



Accessible Events Guide

*Creating a City
for Everyone*

The City of Reno is committed to being a city for everyone—where individuals with disabilities have equal opportunity and meaningful access to community programs and events.

Event Requirements

People with disabilities must be able to enjoy the same goods, services, and activities available to all event attendees. Participants with disabilities must be able to:

- Register for the event
- Arrive via personal vehicle, public transportation, or event shuttles
- Easily locate and use accessible parking
- Navigate from parking to the event space
- Obtain directions and information onsite
- Move freely throughout the event and fully participate
- Make purchases at vendor/concession areas
- Use public amenities such as restrooms, water fountains, shelters, and first aid stations



Accessibility Best Practices

Below are tiered recommendations to help meet minimum access requirements.

Restrooms

GOOD

- 5% of portable restrooms in each location must be ADA-compliant and evenly distributed.
- Ensure permanent accessible restrooms, if available, are operational and clearly marked.

BETTER

- Increase accessible restrooms to at least 10% of the total.

Maps, Signage & Interpretation

GOOD

- Include accessible features (restrooms, parking, seating) on event maps.

BETTER

- Directional signage for ADA features onsite.
- Include an accommodation request statement during registration/promotion:
 - *“We welcome individuals with disabilities. To request accommodations, contact (NAME) at (EMAIL) or (PHONE) (TTY 800-326-6868) prior to the event.”*
- Provide closed captioning on videos shared online.
- Add an accessibility page or FAQ on your event website.



Accessibility Best Practices Continued

BEST

- Speak directly to individuals — not aides or companions.
- Use a regular tone of voice unless asked otherwise.
- Ask if help is needed — don't assume.
- Service dogs should not be distracted without permission.
- Use terms like “person with a disability” rather than “disabled person.”
- Provide ASL or Spanish interpreters, large-print materials (16pt+), and other formats as needed.
- Refer to ADA's full planning guide for deeper guidance: adata.org/guide

GOOD

- Accessible stalls should be the closest available to the event's accessible path.
- Maintain clear access aisles for wheelchair ramps.
- Avoid blocking designated stalls for non-accessible purposes (e.g., food trucks, vendor loading).

Accessible Pathways

GOOD

- Ensure wide, level, and smooth paths free from hazards.
- Avoid obstructions like A-frames, cables, planters, or bike racks along walkways.

BETTER

- Use cane-detectable fencing (metal preferred) along pathways for safety—especially in high-traffic or downtown areas.



Accessibility Best Practices Continued

Shuttles & Transportation

- At least one accessible shuttle should be available at each stop and clearly advertised.
- If golf carts are used, ensure alternative transportation is provided for individuals with mobility devices.
- Consider establishing an accessible drop-off/pick-up zone near the main event area.

