



WASHINGTON LAWYERS' COMMITTEE  
FOR CIVIL RIGHTS & URBAN AFFAIRS

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**RADIOSHACK AGREES TO IMPROVE ACCESS NATIONWIDE**

WASHINGTON, D.C., June 22, 2005 — Two RadioShack customers with disabilities and a prominent disability-rights-advocacy group announced today the historic settlement of their lawsuit under the Americans with Disabilities Act (the ADA) against RadioShack, one of the nation's leading electronics retailers. The settlement applies to the more than 5,000 stores owned and operated by RadioShack nationwide, and is the first settlement of its kind to address a crucial new issue in disability rights – access to interactive electronic displays, such as displays for camcorders, PDAs, music keyboards, wireless phones, internet centers, digital cameras and laptop and desktop computers. The landmark settlement will go far to ensure that individuals with disabilities can enjoy all of RadioShack's products and services nationwide.

The settlement represents an amicable resolution of a lawsuit filed on December 22, 2003 by the Disability Rights Council of Greater Washington, Inc. (DRC) and two RadioShack customers who use wheelchairs, Stephen J. Rosen and Selene F. Dalton-Kumins. The plaintiffs' complaint alleged that RadioShack stores contained barriers that denied access to customers who use wheelchairs.

As a result of the settlement, among other things, the following changes will be made to company-owned RadioShack stores and to their procedures nationwide over an agreed-upon time period:

- Interactive Displays – various interactive displays in RadioShack stores will be made accessible;
- Aisle Width – company policy will require 36" wide aisles and will require employees to take steps to ensure that aisles are kept clear of merchandise;
- Barrier Removal in Washington, D.C. Stores – all forty-nine D.C. metropolitan area stores will be surveyed and made ADA compliant;
- Point of Sale Accessibility – at least one register in every RadioShack store will have a credit/debit card reader that is accessible to customers who cannot reach the counter;
- Training – RadioShack will adopt a training program for managers and sales associates that will include assisting customers with disabilities and keeping aisles and floor space free of obstacles;

- Manager Performance Appraisals – a store’s compliance with ADA aisle-width requirements will be an element of a manager’s performance assessment;
- Customer Complaint Mechanism – RadioShack will establish a mechanism to receive, maintain, and address all customer accessibility complaints nationwide;
- Review of Store Plans and Policies – plans for future stores and renovations, as well as policies, practices, procedures for existing stores, will be reviewed for compliance with the ADA;
- ADA Consultant – RadioShack will retain an ADA Consultant proposed by the DRC who will review RadioShack’s store prototype plans, sales counters, and interactive displays;
- Oversight by the Disability Rights Council – RadioShack will provide the DRC with semi-annual reports regarding progress of the changes, copies of complaints regarding accessibility in D.C. area stores, and the right to inspect RadioShack stores regarding the changes discussed above.

Marc Fiedler, the Chair of the Board of the Disability Rights Council of Greater Washington noted, “The settlement announced today not only provides people with disabilities more meaningful access to RadioShack’s ubiquitous stores nationwide, but also serves as a useful model for other retailers in designing their stores and displaying their merchandise.”

“This amicable settlement with RadioShack ensures not only that the customer who uses a wheelchair can get into and around the stores, but also that this customer will have the same opportunity to try out the merchandise, and compare electronic products,” said Elaine Gardner, Director of the Disability Rights Project at the Washington Lawyers’ Committee for Civil Rights and Urban Affairs.

Stephen J. Rosen, one of the two individual plaintiffs, stated: “I am happy that disabled customers can now access their local RadioShack store to purchase merchandise just like any able-bodied customer may do.”

Selene Faer Dalton-Kumins, one of the two individual plaintiffs, said: “It is essential that businesses recognize the importance of granting equal access to all customers, regardless of disability. I hope the changes now being made to RadioShack stores nationwide will demonstrate how disability access can be accomplished effectively.”

Lori J. Searcy, an attorney with Hogan & Hartson L.L.P., noted: “Hogan & Hartson has a long tradition of working with the disability rights community and other disadvantaged groups to ensure that all individuals are treated with dignity and respect. We are pleased that RadioShack has agreed to make these nationwide changes, which we believe should serve as a model to all retailers.”

Plaintiffs were represented by the law firm of Hogan & Hartson L.L.P. and the Washington Lawyers’ Committee for Civil Rights & Urban Affairs.

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