

From: **Redacted**



Date: February 11, 2011 at 8:33 AM

To:

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Will do. I recall they are installing the **induction loop system** and their email back to me was more monitors, etc, so I will clarify and get back to you next week.

V/R

Tom Mahoney  
Air Force Equal Opportunity Program Manager  
AF/A1Q  
DSN 664-8188

-----Original Message-----

From:  
Sent: Friday, February 11, 2011 8:11 AM  
To: Mahoney, Thomas M CIV USAF AF/A1Q  
Subject: Re: Update on AF Museum

Thanks. Can you please clarify what is being done? Thanks for all your help.

Best,

Janice  
Sent via BlackBerry from T-Mobile



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS UNITED STATES AIR FORCE  
WASHINGTON, DC

05 Mar 10

HQ USAF/A1Q  
2221 South Clark Street, Suite 500  
Arlington VA 22202

Ms. Janice Schacter  
Chair, Hearing Access Program  
New York, New York

Dear Ms. Schacter;

This reply is in response to your 23 January 2010 complaint filed under Section 504 of the Rehabilitation Act of 1973. You assert that the National Museum of the US Air Force (NMUSAF) videos need both captioning and hearing aid compatibility for effective communication with people who are hard of hearing, but have residual hearing. The NMUSAF has indicated that all video displays are now captioned. Further, the NMUSAF is currently investigating the purchase of audio sources that would be compatible with T-coil devices for use at the museum. To ensure compliance with established regulations, the NMUSAF is working with the Department of Defense's Computer/Electronic Accommodations Program (CAP) Deaf/Hard of Hearing and Communication Team to ensure that the assistive listening devices it is investigating are 508 compliant and properly function with existing in-house equipment.

The NMUSAF is committed, as a matter of institutional policy and professional standards, to present the best possible educational experience for all of its 1.4 million annual visitors. The museum will continue to pursue acquisition of devices to ensure persons who are hearing impaired have full access to the displays. If you have any further questions regarding these accommodations, please contact Ms. Michelle Siples, Air Force Disability Program Manager, (210) 652-3705, or email, [michelle.siples@randolph.af.mil](mailto:michelle.siples@randolph.af.mil).

We appreciate your patience, and will advise you when the videos are hearing aid compatible.

Sincerely,

A handwritten signature in black ink, appearing to read "Dwayne E. Walker", is positioned above the typed name.

DWAYNE E. WALKER, YC-03, USAF  
Director, Air Force Equal Opportunity