



January 12, 2015

Marlene H. Dortch, Commission Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-B204
Washington, DC 20554

**Re: WC Docket No. 12-375, *In the Matter of Rates for Interstate Inmate Calling Services*
Second Further Notice of Proposed Rulemaking (FCC 14-158)
Comments on Paragraphs 133-144 “Accessible Inmate Calling Services”**

Dear Commissioners:

On the occasion of our sixth statement to the Federal Communications Commission (“Commission”) regarding the issue of phone justice for deaf and disabled prisoners, we begin just as we have before:

Meaningful family contact and consistent access to advocates and attorneys is paramount for deaf prisoners who customarily experience continuous discrimination, severe isolation, and horrendous abuse in the prison settings.¹ Yet, the expensive and inaccessible telephone systems that exist in prisons nationwide serve as extremely effective barriers to communication for the vast majority of deaf prisoners.

Men and women across this nation continue to spend months, and sometimes years,² with no communication with their children and loved ones – simply because of their disability.

In 2015, equal access to telecommunications for deaf prisoners and deaf family members of hearing prisoners, means access to telecommunications devices including internet-based relay telecommunication, captioned telephones, TTYs, and most notably, no cost videophones.

¹ McCay Vernon. *The Horror of being Deaf and In Prison*, American Annals of the Deaf, Vol. 155, No. 3 (2010). See also, hundreds of letters from prisoners in HEARD’s Deaf & Deaf-Blind Prisoner Database which prove beyond a doubt that deaf prisoners are routinely physically and sexually assaulted; and punished for their “failure to obey” oral commands, using sign language to communicate, “failure” to follow rules and procedures that were never communicated to them, for missing counts that they were unaware of, and for filing grievances about these persistent inequities.

² Deaf prisoners in several states have had no telecommunications access for several years, while deaf detainees often spend their entire time in jail with no telecommunication.

We applaud the Commission’s decision to move toward comprehensive Inmate Calling Service (“ICS”) reform measures that prioritize reasonable rates structures and equal access to telecommunication; and we hereby provide comments in response to the Commission’s disability access inquiries in the *Inmate Calling Report and Order and Further Notice of Proposed Rulemaking*.

Today we provide only the requisite background information regarding Deaf Culture and communication; the current conditions of confinement for deaf prisoners across the nation; federal disability rights laws³ which establish clear and comprehensive prohibitions against discrimination on the basis of disability; while focusing this comment on providing responses to the Commission’s most recent inquiries regarding phone justice for people with disabilities. We invite the Commission to refer back to our previous comments for more exhaustive commentary on any of these former issues as the egregious conditions of confinement for prisoners with disabilities have yet to change.

Before we respond to the Commission’s inquiries, we wish to call the Commission’s attention to the myriad comments on this issue from hundreds of deaf prisoners, and scores of preeminent national civil rights organizations and law firms, including the American Civil Liberties Union; the Campaign for Prison Phone Justice; the Human Rights Defense Center; the National Association of the Deaf; the National Disability Rights Network; the Prison Policy Initiative; Rochester Institute of Technology/National Technical Institute of the Deaf Rosen, Bien, Galvan & Grunfeld, LLP; the United Church of Christ, OC Inc., and signatories; Washington Lawyers' Committee for Civil Rights and Urban Affairs; and several public defender offices, among many others. Most commenters have never met, but the similarities among their comments are staggering and deeply distressing:

Deaf and disabled prisoners can not communicate with loved ones or report abuse, isolation and discrimination; attorneys and advocates can not effectively represent clients who use sign language as a primary or only language, or those who struggle to read or write English; and deaf and disabled prisoners report abuse most often after filing grievances about lack of access at prisons – including lack of access to telecommunications.

The record of manifest injustice is clear. We now make what we hope will be our final appeal to the Commission for justice.

BACKGROUND

Thousands of deaf and disabled people in jails and prisons nationwide have little or no access to telecommunications. For decades, ICS providers have charged the same prohibitive rates for calls via TTY as they did for voice calls. Notwithstanding the Commission’s recent decision to cap rates for telecommunications for prisoners, the vast majority of deaf prisoners still have little or no telecommunications access. Most ICS providers have chosen not to provide any

³ *Americans with Disabilities Act of 1990*, 42 U.S.C. §§ 12101 *et seq.* (as amended by the Americans with Disabilities Act Amendments Act of 2008, Pub. L. No. 110-325 (2008)). *The Rehabilitation Act of 1973* was the first federal statute to safeguard the rights of people with disabilities. Congress enacted § 504 of the Rehabilitation Act to prohibit federal grantees from engaging in disability-based discrimination and to facilitate the integration of people with disabilities into mainstream society. Section 504 of the Rehabilitation Act is now codified at § 794 of title 29 in the United States Code. 29 U.S.C. § 794 (2006).

technology for incarcerated people with disabilities, while others provide equipment but erected other barriers to access - charging extra fees for prisoners to use telecommunication; blocking telephone relay numbers, placing TTY technology locations that are locked for inaccessible, or even creating phone systems that function solely through voice-command.

Simple principles of equity & justice, as well as federal laws protecting the rights of people with disabilities demand immediate change.

VIDEOPHONES & MODERN TECHNOLOGY SHOULD BE MADE AVAILABLE

In 2015, where, (1) videophone installation and upkeep comes at *no cost* to facilities or ICS providers; (2) federal law states that videophones and other telecommunications devices are reasonable accommodations; (3) TTY technology – having been developed more than half a century ago – often is not compatible with ICS technology or with technology used by the majority of the Deaf Community; and (4) video visitation is now seen as a safe method of communication at jails and prisons at prisons nationwide, it is difficult to understand why attorneys have had to resort to litigation for departments of corrections to install videophones.

Furthermore, the Commission’s own 2012 & 2013 TTY Transition Emergency Access Advisory Committee reports indicates that TTY usage is decreasing by 10% per year, and has cut in half over the past seven years. The same reports indicates that TTY relay calls are a mere 12% of the total relay volume, and that 75% of all accessible calls made in the United States are made via videophone. Neither the lack of oversight on disability access within the prison phone industry nor ICS and prisons’ continued resistance to installation of modern accessible technology should serve as justification for the continued unlawful exclusion of deaf and disabled prisoners to telecommunication access.

Videophones should be a mandatory provision by ICS providers when requested by prisoners who use sign language or prisoners whose family members use sign language. The Commission has ample authority to address this serious and sweeping accessibility concern that, coupled with other egregious civil rights violations, continues to lead to senseless and costly prison litigation costing taxpayers – not ICS providers – dearly.

DEAF CULTURE & COMMUNICATION

Many Americans who grow up deaf use American Sign Language (“ASL”) as their primary or only language. ASL is *not* a manual representation of English. It is its own language with a unique syntax and grammar that does not have a one-to-one correspondence with English. Consequently, many deaf individuals *require* sign language for effective communication, and can only communicate effectively through sign language.

Facial expressions and body language are key to conveying ideas and emotions in ASL, and for many deaf people it is the equivalent of spoken language to a hearing person. One Gallaudet Research Institute study revealed a median Reading Comprehension subtest score for deaf and hard of hearing high school seniors to be around a 4.0 grade level. Yet more research indicates that the average deaf prisoner’s reading comprehension is closer to a 2.0 grade level. While

there is variation among members of the Deaf Community, as a whole, the English literacy level is much lower than it is for comparable hearing populations.⁴

Simply put, the deaf prison population cannot rely on written English as an effective means of communication. Since TTY devices require the user to type out their communication, they prove to be an inadequate and ineffective means for Deaf prisoners to communicate with their families. Moreover, this mode of communication is especially ineffective for deaf prisoners who need to communicate with advocates and attorneys who need to convey complex information with complicated or specialized vocabulary.⁵

HOW LONG DOES IT TAKE TO USE A TTY?

We do not wish to focus this comment on TTY technology as we do not want the Commission, ICS providers, or prisons to lose sight of the clear and present need for a broader array of modern telecommunications options that are in line with current telecommunications usage trends.

For example, HEARD recently created a survey and asked deaf and signing individuals to take the survey just once so that we could report to the Commission, more updated information to inform its action in the present case.⁶ Of the first five hundred individuals surveyed – more than 70% of whom have university and post-graduate degrees – 84% report that they never use a TTY; 7% reporting that they use a TTYs just once per year; 3% report using a TTY once per month, with 3.6% reporting daily use of a TTY.

This notwithstanding, we wish to share with the Commission, a brief TTY experiment that HEARD facilitated through the Student Life Team at Rochester Institute of Technology/National Technical Institute for the Deaf (“NTID”) that may provide some guidance on the time it might take for deaf college student to communicate via TTY.⁷

As many commenters have noted, the TTY has inherent limitations and there already exists a great deal of information that could lead to a determination that a rate of 25% the rate cap is still far too high. TTY technology relies on typewritten words and an audio coupler to transmit signals to an operator or another TTY machine. Most TTYs use a language or “communication code” called Baudot to transmit signals over the phone lines at a speed of 45.5 baud, which is

⁴ It is important to note that none of this is a reflection of the Deaf individuals’ intelligence or ability to learn. Rather, it is an indication of how difficult the task is to learn the written form of language when a person has little or no access to a spoken form and when the only language that she has accessed since birth is a visual language as opposed to a spoken one.

⁵ HEARD invites the Commissioners to review HEARD’s American Sign Language version of its first statement to better understand the visual nature of ASL: <http://bit.ly/13uLPXs>.

⁶ See HEARD Telecommunications Survey Form attached below or online: <http://goo.gl/hnWnvk>

⁷ Deaf Prisoner Education Note: Out of a random selection of one hundred surveys from deaf prisoners in our Deaf & Deaf-Blind Prisoner Database, one earned a post-secondary degree, four earned college degrees, forty-six earned high school diplomas, twenty-two earned General Education Development certificates. Of the remaining twenty-seven; thirteen reported completing some high school, and nine reported not completing primary school had not completed the surveys we have collected from deaf prisoners. Five individuals chose not to report their education level but noted that they required support in filling out a two-page survey that was written between the third and fourth grade level.

the equivalent of 25 words per minute. No matter how fast a person types, these signals are sent at the rate no faster than 45 characters per minute. As such, conversations via TTY are *at least* four times slower than voice-to-voice conversations. This time estimation does not account for varied literacy levels of users; “garbled” transmissions that frequently occur in loud settings or with incompatible newer telephone technology; or the time required to connect to the operator, and subsequently to the party being called, among other things.⁸

The Commission proposed a discounted rate of twenty-five percent less the safe harbor rate, and now seeks specific comment on the actual relative length of TTY-to-TTY and TTY-to-voice calls as compared to voice-to-voice calls, primarily because CenturyLink asserts that “a discounted rate of 25% of the interstate safe harbor rate for TTY calls . . . is far too low. In CenturyLink’s experience, TTY calls can take up to two times as long as regular calls, not the three or four times suggested by some commenters.”⁹

We maintain our position, that the proposed discounted rate is insufficient, as it does not account for varying literacy rates of deaf prisoners—many of whom use sign language as their primary or language and factors including the time it takes to connect to the relay operator, and then to the party being called.¹⁰ We urge a greater discount and would believe no cost at all would be the equitable rate for TTY phone calls as in our vast experience, TTY telephone calls from deaf prisoners are typically at least six to eight times longer than a voice-to-voice phone call.¹¹ The NTID Student Life Team experiment proves this point—with college educated deaf students, no less.

On November 21, 2014, Rochester Institute of Technology/National Technical Institute for the Deaf (“NTID”) Student Life Team (“SLT”) organized approximately three hundred deaf and hard of hearing university to come together to learn about different forms of telecommunications. The SLT located a working TTY at NTID and conducted an experiment to determine the length of time it would take several of the university’s deaf students to use a TTY to answer three questions related to themselves and their college and career trajectory.

A SLT leader provided the students thorough instructions on how to operate a TTY and the student then placed a call to the interviewer¹² without the support of anyone else. We did not include the time that it took to connect to the operator in our call length times below. We instead provide the operator connection times in separate cells below. Where it took numerous attempts to dial in, we only reported the time it took to connect to the operator on the final successful time.¹³ A camera recorded the TTY side of each phone call and transcripts are provided for the calls herein.

⁸ Please review HEARD’s previous comments for more details on this issue.

⁹ See CenturyLink FNPRM Comments at 11-12.

¹⁰ See HEARD FNPRM Comments at 4.

¹¹ *Id.*

¹² The interviewer remained in a separate part of the building than the TTY operator and never knew who they were talking to. Students volunteered to participate and the interviewer took as many calls as possible via TTY in one a one hour time period—four (4).

¹³ Please not that in prison, there are far more processes required to connect relay operators.

The same experiment was conducted with hearing students using traditional cellular telephones, and the times were taken for those calls as well. Finally, one of the deaf students who struggled to answered questions using the TTY was interviewed again in American Sign Language and the results are significant.

The transcript for the interviewer was as follows:

Hello, this is [interviewer's name].

Thank you for participating in today's independent study.

I am going to ask you three questions and you should respond to each question. Do you have any questions about these instructions?

1. Where you from, please give the city and state?

2. What school do you attend and what year are you in school?

3. What is your major and what you hope to do once you graduate?

That concludes this portion of the independent study. Thank you for participating.

The timed results for the deaf students responding via TTY and hearing students responding via telephone, voice-to-voice technology are below:

Results for Deaf Student TTY-to-Voice Interviews

Deaf Interviewee	Total Call Time	How many attempts to reach relay	Time taken to connect with interviewer via operator	ASL Interview
1	7 min. 31 sec.	4	2 min. 3 sec.	N/A
2	5 min. 18 sec.	4	2 min. 32 sec.	N/A
3	6 min. 17 sec.	7	1 min. 52 sec.	N/A
4	13 min. 28 sec.	3	3 min. 14 sec.	1min. 16 secs.

Results for Hearing Student Voice-to-Voice Interviews

Hearing Interviewee	Total Call Time
1	1 min. 26 seconds
2	54.18 seconds
3	46.57 seconds
4	1 min. 14 secs.

The deaf student who took the longest time during the interview struggled to complete the interview in English via TTY. The student was still present when the interviewer returned to the room, so the interviewer – who also knows American Sign Language – interviewed the same student in ASL. Each of these interviews is captured on camera and transcripts are provided as attachments. The TTY-to-voice interview took over thirteen minutes, and the student could be seen asking others for guidance and for clarification of English words. In fact, at the end of the phone call, the interview was still incomplete. The face-to-face ASL interview used precisely the same questions, and even allowed time for the student to express how the student felt about using the TTY to communicate, but took just 1 minute and sixteen seconds. Here is the transcription of the ASL conversation:

INTERVIEWER: Did you just finish testing this TTY in the independent study.

STUDENT: Yes, I tried, but sometimes I do not understand English grammar so I do not understand what words mean.

INTERVIEWER: Now, I want to ask you the same questions in person face to face, okay?

STUDENT: Yes, okay!

INTERVIEWER Where are you from?

STUDENT: I am from Pakistan.

INTERVIEWER: [nods head] What school do you go to now and what is your major?

STUDENT: I go school here at RIT and am an accounting major in my third year.

INTERVIEWER: What year again?

STUDENT: 3rd year.

INTERVIEWER: Okay, now last question explain the difference from how you feel communicating with me right now signing in person and using the TTY.

STUDENT: I cannot use TTY.

INTERVIEWER: You never used a TTY before?

STUDENT: No, I've never used it.

INTERVIEWER: How do you prefer to communicate? Sign language or something else?

STUDENT: [visibly excited] Yes! I love signing and using a videophone is better for me. With videophones, I understand communication very clearly. Using videophones you can see the screen and can understand very clearly, but on the TTY I don't understand or not very clear.

INTERVIEWER: Thank you for your time.

STUDENT: Thank you for this. [huge smile]

WHY ICS PROVIDERS MUST INSTALL VIDEOPHONES

These interviews are the perfect depiction of what prisoners, family members, advocates and attorneys have been highlighting regarding the dire importance of visual language access for deaf prisoners and their loved ones. Deaf people who use sign language often struggle to communicate in spoken or written languages that are often not accessible (*i.e.*, perceivable) to them.

Corrections professionals tend to understand that native Spanish speakers have varied competencies of the spoken and written forms of the English language—that while some may speak English *and* Spanish proficiently; others may speak English, but be limited in their ability to speak, write or comprehend English (this person is known as Limited English Proficient, or LEP); and that others may not be able to proficiently speak, write or comprehend English (this person is known as Non English Proficient, or NEP). The same holds true for deaf people who use sign language.

There is one key difference between spoken and visual language minorities: No comprehensive federal law protects the rights of spoken language minorities.¹⁴ Conversely, the Americans with Disabilities Act¹⁵ and the Rehabilitation Act¹⁶ establish clear and comprehensive prohibitions of discrimination on the basis of disability by all actors within the justice system. As a result, justice professionals have an affirmative obligation under multiple federal laws to guarantee that deaf people receive effective communication. ICS providers and prisons are legally responsible for covering the costs of disability accommodations in their facilities and this includes accessible telecommunication equipment. We would be remiss not to emphasize that much of the modern telecommunication equipment and services comes at little or no costs to ICS providers or prisons.

Put plainly, ICS providers and corrections professionals must provide reasonable

¹⁴ *The Bilingual Education Act of 1968* is a federal law that recognizes the needs of students with Limited English Speaking Ability (LESA). *Bilingual Education Act of 1968*, Pub. L. No. 90-247, 81 Stat. 816 (codified as amended at 20 U.S.C. 7401-7601) (1994)), amended by Bilingual Education Act of 1994, Pub. L. No. 103-382, 108 Stat. 3716.

¹⁵ *Americans with Disabilities Act of 1990*, 42 U.S.C. §§ 12101 *et seq.* (as amended by the Americans with Disabilities Act Amendments Act of 2008, Pub. L. No. 110-325 (2008)).

¹⁶ *The Rehabilitation Act of 1973* was the first federal statute to safeguard the rights of people with disabilities. Congress enacted § 504 of the Rehabilitation Act to prohibit federal grantees from engaging in disability-based discrimination and to facilitate the integration of people with disabilities into mainstream society. Section 504 of the Rehabilitation Act is now codified at § 794 of title 29 in the United States Code. 29 U.S.C. § 794 (2006). This paper follows common practice and refers to the section using its public law designation. *Rehabilitation Act of 1973*, Pub. L. No. 93-112, § 504, 87 Stat. 355, 394 (1973) (labeling the specific provision prohibiting discrimination as § 504).

accommodations and implement reasonable modifications to services and technology to ensure that all prisoners have equal access to telecommunications.

REVIEW OF THE LAW

Over the past forty years, Congress has enacted legislation to protect the rights of people with disabilities and to ensure that this population has the same access to programs, activities, services, public facilities and other resources available to the general population.¹⁷ Prisons, private prison companies, prison administrators, correctional officers, wardens, and directors of departments of corrections are often unaware of their obligations pursuant to these laws or unaware exactly how to carry out such obligations.¹⁸

A. THE REHABILITATION ACT

Section 504 of the Rehabilitation Act of 1973 prohibits disability discrimination in any program or activity receiving federal financial assistance.¹⁹ Section 504 guarantees that individuals who are qualified to participate in a program or activity will have meaningful access to the program or activity if offered by a grantee of federal funds.²⁰ If the person meets the eligibility requirements of the program or activity either with or without an accommodation, the statute's meaningful access guarantee applies.

Under this statute, "program" is interpreted very broadly.²¹ So, for example, if any part of the department receives federal support, the entire department, and all of its facilities, would be covered.²² This law applies in prison and protects the rights of prisoners housed within the Federal Bureau of Prisons.²³

B. THE AMERICANS WITH DISABILITIES ACT

In 1990, Congress enacted the Americans with Disabilities Act ("ADA") in an effort to end discrimination against people with disabilities with respect to employment, public entities, public accommodations, and telecommunications. Like the Rehabilitation Act, the ADA and its regulations prohibit discrimination based on disability. The ADA is interpreted as a mandate that employers, government agencies, and businesses that are open to the public provide

¹⁷ The laws relevant to this paper are the Rehabilitation Act of 1973, 29 U.S.C §§ 794 *et seq.*, the Americans with Disabilities Act of 1990 (ADA), 42 U.S.C.A. § 12101 *et seq.*, and the Individuals with Disabilities Education Act, 20 U.S.C.A. § 1400 *et seq.*

¹⁸ Prisons tend to have policy manuals regarding the standards of procedures for deaf prisoners. These policies are often outdated or not followed or enforced. Similarly, RFPs and ICS provider contracts often do not have clauses related to disability access or have clauses related to disability that have clearly not been updated for decades.

¹⁹ 29 U.S.C. § 794.

²⁰ *See Alexander v. Choate*, 469 U.S. 287, 301 (1985).

²¹ 29 U.S.C. § 794(b).

²² *See, e.g., Alexander S. by and through Bowers v. Boyd*, 876 F. Supp. 773, 801 (D. S.C. 1995).

²³ *See, e.g., Harris v. Thigpen*, 941 F.2d 1495, 1522 n.41 (11th Cir. 1991); *Bonner v. Lewis*, 857 F.2d 559, 562 (9th Cir. 1988).

communication access to persons with disabilities as well.²⁴ Title II of the ADA prohibits disability discrimination by any “public entity” and provides:

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity.²⁵

The Supreme Court, in *Pa. Dep't of Corr. v. Yeskey*,²⁶ decided that the ADA applies to persons with disabilities in law enforcement and corrections settings.²⁷ In addition to the ADA's anti-discrimination provisions, the implementing regulations of the ADA lists other affirmative obligations of state agencies. Among these affirmative obligations are the following:

Public entities are required to provide notice to persons with disabilities of the protections afforded them by statute.

Public entities must also provide an opportunity for the person with disabilities the opportunity to request auxiliary aids and services with the primary consideration, going to their preferences.²⁸

The ADA also requires that public entities to conduct “self-evaluation” of agency programs, services and activities to determine what modifications of policy are necessary to ensure compliance with the ADA.²⁹

Finally, regulations require covered entities to develop a grievance mechanism for individuals who claim the entity has violated their rights pursuant to the statute.³⁰

The Department of Justice regulations provide examples of “auxiliary aids and services,” which include the following:

Qualified interpreters on-site or through video remote interpreting (VRI) services; notetakers; real-time computer-aided transcription services; written materials; exchange of written notes; telephone handset amplifiers; assistive listening devices; assistive listening systems; telephones compatible with hearing aids; closed caption decoders; open and closed captioning, including real-time captioning; voice, text, and video-based telecommunications products and

²⁴ *Id.* S 12103(1) Supp. II 2008); *id.* SS 12111(9)(B)(5), 12112(b)(5), 12131(2), 12132, 12182(b)(2)(A)(iii), 12184(b)(2)(B) (2006).

²⁵ 42 U.S.C. § 12132.

²⁶ 524 U.S. 206, 210 (1998).

²⁷ *Pa. Dep't of Corr. v. Yeskey*, 524 U.S. 206, 210 (1998).

²⁸ United States Department of Justice, Technical Assistance Manual, Title II, ADA, II-7.1100.

²⁹ 28 C.F.R. § 35.105

³⁰ 28 C.F.R. § 35.107

systems, including text telephones (TTYs), videophones, and captioned telephones, or equally effective telecommunications devices; videotext displays; accessible electronic and information technology; or other effective methods of making aurally delivered information available to individuals who are deaf . . .³¹

Under these statutes, an entity engages in discrimination when an:

- a) Individual with a disability, who is
- b) otherwise qualified for the program; is
- c) excluded from, denied benefits of, or otherwise discriminated against by reason of disability.³²

Courts' determinations as to whether an individual is a "qualified individual with a disability" are made by evaluating a person with or without accommodations. The Supreme Court, in *Alexander v. Choate*,³³ stated that, [t]he benefit itself ... cannot be defined in a way that effectively denies otherwise qualified individuals the meaningful access to which they are entitled." In other words, an entity cannot put forth that an individual is qualified for a program based on rules, policies or criteria without considering reasonable modifications. Most prisoners will be qualified for educational, medical, recreation, early release programs, and telecommunications, however, by virtue of their presence in prison.³⁴

In addition to the general non-discrimination requirements of these laws,³⁵ the statutes require integration³⁶ and prohibit retaliation.³⁷ ADA regulations also provide incredibly detailed descriptions of actions constituting discrimination and contain key information about effective communication and reasonable modification requirements.³⁸ These provisions provide an

42 U.S.C. § 12102(3)(A). See, e.g., *Harris v. Thigpen*, 941 F.2d 1495, 1524 (11th Cir. 1991) (holding, with respect to inmates with asymptomatic HIV who were segregated into separate facilities, that the "correctional system treats the inmates such that they are unable, or perceived as unable, to engage in 'major life activities' relative to the rest of the prison population.")

³² A covered entity would be a program receiving federal funding under § 504 cases, state or local government entities under Title II, and public accommodations under Title III. See, e.g., *Robertson v. Las Animas County Sheriff's Dep't*, 500 F.3d 1185, 1193 (10th Cir. 2007); *O'Guinn v. Lovelock Corr. Ctr.*, 502 F.3d 1056, 1060 (9th Cir. 2007); *Bowers v. National Collegiate Athletic Ass'n*, 475 F.3d 524, 553 n.32 (3rd Cir. 2007); *Bircoll v. Miami-Dade County*, 480 F.3d 1072, 1083 (11th Cir. 2007).

³³ 469 U.S. 287, 301 (1985).

³⁴ E.g., prisons sometimes attempt to exclude prisoners with disabilities from educational programming by requiring a minimum TABE or IQ Test score.

³⁵ 42 U.S.C. § 12132; 29 U.S.C. § 794.

³⁶ 28 C.F.R. §§ 35.130(d); 39.130(d); *Olmstead v. L.C.*, 527 U.S. 581, 597 (1999) (holding, in institutionalization context, "[u]njustified isolation . . . is properly regarded as discrimination based on disability.")

³⁷ Retaliation prohibited: 42 U.S.C. § 12203; 28 C.F.R. § 35.134.

³⁸ Reasonable modifications to policies: 28 C.F.R. § 35.130(b)(7); *Alexander v. Choate*, 469 U.S. 287, 301 (1985). Note that *Choate* uses the term "reasonable accommodations" while Title II uses "reasonable modifications." These are generally held to be identical. See, e.g., *Robertson v. Las Animas County Sheriff's Dep't*, 500 F.3d 1185, 1195 n.8 (10th Cir. 2007).

important insight into and guide analysis of what should be occurring in the justice system with respect to people with disabilities.³⁹

COSTLY LITIGATION: “A PRISON WITHIN A PRISON”

In recent years, there has been a marked increase in the number of lawsuits brought against law enforcement agencies, departments of corrections, private prison companies, and reentry service providers on behalf of deaf individuals. In deciding these cases, judges assert that agencies that deprive deaf individuals of equal communication access are in violation of federal disability rights laws and often in violation of the Constitution. Telecommunication access often is just one of many one part of the barriers facing deaf incarcerated plaintiffs, so departments of corrections, not the ICS providers, are the defendants in these cases. However, as the Commission implies and federal law settles, that contracted ICS companies have independent obligations under the ADA, the Rehabilitation Act and the FCA.

Deaf prisoners are routinely denied interpreter services, deprived of access to medical and mental health services, denied access to education and reentry programs, and often are cut off from access to even the most basic human interaction. Deaf prisoners frequently are punished for failure to obey verbal commands or follow rules that were not conveyed in an accessible manner. They routinely receive additional time on their sentences for these "infractions," are labeled as "disciplinary problems;" and often attend their own disciplinary hearings but are unable to participate for lack of communication access.

Judges and advocates call this isolation a “prison within a prison.” The traditionally grim ordeal of incarceration can quickly turn into a nightmare of extreme language deprivation, physical and sexual abuse, and depressing solitude for deaf individuals absent requisite communication access. Mental illness and suicide are among other unintended consequences of department of corrections’ failure to ensure communication access for this population. Despite increased awareness about the plight of deaf prisoners and the wide availability of technology and resources that can eliminate these barriers, the same inequities persist within jails and prisons nationwide. Corrections professionals often do not understand Deaf Culture or realize that they have affirmative obligations pursuant to the federal disability rights laws, to ensure that deaf prisoners receive equal access to communication, programs, services and activities. Prisoner rights litigators have become more familiar with deaf culture, more attuned to the struggles deaf prisoners face, and are now more than ever before prepared to litigate these cases.

As a result of increased litigation and the evolving understanding of deaf prisoner life, justice and corrections professionals across the nation are scrambling to create and implement policies to address the needs of this historically underserved and misunderstood population. Although well-intentioned, these policies frequently do not resolve even the most basic concerns related to deaf prisoners. In fact, many of the proposed solutions inadvertently exacerbate the isolation and abuse experienced by deaf prisoners. Genuine advances in policy and procedure often are hindered most often by gaps in knowledge about deaf culture and communication within the justice and corrections professions.

Effective communication: 28 C.F.R. §§ 35.160 *et seq.*

³⁹ 28 C.F.R. § 35.130.

The Joint Provider Reform Proposal states that providers “commit to continue to comply with their existing obligations” under applicable laws, and “also will work closely with correction facilities ‘to ensure that deaf and hard of hearing inmates are afforded access to telecommunications that is equivalent to the access available to hearing inmates.’”⁴⁰ Nevertheless, ICS providers have proven through lack of positive action to integrate accessible technology within their product line and failure to adopt alternative measures where their technology falls short of accessible, that there is a urgent need for guidance, support and unyielding oversight if ICS providers’ products are to ever meet the standard of universal accessibility. Whereas, PayTel has proven through installation of videophones in several prisons where requested, and by its outright refusal to charge deaf prisoners for the use of the consistently unreliable and time-consuming TTY technology;⁴¹ other providers have not acted accordingly.⁴²

The Commission can support the efforts in the realm of telecommunications access by providing guidance related to access for prisoners with disabilities.

VIDEO VISITATION IS NOT THE SAME AS VIDEOPHONE INSTALLATION

A common misconception among prisons and ICS providers is that videophones are the equivalent to video visitation. Thus, once video visitation is installed, many prison administrators and ICS vendors alike, note that they are in compliance with federal disability rights laws that require equal access to telecommunication services. This could not be further from the truth or prove commenters’ point on the need for clear guidance from the Commission disability access.

Videophones and video visitation are completely different--and as far as we know, to date, are not compatible. The simplest explanation we can give is that our volunteers have used video visitation to communicate with deaf prisoners from designated locations. When our volunteers use visitation, we drive to the prison or jail, sit in the same room as other family members, and chat with the deaf detainee or prisoner via video visitation. We still cannot communicate with these same prisoners via traditional telephone and hearing prisoners at the same facilities can call us any time.

The Commission asks whether these types of advanced technologies pose a security risk in a correctional setting? The supreme irony here is that where ICS providers profit from video technology installation, they proceed with all due haste, but where it profits society and aligns

⁴⁰ Joint Provider Reform Proposal at 7 (citing *Inmate Calling Report and Order and FNPRM*, 28 FCC Rcd at 14160, para. 54).

⁴¹ Pay Tel’s Proposal states that “ICS Vendors will work with confinement facilities where requested to enable video relay services,” “[c]omply with all existing obligations and laws regarding service people with disabilities,” and “[r]equire that deaf and hard of hearing inmates will have full access to TDD/TTY services at no additional charge.”

⁴² Notably, numerous prisons do not charge deaf prisoners or their families to use telecommunications relay services—each noting that 47 USC § 276(A) which exempts telecommunications relay service calls from compensation and the unpredictable and painfully slow nature of these kinds of calls Pay-Tel Communications, Inc., and numerous jails and prisons housing prisoners in HEARD’s Deaf & Deaf-Blind Database do not charge prisoners for TTY telephone relay calls.

with federal disability rights laws, even consideration of installation seems to be slow in coming.

For a long time, prison arguments against videophone installation was a fear of what would happen if video-based technology was introduced in the prison settings. Now that video-based visitation has been introduced in prisons nationwide, that argument is moot. Also, seeing as to how videophones are a no cost solution, there is no financial argument against their installation either.

This perhaps is the supreme irony—we concerned about very lucrative companies accounts when they stand to loose nothing from installing no cost videophones to prisoners who do not use the current systems in the first instance.

TRS COMPLAINTS AND REPORTING

Currently, no entity is held accountable for ensuring that access to telecommunications is provided to people with disabilities. The Commission can generate a genuine sense of accountability simply by requiring ICS providers to collect and report data on calls made using relay service, especially if prisoners and family members are paying for the service. ICS providers who consistently demonstrate that they have accessible telecommunication systems for all prisoners could be required to report less frequently than ICS providers that perpetually violate federal laws protecting the communication access rights of people with disabilities.

The Commission's existing consumer complaint procedures are sufficient to accommodate complaints with some minor additions. Specifically, the Commission should ask how long the prisoner has been without relay service or access. Secondly, the Commission should find out if there was a recent change in the ICS provider that led to the problem complained about.

Regulations that force companies and individuals to consider universal accessibility at the planning stages do well to guard against accessibility-based litigation and make for a more inclusive society more broadly. In this case, mandated telecommunication accessibility would almost necessarily force departments of corrections to begin to track and provide other services to prisoners with sensory disabilities. This sort of accessibility would likely lead to less abuse of prisoners with disabilities and lower recidivism of the same.

At present, ICS providers have no incentive to provide quality service or accessible phone calls. The insertion of videophone companies would create competition that possibly would encourage ICS providers to develop new and affordable video calling options for all prisoners. Finally, there is a great deal of information about the use of TTYs and relay service that can only be answered by ICS providers and prisons. Should the Commission mandate the submission thereof, it could use these data to make more informed decisions related to accessibility and service quality compliance in the future.

RECOMMENDATIONS

Blocking access to telecommunication for this vulnerable group not only further isolates these individuals from their families and the community, making it harder for them to successfully reenter society, but it makes them prime targets for abuse. These prisoners are now at even more risk because staff and prisoners know that they have very little recourse with respect to

filing written grievances and obtaining outside support and advocacy. Deaf prisoners must have access to effective, affordable and accessible telecommunications so they can communicate with advocates and attorneys.

Departments of corrections across the nation continue to be sued as a result of their failure to provide equal access to communications to deaf and disabled prisoners – including failure to provide equal telecommunications access. While each of these departments of corrections tend to settle, also agreeing on videophone and other auxiliary aid installations, these settlements cost DOCs and taxpayers dearly, and take many years to resolve. Since all departments of corrections and ICS providers have the same obligations under federal disability rights laws, and since this responsibility is carved into this “evolving standards of decency” backdrop, it is important for corrections professionals and all contracted companies to be fully aware of their affirmative obligation to ensure that programs, services and activities are accessible to all people regardless of ability – particularly in light of the extremely high incidence of abuse of prisoners with disabilities.

The Commission must ensure that its regulations touch *every* prisoner. Multiple Video Relay Service companies have installed and maintained videophones in prisons and jails on both short and long term basis *at no cost to the facility or ICS provider*. Prisons and jails with videophones and other auxiliary should serve as models for other facilities. As previously stated, several ICS providers do not charge deaf prisoners or their loved ones for calls via TTY. Many more jails and prisons, have installed no-cost videophones with no fanfare at all. Not surprisingly, each of these ICS providers are still in very strong business notwithstanding the integration of access into their business plans.

We again urge the Commission to develop a robust national accessibility standard to guide ICS providers and prisons across this nation down the path of universal accessibility.

We strongly urge the Commission to use its authority to ensure that spirit and the letter of the Americans with Disabilities Act and Rehabilitation Act are followed by ICS providers. If necessary, the Commission should collaborate with the Department of Justice to remedy this systemic injustice.

For the foregoing reasons, HEARD suggests that the Commission mandate the following:

- 1) All Requests for Proposals regarding telecommunications must contain a disability access portion that includes multiple options of telecommunication access for deaf and disabled prisoners that includes;
- 2) ICS product lines must integrate accessible technology;
- 3) ICS providers have a deaf and disability access plan in place that should be updated no less than once every two years & updates surrounding disability access should be incentivized;
- 4) ICS providers ensure that deaf and hard of hearing prisoners, prisoners with deaf family members, and prisoners with speech challenges have – at minimum – access to videophones, captioned telephones, amplified telephones, TTYs and other auxiliary aids;
- 5) ICS providers immediately add all relay numbers, including Spanish relay numbers, to its list of approved numbers;

- 6) ICS providers assemble and report data regarding rates for and complaints from prisoners with disabilities and their family members;
- 7) ICS providers should be required to assemble and report data regarding the number of phone calls placed using TTYs and videophones;
- 8) ICS providers should file with the FCC, periodic reports regarding all telecommunications access grievances filed by prisoners with sensory disabilities;
- 9) ICS providers and prisons should extend limits on telephone calls for deaf and hearing prisoners who use videophones or TTYs accordingly;
- 10) No prisoner should pay additional fees to use relay services or any surcharges to use equipment, or be escorted to the location where the equipment is housed; and, most importantly,
- 11) Installation of videophones, captioned telephones, and other auxiliary aids, should commence immediately.

Moreover, the Commission should create model national standards that provide guidance about telecommunications access for prisoners with disabilities and for prisoners with loved ones with disabilities. These guidelines should minimally include information about federal disability rights laws, Deaf Culture and communication, the meaning and makings of “functional equivalency;” and guidance for ICS providers and prisons about modern technology that exists – *often at no cost* – and is acceptable and accessible for deaf people and people disabilities.

CONCLUSION

We end where we began. Thousands of deaf and disabled people in jails and prisons nationwide have no access to telecommunications. The Commission has the authority to ensure that individuals with disabilities have equal telecommunication access, and we are calling upon you to ensure that prison telecommunication is affordable *and* universally accessible – that fair reaches all, not some.

We thank you for the opportunity to comment on this issue and humbly urge the Commission to act with all deliberate speed in this matter.

Sincerely,

/s/

Talila A. Lewis, Founder
HEARD
P.O. Box 1160
Washington, DC 20013

Telecommunications Usage Survey

Helping Educate to Advance the Rights of the Deaf (HEARD) needs your help in our final push in our Deaf Prisoner Phone Justice Campaign. We are providing the Federal Communications Commission (FCC) additional real-life data on telecommunications practices within the deaf and signing community. Please take a few minutes to complete this brief survey.

Anyone who is a member of the deaf and signing community who is not presently incarcerated can take this survey. Each person should take the survey one time. Parents, guardians, counselors are allowed to support youth, deaf or disabled people in completing the survey. Please share the link with others. Thank you!

* Required

How do you identify? *

- Deaf
- DeafBlind
- Hard of Hearing
- CODA
- Interpreter
- Signer

What is your preferred language? *

- American Sign Language
- Other sign language
- English
- Other

What is your age?

- 5-10
- 11-18
- 19-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66+

What is your highest level of education?

- I have not completed high school or obtained a GED
- GED
- High School Diploma
- Some College
- Associate Degree
- Bachelor's Degree
- Master's Degree
- Doctorate Degree

How often do you use TTY/TDD?

- 1+ per day

- 1+ per week
- 1+ per month
- 1+ per year
- Never

When was the last time you used a TTY/TDD?

- Within the past week
- Within the past month
- Within the past year
- Within the past 5 years
- More than 10 years ago
- More than 15 years ago
- More than 20 years ago
- Never

Do you have a TTY in your home?

- Yes
- No

Is there a TTY at your place of business?

- Yes
- No
- Does not apply to me

Is there a TTY at your school or university?

- Yes
- No
- Does not apply to me

Did someone support you with filling out this survey?

(Ex: parent or guardian, counselor, support service provider (SSP), etc.)

- Yes
- No

How do you identify?	What is your age?	What is your highest level of education?	How often do you use TTY/TDD?	When was the last time you used a TTY/TDD?	Do you have a TTY in your home?	Is there a TTY at your place of business?	What is your preferred language?	Did someone support you with filling out this survey?	Is there a TTY at your school or university?
Hard of Hearing	19-25	Associate Degree	Never	Never	No	No	American Sign Language	No	No
Interpreter	19-25	Associate Degree	Never	More than 10 years ago	No	No	English	No	No
Interpreter	26-35	Master's Degree	Never	Never	No	No	American Sign Language	No	Does not apply to me

Deaf	56-65	Bachelor's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Signer	19-25	High School Diploma	Never	Never	No	Yes	English	Yes	Yes
Interpreter	26-35	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Interpreter	36-45	Master's Degree	Never	More than 15 years ago	No	Yes	American Sign Language	No	Yes
Deaf	56-65	Bachelor's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf, Signer	19-25	High School Diploma	Never	More than 10 years ago	No	No	American Sign Language	No	Yes
Deaf	19-25	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Yes
Hard of Hearing	19-25	Some College	Never	Never	No	No	American Sign Language	No	Yes
Hard of Hearing	19-25	Some College	Never	Never	No	No	American Sign Language	No	Yes
Hard of Hearing	11-18	High School Diploma	Never	Never	No	No	American Sign Language	Yes	Does not apply to me
Deaf	19-25	Some College	Never	More than 10 years ago	No	No	American Sign Language	Yes	Does not apply to me
Deaf	19-25	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	Yes	Does not apply to me
Hard of Hearing	36-45	Master's Degree	Never	More than 10 years ago	No	No	Other	No	Yes
Deaf	19-25	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf	19-25	Bachelor's Degree	Never	Within the past 5 years	Yes	No	American Sign Language	No	No
Deaf	19-25	Associate Degree	Never	Never	No	Does not apply to	American Sign	No	Does not apply to me

						me	Language		
Deaf	19-25	Associate Degree	1+ per year	More than 10 years ago	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	19-25	Associate Degree	Never	Never	No	No	American Sign Language	No	No
Hard of Hearing	11-18	Associate Degree	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	Yes
Deaf	11-18	High School Diploma	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	Does not apply to me
Hard of Hearing	19-25	Associate Degree	Never	Never	No	No	American Sign Language	No	No
Deaf	46-55	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	19-25	Bachelor's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	19-25	High School Diploma	Never	Never	Yes	Does not apply to me	American Sign Language	No	Yes
Deaf	19-25	Some College	1+ per month	Within the past week	No	Does not apply to me	American Sign Language	Yes	Yes
Deaf, Signer	26-35	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Hard of Hearing	19-25	High School Diploma	Never	More than 15 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf, Hard of Hearing, Signer	19-25	Associate Degree	1+ per week	More than 15 years ago	Yes	No	American Sign Language	Yes	No
Hard of Hearing	19-25	Some College	Never	Never	No	No	English	No	Yes
Deaf	19-25	Associate Degree	1+ per week	Within the past year		No	English	Yes	Yes
Hard of Hearing	11-18	High School Diploma	Never	Never	No	No	American Sign Language	Yes	No

Deaf	46-55	Bachelor's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Hard of Hearing	26-35	Bachelor's Degree	Never	Never	No	No	English	No	No
Signer	26-35	Doctorate Degree	Never	Never	No	No	American Sign Language	No	No
Deaf	11-18	Some College	Never	Never	No	Does not apply to me	American Sign Language	No	No
Hard of Hearing	26-35	I have not completed high school or obtained a GED	Never	Never	No	No	Other	No	No
Interpreter, Signer	36-45	Bachelor's Degree	1+ per week	Within the past month	No	Yes	English	No	Yes
Interpreter, Signer	36-45	Bachelor's Degree	1+ per month	Within the past week	No	Yes	English	No	Does not apply to me
Deaf	46-55	High School Diploma	Never	More than 15 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf	46-55	High School Diploma	Never	More than 15 years ago	No	No	American Sign Language	No	Does not apply to me
CODA	26-35	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	Does not apply to me
Interpreter	56-65	Bachelor's Degree	Never	More than 15 years ago	No	No	English	No	No
Deaf	19-25	Some College	Never	Never	No	No	English	No	No
Hard of Hearing	11-18	High School Diploma	Never	Never	No	No	American Sign Language	Yes	No
Deaf	11-18	Some College	Never	Within the past 5 years	No	Does not apply to me	American Sign Language	Yes	No
Deaf	19-25	Some College	1+ per day	Within the past week	No	No	American Sign Language	No	Yes
Interpreter	26-35	Master's Degree	Never	Never	No	No	English	No	No

Deaf	46-55	Master's Degree	Never	Within the past 20 years	No	No	American Sign Language	No	No
CODA	19-25	Bachelor's Degree	Never	More than 10 years ago	No	No	English	No	Does not apply to me
Deaf	46-55	Doctorate Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Master's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf	26-35	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	36-45	Master's Degree	Never	More than 15 years ago	No	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	26-35	Master's Degree	Never	More than 15 years ago	No	Yes	American Sign Language	No	Does not apply to me
Deaf	19-25	High School Diploma	Never	Never	Yes	No	American Sign Language	Yes	No
Deaf	46-55	Master's Degree	Never	Never	No	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	26-35	Doctorate Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	19-25	High School Diploma	1+ per year	Within the past 5 years	Yes	No	American Sign Language	No	No
Deaf	26-35	Some College	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf, Hard of Hearing, Signer	19-25	Some College	Never	Never	No	Yes	English	No	Yes
Deaf	36-45	Bachelor's Degree	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	56-65	Master's Degree	Never	Within the past 5 years	Yes	No	American Sign Language	No	No
Deaf	26-35	Bachelor's Degree	Never	Within the	No	No	American	No	No

		Degree		past 20 years			Sign Language		
Deaf	26-35	Bachelor's Degree	Never	Within the past 20 years	Yes	No	American Sign Language	No	Does not apply to me
DeafBlind	46-55	Doctorate Degree	Never	More than 15 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf	11-18	I have not completed high school or obtained a GED	Never	More than 10 years ago	No	No	American Sign Language	No	Yes
Deaf	11-18	I have not completed high school or obtained a GED	1+ per month	Within the past month	Yes	Does not apply to me	American Sign Language	No	No
Hard of Hearing	26-35	Bachelor's Degree	Never	Within the past 20 years	No	No	American Sign Language	No	No
Deaf	26-35	Bachelor's Degree	Never	Within the past 5 years	No	Yes	American Sign Language	No	Does not apply to me
Deaf	26-35	Master's Degree	Never	More than 10 years ago	Yes	Yes	American Sign Language	No	Does not apply to me
Deaf	19-25	High School Diploma	Never	Never	No	No	American Sign Language	Yes	No
Deaf	56-65	Doctorate Degree	Never	More than 15 years ago	Yes	No	American Sign Language	No	No
Deaf	26-35	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
CODA	26-35	Bachelor's Degree	Never	Within the past 5 years	No	No	American Sign Language	No	Does not apply to me
Deaf	26-35	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	46-55	Some College	1+ per day	More than 10 years ago	No	Does not apply to me	American Sign Language	No	No

Deaf	26-35	Bachelor's Degree	Never	Never	No	No	English	No	Does not apply to me
Hard of Hearing	26-35	Master's Degree	Never	Never	No	No	English	No	Does not apply to me
Deaf	19-25	Bachelor's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Interpreter	36-45	Bachelor's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	Does not apply to me
Signer	36-45	Master's Degree	Never	Within the past 5 years	No	Yes	English	No	Yes
Hard of Hearing	19-25	Bachelor's Degree	Never	Never	No	No	English	No	Yes
Deaf	19-25	Bachelor's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	Yes
Deaf	56-65	Associate Degree	Never	More than 10 years ago	No	Yes	American Sign Language	No	Yes
Deaf	26-35	Associate Degree	1+ per day	Within the past week	No	Yes	American Sign Language	Yes	Does not apply to me
Deaf	56-65	Bachelor's Degree	1+ per week	Within the past week	Yes	Yes	English	No	Yes
Interpreter	26-35	Associate Degree	Never	Never	No	No	English	No	Does not apply to me
Deaf, Signer	19-25	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	Yes
Signer	26-35	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	19-25	Bachelor's Degree	Never	More than 15 years ago	No	Yes	American Sign Language	No	No
Interpreter	46-55	Bachelor's Degree	Never	More than 10 years ago	No	No	English	No	No
Deaf, Hard of Hearing	36-45	Some College	1+ per day	Within the past month	Yes	No	American Sign Language	No	Yes
Deaf	26-35	Bachelor's Degree	Never	Never	No	No	American Sign Language	No	No

Deaf	56-65	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	36-45	Some College	Never	Within the past 20 years	No	No	American Sign Language	No	No
Deaf	26-35	Master's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	46-55	Master's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
Hard of Hearing	36-45	I have not completed high school or obtained a GED	Never	Never	No	No	English	No	Does not apply to me
Deaf	56-65	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	56-65	Some College	Never	More than 15 years ago	No	No	American Sign Language	Yes	Does not apply to me
Deaf	19-25	Bachelor's Degree	Never	More than 15 years ago	No	Yes	American Sign Language	No	Does not apply to me
Deaf	19-25	High School Diploma	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	56-65	Bachelor's Degree	Never	Within the past 20 years	No	No	American Sign Language	No	No
Deaf	36-45	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	19-25	Some College	Never	Never	No	No	American Sign Language	Yes	Yes
Deaf	46-55	Master's Degree	Never	Never	No	Does not apply to me	American Sign Language	No	No
Signer	56-65	High School	Never	More than	No	Does not	English	No	Does not

		Diploma		10 years ago		apply to me			apply to me
Deaf	19-25	High School Diploma	Never	Never	No	Does not apply to me	Other sign language	No	Does not apply to me
Deaf	19-25	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Master's Degree	1+ per year	Within the past year	Yes	Yes	American Sign Language	No	No
Deaf	26-35	Master's Degree	Never	Never	No	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	46-55	Associate Degree	Never	More than 20 years ago	No	No	American Sign Language	Yes	Does not apply to me
Deaf	56-65	Master's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Hard of Hearing	26-35	Bachelor's Degree	Never	Never	No	No	English	No	No
Interpreter	26-35	Bachelor's Degree	1+ per month	Within the past year	No	No	American Sign Language	No	Yes
Deaf	46-55	Associate Degree	Never	More than 10 years ago	No	No	American Sign Language	Yes	Does not apply to me
Deaf	36-45	Doctorate Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	36-45	Doctorate Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Hard of Hearing	46-55	Doctorate Degree	Never	More than 15 years ago	No	No	English	No	No
Deaf	36-45	Master's Degree	Never	More than 20 years ago	Yes	Does not apply to me	American Sign Language	No	No
Deaf	46-55	Bachelor's Degree	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	36-45	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Yes

Deaf	36-45	Master's Degree	Never	Within the past 5 years	No	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	26-35	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	46-55	Bachelor's Degree	Never	Within the past 5 years	No	Yes	American Sign Language	No	No
Deaf	19-25	Some College	Never	More than 15 years ago	Yes	Does not apply to me	American Sign Language	Yes	Does not apply to me
Deaf	46-55	Doctorate Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	36-45	Bachelor's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	36-45	Master's Degree	Never	More than 10 years ago	Yes	No	American Sign Language	No	Yes
Deaf	36-45	Doctorate Degree	Never	Within the past 5 years	Yes	Yes	American Sign Language	No	Does not apply to me
Signer	36-45	Bachelor's Degree	1+ per month	Within the past month	Yes	No	English	No	Yes
Signer	46-55	Bachelor's Degree	Never	More than 10 years ago	No	No	English	No	Yes
Deaf	36-45	Bachelor's Degree	Never	More than 10 years ago	No	Yes	American Sign Language	No	Does not apply to me
Deaf	26-35	Master's Degree	Never	Never	No	No	American Sign Language	No	Yes
Deaf	36-45	Doctorate Degree	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	36-45	Master's Degree	Never	Never	Yes	No	American Sign Language	No	No
Deaf	46-55	Master's Degree	Never	Within the past 5 years	No	No	American Sign Language	No	No
Deaf	36-45	Master's Degree	Never	More than 10 years ago	No	No	American Sign	No	Yes

							Language		
Deaf	46-55	Bachelor's Degree	Never	Within the past 5 years	No	No	American Sign Language	No	Yes
Deaf	46-55	Master's Degree	Never	More than 10 years ago	Yes	Yes	English	No	Yes
Deaf	26-35	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	Yes
Deaf	46-55	Doctorate Degree	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	Yes
Deaf	46-55	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	36-45	Master's Degree	Never	Within the past 5 years	No	Yes	American Sign Language	No	Yes
Deaf	56-65	Doctorate Degree	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	Yes
Deaf	56-65	Master's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	36-45	Master's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	56-65	Bachelor's Degree	1+ per week	More than 10 years ago	Yes	No	American Sign Language	No	Yes
Deaf	26-35	Master's Degree	Never	More than 10 years ago	Yes	Yes	American Sign Language	No	Yes
Deaf	46-55	Master's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Yes
Deaf	26-35	Master's Degree	Never	More than 10 years ago	No	Yes	American Sign Language	No	Yes
CODA	26-35	Master's Degree	1+ per year	Within the past year	No	Yes	English	No	Does not apply to me

Signer	36-45	Bachelor's Degree	Never	More than 10 years ago	No	No	English	No	No
Deaf	56-65	Some College	1+ per day	Within the past week	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	36-45	Master's Degree	Never	Within the past week	No	No	English	No	No
Deaf	36-45	Master's Degree	Never	Never	No	No	English	No	No
Deaf	19-25	Master's Degree	1+ per week	Within the past week	No	Yes	American Sign Language	No	Yes
Deaf	19-25	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
Signer	19-25	Some College	Never	Never	No	No	English	No	Does not apply to me
Deaf	46-55	Some College	1+ per year	Within the past year	Yes	Does not apply to me	American Sign Language	No	Yes
Deaf	56-65	Some College	Never	Within the past 5 years	No	No	American Sign Language	No	Does not apply to me
Deaf	36-45	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf	36-45	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf	26-35	Master's Degree	Never	More than 10 years ago	No	Yes	American Sign Language	No	Does not apply to me
Deaf	36-45	Master's Degree	Never	More than 10 years ago	No	Yes	American Sign Language	No	Does not apply to me
Deaf	46-55	Master's Degree	1+ per year	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
Hard of Hearing	46-55	Master's Degree	Never	Within the past 5 years	No	No	American Sign Language	No	No
Deaf	36-45	Doctorate Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No

Deaf	46-55	Master's Degree	1+ per month	Within the past year	No	Yes	American Sign Language	No	Does not apply to me
Interpreter	26-35	Master's Degree	Never	Never	No	Does not apply to me	English	No	Does not apply to me
Hard of Hearing	66+	Master's Degree	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	26-35	Bachelor's Degree	Never	More than 10 years ago	No	Yes	American Sign Language	No	Does not apply to me
Deaf	36-45	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Master's Degree	Never	More than 10 years ago	No	Yes	American Sign Language	No	No
Deaf, Hard of Hearing	19-25	Associate Degree	Never	Never	No	No	American Sign Language	Yes	No
Deaf	11-18	High School Diploma	1+ per year	Within the past 5 years	No	No	American Sign Language	Yes	Yes
Deaf	56-65	Doctorate Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	19-25	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	19-25	Bachelor's Degree	1+ per year	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
CODA	26-35	Master's Degree	Never	Never	No	No	English	No	Yes
Deaf	36-45	Bachelor's Degree	Never	Within the past 5 years	Yes	Yes	American Sign Language	No	Yes
Deaf	56-65	Master's Degree	1+ per month	Within the past week	No	Does not apply to me	American Sign Language	No	Does not apply to me
Hard of Hearing	26-35	Bachelor's Degree		More than 15 years ago	No	Does not apply to me	American Sign Language	No	Yes
Signer	19-25	Some	Never	More than	Yes	No	English	No	No

		College		10 years ago					
Deaf	46-55	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Yes
Signer	36-45	Bachelor's Degree	Never	Within the past 5 years	No	No	English	No	Does not apply to me
Deaf	56-65	High School Diploma	1+ per week	More than 10 years ago	Yes	No	American Sign Language	Yes	Does not apply to me
Deaf	56-65	Bachelor's Degree	Never	More than 10 years ago	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	56-65	Bachelor's Degree	Never	More than 10 years ago	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	26-35	Bachelor's Degree	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	Does not apply to me
Hard of Hearing	36-45	Bachelor's Degree	1+ per year	More than 10 years ago	No	Yes	English	No	No
Interpreter, Signer	26-35	Bachelor's Degree	Never	Never	No	No	English	No	Does not apply to me
Hard of Hearing	36-45	Some College	Never	More than 15 years ago	Yes	No	English	No	No
Deaf	26-35	Some College	1+ per day	More than 20 years ago	No	Does not apply to me	American Sign Language	Yes	Yes
Hard of Hearing	11-18	Some College	Never	Within the past 5 years	No	No	English	No	Yes
Deaf	46-55	Bachelor's Degree	Never	Within the past 5 years	No	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	26-35	Bachelor's Degree	Never	More than 10 years ago	Yes	No	American Sign Language	No	No
Hard of Hearing	56-65	Some College	Never	More than 20 years ago	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Hard of Hearing	56-65	Some College	Never	More than 20 years ago	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Hard of Hearing	26-35	Master's Degree	Never	More than 10 years ago	No	No	Other sign language	No	Does not apply to me
Interpreter	36-45	Bachelor's	Never	More than	No	No	American	No	No

		Degree		10 years ago			Sign Language		
Deaf	19-25	Bachelor's Degree	Never	Within the past 5 years	No	Does not apply to me	American Sign Language	No	No
Deaf	19-25	Master's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Yes
Deaf	46-55	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	No
CODA, Signer	26-35	Master's Degree	1+ per year	More than 15 years ago	No	Yes	English	No	Does not apply to me
Deaf	26-35	Bachelor's Degree	Never	More than 10 years ago	No	Yes	American Sign Language	No	Does not apply to me
Deaf	26-35	Bachelor's Degree	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	19-25	High School Diploma	Never	More than 10 years ago	No	No	American Sign Language	Yes	No
Deaf	19-25	Bachelor's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	19-25	Some College	Never	More than 10 years ago	No	Yes	American Sign Language	Yes	Yes
Deaf	19-25	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Yes
Deaf	26-35	Master's Degree	1+ per week	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	19-25	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Some College	1+ per week	Within the past week	Yes	Yes	Other sign language	Yes	Does not apply to me
Hard of Hearing	26-35	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No

Deaf	26-35	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Master's Degree	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	No
Deaf	19-25	Master's Degree	Never	Within the past 5 years	No	No	American Sign Language	No	No
Deaf	26-35	Bachelor's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
CODA	46-55	Some College	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	19-25	Bachelor's Degree	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	No
Deaf	19-25	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	26-35	High School Diploma	Never	More than 15 years ago	No	No	American Sign Language	No	
Deaf	26-35	Master's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Doctorate Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Some College	Never	More than 15 years ago	No	No	American Sign Language	Yes	Does not apply to me
Hard of Hearing	26-35	Bachelor's Degree	Never	Within the past 5 years	No	No	American Sign Language	Yes	Does not apply to me
Hard of Hearing	26-35	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	No

Deaf	19-25	Master's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	19-25	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	Yes
Hard of Hearing	36-45	Associate Degree	Never	Never	No	No	American Sign Language	No	Yes
Hard of Hearing	36-45	Associate Degree	Never	Never	No	No	American Sign Language	No	Yes
Deaf	19-25	Master's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Signer	26-35	Bachelor's Degree	1+ per year	More than 10 years ago	Yes	Does not apply to me	English	No	Yes
Deaf	26-35	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
Interpreter	36-45	Bachelor's Degree	Never	More than 15 years ago	No	No	English	No	Does not apply to me
Deaf	19-25	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	No
Hard of Hearing, Signer	26-35	Bachelor's Degree	Never	Within the past 5 years	No	Yes	American Sign Language	No	Yes
Interpreter	36-45	Master's Degree	Never	More than 20 years ago	No	No	English	No	No
DeafBlind	19-25	Some College	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	19-25	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Bachelor's Degree	Never	Never	No	No	English	No	Does not apply to me
Deaf	46-55	Some College	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	No
Interpreter	36-45	Associate Degree	1+ per month	Never	No	No	English	No	No

Deaf	19-25	High School Diploma	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Some College	Never	More than 20 years ago	No	No	American Sign Language	No	No
Deaf	46-55	High School Diploma	Never	More than 10 years ago	Yes	No	American Sign Language	No	No
Deaf	56-65	Associate Degree	Never	More than 20 years ago	No	Yes	American Sign Language	No	Yes
Deaf	36-45	Bachelor's Degree	Never	Never	No	Does not apply to me	English	No	Does not apply to me
Deaf	66+	Associate Degree	Never	Within the past 5 years	No	Does not apply to me	American Sign Language	Yes	Does not apply to me
Deaf	66+	Associate Degree	Never	Within the past 5 years	No	Does not apply to me	American Sign Language	No	Does not apply to me
CODA	46-55	High School Diploma	Never	Within the past 5 years	No	No	American Sign Language	No	Does not apply to me
Deaf	26-35	Associate Degree	Never	More than 15 years ago	No	Does not apply to me	American Sign Language	No	No
Deaf	26-35	Bachelor's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Bachelor's Degree	Never	More than 10 years ago	No	Yes	American Sign Language	Yes	Yes
Hard of Hearing	19-25	Some College	Never	Never	No	Does not apply to me	American Sign Language	Yes	Yes
Deaf	26-35	Some College	1+ per year	More than 15 years ago	No	No	American Sign Language	Yes	No
Deaf	19-25	Bachelor's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	26-35	High School Diploma	Never	More than 15 years ago	No	No	American Sign Language	Yes	Yes

Deaf	19-25	High School Diploma	Never	Within the past 5 years	Yes	No	American Sign Language	No	Yes
Deaf	26-35	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf	26-35	Some College	Never	Never	No	No	American Sign Language	No	No
Deaf	19-25	Some College	Never	Never		No	American Sign Language	No	Yes
Deaf	66+	High School Diploma	Never	Within the past 5 years	Yes	No	American Sign Language	Yes	Does not apply to me
Deaf	26-35	Doctorate Degree	Never	More than 10 years ago	No	Yes	American Sign Language	No	Does not apply to me
Deaf	46-55	Bachelor's Degree	1+ per month	Within the past year	No	Yes	American Sign Language	No	Yes
Deaf	26-35	Some College	Never	More than 10 years ago	Yes	Does not apply to me	American Sign Language	No	No
Deaf	46-55	Some College	1+ per week	Within the past week	No	Yes	American Sign Language	No	Does not apply to me
Deaf	36-45	Some College	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	46-55	Bachelor's Degree	1+ per year	Within the past year	Yes	No	American Sign Language	No	Does not apply to me
Interpreter	36-45	Bachelor's Degree	Never	More than 10 years ago	No	No	English	No	No
Signer	46-55	Some College	1+ per week	Within the past week	Yes	No	English	No	Does not apply to me
Deaf	46-55	Some College	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	56-65	High School Diploma	1+ per week	More than 20 years ago	Yes	No	American Sign Language	No	No
Deaf	36-45	High School Diploma	1+ per week	Within the past year	Yes	No	American Sign	No	Does not apply to me

							Language		
Deaf	66+	Some College	1+ per day	Within the past week	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Signer	46-55	Doctorate Degree	1+ per month	Within the past year	Yes	Yes	American Sign Language	No	Does not apply to me
Deaf	26-35	Master's Degree	Never	More than 15 years ago	No	Yes	American Sign Language	No	Does not apply to me
Signer	66+	Master's Degree	Never	Within the past 5 years	Yes	Does not apply to me	English	No	Does not apply to me
Deaf	46-55	Some College	1+ per month	Within the past week	Yes	No	American Sign Language	No	No
Deaf	46-55	Master's Degree	Never	More than 15 years ago	No	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	46-55	High School Diploma	Never	More than 20 years ago	No	No	American Sign Language	No	No
Deaf	46-55	High School Diploma	Never	More than 20 years ago	No	No	American Sign Language	No	No
Deaf	36-45	Master's Degree	1+ per year	More than 10 years ago	Yes	No	American Sign Language	No	Does not apply to me
Deaf	56-65	Associate Degree	1+ per week	Within the past week	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	36-45	Doctorate Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	46-55	High School Diploma	Never	More than 15 years ago	Yes	No	American Sign Language	No	Does not apply to me
Signer	36-45	Master's Degree	Never	Never	No	Yes	English	No	Yes
Deaf	46-55	Master's Degree	1+ per year	Within the past 5 years	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf, CODA	19-25	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No

Deaf	56-65	Master's Degree	Never	Never	No	No	American Sign Language	No	Does not apply to me
Interpreter	26-35	Master's Degree	Never	Never	No	No	English	No	No
Interpreter	36-45	Master's Degree	Never	More than 10 years ago	No	Yes	English	No	Yes
Interpreter	46-55	Bachelor's Degree	Never	More than 15 years ago	No	No	English	No	No
Interpreter	46-55	Bachelor's Degree	Never	More than 20 years ago	No	No	English	No	Does not apply to me
CODA, Interpreter	36-45	Associate Degree	Never	More than 10 years ago	No	Yes	American Sign Language	No	Does not apply to me
Interpreter	26-35	Associate Degree	Never	Never	No	Does not apply to me	English	No	Does not apply to me
CODA, Interpreter, Signer	46-55	Associate Degree		Within the past week	Yes	Does not apply to me	English	No	Does not apply to me
Signer	26-35	Master's Degree	Never	Never	No	No	English	No	No
Deaf	19-25	Bachelor's Degree	Never	More than 10 years ago	Yes	No	American Sign Language	No	No
Interpreter	36-45	Master's Degree	Never	More than 10 years ago	No	Does not apply to me	English	No	Does not apply to me
Signer	46-55	Bachelor's Degree	1+ per year	Within the past 5 years	Yes	Does not apply to me	English	No	Yes
Interpreter	46-55	Master's Degree	Never	More than 10 years ago	No	No	English	No	No
Interpreter	26-35	Master's Degree	Never	Within the past 5 years	No	Does not apply to me	English	No	Does not apply to me
CODA, Interpreter	26-35	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	Yes
Interpreter	26-35	Master's Degree	Never	Within the past 5 years	No	No	English	No	No
Hard of Hearing	19-25	Some College	Never	Never	No	Yes	English	No	Yes
Deaf	56-65	Associate	1+ per year	Within the	Yes	No	American	No	No

		Degree		past year			Sign Language		
Deaf	56-65	Some College	Never	More than 15 years ago	No	Does not apply to me	American Sign Language	No	No
Deaf	56-65	Some College	Never	More than 15 years ago	No	Does not apply to me	American Sign Language	No	No
Interpreter	36-45	Master's Degree	Never	More than 10 years ago	No	No	English	No	No
Deaf	56-65	Master's Degree	Never	Never	No	Does not apply to me	English	No	Does not apply to me
Deaf	36-45	Bachelor's Degree	1+ per year	Within the past year	Yes	Yes	American Sign Language	No	Does not apply to me
Interpreter	36-45	Master's Degree	Never	More than 15 years ago	No	No	English	No	No
Deaf	66+	Master's Degree	1+ per year	Within the past year	No	No	American Sign Language	No	Does not apply to me
Interpreter, Signer	26-35	Master's Degree	Never	Never	No	No	English	No	No
Interpreter	46-55	Master's Degree	Never	More than 10 years ago	No	Yes	American Sign Language	No	Does not apply to me
Deaf	56-65	Bachelor's Degree	1+ per year	Within the past year	No	Yes	American Sign Language	No	Yes
Deaf	46-55	Bachelor's Degree	1+ per day	More than 15 years ago	No	No	American Sign Language	No	No
CODA	66+	Master's Degree	1+ per year	More than 10 years ago	Yes	Yes	American Sign Language	No	Does not apply to me
CODA, Interpreter	26-35	Bachelor's Degree	Never	Within the past 5 years	No	No	American Sign Language	No	Does not apply to me
Interpreter	46-55	Master's Degree	Never	More than 10 years ago	No	No	English	No	Does not apply to me
Deaf	46-55	Master's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf	66+	Master's Degree	1+ per day	Within the past week	Yes	Yes	American Sign	No	Does not apply to me

							Language		
Deaf	56-65	Master's Degree	Never	More than 10 years ago	Yes	No	American Sign Language	No	No
Deaf	66+	Doctorate Degree	Never	More than 10 years ago	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Interpreter	36-45	Master's Degree	1+ per year	Within the past year	No	No	English	Yes	No
Hard of Hearing	46-55	Master's Degree	1+ per month	Within the past year	Yes	Yes	American Sign Language	No	Yes
CODA	36-45	Master's Degree	Never	More than 10 years ago	No	No	English	No	No
Deaf	56-65	Master's Degree	1+ per day	Within the past week	Yes	Yes	American Sign Language	No	Yes
Deaf	56-65	Bachelor's Degree	Never	More than 20 years ago	No	Does not apply to me	American Sign Language	No	Does not apply to me
Interpreter	56-65	Master's Degree	Never	More than 10 years ago	No	No	English	No	No
Signer	36-45	Doctorate Degree	Never	More than 10 years ago	No	No	English	No	No
Deaf	46-55	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	Yes
CODA	19-25	Master's Degree	Never	More than 10 years ago	No	Yes	American Sign Language	No	Yes
Deaf	26-35	Master's Degree	Never	More than 10 years ago	Yes	Yes	American Sign Language	No	Yes
Deaf	46-55	Some College	1+ per month	Within the past month	Yes	Yes	American Sign Language	No	Yes
Interpreter	26-35	Bachelor's Degree	Never	More than 10 years ago	No	No	English	No	Does not apply to me
Signer	19-25	Associate Degree	Never	Never	No	Does not apply to me	American Sign Language	No	Yes
Interpreter	26-35	Master's Degree	Never	Never	No	No	English	No	No
Interpreter	36-45	Bachelor's	Never	More than	No	No	English	No	No

		Degree		20 years ago					
Deaf	26-35	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	46-55	Doctorate Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Yes
Deaf	26-35	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	19-25	Associate Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf, Hard of Hearing	36-45	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Yes
Deaf	26-35	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	No
Hard of Hearing	19-25	High School Diploma	1+ per year	Within the past year	Yes	Does not apply to me	English	No	Does not apply to me
Signer	19-25	Some College	Never	Never	No	No	English	No	
Deaf	66+	Associate Degree	1+ per day	Within the past week	Yes	Yes	American Sign Language	No	Does not apply to me
Interpreter	36-45	Bachelor's Degree	1+ per year	Within the past year	No	Yes	English	No	Does not apply to me
Deaf	46-55	Some College	Never	More than 15 years ago	No	Does not apply to me	American Sign Language	No	Does not apply to me
Hard of Hearing	19-25	High School Diploma	1+ per week	Within the past week	No	No	American Sign Language	Yes	Yes
Deaf	46-55	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Signer	26-35	Master's Degree	Never	More than 10 years ago	No	No	English	No	No
Deaf	19-25	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	19-25	High School	Never	Never	No	Does not	American	No	Does not

		Diploma				apply to me	Sign Language		apply to me
Deaf	46-55	Bachelor's Degree	1+ per month	More than 20 years ago	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Hard of Hearing	66+	Bachelor's Degree	Never	More than 15 years ago	No	No	English	No	Does not apply to me
Interpreter	26-35	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	No
Interpreter	46-55	Bachelor's Degree	Never	Within the past 5 years	Yes	No	English	No	Yes
Deaf, Signer	19-25	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	36-45	Some College	1+ per year	More than 15 years ago	Yes	No	American Sign Language	No	Does not apply to me
Hard of Hearing	56-65	Associate Degree	Never	Within the past 5 years	Yes	No	English	No	Does not apply to me
Deaf	56-65	Bachelor's Degree		More than 20 years ago	Yes	Yes	American Sign Language	No	Yes
Deaf	36-45	Master's Degree	Never	Within the past 5 years	No	No	American Sign Language	No	Does not apply to me
Deaf	46-55	Bachelor's Degree	Never	More than 20 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Some College	Never	Within the past 5 years	No	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	36-45	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf, Signer	26-35	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
Interpreter	46-55	Master's Degree	1+ per year	Within the past year	Yes	No	English	No	Does not apply to me
Deaf	26-35	Associate Degree	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	No
Deaf	36-45	Some College	1+ per day	Within the past week	Yes	Yes	American Sign	No	Yes

							Language		
Deaf	19-25	Some College	Never	Never	No	No	American Sign Language	No	Does not apply to me
Deaf	26-35	Bachelor's Degree	Never	More than 10 years ago	Yes	No	American Sign Language	No	Does not apply to me
Deaf	26-35	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf	26-35	Master's Degree	Never	Never	No	No	American Sign Language	No	No
CODA	26-35	Some College	1+ per day	Within the past week	Yes	No	American Sign Language	No	Yes
Signer	36-45	Doctorate Degree	1+ per year	Within the past 5 years	No	No	English	No	Does not apply to me
Interpreter	26-35	Master's Degree	Never	More than 10 years ago	No	Does not apply to me	English	No	Does not apply to me
Signer	36-45	Master's Degree	Never	More than 10 years ago	No	No	English	No	No
Deaf	66+	Some College	Never	More than 20 years ago	No	No	American Sign Language	Yes	Yes
Deaf	56-65	Associate Degree	Never	More than 20 years ago	Yes	Yes	American Sign Language	No	Yes
Signer	46-55	Bachelor's Degree	Never	Never	No	Does not apply to me	American Sign Language	No	Yes
Deaf	36-45	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
CODA	36-45	Some College	Never	More than 10 years ago	Yes	Yes	English	No	Yes
Deaf	26-35	Some College	Never	Within the past 5 years	No	No	American Sign Language	No	Does not apply to me
Deaf	26-35	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	56-65	Some	1+ per year	Within the	Yes	No	American	No	No

		College		past 5 years			Sign Language		
Signer	19-25	Bachelor's Degree	1+ per year	Within the past 5 years	No	No	English	No	Yes
Deaf	46-55	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	
Deaf	46-55	High School Diploma	1+ per month	More than 20 years ago	Yes	Yes	American Sign Language	Yes	Yes
Deaf	46-55	High School Diploma	1+ per month	More than 20 years ago	Yes	Yes	American Sign Language	Yes	Yes
Deaf	11-18	Some College	Never	More than 10 years ago	No	Does not apply to me	English	No	Yes
Deaf, DeafBlind, Hard of Hearing, Interpreter	26-35	High School Diploma	Never	More than 10 years ago	No	Yes	American Sign Language	No	No
Deaf	46-55	Master's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Interpreter	36-45	Associate Degree	Never	Never	No	No	American Sign Language	No	Does not apply to me
Deaf	66+	Bachelor's Degree	Never	More than 15 years ago	Yes	Does not apply to me	American Sign Language	No	No
Deaf	56-65	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf	36-45	Master's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf	36-45	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf	56-65	Master's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf	56-65	Some College	Never	More than 15 years ago	No	No	American Sign Language	No	No

Deaf	36-45	Bachelor's Degree	Never	Within the past 5 years	Yes	No	American Sign Language	No	Does not apply to me
Deaf	26-35	Some College	1+ per day	Within the past week	Yes	Yes	American Sign Language	Yes	Yes
Deaf	36-45	High School Diploma	1+ per day	Within the past year	Yes	No	American Sign Language	Yes	Does not apply to me
Deaf	36-45	High School Diploma	1+ per day	Within the past year	Yes	No	American Sign Language	Yes	Does not apply to me
Deaf	26-35	Master's Degree	Never	Within the past 5 years	No	No	American Sign Language	No	No
Deaf	66+	High School Diploma	1+ per day	Within the past week	Yes	Yes	American Sign Language	No	Does not apply to me
Interpreter	26-35	Master's Degree	Never	More than 10 years ago	No	Does not apply to me	English	No	Does not apply to me
Deaf, Hard of Hearing	36-45	Associate Degree	Never	Never	No	No	English	No	Does not apply to me
Signer	56-65	Bachelor's Degree	Never	Never	No	Does not apply to me	English	No	Does not apply to me
DeafBlind	56-65	High School Diploma	1+ per week	Within the past week	Yes	No	American Sign Language	No	No
Signer	46-55	Bachelor's Degree	1+ per year	Within the past year	No	Yes	English	No	Does not apply to me
Deaf	26-35	Master's Degree	1+ per week	Within the past week	Yes	Does not apply to me	American Sign Language	No	Yes
Deaf	66+	Some College	Never	More than 10 years ago		No	American Sign Language	No	Does not apply to me
Deaf	56-65	Master's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	56-65	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	56-65	High School Diploma	Never	More than 10 years ago	Yes	No	American Sign	No	No

							Language		
Deaf	66+	High School Diploma	Never	More than 10 years ago	Yes	No	American Sign Language	No	No
Interpreter	36-45	Master's Degree	Never	More than 10 years ago	No	No	English	No	No
Deaf	56-65	Associate Degree	Never	More than 15 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf	56-65	Associate Degree	Never	More than 15 years ago	No	No	American Sign Language	No	Does not apply to me
Interpreter, Signer	26-35	Master's Degree	Never	Never	No	No	English	No	Yes
Deaf	46-55	Associate Degree	Never	More than 20 years ago	No	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	36-45	Associate Degree	Never	More than 10 years ago	No	Yes	American Sign Language	No	Yes
Deaf	66+	High School Diploma	1+ per year	More than 10 years ago	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	66+	High School Diploma	Never	More than 15 years ago	No	No	American Sign Language	Yes	No
Deaf	66+	High School Diploma	Never	More than 15 years ago	No	No	American Sign Language	Yes	No
Deaf	56-65	High School Diploma		More than 15 years ago	Yes	Does not apply to me	American Sign Language	Yes	Does not apply to me
Deaf	56-65	Master's Degree	1+ per week	Within the past month	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	56-65	Master's Degree	1+ per week	Within the past month	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	46-55	Associate Degree	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	56-65	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me

Deaf	36-45	Bachelor's Degree	Never	More than 15 years ago	Yes	Yes	American Sign Language	No	Does not apply to me
Hard of Hearing	26-35	Bachelor's Degree	1+ per week	Within the past week	No	No	American Sign Language	No	No
Interpreter	36-45	Bachelor's Degree	Never	More than 10 years ago	No	Yes	English	No	Does not apply to me
Deaf	26-35	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	No
Interpreter	26-35	Master's Degree	Never	Never	No	Does not apply to me	English	No	Does not apply to me
Deaf	26-35	Master's Degree	Never	More than 20 years ago	No	Yes	American Sign Language	No	Does not apply to me
Deaf	66+	Master's Degree	Never	Within the past 5 years	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	26-35	Bachelor's Degree	Never	More than 10 years ago	Yes	Yes	American Sign Language	No	Does not apply to me
Hard of Hearing	36-45	Bachelor's Degree	1+ per month	Within the past month	Yes	Yes	English	No	Does not apply to me
Interpreter	36-45	Bachelor's Degree	Never	More than 10 years ago	No	No	English	No	Does not apply to me
Deaf	46-55	High School Diploma	Never	More than 20 years ago	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
CODA	19-25	Associate Degree	Never	More than 10 years ago	No	Yes	English	No	Does not apply to me
Deaf	19-25	Bachelor's Degree	1+ per month	More than 10 years ago	Yes	Yes	American Sign Language	Yes	Yes
Deaf	46-55	Bachelor's Degree	Never	More than 10 years ago	Yes	Yes	American Sign Language	No	Does not apply to me
Deaf	66+	High School Diploma	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf, Signer	56-65	Some College	Never	Within the past 5 years	No	Does not apply to me	English	No	Does not apply to me

Deaf	56-65	High School Diploma	Never	More than 15 years ago	No		American Sign Language	Yes	No
Deaf	46-55	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
CODA, Interpreter	26-35	Master's Degree	Never	More than 10 years ago	No	No	English	No	No
Deaf	36-45	Associate Degree	Never	Within the past 5 years		No	American Sign Language	No	Does not apply to me
Deaf	46-55	Associate Degree	1+ per day	Within the past week	Yes	Yes	American Sign Language	Yes	Yes
Deaf	46-55	Associate Degree	1+ per day	Within the past week	Yes	Yes	Other sign language	Yes	Yes
Interpreter	26-35	Associate Degree	Never	Never	No	No	English	No	No
Hard of Hearing	36-45	Bachelor's Degree	1+ per week	Within the past week	Yes	Yes	English	No	Yes
Deaf	36-45	Bachelor's Degree	Never	More than 10 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf	36-45	Bachelor's Degree	Never	Within the past 5 years	Yes	No	American Sign Language	No	No
Deaf	56-65	High School Diploma	Never	More than 10 years ago	No	No	American Sign Language	No	No
Deaf	56-65	Master's Degree	1+ per day	Within the past week		Yes	American Sign Language	No	Does not apply to me
Interpreter	36-45	Some College	Never	More than 10 years ago	No	Does not apply to me	English	No	Does not apply to me
Hard of Hearing	46-55	Some College	Never	Within the past 5 years	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	36-45	Bachelor's Degree	1+ per month	Within the past month	No	Yes	American Sign Language	No	Does not apply to me
Deaf	36-45	Associate Degree	1+ per year	Within the past week		Yes	American Sign Language	No	Does not apply to me

Deaf	36-45	Bachelor's Degree	1+ per week	Within the past week	Yes	Yes	American Sign Language	No	Does not apply to me
Deaf	26-35	Associate Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	36-45	Bachelor's Degree	Never	Within the past year	No	No	American Sign Language	No	No
Deaf, Hard of Hearing, Signer	26-35	Master's Degree	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	Yes
Deaf	26-35	Bachelor's Degree	Never	More than 15 years ago	Yes	No	American Sign Language	No	No
Deaf	56-65	Doctorate Degree	Never	Never	No	No	Other sign language	No	Does not apply to me
Hard of Hearing	46-55	Bachelor's Degree	Never	Never	No	No	English	No	No
Deaf	36-45	Associate Degree	1+ per year	Within the past year	No	Yes	American Sign Language	No	Does not apply to me
Deaf	26-35	Associate Degree	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	No
Deaf	66+	Some College	Never	More than 10 years ago	No	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	46-55	High School Diploma	Never	Never	No	No	American Sign Language	No	No
Deaf	46-55	Bachelor's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	26-35	Doctorate Degree	Never	More than 20 years ago	No	Yes	American Sign Language	No	Does not apply to me
Interpreter	26-35	Bachelor's Degree	Never	Never	No	No	English	No	No
Deaf	56-65	Master's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	Does not apply to me
Deaf	66+	Master's Degree	Never	Never	No	Does not apply to me	American Sign Language	No	Does not apply to me

Interpreter	26-35	Master's Degree	Never	Never	No	No	English	No	Yes
Deaf	19-25	Some College	Never	More than 10 years ago	No	No	American Sign Language	No	No
Hard of Hearing	56-65	High School Diploma	Never	More than 10 years ago	Yes	No	American Sign Language	No	No
Interpreter	56-65	High School Diploma	1+ per year	Within the past year	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
Deaf	66+	Bachelor's Degree	Never	Within the past 5 years	Yes	Does not apply to me	American Sign Language	No	Does not apply to me
CODA	36-45	Master's Degree	1+ per year	Within the past 5 years	No	Yes	American Sign Language	No	Yes
Deaf	46-55	High School Diploma	1+ per week	More than 20 years ago	Yes	No	American Sign Language	No	No
Deaf	26-35	Bachelor's Degree	Never	More than 15 years ago	Yes	No	American Sign Language	No	No
Deaf	26-35	Bachelor's Degree	Never	More than 15 years ago	No	No	American Sign Language	No	No
Deaf	36-45	Some College	Never	More than 15 years ago	Yes	No	American Sign Language	Yes	No