



The Honorable Bruce Elfant
Travis County Tax Assessor-Collector and Voter Registrar

Dear Mr. Elfant,

Thank you for your thoughtful letter regarding your experience at the Rolling Stones concert at Circuit of The Americas. First and foremost, I hope you will accept our deepest apologies for the challenges you had getting into and out of the event. We simply did not meet your needs while you are using crutches to recover from an injury. We strive to provide every guest with a first-class experience, and yours fell below our standards.

Your offer to visit with us about accessibility is generous and welcomed. I am contacting your office to schedule a meeting with our executive team for the first availability on your calendar. In advance of that discussion, I thought it would be helpful to provide background about our full compliance with the Americans with Disabilities Act (ADA) and the ways we ensure events at COTA are accessible to people with long-term or permanent disabilities.

Our commitment begins before guests arrive for an event and includes specific tools on our website for planning a visit. Upon arrival, we have designated parking spaces and drop-off areas for people with disabilities, accessible shuttles and carts, and accessible routes from parking lots to seating areas and amenities. On-site, we have several Accessibility and Information Centers; designated seating areas for all ticket types; accessible concessions, dining areas, and restrooms; and shelter locations. We also have two full-time employees whose sole responsibility is to ensure ADA compliance for all major events.

Beyond complying with the letter of ADA regulations, we want to comply with their spirit as well, and for that reason we additionally work with two ADA vendors on all major events. One of them is Fahntoosh, a locally owned business and valued partner to COTA that specializes in making outdoor music events and festivals a positive experience for people with disabilities. We also work with Stadium People and their experience includes serving venues like Darrel K Royal-Texas Memorial Stadium and AT&T Stadium in Arlington, in addition to working with us here at COTA.

Despite these efforts, some of our systems did not accommodate your needs and we are reviewing procedures with our team to understand how that happened and learn from it for future events. There is always room to do better, and in that spirit, we are immediately making two new commitments for 2022. First, we are forming an Independent Accessibility Compliance Committee to review our systems and make recommendations for improvement — I want to discuss this with you more in-depth when we meet in person. Second, we are partnering with a mobility products company that will provide wheelchairs and Electronic Convenience Vehicles available to rent at our major events to ensure guests are comfortable navigating our venue.

Please know that we are taking your feedback to heart and acting on it. Our highest priority is that all our guests have a safe and enjoyable experience. On behalf of our entire team, thank you, and we look forward to continuing this conversation with you in person soon.

Sincerely,
Courtney Young, CXO

cc: Judge Andy Brown
Mayor Steve Adler
State Representative Eddie Rodriguez
Commissioner Margaret Gomez
Councilmember Vanessa Fuentes