifth floors, the south elevators are near the central foyers for the meeting rooms. The exterior buttons of the south elevators have raised up and down arrows as well as Braille. The interior buttons have raised numbers and Braille. There is an auditory cue (a tone) when reaching each floor, but the floor is not announced.

The Hyatt Regency has a central escalator to meeting rooms on the second floor and one central bank of glass elevators that overlook the center lobby atrium. The elevators can be accessed from the hall along the western side of the hotel.

The Hyatt elevators' exterior buttons have no raised or Braille indicators, but the button to go up is sensibly located above the button to go down. **Please note that the uppermost button is not the up button; it seems to be an emergency alert button of some kind.** The interior buttons have raised numbers and Braille.



Image Description: A Hyatt exterior elevator button panel, which has a red fire picture at the top with the message “In case of fire elevators are out of service; Use Exit,” and three silver buttons. The top button has the word “Polaris” written on it, and the two lower buttons for calling the elevator are unmarked.

Common Spaces & Meeting Rooms

Opening Session: Miller High Life Theater

The Miller High Life Theater has a spacious lobby with benches along the walls, maroon carpeting, and chandelier lighting.

The auditorium itself is large with fixed seating in somewhat tightly spaced rows. There are some designated open areas at the back of the first level that can be occupied by wheelchair users. The aisles are uninterrupted inclines with red carpet. The seats and floors are all somewhat dark colors and do not contrast very highly with one another.



Image Description: Interior of the Miller High Life Theater, with rows of fixed seating and red-carpeted aisles.



Image Description: One of the vacant seating areas at the back of the Miller High Life Theater's first level, designated for wheelchair users. The platform is level with yellow stripes on either end, and could fit about two chair users.

Access to Meeting Rooms

The Wisconsin Center meeting rooms are all located along two main hallways on each floor of the venue, one hallway running parallel to Wisconsin Avenue, and one running parallel to Vel R. Phillips Avenue.

The Hilton's meeting rooms are located on the fourth and fifth floors. The third floor is an administrative floor for hotel operations; elevators, escalators, and stairs will convey attendees from the second floor main lobby to the fourth floor.

The Hyatt Regency's meeting rooms are located on the first and second floors.

Space to Maneuver

The common areas at the Wisconsin center are wide and open, with a great deal of space to maneuver. In some areas of the Hyatt Regency, thoroughfares are likely to become crowded; especially in the Hilton, an older building, some common spaces are narrow and are likely to become crowded between sessions. **We encourage all attendees to be mindful of where they're stopping to chat, so that thoroughfares do not become congested.**

In some of the Hilton meeting rooms, there are pillars in the middle of the room that may limit space to maneuver or lines of sight. Some meeting rooms in the Hilton are also not large and may become cramped when set up for sessions.

Lighting

Lighting throughout the sites is natural light, lamps and sconces, or recessed can lighting.

- The Wisconsin Center's common areas have a number of windows and are well-lit.
 - **Note:** Wisconsin Center ballrooms do not have fluorescent lighting but meeting rooms have fluorescent lights in addition to incandescent lights. (Rooms numbered 101, 102, 103, 201, 202, or 203.) They may be on different light switches; attendees may wish to turn off the fluorescent lights.
- The Hyatt Regency lobby has a large skylight and is well-lit, but the Hyatt can be dim in the halls outside of meeting rooms, particularly on the first floor.
- The Hilton is a large building, and most windows are in the meeting rooms on the perimeter of the building. Windows in the meeting rooms have drapes that can be closed to address any glare or backlighting. The common areas are lit by lamps and sconces and can be dim.

Flooring and Carpet patterns

Flooring in the conference sites is mostly low-pile carpeting, with some tile areas.

Carpet patterns vary greatly across and within each site; the Hyatt and the Hilton's carpet patterns are particularly bold, with high contrast colors.

[Click to skip images and go to the next section on Restrooms.](#)



Image Description: The first floor of the Wisconsin Center has carpeting that is mostly a beige and green grid, overlaid with large red areas with scattered small black diamonds. In some areas, there are semicircles of gray carpeting.



Image description: A view of the first floor of the Wisconsin Center from above, showing a large blocks of green carpeting with beige borders in a grid pattern. The green blocks have a repeating pattern of white, blue, black, and maroon arcs. The beige areas have a regular pattern of small black diamonds. A sweeping semi circle of red carpeting breaks up the grid along one wall.



Image Description: An area in the Hilton just inside from the SkyWalk, with a maroon carpet that has a large, bold filigree pattern with interlacing golden scroll shapes.



Image Description: The carpet in a Hilton meeting room, which has large gold medallions with a maroon rosette in the center. Most of the carpet between the medallions is maroon with small gold circles in a regular pattern.



Image Description: A hallway in the Hilton with a more subdued carpet. The carpet is gray with darker gray brocade patterning, with multiple narrow, parallel stripes in dark gray along the sides.



Image Description: A different style of carpet found in some Hilton meeting rooms. It is more modern with a background of mostly gray with white and maroon streaks, overlaid with round white sunbursts that overlap in some cases.



Image Description: Carpet in the Hilton's Monarch Lounge (the bar and business center area). It's dark gray with a high contrast pattern in white that's geometric with some stylized botanical elements.



Image Description: Carpeting in the meeting room foyer of the Hyatt. It's a checkerboard pattern of maroon and gray with black swirls in each box and regular beige arcs. The border is maroon with a bold geometric pattern in coral, with regularly spaced beige diamonds.



Image Description: Carpet in a Hyatt meeting room, with a high contrast patchwork pattern in beige, gold, maroon, and black. In some areas the patchwork is large, a checkerboard with stripes and stylized flowers. In other areas, the carpet has a smaller regular pattern, mostly beige ovals on a dark green background.



Image Description: Carpet in the Hyatt Lobby area, with thick wavy stripes in dark brown, and a background of very thin beige, rust, gray, and tan stripes.

Restrooms

The Wisconsin Center's restrooms have open entrances (no door that needs to be opened). Restrooms are ADA-compliant, with roomy accessible stalls that have handrails on the side and back.



Image Description: Wisconsin Center restroom, with a roomy sink area, clearance under the sinks, and beige tile floor.



Image Description: Interior of Wisconsin Center accessible restroom stall, with handrails on the back wall above the toilet and on the side wall to the right when seated. A toilet paper dispenser is installed below the side wall handrail, and a seat cover dispenser is installed high on the wall above the back handrail.

The Hilton's restrooms mostly have push doors (not automatic). The Hilton restrooms tend to have narrow internal passageways that do not allow a lot of room for maneuvering. The accessible stalls are commonly long and narrow, with handrails on either side. Note: On the first floor, the restrooms near the check-in area have knob handles with no automatic door. On the 4th floor the restrooms do have automatic doors, but the entrances involve a tight 90 degree turn. The Hilton's single-user restrooms, noted in the next section, have automatic doors.



Image Description: Tight entryway to Hilton 4th floor restroom, requiring two 90 degree turns in a 30-inch pathway. The tile is white and gray marble, and the walls have a sage green brocade pattern.



Image Description: Narrow internal corridor in a Hilton restroom. The flooring is mostly gray and white marble tile, with a bold black and marble diamond design in the middle of the corridor. At the far end is the door to the accessible stall.



Image Description: Interior of the Hilton restroom accessible stall. The stall is long and narrow, with handrails on either side of the toilet. The toilet paper is installed below the handrail to the left of the toilet when one is seated, and the seat cover dispenser is above the same handrail about 40 inches from the ground.

The Hyatt's first floor restrooms do not have an automatic door, but the second floor restrooms do have an automatic door. Restrooms are ADA-compliant, with roomy accessible stalls that have handrails on the side and back.



Image Description: Hyatt restroom interior with a sink area that allows for roll-under. The wall and floor are covered in mottled gray and rust slate tile.



Image Description: Hyatt Restroom restroom stall corridor with doors on either side; the area between them is not very wide, about 36 inches. The wall and floor are covered in mottled gray and rust slate tile.



Image Description: Interior of Hyatt accessible restroom stall. There are handrails on the back wall above the toilet and on the side to the left of the toilet when seated. The toilet paper dispenser is not in the shot due to its location, and may be a stretch to reach for most users. It may be necessary to gather paper before being seated.

Single-User Restroom Options

Though the Hilton's multi-stall restrooms are the least accessible, the Hilton has two single-user, "family restrooms" for people who need more space to maneuver. These single-user restrooms have automatic doors and are located in the Hilton's upper lobby near the check-in and registration.

The Wisconsin Center also has single user "family restrooms" on all floors. These restrooms are located at the West end of the hallways that run parallel to Wisconsin Avenue. (Editor's note: During our walkthrough, we were shown one, so at least one exists. We were told that there are family restrooms on all floors when calling to verify the location, but did not ourselves see them. Cautious optimism is advised.)

Quiet Room

The designated Quiet Room is located on the SkyWalk level of the Hilton Milwaukee City Center (4th floor), in the Schultz Room.

The Quiet Room is intended to provide a quiet, calm space where attendees can spend time away from the noise, lights, and other stimuli of conference spaces. This room may be used for silent prayer. Please respect this space: the Quiet Room is not intended for conversations, phone calls, or meetings.

Nursing Room/Family Room

Spaces for breast-pumping, breast-, or bottle-feeding are available in two of the conference sites:

- 1) There is a [mamava lactation pod](#) on the first floor of the Wisconsin Center, near the main entrance. It has limited capacity, but is lockable, wheelchair accessible, and roomy enough to accommodate one chair user.
- 2) 4C20 has set aside a **Family Room** on the SkyWalk level of the Hilton Milwaukee City Center (4th floor), in the Usinger Room.



Image description: A white mamava pod, with a door in its center. It measures about 7 feet tall by 10 feet long and is rounded on the sides.

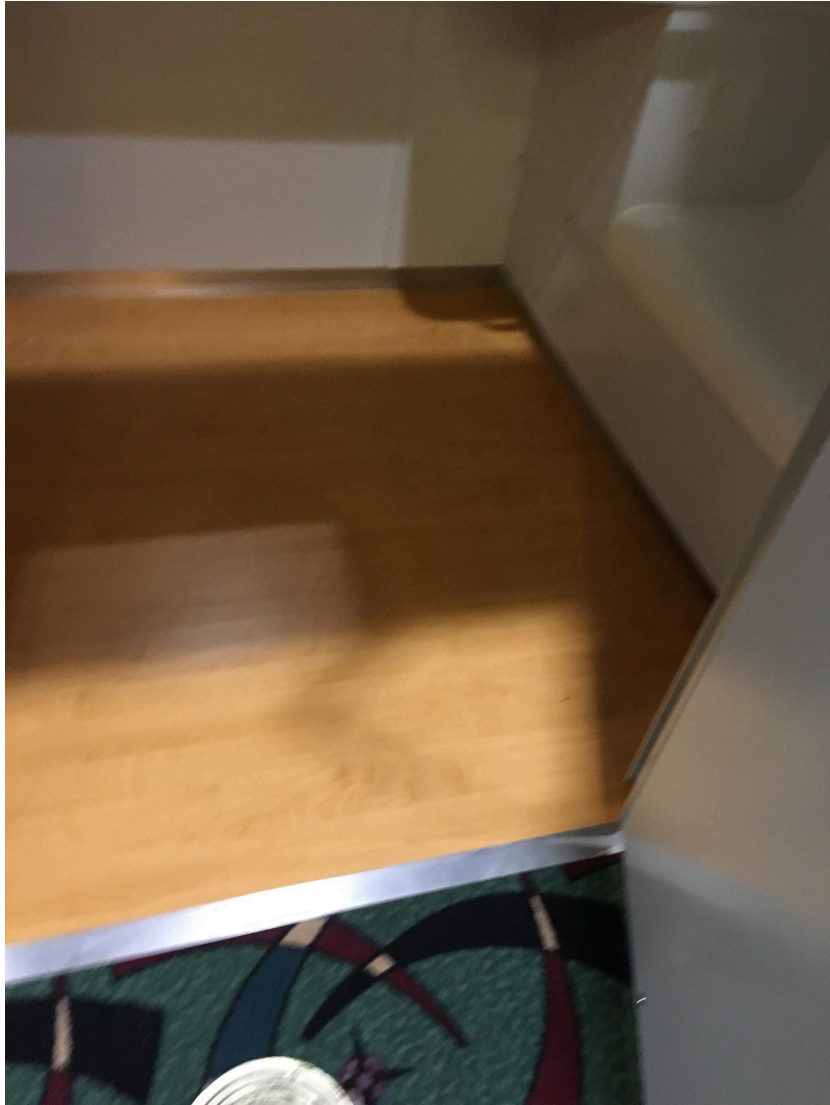


Image Description: A shot of the mamava pod's floor, which is wood colored laminate and continuous with the ground.



Image Description: The interior of the mamava pod, which has a built in bench with a handrail, and a shelf on the side and along the back.

Attendees bringing children to the conference are invited to use the Family Room as a play space. While the Usinger Family Room will be set aside for these purposes, families should bring their own toys.

There is also a play area with a Lego table on the first floor of the Wisconsin Center near the main entrance, tucked behind a divider at the rear of the Conflux coffee corner. Please note that this is a tight space and may not have enough clearance for chair users.



Image Description: A low square table is covered with legos, with a large map of Milwaukee in the background, and pendant lights. Next to the Lego table are a teal couch and a green cube ottoman. There appears to be about a foot or two of space between these furniture pieces and the table.



Image Description: In a second perspective on the Lego table space, a thin, floating partition wall that sits opposite the map of Milwaukee is visible. The area between the Lego table and this partition is narrow.

Printing

All printing stations at the conference sites are fee-based kiosks.

- **Wisconsin Center Business Center, Mezzanine Level (2nd Floor)**
Located midway between the two SkyWalk entrances near the main entrance rotunda (Wisconsin Avenue and Vel R. Philips Avenue). Unfortunately, we did not see this on our audit tour, and very little information is available online. The Business Center is managed by [Conference Technologies, Inc.](#)

- **Hilton Business Center, Main Lobby Level (2nd Floor)**

Located in the Monarch Lounge, which is the hotel bar area situated across from the Registration and Check-In Area. The Monarch Lounge is a few steps up from the main lobby, and has a ramp on the north end of the Registration and Check-In Area. For more details, see [Hilton Business Center](#).

- **Hyatt Business Center, Lobby Level (1st Floor)**

Located on the first floor, just West of the Registration and Check-In Area. For more details, see [Hyatt Business Center](#).

On-site Food Options

The Wisconsin Center has a small concession area with coffee and vending near the main rotunda entrance. This area also features a kitchenette with a sink and microwave for attendees who wish to bring their own food from offsite. The microwave is located below the counter at an accessible height.



Image Description: The Wisconsin Center vending area, a full wall of floor to ceiling refrigerated vending units with glass doors. A coffee dispensing machine is located to the right of the vending units on a countertop, with disposable cups under counter.



Image Description: The Wisconsin Center kitchenette. The space has grayish wood upper and lower cabinets with grass green tile backsplash and a white counter. There is a sink and an under counter garbage, as well as two microwaves. One microwave is installed in the upper cabinets and one is below the counter to the far right.

The Hilton has a number of food and dining options on the street level: a Starbucks; a breakfast restaurant, The Cafe; Miller Time Pub and Grill, open for lunch until late evening; and the Milwaukee Chop House, open for dinner. There is also a hotel gift shop next to the Starbucks with limited snack food options. Please note that the Hilton gift shop is inaccessible from inside the hotel and has very little space to maneuver. If necessary, a patron could access it by entering through the Starbucks' street entrance, using the ramp in the Starbucks to access the lower seating level, and exiting onto the landing shared by the gift shop entrance and the Starbucks, three steps up from the interior hallway of the Hilton's street level.

- Starbucks Accessibility Notes: The Starbucks is not accessible from inside of the Hilton; there are three steps up. Starbucks is, however, accessible via the Starbucks entrance on Wisconsin Avenue, so patrons

wishing to enter will need to exit the hotel on 5th Street and wheel around the corner to the Wisconsin Avenue Starbucks entrance. The Starbucks barista counter and a single-user ADA restroom are flush with the accessible entrance, and the seating area is a couple steps down, connected to the upper area by a ramp. This ramp is often where people stand in line to order, so users may need to ask folks to move off of the ramp in order to access the seating area. There are a few accessible height tables, armchairs, and one designated wheelchair-accessible table.

- The Cafe Accessibility Notes: The Cafe has a number of seating areas with a mix of accessible-height tables and booths. Some portions of the dining room are inaccessible, separated by two steps up or down. The breakfast buffet area has some very tight areas, particularly by the cereal bar, and some dishes are located on a counter, set back a bit from the edge, and may therefore be out of reach. The Cafe also serves food from a menu, so the breakfast bar can be avoided if inaccessible. The atmosphere tends to be calm and quiet.
- Miller Time Pub & Grill Accessibility Notes: All areas of the restaurant are accessible by ramp, and seating is a mix of accessible-height tables, booths, and bar-height tables. Restrooms have two non-automatic doors in succession, but are otherwise ADA-friendly, with roll under sinks and spacious accessible stalls. The atmosphere tends to be more lively and may be loud when busy.
- The Milwaukee Chophouse Accessibility Notes: The Chophouse is only open for dinner, and was not open during our site visit. Based on image research, seating is a mix of accessible-height tables and booths, with tight passageways between tables. The atmosphere appears to be more calm, in keeping with the restaurant's formality.
- Menus, contact information, and more details can be found at the following link: [Hilton Dining Options](#)

The Hyatt Regency has a hotel store with coffee and food for purchase on the first floor near the check-in and registration area. Some passageways inside the store are narrow and do not have a lot of space to maneuver.

There is also a hotel restaurant, Bistro 333. Bistro 333 has a mix of free-standing tables and tables with banquette seating on one side and moveable chairs on the other. The atmosphere tends to be calm and quiet.

Conference Site Parking

If you are driving, your hometown accessible parking placard is valid in Milwaukee. Out-of-state parking permits are recognized by the State of Wisconsin.

There are three parking structures or lots associated with the conference sites.

The Wisconsin Center parking lot is located just north of the Wisconsin Center. The Hilton has self-parking in an attached garage but does not offer valet parking. The Hyatt Regency has valet parking and self-parking in two attached garages.

Wisconsin Center District Self-Parking

414-908-6108

500 W. Wells Street

Milwaukee, WI 53203

Manager: Jeremie Ott jott@wcd.org

272 spaces

Notes: Closest parking for Miller High Life Theatre, UW-M Panther Arena and Wisconsin Center events. ADA-friendly, well-lit and monitored.

Entrance: Wells St. and Kilbourn Ave.

Self-Parking Rates

Flat - Daily - \$15.00

Flat - Event - \$15.00

Flat - Overnight - \$20.00

Flat - Oversize Vehicles(more than 2 Spaces) - \$60.00

Hilton Milwaukee City Center Self-Parking

414-271-7250

509 W. Wisconsin Ave.

Milwaukee, WI 53203

Manager: Sean Johnson-Darby sjohnsondarby@townepark.com

863 spaces including accessible & motorcycle.

Entrance: 5th St. between Wisconsin and Michigan

Self-Parking Rates

Early - Early Bird, In before 9am Out after 2pm - \$7.00

Flat - 0-1 hr - \$8.00

Flat - 1-10 hrs - \$8 plus add'l \$1 per 30 min - \$9.00

Flat - 10-24 hrs - \$28.00

Hyatt Valet Parking (Includes in/out Privileges)

To valet your car, simply pull up to our main entrance on West Kilbourn Avenue. No prior arrangements are required. To retrieve your car, visit the bell stand located in our lobby or dial "56" from your room. Please have your ticket number ready and plan to wait for 10-15 minutes for your car to arrive. Valet services are available 24/7.

Valet Rates

Daily: \$7 / hour

Overnight: \$31 / night

Hyatt Self-Parking (Isaacs Family, Ltd.)

Isaacs Family Ltd.

414-271-3858

330 W. Wells St.

Milwaukee, WI 53203

Manager: Nancy Kaliebe www.isaacsparking.com

Spaces: 725

Notes: Early Bird and Student rates require one-time purchase of prox card for \$10. A 10-use value pass can be purchased for \$50.00

Hotel Guests may purchase a 1,2,3,4 or 5 day pass to have in/out privileges for \$25 per 24 hours

Entrance: Wells or Kilbourn Ave, between 4th and 3rd Streets. The Kilbourn Avenue entrance is just west of the Hyatt Regency's main entrance, and connects to the SkyWalk between the Hyatt and the Wisconsin Center.

Self-Parking Rates

Early - In by 9am out by 6pm w/ 10 Day Value Pass - \$50.00

Flat - Overnight Guests per 24 Hours (Visit pay stations to purchase in/out pass) - \$25.00

Hourly - 0-1 Hours - \$5.00

Hourly - 1-2 Hours - \$10.00

Hourly - 12-24 Hours - \$25.00

Hourly - 2-3.5 Hours - \$15.00

Hourly - 3.5-12 Hours - \$20.00

Hyatt Self-Parking (The Blue at 310 West)

Hyatt Preferred Parking Garage

414-765-0931

747 N. Old World 3rd St.

Milwaukee, WI 53203

Manager: Carrie Fecteau cfecteau@spplus.com

Spaces: 606

Notes: Convenient access to downtown skywalk system.

Entrance: The Blue at 310 West Parking Garage is located one block south of the hotel and connected by a skywalk. Please enter the garage on the west side of 3rd Street.

Payment is due upon exit.

Self-Parking Rates

Flat - Lost Ticket - \$15.00

Hourly - 0 - 1 hour - \$4.00

Hourly - 1 - 2 hours - \$7.00

Hourly - 2 - 3 hours - \$10.00

Hourly - 3 - 4 hours - \$13.00

Hourly - 4 - 24 hours - \$15.00

A longer list of public and private parking lots and structures is available at the Park Milwaukee link below; there is an option to select a destination for focused information about nearby parking lots and parking structures (for example, The Wisconsin Center).

Find parking in advance: <http://www.parkmilwaukee.com/>

Transportation to and within Milwaukee

Amtrak

There are two Amtrak stations in Milwaukee: the Intermodal Station and the Airport. The following information is about the Intermodal Station, which is in downtown Milwaukee near the conference sites, and also serves as the intercity bus station. See the section on the Airport for information to travel to/from that location.

Milwaukee Intermodal Station (Train)

433 W St. Paul Avenue,
Milwaukee, WI 53203

Amtrak Reservations & Customer Service

<https://www.amtrak.com/home.html>

1-800-USA-RAIL

1-800-872-7245

TTY 1-800-523-6590

Distance to the Convention Center:

The Amtrak station is 0.3 miles away from the Wisconsin Center, 0.3 miles from the Hilton Milwaukee Center, and 0.5 miles from the Hyatt Regency.

See this link for more specific information about Amtrak's accessibility options, including information about reserving accessible spots and bringing or storing mobility devices, like scooters:

<https://www.amtrak.com/accessible-travel-services>

The following accessibility features are available at this Amtrak station:

- Payphones
- Accessible platform (Accessible platform is a barrier-free path from the drop-off area outside the station to the train platform.)
- Accessible restrooms
- Accessible ticket office
- Accessible waiting room
- Accessible water fountain
- Same-day, accessible parking is available
- Overnight, accessible parking is available
- No high platform (A high platform is a platform at the level of the vestibule of the train, with the exception of Superliner trains.)
- Wheelchair available (For passengers who cannot walk far or at all, we offer a wheelchair to help move around within the station. At some stations this may be a battery-powered people mover.)
- Wheelchair lift available (Wheelchair lift is a platform-mounted lift for loading passengers from low platforms onto trains that do not have onboard ramps.)

If booking an Amtrak reservation online, you will be offered disability options after you choose your itinerary. You have a choice of Adult (Disability) and Adult (Companion of Disabled Person or CDP). You may also book your ticket/s with an agent using any of the phone numbers listed above.

Intercity Bus

Milwaukee Intermodal Station (Bus Station)

433 W Saint Paul Ave
Milwaukee, WI 53203

CoachUSA/Megabus

Coach USA goes to the Milwaukee Intermodal Station, and can be taken from downtown Chicago or Chicago's O'Hare airport (but not Midway Airport).

<https://www.coachusa.com/>

<https://www.coachusaairportexpress.com/faq> (Editor's note: The FAQ says that there are wheelchair accessible buses, but the company needs 48 hours' notice that a rider needs an ADA accessible bus.)

Megabus goes to the Milwaukee Intermodal Station, and can be taken from downtown Chicago only (no airport service).

<https://us.megabus.com/>

<https://us.megabus.com/passengers-with-disabilities>

Greyhound

<https://locations.greyhound.com/bus-stations/us/wisconsin/milwaukee/bus-station-501105>

Main: (414) 272-2156

Tickets: (414) 272-2156

Baggage: (414) 272-2156

Greyhound buses can also be taken to/from the Airport. See the Airport section for information about Airport transportation.

Distance to the Convention Center: The long-distance bus terminal or Greyhound Station is downtown in a shared building with Amtrak, and is 0.3 miles away from the Wisconsin Center, 0.3 miles from the Hilton Milwaukee Center, and 0.5 miles from the Hyatt Regency.

Greyhound Accessibility Information website:

<https://www.greyhound.com/en/help-and-info/travel-info/customers-with-disabilities>

Greyhound Contacts:

Email address for any accessibility-related problems experienced while traveling:

ADA.support@greyhound.com

Greyhound National Customer Service Phone Number:

1-800-752-4841 TTY/TDD: 1-800-345-3109

Spanish/Español: 1-800-531-5332

24 Hours, 7 days a week

Note: Booking by phone rather than online usually involves a convenience fee, but Greyhound Customer Service Representatives will waive it for disabled customers. According to their website, you will need to explicitly confirm “that your inability to book electronically is due to your disability.”

Mitchell International Airport

On average, the Milwaukee airport has between 500,000 and 600,000 passengers per month (March is its busiest month). The Milwaukee airport has two floors: one floor with three concourses (first floor), and one floor with baggage claim and ticketing/check-in (lower level). There are both escalators and elevators to move between floors. On the lower level, across from the baggage claim area, you will also find the rental car counter, the parking garage, and access to buses and taxis.

The airport concourses have wide throughways, and typically there are gates with seats and windows on one side, and shops on the other.









The airport offers free, unlimited wi-fi with ads (travelers can pay for ad-free internet).

The airport’s website has an interactive terminal guide (though the interactive map may not be accessible to screen readers):

<https://www.mitchellairport.com/airport-guide/interactive-terminal-guide>

Below is a static map that indicates escalators, elevators, and airport services:

Services

- | | | | |
|--------------------------------------|--------------------------------------|---|---|
| 1. Sijan Conference Room | 6. FedEx/UPS |  ATM |  Parking |
| 2. Lovell Conference Room | 7. BMO Harris Bank |  Elevators |  Phones |
| 3. Maitland Conference Room | 8. U.S. Mailboxes |  Escalators |  TDD Phone |
| 4. Mitchell Gallery of Flight Museum | 9. Airport Information/Travelers Aid |  Luggage Carts |  Restrooms |
| 5. Milwaukee Banquet Room | 10. Mamava Nursing Suite | | |
| | 11. Service Animal Relief Area | | |

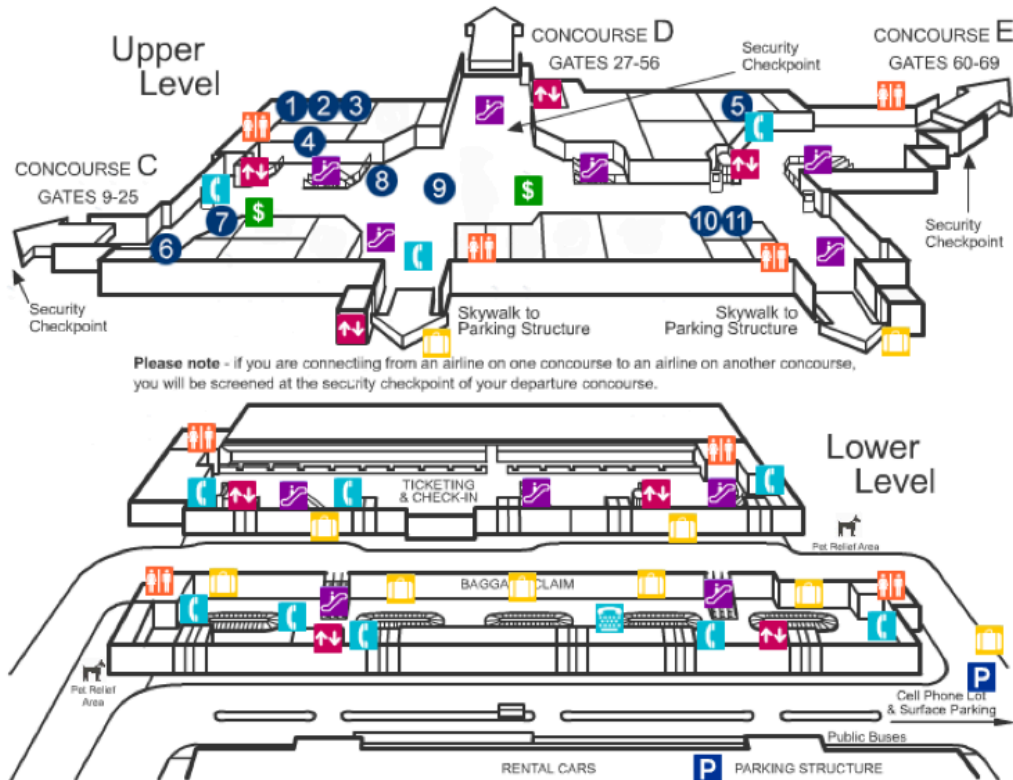


Image Description: A map of Mitchell Airport shows two levels. A lower level has ticketing/check-in in one segment and a baggage claim in another segment, separated by a road. In both segments, restrooms are located at either end. An upper level shows a mall area between concourses C, D, and E. Airport information/traveler's aid is located in the middle of the lobby area near Concourse D. The nursing pod and the indoor service animal relief area are next to one another, about midway between Concourse D and E. They are on the right if you are heading toward Concourse E.

Accessibility at the Airport

Contact your [airline](#) in advance to make accessibility requests. These include: wheelchairs, preferred or early boarding, specific seat assignments, or dietary needs.

You can find accessibility information on the airport's website, here:

<https://www.mitchellairport.com/airport-guide/accessibility-information>

Below are the highlights of the information, and also information that we thought would be useful.

Traveler's Aid Desk

Centrally located in the main terminal, the Traveler's Aid desk provides a personal face to Mitchell Airport and can be reached by calling 414-747-5245.

Skycaps (Luggage Porters)

Skycaps are personnel who will help travelers with their luggage.

Where you can find them: Skycaps are stationed in both the Ticketing/Check-in and Baggage Claim areas.

Contact: Airport Operations at 414-747-5325 or Travelers Aid at 414-747-5245.

Wheelchair Assistance

Each Airline coordinates its own wheelchair assistance. Contact your Airline Reservations Representative about the arrangements you may need added to your travel reservation.

Restrooms

All restrooms located throughout the airport have wheelchair accessible facilities. In addition, there are single-user, all-gender Family Restrooms located in all terminals. Specific locations are also included in the [Interactive Terminal Guide](#).

TTY and TDD Telephones

Located at selected telephone locations throughout the airport. Each unit is marked with the international symbol for TTY/TDD. The interactive [airport map](#) indicates one such telephone located on the lower level baggage claim, between baggage carousel 2 and 3.

Braille Signage

Braille signage and buttons are located in elevators and outside all doors and emergency exits.

MKE Airport: AIRA Access Location for Blind and Low Vision travelers

AIRA is an app-based accessibility service, where users connect with a remotely located access agent, who looks at your environment using your smartphone camera and can offer audio description and navigation support.

Download the free [AIRA app](#) to your smartphone.

MKE Airport is a free [AIRA](#) Access location, so users will not be charged for using the service.

For more information about using AIRA, please visit [AIRA's FAQ page](#), or this article: <https://disabilityhorizons.com/2019/03/using-aira-access-at-the-airport/>

Lactation Room

A mamava nursing suite is available between Concourses D and E. Lactation rooms can be found in each concourse beyond security.

Service Animal Relief Area

MKE accommodates passengers traveling with animals offering outdoor and indoor Service Animal Relief Areas (SARAs). There are three. The indoor SARA is located midway between Concourse D and E, on the right if you are moving toward Concourse E. One outdoor SARA is located just outside the southwest corner of the ticketing and check-in area. The other outdoor SARA is located just outside the northeast corner of the baggage claim area. To use the [Interactive Terminal Guide](#) to find the location of each SARA, click on “services.”

TSA

If you want to access specific information about what you can/cannot bring with you on your flight, visit the TSA website: <https://www.tsa.gov/travel/special-procedures>

Emergency Information at Mitchell Airport

The Airport utilizes a visual paging system for announcements, including gate information, passenger paging, and recurring public announcements. It is integrated into the flight information displays.

If you need assistance, depending on your emergency, please visit the Traveler's Aid Desk, or call one of the following numbers:

414-747-5245 for Traveler's Aid Desk

414-747-5325 for Airport Operations

414-747-5329 for Fire Department

414-747-5360 for Sheriff

Dining

To prepare for dining at the airport, the following site lists the food options, including menus.

<https://www.mitchellairport.com/airport-guide/dining>

Ground Transportation to/from the airport

Accessible taxi cabs

[Taxi MKE/American United Taxicab Company](#) is contracted by Milwaukee County's Transit Plus program to transport persons with disabilities.

To request a taxi, you can call their phone number: 414-220-5000

Use their app: [Download Our taximke App!](#)

Book online: <https://services.taxihail.com/americanunited/>

Currently, there is no way to request a wheelchair accessible taxi via the app or website; the website lists a phone number only to contact the company:

414-220-5000; the app allows travelers to choose what size car, but that's it. There isn't a way to contact the cab company other than calling their telephone number.

Here is a link to some helpful information about wheelchair accessible travel in taxis in Milwaukee: <https://wheelchairtravel.org/milwaukee/taxis/>

Shuttles

[Go Riteway](#) provides wheelchair-ready shuttle service to area hotels and residences.

Travelers should probably contact the shuttle services ahead of time to ensure proper booking as there is no way to use their website's booking form to request certain kinds of vehicles: 414-570-5200 / 800-236-5450 or info@goriteway.com

Public Transit/Bus

The [Milwaukee County Transit System](#) provides low-cost county bus service that is fully accessible to people with disabilities. Travelers can pick up the bus just outside the door at baggage claim Carousel 1 (more notes below in "Transit in the City" section about bus accessibility)

Route #80: MCTS Route 80 connects downtown Milwaukee and the downtown MATC campus to Mitchell International Airport and the MATC-South Campus in Oak Creek.

For real time route information:

<https://www.ridemcts.com/routes-schedules/80#Weekday>

Rideshare

Uber & Lyft pickups are located next to Baggage Claim 2.

Use code VISITMKE (or visit www.lyft.com/i/visitmke) for \$10 off two rides from Lyft.

Car Rental

The Milwaukee Airport has the following car rental places:

- [Alamo](#) - 1-800-327-9633 / TDD 305-468-2132
 - https://www.alamo.com/en_US/car-rental/customers-with-disabilities.html
- [Avis](#) - 1-800-831-2847 / TDD 800-331-2323
 - <http://redirect.avis.com/services/mobilityScooter/index.html>
- [Budget](#) - 1-800-527-0700 / TDD 800-826-5510
 - <https://www.budget.com/en/customer-care/disability-services>
- [Dollar Car Rental](#) - 1-800-800-4000
 - https://www.dollar.com/TravelCenter/TravelTools/Customers_With_Disabilities.aspx
- [Enterprise](#) - 1-800-325-8007 / TDD 800-736-8227
 - <https://www.enterprise.com/en/help/customers-with-disabilities.html>
- [Hertz](#) - 1-800-654-3131 / TDD 800-654-2280
 - <https://www.hertz.com/rentacar/productservice/index.jsp?targetPage=PhysicallyChallengedUS.jsp>
- [National](#) - 1-800-328-4567 / TDD 800-328-6323
 - <https://www.nationalcar.com/en/support/customers-with-disabilities.html>
- [Thrifty](#) - 1-877-283-0898

- https://www.thrifty.com/TravelCenter/TravelTools/Customer_with_Disabilities.aspx

Accessible Vans of America (<https://www.accessiblevans.com/about-us>)

You may also request an Accessible Van of America from the following companies: Hertz, Avis, Alamo, Dollar and Enterprise.

Transportation in the City

Driving/Parking

If you are driving, your hometown accessible parking placard is valid in Milwaukee. Out-of-state parking permits are recognized by the State of Wisconsin.

A list of public and private parking lots and structures is available at the Park Milwaukee link below; there is an option to select a destination for focused information about nearby parking lots and parking structures (for example, The Wisconsin Center). Find parking in advance: <http://www.parkmilwaukee.com/>

Conference site parking details and valet information for the conference hotels are available in the [Conference Site Accessibility Parking section](#).

Walking

Milwaukee's compact downtown contains paths and sidewalks that run through Brady Street on the East side of town, the Historic Third Ward district, and the Milwaukee Lakefront, making the entire city pedestrian-friendly. The popular 3-mile Milwaukee Riverwalk allows visitors to explore downtown, as it winds along the Milwaukee River, connecting the Beerline B neighborhood to Old World Third Street and then the Historic Third Ward. Curb cuts and ramps are present at most intersections. Some crossing signal buttons are fairly high, which might pose some access problems.

From a travel site: <https://wheelchairtravel.org/milwaukee/sidewalks/>

“If you are exploring areas directly to the West of the Milwaukee River, be advised that these sections of the city can be hilly - particularly in the neighborhood known as Brewer's Hill. There was a set of stairs between Hubbard Street and Commerce Street that prevented me from reaching Lakefront Brewery on the first try and without a significant circular detour.”

There are signs with navigational maps throughout the downtown area, but there do not appear to be any audio or Braille resources.

Public Transportation - MCTS

The Milwaukee County Transit Authority operates a city bus service that is fully accessible to wheelchair users: all buses feature ramps and wheelchair spaces with securement straps.

Most buses have visual and auditory stop cuing, as well.

One cash fare is \$2.25, and an M-Card Fare is \$2. M-Cards are available for purchase in limited locations around the city; the closest to the conference site is a convenience store called Grand Convenient store at 724 N. 3rd St. M-Cards can also be ordered online in advance and refilled on the MCTS website:

<https://mcardonline.ridemcts.com/MCTSWeb/pages/indiv/orderOneCardIV.jsf>

Bus Accessibility programming:

<https://www.ridemcts.com/rider-information/accessibility/new-freedom>

Video (with captions) showing what buses look like and how getting on/off works:

<https://www.youtube.com/watch?V=lfbd0qlxny&feature=youtu.be>

Biking

Bike Share program: Bublr Bikes

Bublr Bikes is the first bikeshare system in the nation to introduce adaptive bikes into their system, making bikesharing more accessible to all riders in Milwaukee. Bublr's fleet of adaptive cycles can be checked in or out of any Bublr Bike station. [Click here to learn more about Bublr Bikes.](#) <https://bublrbikes.org/adaptive/>

Street Car - The Hop

Cost is free

Each of the five 67-foot streetcars feature roll-on, roll-off access for wheelchairs, strollers, and bicycles, and has capacity for 150 people, with a mix of sitting and standing. The Hop serves

The Hop has an audio announcement and visual aids (with Braille) for riders to learn when their stop is coming up.

The Hop Schedule:

Monday through Friday, 5am-12am

5 a.m. To 7 p.m. – Arriving every 15 minutes

7 p.m. To 10 p.m. – Arriving every 10 minutes

10 p.m. To 12 a.m. – Arriving every 15 minutes

Saturday, 7am-12am

7a.m. To 12 a.m. – Arriving every 15 minutes

Sunday, 7am-10pm

7 a.m. To 10 p.m. – Arriving every 15 minutes

The Hop does not run directly to the conference sites. It runs from the Intermodal Bus Station (just south of the conference sites) through the East Town and Yankee Hill areas, ending at Burns Commons. Attendees may want to use it to access the Milwaukee Public Market, more restaurant options, or grocery stores (Pick ‘n Save is at the Ogden/Jackson stop).

Train tracker:

<https://thehopmke.com/real-time/>

Ride Share

Uber and Lyft both operate in Milwaukee. Download the apps today and use code VISITMKE (or visit www.lyft.com/i/visitmke) for \$10 off two rides from Lyft.

Lodging Information: Conference Hotels

Hilton Milwaukee City Center

509 W Wisconsin Ave, Milwaukee, WI 53203

Note: The Wisconsin Avenue entrance is not accessible because there are four steps down into the hotel. The main street-level entrance, which is accessible, is located on 5th Street.

<https://www3.hilton.com/en/hotels/wisconsin/hilton-milwaukee-city-center-MKEMHHF/index.html>

Phone: (414) 271-7250

Hotel Responses to Accessibility 101 Questions

1. How many ADA rooms are available at your hotel? Of those rooms, how many have roll-in showers?

33 Total ADA Rooms

6 - Double Roll In Showers

2 - King Roll In Showers

6 - Double Accessible (no roll in shower)

10- King Accessible (no roll in shower)

(Editor's note: Furnishings were accessible height in the rooms we toured, but notably the temperature control for the room and the pulls to close the blinds were not at an accessible height. You may wish to ask the front desk to have these things adjusted to your comfort.)

2. If a guest needs fragrance free soaps/toiletries, is that possible?

The hotel does not carry those specific items and would have to special/custom order them if needed. (Editor's note: These arrangements will likely require ample lead time; it may be more reliable to bring your own fragrance free toiletries.)

3. If a guest needs their room to be cleaned using fragrance free cleaners (and for towels/bedding to be laundered with fragrance free detergent), can that be arranged? Who should they notify?

Our laundry facility does not use a fragrance when washing any of our terry and bedding items and rooms can be cleaned with fragrance free cleaners but we would need to know before they check-in so we can prepare. If a guest needs this specific request, they can let Housekeeping know directly. (Editor's note: To contact Hilton Housekeeping, call the main hotel number and ask to be transferred. If phone isn't accessible, email Margaret Fink at mfink3@uic.edu, and the 4C20 Accessibility Committee will work to contact the Hilton.)

4. What kinds of policies does your hotel have regarding service animals? Do those policies extend to emotional support animals?

Hilton is compliant with all ADA standards/regulations as it relates to service animals. We are pet-friendly so emotional support animals will be allowed, but they are not allowed inside the restaurants and banquet spaces as a service animal would be. We do charge a \$50 fee for all guests who bring their pets. This would be charged to a room with an emotional support animal, but not a service animal.

Hilton Registration and Check-In

The Hilton's main lobby is located on the 2nd floor of the hotel, directly above the main 5th Street entrance. When you enter the hotel on the ground floor, you can either take one flight of stairs up to the main lobby or take the elevator up. The stairs are located just to the right and left of the main entrance, and both go up to the registration area. The elevators can be found by going straight in from the main entrance, around the partition wall, and to the left.

The Registration and Check-In area has stone floors and two large columns and floor lamps in front of the registration counter. At the time of the audit, the hotel had a velvet rope set up to create a line in front of the primary check-in station. There is an accessible-height check-in station around on the right side of the registration area (if you are facing the registration counter).



Image Description: View of Hilton registration counter from the left near the elevators. The registration area has a high dark counter with a shallow shelf on the guest's side.

There is a large open window with can lighting and a series of clocks on the back wall. About 10-12 feet back from the counter are two floor lamps positioned just in front of two large pillars. Centered near the front of the check-in window, there are two gold posts with a velvet rope and a tall rectangular, free-standing navigational sign. The floor around the counter is light beige polished stone with a large grid pattern in brown polished stone, and in front of the counter is a large, rectangular, low-pile gray rug.



Image Description: View of the Hilton Registration counter from the right, which has a high counter wrapped in burgundy marble, and gilt framed check-in windows, similar to an old bank. A small blue wheelchair icon is located under a sconce light on the front of the registration desk, pointing to the accessible check-in window around the side to the right. On the burgundy marble wall to the right of the registration counter, there is another small blue wheelchair icon, and a black marble shelf sticks out an ADA accessible height. The floor around the counter is light beige polished stone with a large grid pattern in brown polished stone.

Hilton Hotel Gym

The Hilton hotel gym can be unlocked with a guest key, and has single-user, ADA-accessible bathrooms (with binary designations). The area by the treadmills has decent clearance but not a lot of room to maneuver, with more space to maneuver by the free weights. Doors have the more accessible lever style of handle, but are not automatic.

The floor is mostly a cushiony rubber tile, laid over wood laminate flooring; there is a bump at the transition onto the squishy tile, which may present a trip hazard.



Image description: Hilton gym, a long narrow room with a bank of treadmills, elliptical machines, and stationary bikes to the left. A large mirror is propped against the far wall and there is a rack of free weights. The floor is a cushiony gray tile.



Image Description: Transition from wood laminate flooring to cushiony gray tile in the Hilton gym. The edge is at least a centimeter or two in height and the border of the tile area has a gentle slope to it. On top of the tile are some treadmills and there are windows on the back wall.

Hilton Business Center

The Hilton Business Center is located in the Monarch Lounge, the Hilton's hotel bar area. The Monarch Lounge is on the 2nd floor in the main lobby area across from the Registration and Check-In area, and is a few steps higher than the main lobby, a transition that is ramped on the north side of the main lobby, near the accessible-height check-in window to the right of the Registration table.

The Business Center is flanked by some couches and chairs on either side, which make the space somewhat tight, though there is more space to maneuver when approached from the middle.



Image Description: Hilton Business Area, which is a table with two low backed, armless chairs on either side, with one chair on each side positioned in front of a desktop computer. One computer is a Mac and one is a PC. There is also a tabletop laser printer on top of the table. On either side of the Business Area are clusters of cube ottomans and large cream colored armchairs. The back wall is made of wood paneling, and the carpet is gray with a bold brocade pattern in cream.

Hyatt Regency Milwaukee

333 W Kilbourn Ave, Milwaukee, WI 53203

<https://www.hyatt.com/en-US/hotel/wisconsin/hyatt-regency-milwaukee/mkerm>

Phone: (414) 276-1234

Text number to the Hyatt front desk for any maintenance/assistance requests: (414) 310-3364

Hotel Responses to Accessibility 101 Questions

1. How many ADA rooms are available at your hotel? Of those rooms, how many have roll-in showers?

There are 14 ADA rooms available, all King rooms with one King-sized bed. Five have roll-in showers. All rooms are equipped with a low peephole, roll-under sinks, bathroom handrails, and Braille. (Editor's note: Furnishings were accessible height in the rooms we toured, but notably the temperature control for the room and the pulls to close the blinds were not at an accessible height. You may wish to ask the front desk to have these things adjusted to your comfort.)

2. If a guest needs fragrance free soaps/toiletries, is that possible?

With advance notice (+72 hours), we can get this. Hyatt uses products that are mostly fragrance neutral.

3. If a guest needs their room to be cleaned using fragrance free cleaners (and for towels/bedding to be laundered with fragrance free detergent), can that be arranged? Who should they notify?

They can request no air freshener (Editor's note: We recommend calling or texting the Front Desk a few days before you arrive). All other cleaning products are neutral smell. Our linen company does not use fragrance on our sheets and our terry washed on property does not use fragrance.

4. What kinds of policies does your hotel have regarding service animals? Do those policies extend to emotional support animals?

Service animals (e.g. Seeing eye, Seizure detection) are allowed subject only to the floor restriction of being on the 6th floor or below, displaying the "Canine Companion" sign, and the requirement to schedule a cleaning time; no additional fees are applied. Emotional support animals are considered pets under the ADA hotel guidelines and are subject to our pet policy. (Editor's note: Pet policy allows dogs only, one or two with a combined weight of less than 150 pounds. Dogs can't be left unattended in the room, must be leashed in common areas, and you need to schedule a cleaning time or your room won't be serviced. There is a \$40/night pet fee, and you must stay on the 6th floor or below.)

5. Are there any visual doorbell kits on hand for Deaf, deaf, or hard of hearing guests? (For example, a light that will flash if someone knocks on the door.)

Yes, we have the exact amount needed per regulation for the number of guest rooms that we have.

6. Are there marked priority rescue areas? Where are they located? What happens when an alarm goes off? (Is there a visual element? What kind of sound or announcement happens?)

An alarm will go off with strobing lights and our staff will make an announcement through our intercom system, initially it will say to stay where you are while we investigate why the alarm went off, then it will give instructions on what to do or it will give the all clear.

From the Hyatt re: ordering Kosher/Halal meals

With regards to special meals, we would need 3 week-notice, a method of payment on file for that guest as well as details of what they prefer to eat, any restrictions, and the timing of when they would like those meals and we will order them accordingly (each room does have a refrigerator so guests can bring their own foods also).

Note: Text number to the Hyatt Regency Front Desk is available

For those of us for whom text message is a more accessible communication mode, the Hyatt Regency has a text number that will contact the Front Desk and can be used for any maintenance or other requests. The text number is **(414) 310-3364**.

Hyatt Registration and Check-In

The Hyatt's Registration and Check-In is located on the first floor to the left of the main Kilbourn Avenue entrance. The area has tile floor and is open with ample space to maneuver. An accessible-height registration desk is available on either end of the check-in counter.



Image Description: Hyatt Regency Registration and check in desk, a long dark wood counter that is high in the middle portion and counter-height on either end. The counter has some double-shaded table lamps on it, and a hotel worker is standing behind the middle portion. The wall behind the counter is green and for this photo has large gold letter balloons spelling out “Bucks.” The floor is beige tile, and has two large low-pile rugs, one that is gray and one that is red.

Hyatt Hotel Gym

The Hyatt’s hotel gym has tall, heavy doors with grip and pull handles (not automatic). The flooring is a mix of tile and low-pile carpeting. There is a bank of treadmills, elliptical machines, and bikes, with a rack of free weights, as well as weight machines. Throughout, room to maneuver, but not ample room to maneuver. The gym does not have dedicated restrooms, but is located on the 2nd floor, which has public binary restrooms with ADA stalls.



Image description: Hyatt Regency gym, with a row of treadmills and weight machines. There is a wide aisle down the middle, but machines are placed close to one another on either side. The flooring is low-pile beige carpet. The lighting is a mix of sunlight from windows, recessed lighting, and ceiling lights that may be fluorescent.

Hyatt Business Center

The Hyatt Business Center is located on the first floor to the right of the main Kilbourn Avenue entrance. The business center has a very large, open entrance with no door, and the room itself is very large with ample room to maneuver. The flooring is low-pile beige carpet, and there is recessed can lighting. For furnishings, there is a long desk-height table along the left side. (At the time of the audit, there were two low ottomans along the back wall, and a stray bookshelf was standing in the largely empty right side of the room.) The table has two desktop PC stations and a laser printer, with two leather desk chairs on wheels.



Image Description: Hyatt business center, an open room with low-pile beige carpeting and recessed can lighting. Along the left is a long table with two PC stations and a printer in between them. On the far wall are two rectangular ottomans.

Other Information and Amenities

Groceries

Grand Avenue Market

612 W Wisconsin Ave, Milwaukee, WI 53203

Open 24 hours, 7 days a week

(414) 289-9244

Distance to Wisconsin Center: 300 feet

Metro Market

1123 N Van Buren St, Milwaukee, WI 53202

6am-11pm most days

(414) 273-1928

https://www.metromarket.net/stores/details/534/00371?cid=loc_53400371_gmb

Distance to Wisconsin Center: 0.9 miles (near Jackson at Juneau Hop station)

Pick 'n Save

605 E Lyon St, Milwaukee, WI 53202

6am-11pm most days

(414) 272-6677

https://www.picknsave.com/stores/details/534/00868?cid=loc_53400868_gmb

Distance to Wisconsin Center: 1.2 miles (near Ogden/Jackson Hop station)

Pharmacy

Walgreen's

275 W Wisconsin Ave Ste 1108, Milwaukee, WI 53203

7am-7pm Monday-Friday, 9am-6pm Saturday, 11am-5pm Sunday

(414) 273-5426

<https://www.walgreens.com/locator/walgreens-275+w+wisconsin+ave-milwaukee-wi-53203/id=1200>

Distance to Wisconsin Center: 0.1 miles

Metro Market Pharmacy

1123 N Van Buren St, Milwaukee, WI 53202

Pharmacy Phone: (414) 347-9219

Pharmacy Hours:

Sun: 10:00 AM - 5:00 PM

Mon - Fri: 9:00 AM - 8:00 PM

Sat: 9:00 AM - 6:00 PM

https://www.metromarket.net/stores/details/534/00371?cid=loc_53400371_gmb

Distance to Wisconsin Center: 0.9 miles (near Jackson at Juneau Hop station)

Immediate Care

Aurora Urgent Care

946 N Van Buren St, Milwaukee, WI 53202

(414) 276-4242

8am-8pm most days

<https://www.aurorahealthcare.org/locations/urgent-care/milwaukee-van-buren-st>

Distance to Wisconsin Center: 0.8 miles

Emergency Room

Aurora Sinai Medical Center

945 N 12th St, Milwaukee, WI 53233

(414) 219-2000

24 hours, 7 days

<https://www.aurorahealthcare.org/locations/hospital/aurora-sinai-medical-center>

Distance to Wisconsin Center: 0.7 miles