



U.S. Department of Justice
Civil Rights Division

Disability Rights Section - NYA
950 Pennsylvania Ave, NW
Washington, DC 20530

May 10, 2011

By Federal Express

Mr. Anthony D. Royse
Director of Finance - City Clerk
City Hall, 120 North 6th Street
Independence, Kansas 67301

**Re: Project Civic Access
ADA Compliance Review of Independence, KS
DJ# 204-29-144**

Dear Mr. Carter:

Enclosed is a copy of the City of Independence's Agreement with the Department of Justice, with original signatures. Please note that the effective date of the Agreement is April 28, 2011, the date of the last signature.

The following is the time line for reports due as specified in the Settlement Agreement:

2 months:	June 28, 2011
3 months:	July 28, 2011
9 months:	January 28, 2012
12 months:	April 28, 2012
24 months:	April 28, 2013
30 months:	October 28, 2013
36 months:	April 28, 2014
72 months:	April 28, 2017

We will continue to monitor your compliance with this Agreement until all of its provisions have been fulfilled. Thank you for your cooperation in this matter. If you have any questions, please feel free to contact me by phone at (202) 514-8037 or by email at yolanda.hilliard@usdoj.gov.

Sincerely,

Yolanda Hilliard
Investigator
Disability Rights Section

Naomi Milton
Supervisory Attorney
Disability Rights Section

Enclosures

SETTLEMENT AGREEMENT BETWEEN
THE UNITED STATES OF AMERICA
AND
THE CITY OF INDEPENDENCE, KANSAS
UNDER THE AMERICANS WITH DISABILITIES ACT
DJ 204-29-144

BACKGROUND

SCOPE OF THE INVESTIGATION

The United States Department of Justice (Department) initiated this matter as a compliance review of the City of Independence, Kansas, (City) under title II of the Americans with Disabilities Act of 1990 (ADA), 42 U.S.C. §§ 12131-12134, and the Department's implementing regulation, 28 C.F.R. Part 35. Because the City receives financial assistance from the Department of Justice, the review was also conducted under the authority of section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794, and the Department's implementing regulation, 28 C.F.R. Part 42, Subpart G.

The review was conducted by the Disability Rights Section of the Department's Civil Rights Division and focused on the City's compliance with the following title II requirements:

- to conduct a self-evaluation of its services, policies, and practices by July 26, 1992, and make modifications necessary to comply with the Department's title II regulation, 28 C.F.R. § 35.105;
- to notify applicants, participants, beneficiaries, and other interested persons of their rights and the City's obligations under title II and the Department's regulation, 28 C.F.R. § 35.106;
- to designate a responsible employee to coordinate its efforts to comply with and carry out the City's ADA responsibilities, 28 C.F.R. § 35.107(a);
- to establish a grievance procedure for resolving complaints of violations of title II, 28 C.F.R. § 35.107(b);
- to operate each program, service, or activity so that, when viewed in its entirety, it is readily accessible to and usable by individuals with disabilities, 28 C.F.R. §§ 35.149 - 35.150, by:
 - delivery of services, programs, or activities in alternate ways, including, for example, redesign of equipment, reassignment of services, assignment of aides, home visits, or

other methods of compliance or, if these methods are not effective in making the programs accessible,

- physical changes to buildings (required to have been made by January 26, 1995), in accordance with the Department's title II regulation, 28 C.F.R. §§ 35.150 and 35.151, and the ADA Standards for Accessible Design (Standards), 28 C.F.R. pt. 36, App. A, or the Uniform Federal Accessibility Standards (UFAS), 41 C.F.R. § 101-19.6, App. A.
- to ensure that facilities for which construction or alteration was begun after January 26, 1992, are readily accessible to and usable by people with disabilities, in accordance with 1) the Department's title II regulation and 2) the Standards or UFAS, 28 C.F.R. § 35.151;
- to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others, including furnishing auxiliary aids and services when necessary, 28 C.F.R. § 35.160;
- to provide direct access via TTY (text telephone) or computer-to-telephone emergency services, including 9-1-1 services, for persons who use TTY's and computer modems, 28 C.F.R. § 35.162;
- to provide information for interested persons with disabilities concerning the existence and location of the City's accessible services, activities, and facilities, 28 C.F.R. § 35.163(a); and
- to provide signage at all inaccessible entrances to each of its facilities, directing users to an accessible entrance or to information about accessible facilities, 28 C.F.R. § 35.163(b).

As part of its compliance review, the Department reviewed the following facilities, which – because construction or alterations commenced after January 26, 1992 – must comply with the ADA's new construction or alterations requirements: River Beach Family Aquatic Center, Ash Youth Center, Independence Public Library, and Independence Memorial Hall and Civic Center.

The Department's program access review covered those of the City's programs, services, and activities that operate in the following facilities: Ralph Mitchell Zoo, Riverside Park, Emmot Field, and City Hall, including the Police Department and Fire Department.

The Department reviewed the City's policies and procedures regarding emergency management, disaster prevention, and sidewalk maintenance to evaluate whether persons with disabilities have an equal opportunity to utilize these programs.

Finally, the Department reviewed the City's Police Department's policies and procedures regarding providing effective communication to persons who are deaf or hard-of-hearing.

JURISDICTION

1. The ADA applies to the City because it is a “public entity” as defined by title II. 42 U.S.C. § 12131(1).
2. The Department is authorized under 28 C.F.R. Part 35, Subpart F, to determine the compliance of the City with title II of the ADA and the Department's title II implementing regulation, to issue findings, and, where appropriate, to negotiate and secure voluntary compliance agreements. Furthermore, the Attorney General is authorized, under 42 U.S.C. § 12133, to bring a civil action enforcing title II of the ADA should the Department fail to secure voluntary compliance pursuant to Subpart F.
3. The Department is authorized under 28 C.F.R. Part 42, Subpart G, to determine the City’s compliance with section 504 of the Rehabilitation Act of 1973, to issue findings, and, where appropriate, to negotiate and secure voluntary compliance agreements. Furthermore, the Attorney General is authorized, under 29 U.S.C. § 794 and 28 C.F.R. §§ 42.530 and 42.108-110, to suspend or terminate financial assistance to the City provided by the Department of Justice should the Department fail to secure voluntary compliance pursuant to Subpart G or to bring a civil suit to enforce the rights of the United States under applicable federal, state, or local law.
4. The parties to this Agreement are the United States of America and the City of Independence.
5. In order to avoid the burdens and expenses of an investigation and possible litigation, the parties enter into this Agreement.
6. In consideration of, and consistent with, the terms of this Agreement, the Attorney General agrees to refrain from filing a civil suit in this matter regarding all matters contained within this Agreement, except as provided in the section entitled “Implementation and Enforcement.”

ACTIONS TAKEN BY CITY

7. In 1993, the City appointed Anthony Royse, Finance Director and City Clerk, as ADA Coordinator. He currently serves in this position.

REMEDIAL ACTION

NOTIFICATION

8. Within two months of the effective date of this Agreement, the City will adopt the attached Notice (Attachment A); distribute it to all agency heads; publish the Notice in a local newspaper of general circulation serving the City; post the Notice on its Internet Home Page; and post copies in conspicuous locations in its public buildings. It will refresh the posted copies, and update the contact information contained on the Notice, as necessary, for the life of this Agreement. Copies will also be provided to any person upon request.

9. Within three months of the effective date of this Agreement, and on yearly anniversaries of this Agreement until it expires, the City will implement and report to the Department its written procedures for providing information for interested persons with disabilities concerning the existence and location of the City's accessible programs, services, and activities.

GRIEVANCE PROCEDURE

10. Within three months of the effective date of this Agreement, the City will adopt the attached ADA Grievance Procedure (Attachment B), distribute it to all agency heads, and post copies of it in conspicuous locations in each of its public buildings. It will refresh the posted copies, and update the contact information contained on it, as necessary, for the life of the Agreement. Copies will also be provided to any person upon request.

GENERAL EFFECTIVE COMMUNICATION PROVISIONS

11. Within nine months of the effective date of this Agreement, the City will identify sources of qualified sign language and oral interpreters, real-time transcription services, and vendors that can put documents in Braille, and will implement and report to the Department its written procedures, with time frames, for fulfilling requests from the public for sign language or oral interpreters, real-time transcription services, and documents in alternate formats (Braille, large print, cassette tapes, accessible electronic format (e.g., HTML), etc.).
12. The City will take steps to ensure that all appropriate employees are trained and practiced in using the Kansas Relay Service to make and receive calls.

9-1-1

13. Within nine months of the effective date of this Agreement, the City will ensure that each 9-1-1 call station is equipped with a TTY or computer equivalent.
14. Within nine months of the effective date of this Agreement, the City will develop procedures for answering 9-1-1 calls that include training all call takers to use a TTY to take 9-1-1 calls, to recognize a "silent" open line as a potential TTY call and respond by TTY, and to ensure that TTY calls are answered as quickly as other calls received.
15. The City will monitor its incoming 9-1-1 TTY calls to ensure they are answered as quickly and accurately as other calls received.
16. The City will incorporate correct TTY call-taking procedures into 9-1-1 call takers' performance evaluations and will amend its personnel policies to include written disciplinary procedures for call takers who fail to perform TTY call-taking consistent with the training and procedures. The City will implement and report to the Department its evaluation and procedures within three months of the effective date of this Agreement.

LAW ENFORCEMENT AND EFFECTIVE COMMUNICATION

17. Within nine months of the effective date of this Agreement, the City will adapt for its own use and implement Independence Police Department's Policy Statement on Effective Communication with People Who are Deaf or Hard of Hearing (Attachment C) and distribute to all police officers the Guide for Law Enforcement Officers When in Contact with People Who are Deaf or Hard of Hearing (Attachment D).
18. Within nine months of the effective date of this Agreement, the City will contract with one or more local qualified oral/sign language interpreter agencies to ensure that the interpreting services will be available on a priority basis, twenty-four hours per day, seven days a week, to its police department or make other appropriate arrangements (such as contracting directly with or hiring qualified interpreters).
19. Within nine months of the effective date of this Agreement, the City will ensure that each police department is equipped with a working TTY to enable persons who are deaf, hard of hearing, or who have speech impairments to make outgoing telephone calls. Where inmate telephone calls are time-limited, the City will adopt policies permitting inmates who use TTY's a longer period of time to make those calls, due to the slower nature of TTY communications compared with voice communications.

EMPLOYMENT

20. Within twenty-four months of the effective date of this Agreement, the City will amend its employment policies, as necessary, to comply with the regulations of the U.S. Equal Employment Opportunity Commission implementing title I of the Americans with Disabilities Act of 1990, codified at 29 C.F.R. Part 1630. At minimum, those policies will provide that the City:
 - will not discriminate on the basis of disability in its hiring or employment practices;
 - will not ask a job applicant about the existence, nature, or severity of a disability. Applicants may be asked about their ability to perform specific job functions. Medical examinations or inquiries may be made, but only after a conditional offer of employment is made and only if required of all applicants for the position;
 - will make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business. If an applicant or an employee requests a reasonable accommodation and the individual's disability and need for the accommodation are not readily apparent or otherwise known, the City may ask the individual for information necessary to determine if the individual has a disability-related need for the accommodation;
 - will maintain any employee's medical records separate from personnel files and keep them confidential; and

- will make an individualized assessment of whether a qualified individual with a disability meets selection criteria for employment decisions. To the extent the City's selection criteria have the effect of disqualifying an individual because of disability, those criteria will be job-related and consistent with business necessity.

POLLING PLACES

21. The City's polling places are owned or operated by other public entities subject to title II or by public accommodations subject to title III and, as such, would be subject to the obligation to provide program access or to remove barriers to accessibility under the ADA. This Agreement does not limit future enforcement action against the owners or operators of these polling places by any person or entity, including the Department.
22. Before designating any site as a new polling place, the City will survey the site using the survey instrument at Attachment F to determine whether the site contains barriers to access by people with disabilities in the parking, exterior route to the entrance, entrance, interior route to the voting area, or voting area. The City will not designate any such site as a polling place until all such barriers have been removed.
23. Within twenty-four months of the effective date of this Agreement, using the survey instrument at Attachment F, the City will survey all polling places to identify barriers to access by people with disabilities in the parking, exterior route to the entrance, entrance, interior route to the voting area, and voting area. For each such polling place, the City will then either (1) ensure that all barriers to access by people with disabilities have been removed or (2) identify an alternate polling place with no barriers to access by people with disabilities. That identification of accessible polling places will utilize the survey instrument that appears as Attachment F to this Agreement. The City will then take immediate steps to change each new inaccessible polling place to a new accessible location. Under this provision of the Agreement, the City will ensure that barriers at each polling place are either removed or a substitute accessible polling place is in operation before the next election occurring more than 30 months after the effective date of this Agreement.
24. Until all polling places in each precinct or voting district have accessible parking, exterior routes, entrances, interior routes to the voting area, and voting area, prior to each election, the City will identify and widely publicize to the public and to persons with disabilities and organizations serving them the most accessible polling place(s) for each precinct or voting district.
25. Within twenty-four months of the effective date of this Agreement, the City will provide opportunities for same-day balloting for voters with disabilities whose assigned polling place does not have accessible parking, exterior route to entrance, entrance, interior route to the voting area, and voting area. The method for providing these opportunities may include allowing the individual to vote at another nearby location that is accessible, allowing individuals with disabilities to vote by an absentee ballot that is accepted if postmarked on the day of the election (or picked up by election officials at the home of the voter on the same day as the election), providing curbside voting at the inaccessible polling place, or any other method that ensures that voters with disabilities have the same degree of information available

to them when casting their ballots as others. If curbside assistance is provided and a polling place official is not stationed outside to provide assistance to people with disabilities in curbside voting, it must include a reliable, effective mechanism by which individuals with disabilities can summon election officials to provide curbside assistance without leaving their vehicles and ensure prompt response and assistance with curbside voting from polling officials.

26. Within twenty-four months of the effective date of this Agreement, the City will survey its voter registration locations for accessibility to persons with disabilities by using the form provided at Attachment F and will report the results of this survey to the Department. If barriers to access are identified, the City will implement and report to the Department its plan to provide program access, which may include allowing persons to register to vote through alternative means or at alternative locations.
27. Within twenty-four months of the effective date of this Agreement, the City will make all voter registration materials available in alternate formats, including Braille, large print, audio tape, and accessible electronic format (e.g., HTML).
28. Within the month prior to the next election that utilizes the City's polling places, and at yearly anniversaries of the effective date of this Agreement until it expires, the City will train poll workers on the rights of people with disabilities and the practical aspects of assuring those rights. The training will cover, at minimum, the need to maintain the physical accessibility of polling locations; how to assist people with disabilities, as necessary; and how to operate any non-standard voting equipment or accessible features of standard equipment (particularly new, accessible equipment).

EMERGENCY MANAGEMENT PROCEDURES AND POLICIES

29. The Department will work collaboratively with the City to ensure that the City's Emergency Operations Plan (EOP) will be in compliance with ADA requirements. The touchstone for compliance with ADA requirements relating to emergency management is Chapter 7 of the Department's *ADA Best Practices Tool Kit for State and Local Government (ADA Tool Kit)*, which addresses in detail key ADA obligations that apply to all aspects of emergency management, including planning, preparedness, evacuation, shelters, medical and social services, lodging and housing programs, recovery, and rebuilding.
30. The City is committed to compliance with the ADA requirements as described in Chapter 7 of the *ADA Tool Kit*. Within 60 days of the effective date of this Agreement, the City will revise its EOP so that it conforms with Chapter 7 of the *ADA Tool Kit*, and the City will provide a copy of its revised EOP (including supporting documents) to the Department. The Department will review the revised EOP to ensure compliance with title II of the ADA and its implementing regulation.
31. If the City contracts with another entity, such as the American Red Cross or another local government, to provide its emergency preparedness plans and emergency response services, the City will ensure that the other entity complies with the following provisions on its behalf.

32. Within nine months of the effective date of this Agreement, the City will implement and report to the Department its written procedures that ensure that it regularly solicits and incorporates input from persons with a variety of disabilities and those who serve them regarding all phases of its emergency operations plan (preparation, notification, response, and clean up).
33. Within nine months of the effective date of this Agreement, the City will implement and report to the Department its written procedures that ensure that its community evacuation plans enable those who have mobility impairments, vision impairments, hearing impairments, cognitive disabilities, mental illness, or other disabilities to safely self-evacuate or be evacuated by others. Some communities are instituting voluntary, confidential registries of persons with disabilities who may need individualized evacuation assistance or notification. If the City adopts or maintains such a registry, its report to the Department will discuss its procedures for ensuring voluntariness, appropriate confidentiality controls, and how the registry will be kept updated, as well as its outreach plan to inform persons with disabilities of its availability. Whether or not a registry is used, the City plan should address accessible transportation needs for persons with disabilities.
34. Within nine months of the effective date of this Agreement, the City will implement and report to the Department its written procedures that ensure that if its emergency warning systems use sirens or other audible alerts, it will also provide ways to inform persons with hearing impairments of an impending disaster. The use of auto-dialed TTY messages to pre-registered individuals who are deaf or hard of hearing, text messaging, e-mails, open-captioning on local TV stations and other innovative uses of technology may be incorporated into such procedures, as well as lower-tech options such as dispatching qualified sign language interpreters to assist with emergency TV broadcasts.
35. Within nine months of the effective date of this Agreement, the City will implement and report to the Department its written procedures that ensure that emergency shelters have a back-up generator and a way to keep medications refrigerated (such as a refrigerator or a cooler with ice). Access to back-up power and refrigeration at such shelters will be made available to persons whose disabilities require access to electricity and refrigeration, for example, for using life-sustaining medical devices, providing power to motorized wheelchairs, and preserving certain medications, such as insulin, that require refrigeration. The written procedures will include a plan for notifying persons of the location of such shelters.
36. Within nine months of the effective date of this Agreement, the City will implement and report to the Department its written procedures that ensure that persons who use service animals are not separated from their service animals when sheltering during an emergency, even if pets are normally prohibited in shelters. The procedures will not segregate persons who use service animals from others but may take into account the potential presence of persons who, for safety or health reasons, should not be in contact with certain types of animals.
37. Within nine months of the effective date of this Agreement, the City will develop, implement, and report to the Department its plans for providing equivalent opportunities for accessible

post-emergency temporary housing to persons with disabilities. Within one year of the effective date of this Agreement, the City will ensure that information it makes available regarding temporary housing includes information on accessible housing (such as accessible hotel rooms within the community or in nearby communities) that could be used if people with disabilities cannot immediately return home after a disaster if, for instance, necessary accessible features such as ramps or electrical systems have been compromised.

PHYSICAL CHANGES TO EMERGENCY SHELTERS

38. Some of the of the City's emergency shelters may be owned or operated by other public entities subject to title II or by public accommodations subject to title III and, as such, are subject to the obligation to provide program access or remove barriers to accessibility under the ADA. This Agreement does not limit such future enforcement action against the owners or operators of these facilities by any person or entity, including the Department.
39. Within twenty-four months of the effective date of this Agreement and until all emergency shelters have accessible parking, exterior routes, entrances, interior routes to the shelter area, and toilet rooms serving the shelter area, the City will identify and widely publicize to the public and to persons with disabilities and the organizations that serve them the most accessible emergency shelters.

SIDEWALKS

40. Within nine months of the effective date of this Agreement, the City will implement and report to the Department its written process for the following: (1) soliciting and receiving input from persons with disabilities regarding the accessibility of its sidewalks; (2) responding to the input it receives from persons with disabilities regarding sidewalk access; and (3) promptly revising its sidewalk program to incorporate input and requests from persons with disabilities, such as a request to prioritize installation of a curb ramp at a particular location. The City will provide multiple ways for individuals with disabilities to provide input, including but not limited to, a City website portal; a City telephone number, email address, and street address; and through public hearings and outreach to disability groups.
41. Within nine months of the effective date of this Agreement, the City will develop a list of actions it will take to comply with the sidewalk provisions of this Agreement (paragraphs 40 - 45). The list will identify all of the intersections where curb ramps and other sloped areas are needed to comply with the provisions of this Agreement, and will identify the order in which the City proposes to complete each curb ramp and other sloped area. This list will be made available to the public through several means, including but not limited to, posting the list on the City's website, making it available at city hall and other government buildings, distributing the list to local disability groups and organizations, and by making it available upon request through a City phone number, email address, and street address. The City will refresh the list no less than annually throughout the life of this Agreement.
42. Within nine months of the effective date of this Agreement, the City will identify and report to the Department all streets, roads, and highways that have been constructed or altered since January 26, 1992. Paving, repaving, or resurfacing a street, road, or highway is considered an

alteration for the purposes of this Agreement. Filling a pothole is not considered an alteration for the purposes of this Agreement. Within five years of the effective date of this Agreement, the City will provide curb ramps or other sloped areas complying with the Standards or UFAS at all intersections of the streets, roads, and highways identified under this paragraph having curbs or other barriers to entry from a street level pedestrian walkway.

43. Beginning no later than three months after the effective date of this Agreement, the City will provide curb ramps or other sloped areas complying with the Standards or UFAS at any intersection having curbs or other barriers to entry from a street level pedestrian walkway, whenever a new street, road, or highway is constructed or altered.
44. Within nine months of the effective date of this Agreement, the City will identify all street level pedestrian walkways that have been constructed or altered since January 26, 1992. Paving, repaving, or resurfacing a walkway is considered an alteration for the purposes of this Agreement. Within five years of the effective date of this Agreement, the City will provide curb ramps or other sloped areas complying with the Standards or UFAS at all places where a street level pedestrian walkway identified under this paragraph intersects with a street, road, or highway.
45. Beginning no later than three months after the effective date of this Agreement, the City will provide curb ramps or other sloped areas complying with the Standards or UFAS at all newly constructed or altered pedestrian walkways where they intersect a street, road, or highway.

WEB-BASED SERVICES AND PROGRAMS

46. Within nine months of the effective date of this Agreement, and on subsequent anniversaries of the effective date of this Agreement, the City will distribute to all persons – employees and contractors – who design, develop, maintain, or otherwise have responsibility for content and format of its website(s) or third party websites used by the City (Internet Personnel) the technical assistance document, “Accessibility of State and Local Government Websites to People with Disabilities,” which is Attachment H to this Agreement (it is also available at www.ada.gov/websites2.htm).
47. Within nine months of the effective date of this Agreement, and throughout the life of the Agreement, the City will do the following:
 - A. Establish, implement, and post online a policy that its web pages will be accessible and create a process for implementation;
 - B. Ensure that all new and modified web pages and content are accessible;
 - C. Develop and implement a plan for making existing web content more accessible;
 - D. Provide a way for online visitors to request accessible information or services by posting a telephone number or e-mail address on its home page; and

- E. Periodically (at least annually) enlist people with disabilities to test its pages for ease of use.

***NEW CONSTRUCTION, ALTERATIONS,
AND PHYSICAL CHANGES TO FACILITIES***

48. The City will ensure that all buildings and facilities constructed by or on behalf of the City are constructed in full compliance with the requirements of 28 C.F.R. § 35.151, including applicable architectural standards.
49. The City will ensure that alterations to City facilities are made in full compliance with the requirements of 28 C.F.R. § 35.151, including applicable architectural standards.
50. The elements or features of the City's facilities that do not comply with the Standards, including those listed in Attachments I, J, and K, prevent persons with disabilities from fully and equally enjoying the City's services, programs, or activities and constitute discrimination on the basis of disability within the meaning of 42 U.S.C. § 12132 and 28 C.F.R. §§ 35.149 and 35.150.
51. The City will comply with the cited provisions of the Standards when taking the actions required by this Agreement.
52. Within twenty-four months of the effective date of this Agreement, the City will install signage as necessary to comply with 28 C.F.R. § 35.163(b), after having surveyed all facilities that are the subject of this Agreement for the purpose of identifying those that have multiple entrances not all of which are accessible.
53. Newly Constructed Facilities: In order to ensure that the following spaces and elements in City facilities for which construction was commenced after January 26, 1992, are readily accessible to and usable by persons with disabilities, the City will take the actions listed in Attachments I and M.
54. Altered Facilities: In order to ensure that the following spaces and elements in City facilities for which alterations commenced after January 26, 1992, are readily accessible to and usable by persons with disabilities, the City will take the actions listed in Attachments J and M.
55. Program Access in Existing Facilities: In order to ensure that each of the City's programs, services, and activities operating at a facility that is the subject of this Agreement, when viewed in its entirety, is readily accessible to and usable by persons with mobility impairments, the City will take the actions listed in Attachments K and M.
56. Facilities and Programs Not Surveyed by the Department: The City will review compliance with the requirements of title II of the ADA for those City facilities and programs that were not reviewed by the Department. Within twelve months of the effective date of this Agreement, the City will submit for review by the Department a detailed report listing the access issues identified during its review together with the corrective actions and completion dates proposed to resolve such issues. The review conducted by the City, the access issues

identified, and the corrective actions and completion dates proposed will be consistent with the requirements of title II of the ADA; the review of City facilities and programs conducted by the Department for purposes of this Agreement; and the access issues, corrective actions, and completion dates reflected in Attachments I, J, K, and M.

PROGRAMS FOR VICTIMS OF DOMESTIC VIOLENCE AND ABUSE

57. If the City owns or operates any programs that provide shelter, counseling, or other assistance or supportive services to victims of domestic violence or abuse and their families (hereafter referred to as Domestic Violence Programs), within twenty-four months of the effective date of this Agreement, it will do the following:
- A. Whatever written information is provided regarding its Domestic Violence Programs will also be provided in alternate formats, including Braille, large print, audio recording, and electronic formats (e.g., HTML), upon request.
 - B. Enter into contracts or make other arrangements with qualified sign language and oral interpreters to ensure their availability when required for effective communication with persons who are deaf or hard of hearing. The type of aid that will be required for effective communication will depend on the individual's usual method of communication, and the nature, importance, and duration of the communication at issue. In many circumstances, oral communication supplemented by gestures and visual aids, an exchange of written notes, use of a computer or typewriter, or use of an assistive listening device may be effective. In other circumstances, qualified sign language or oral interpreters are needed to communicate effectively with persons who are deaf or hard of hearing. The more lengthy, complex, and important the communication, the more likely it is that a qualified interpreter will be required for effective communication with a person whose primary means of communication is sign language or speech reading.
 - C. If the City's Domestic Violence Programs operate a hotline to take telephone calls of an emergency nature, the City shall ensure that it provides equivalent service for persons who use TTY's, including providing direct-connection service for TTY users with hotline operators, without requiring TTY users to call through a third party operator, such as through the state or local Telecommunication Relay Services. The City will obtain the necessary equipment, establish the written procedures, and provide the training necessary to ensure effective communication by Hotline staff with direct-connection callers using TTY's, as well as the training necessary to respond to callers who use the Telecommunication Relay Services.
 - D. Survey facilities used as shelters or designated as potential shelters – or for counseling, job training, education, clothing or household provisioning, or other aspects of Domestic Violence Programs – to ensure that adequate arrangements are available for potential clients and family members with disabilities, including adults and children who have mobility impairments, who are blind or have low vision, and who are deaf or hard of hearing. Within one year of the effective date of this Agreement, modify each such facility to remove the barriers or, alternatively, procure

another, fully accessible facility to ensure that potential clients and family members with disabilities have integrated options when participating in a sheltering or other Domestic Violence program. Nothing in this Agreement requires any modifications that would compromise the confidentiality of a shelter or counseling center. Until there is a sufficient stock of accessible housing and other facilities within the sheltering program, the City will implement written procedures ensuring that it has identified temporary accessible housing (such as accessible hotel rooms within the community or in nearby communities) and other facilities that could be used if people with disabilities need sheltering or inservice access to a Domestic Violence Program. The cost to potential clients of being housed or otherwise served in alternate accessible facilities shall not exceed any costs normally attributed to clients of the City's Domestic Violence Programs.

- E. Implement written procedures and modify, as appropriate, eligibility criteria, to ensure that no person with a disability is turned away from a shelter or otherwise denied the opportunity to benefit from the services of the City's Domestic Violence Programs on the basis of disability.
 - F. Implement written procedures to ensure that persons with disabilities who use service animals are not denied or discouraged from participating in Domestic Violence Programs, are able to be housed and served in an integrated environment, and are not separated from their service animals while participating in the City's Domestic Violence Programs even if pets are normally not permitted in the facilities where such programs are conducted. The procedures will not unnecessarily segregate persons who use service animals from others but may take into account the potential presence of persons who, for safety or health reasons, should not be in contact with certain types of animals. If the City's Domestic Violence Programs require clients to make any payments for shelter or other services they provide, clients shall not be required to make additional payments because they or their family members use service animals.
 - G. Implement written procedures to ensure that reasonable modifications are made to the City's Domestic Violence Programs when necessary for a client or family member with a disability to participate in such Programs, unless doing so would fundamentally alter the nature of the program.
 - H. Implement written policies to ensure that despite any "drug-free" policy of the City's Domestic Violence Programs, persons with disabilities who use medication prescribed for their use are able to continue using such medication while participating in such Programs or being housed in a shelter.
58. If the City contracts with another entity to provide or operate Domestic Violence Programs, it will ensure that the other entity complies with the preceding provisions on its behalf. If that entity will not comply with the following provisions, the City will nonetheless take all necessary steps to ensure that its program is accessible to persons with disabilities.
59. Some of the of the City's shelters may be owned or operated by other public entities subject to title II or by public accommodations subject to title III and, as such, are subject to the

obligation to provide program access or remove barriers to accessibility under the ADA. This Agreement does not limit such future enforcement action against the owners or operators of these facilities by any person or entity, including the Department.

60. This Agreement shall not be construed to require the City to divulge confidential information relating to the location or existence of any Domestic Violence Programs, beyond what is otherwise required by applicable law or what is necessary for the Department to effectively enforce this Agreement.

MISCELLANEOUS PROVISIONS

61. Except as otherwise specified in this Agreement, at yearly anniversaries of the effective date of this Agreement until it expires, the City will submit written reports to the Department summarizing the actions the City has taken pursuant to this Agreement. Reports will include detailed photographs showing measurements, architectural plans, work orders, notices published in the newspaper, copies of adopted policies, and proof of efforts to secure funding/assistance for structural renovations or equipment.
62. Throughout the life of this Agreement, consistent with 28 C.F.R. § 35.133(a), the City will maintain the accessibility of its programs, activities, services, facilities, and equipment, and will take whatever actions are necessary (such as routine testing of accessibility equipment and routine accessibility audits of its programs and facilities) to do so. This provision does not prohibit isolated or temporary interruptions in service or access due to maintenance or repairs. 28 C.F.R. § 35.133(b).
63. Within nine months of the effective date of this Agreement, the City will develop or procure a two-hour training program on the requirements of the ADA and appropriate ways of serving persons with disabilities. The City will use the ADA technical assistance materials developed by the Department and will consult with interested persons, including individuals with disabilities, in developing or procuring the ADA training program.
64. Within one year of the effective date of this Agreement, the City will deliver its training program to all City employees who have direct contact with members of the public. At the end of that period, the City will submit a copy of its training curriculum and materials to the Department, along with a list of employees trained and the name, title, and address of the trainer.

IMPLEMENTATION AND ENFORCEMENT

65. If at any time the City desires to modify any portion of this Agreement because of changed conditions making performance impossible or impractical or for any other reason, it will promptly notify the Department in writing, setting forth the facts and circumstances thought to justify modification and the substance of the proposed modification. Until there is written Agreement by the Department to the proposed modification, the proposed modification will not take effect. These actions must receive the prior written approval of the Department, which approval will not be unreasonably withheld or delayed.

66. The Department may review compliance with this Agreement at any time. If the Department believes that the City has failed to comply in a timely manner with any requirement of this Agreement without obtaining sufficient advance written agreement with the Department for a modification of the relevant terms, the Department will so notify the City in writing and it will attempt to resolve the issue or issues in good faith. If the Department is unable to reach a satisfactory resolution of the issue or issues raised within 30 days of the date it provides notice to the City, it may institute a civil action in federal district court to enforce the terms of this Agreement, or it may initiate appropriate steps to enforce title II and section 504 of the Rehabilitation Act.
67. For purposes of the immediately preceding paragraph, it is a violation of this Agreement for the City to fail to comply in a timely manner with any of its requirements without obtaining sufficient advance written agreement with the Department for an extension of the relevant time frame imposed by the Agreement.
68. Failure by the Department to enforce this entire Agreement or any provision thereof with regard to any deadline or any other provision herein will not be construed as a waiver of the Department's right to enforce other deadlines and provisions of this Agreement.
69. This Agreement is a public document. A copy of this document or any information contained in it will be made available to any person by the City or the Department on request.
70. This Agreement constitutes the entire agreement between the parties on the matters raised herein, and no other statement, promise, or agreement, either written or oral, made by either party or agents of either party, that is not contained in this written Agreement (including its Attachments, which are hereby incorporated by reference), will be enforceable. This Agreement does not purport to remedy any other potential violations of the ADA or any other federal law. This Agreement does not affect the City's continuing responsibility to comply with all aspects of the ADA and section 504 of the Rehabilitation Act.
71. This Agreement will remain in effect for three years, or until the parties agree that all actions required by the Agreement have been completed, whichever is later, with the exception of paragraphs 40 through 44, 60, and 64 through 72, which will remain in effect for six years, or until the parties agree that all actions required by the Agreement have been completed, whichever is later.

72. The person signing for the City represents that he or she is authorized to bind the City to this Agreement.

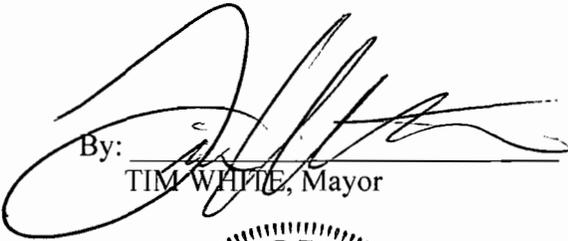
73. The effective date of this Agreement is the date of the last signature below.

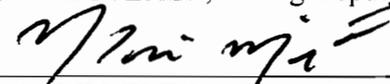
For the City :

For the United States:

THOMAS E. PEREZ
Assistant Attorney General for Civil Rights

JEANINE M. WORDEN, Acting Chief
DOV LUTZKER, Acting Deputy Chief

By: 
TIM WHITE, Mayor

By: 
NAOMI MILTON, Supervisory Attorney



By: 
YOLANDA HILLIARD, Investigator
BRIAN RYU,, Architect
Disability Rights Section - NYA
Civil Rights Division
U.S. Department of Justice
950 Pennsylvania Avenue, N.W.
Washington, DC 20530
(202) 307-0663
(202) 514-7821 (fax)

Date: MARCH 31, 2011

Date: April 28, 2011



NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 (“ADA”), Independence, Kansas, will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The City of Independence does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Effective Communication: The City of Independence will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in City programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: The City of Independence will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all City programs, services, and activities. For example, individuals with service animals are welcomed in City offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a City program, service, or activity, should contact the office of **[name and contact info for ADA Coordinator]** as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the City to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a City program, service, or activity is not accessible to persons with disabilities should be directed to **[name and contact information of ADA Coordinator]**.

The City will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

City of Independence, Kansas

Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City. The City's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

[Name and address of ADA Coordinator]

Within 15 calendar days after receipt of the complaint, ***[name of ADA Coordinator]*** or ***[his/her]*** designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, ***[name of ADA Coordinator]*** or ***[his/her]*** designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City and offer options for substantive resolution of the complaint.

If the response by ***[name of ADA Coordinator]*** or ***[his/her]*** designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the ***[City Manager/ other appropriate high-level official]*** or ***[his/her]*** designee.

Within 15 calendar days after receipt of the appeal, the ***[City Manager/ other appropriate high-level official]*** or ***[his/her]*** designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ***[City Manager/ other appropriate high-level official]*** or ***[his/her]*** designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by ***[name of ADA Coordinator]*** or ***[his/her]*** designee, appeals to the ***[City Manager/other appropriate high-level official]*** or ***[his/her]*** designee, and responses from these two offices will be retained by the City for at least three years.

CITY OF INDEPENDENCE, KANSAS, POLICE DEPARTMENT'S
POLICY STATEMENT REGARDING
EFFECTIVE COMMUNICATION WITH
PEOPLE WHO ARE DEAF OR HARD OF HEARING

OVERVIEW

It is the policy of this law enforcement agency (Agency) to ensure that a consistently high level of service is provided to all community members, including those who are deaf or hard of hearing. This Agency has specific legal obligations under the Americans with Disabilities Act and the Rehabilitation Act. To carry out these policies and legal obligations, the Agency instructs its officers and employees as follows:

- People who identify themselves as deaf or hard of hearing are entitled to a level of service equivalent to that provided others.
- The Agency will make every effort to ensure that its officers and employees communicate effectively with people who have identified themselves as deaf or hard of hearing.
- Effective communication with a person who is deaf or hard of hearing involved in an incident -- whether as a victim, witness, suspect, arrestee, or other persons connected to the situation -- is essential in ascertaining what actually occurred, the urgency of the matter, and the specifics of the situation.
- Various types of communication aids – known as “auxiliary aids and services” – are used to communicate with people who are deaf or hard of hearing. These include use of gestures or visual aids to supplement oral communication; an exchange of written notes; use of a computer or typewriter; use of assistive listening devices (to amplify sound for persons who are hard of hearing); or use of qualified oral or sign language interpreters.
- The type of aid that will be required for effective communication will depend on the individual’s usual method of communication, and the nature, importance, and duration of the communication at issue.
- In many circumstances, oral communication supplemented by gestures and visual aids, an exchange of written notes, use of a computer or typewriter, or use of an assistive listening device may be effective. In other circumstances, qualified sign language or oral interpreters are needed to communicate effectively with persons who are deaf or hard of hearing. The more lengthy, complex, and important the communication, the more likely it is that a qualified interpreter will be required for

effective communication with a person whose primary means of communication is sign language or speech reading. For example:

- If there has been an incident and the officer is conducting witness interviews, a qualified sign language interpreter may be required to communicate effectively with someone whose primary means of communication is sign language.
 - If a person is asking an officer for directions to a location, gestures and an exchange of written notes will likely be sufficient to communicate effectively and a sign language interpreter is often not required.
- To serve each individual effectively, primary consideration should be given to the communication aid or service that works best for that person. Officers must ask persons who are deaf or hard of hearing what type of auxiliary aid or service they need. Officers must defer to those expressed choices, unless there is another equally effective way of communicating, given the circumstances, length, complexity, and importance of the communication, as well as the communication skills of the person who is deaf or hard of hearing.
- The Agency is not required to provide a particular auxiliary aid or service if doing so would fundamentally alter the nature of the law enforcement activity in question, or if it would cause an undue administrative or financial burden. Only the Agency head or his or her designee may make this determination.
- The input of people who are deaf or hard of hearing who are involved in incidents is just as important to the law enforcement process as the input of others. Officers must not draw conclusions about incidents unless they fully understand -- and are understood by -- all those involved, including persons who are deaf or hard of hearing.
- Auxiliary aids or services are to be provided free of charge.

ON-CALL INTERPRETER SERVICES

- The Agency will maintain a list of sign language and oral interpreting services that are available (on-call 24 hours per day) to provide qualified interpreters as needed. Each of these services will be chosen after having been screened for the quality and skill of its interpreters, its reliability, and other factors. The Agency will update this list annually.
- A qualified sign language or oral interpreter is one who is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. Accordingly, an interpreter must be able to sign to the deaf individual (or interpret orally to the person who does not use sign language) what is being said by the hearing person and to voice to the hearing person what is being signed or said by the deaf individual. The interpreter must be able to interpret in the language the deaf person uses (e.g., American Sign Language

or Signed English) and must be familiar with law enforcement terms and phrases. Because a qualified interpreter must be able to interpret impartially, a family member, child, or friend of the individual who is deaf may not be qualified to render the necessary interpretation because of factors such as professional, emotional, or personal involvement, or considerations of confidentiality. Additionally, although a “qualified” interpreter may be certified, a certified interpreter is not necessarily “qualified,” if he or she is not a good communications match for the deaf person (e.g., where the deaf person uses Signed English and the interpreter uses American Sign Language) or the situation (e.g., where the interpreter is unfamiliar with law enforcement vocabulary). Certification is not required in order for an interpreter to be “qualified.”

TTY AND RELAY SERVICES

- In situations when a nondisabled person would have access to a telephone, officers must provide persons who are deaf or hard of hearing the opportunity to place calls using a text telephone (TTY, also known as a telecommunications device for deaf people, or TDD). Officers must also accept telephone calls placed by persons who are deaf or hard of hearing through the Telecommunications Relay Service.

TECHNIQUES FOR OFFICERS TO COMMUNICATE EFFECTIVELY

- Officers must review and have a working knowledge of *Guide for Law Enforcement Officers When In Contact With People Who Are Deaf or Hard of Hearing*. This document reviews how officers should communicate effectively in the types of situations officers will encounter. These situations include:
 - Issuing a noncriminal or motor vehicle citation.
 - Communicating with a person who initiates contact with an officer.
 - Interviewing a victim or critical witness to an incident.
 - Questioning a person who is a suspect in a crime.
 - Making an arrest or taking a person into custody.
 - Issuing *Miranda Warnings* to a person under arrest or in custody.
 - Interrogating a person under arrest or in custody.

TYPES OF AUXILIARY AIDS AND SERVICES

- Officers must utilize the following auxiliary aids as appropriate, when available, to communicate effectively:
 - Use of gestures
 - Use of visual aids
 - Exchange of written notes
 - Use of computers
 - Use of assistive listening devices
 - Use of teletypewriters (TTY’s)
 - Use of qualified oral or sign language interpreters

GUIDE FOR LAW ENFORCEMENT OFFICERS

*When In Contact With People
Who Are Deaf or Hard of Hearing*



As a law enforcement officer, you can expect to come into contact with people who are deaf or hard of hearing.

Title II of the Americans with Disabilities Act (ADA) of 1990 prohibits State and local governments from discriminating against an individual with a disability. Municipal and State police and county sheriff departments are bound by this Federal law. Your office has adopted a more detailed policy regarding law enforcement officers' communication with people who are deaf or hard of hearing. You should become familiar with this policy.

What does title II require of you when interacting with persons who are deaf or hard of hearing? Among other things, your communication with such an individual must be as effective as your communication with hearing people.

How do you communicate? Provide aids or services as necessary to ensure that the deaf or hard of hearing individual understands what you are saying and that you understand him or her. These can include:

- use of qualified sign language or oral interpreters,
- for people who are hard of hearing, speaking loudly and clearly, and use of assistive listening devices (to amplify sound),

- use of gestures or visual aids to supplement oral communication,
- an exchange of written notes, or
- use of a computer.

What method of communication should you use? The law requires you to give primary consideration to the individual's preference. Ask how the person wishes to communicate.

For example, some people who are deaf do not use sign language and may need to use a different aid or rely on lipreading. In one-on-one communication with an individual who lip reads, an officer should face the individual directly, and should ensure that the communication takes place in a well-lighted area.

Honor the individual's choice unless it would significantly interfere with your law enforcement responsibilities or you are confident that other means of communicating, that may be easier to provide, are just as effective. Remember that deaf or hard of hearing persons must be able to understand you as well as those who do not have hearing impairments.

DO NOT ask a family member or friend to interpret for a deaf individual unless it is urgent to communicate immediately and that is the only option. If the deaf person requests that arrangement and the other person agrees, however, you can proceed.

How do you know when you are communicating clearly to an individual who is deaf or hard of hearing? Ask the person to summarize what you are saying.

If the person uses sign language, what kinds of communication require an interpreter? Consider the length, importance, and complexity of the communication, as well as the context.

– In a simple encounter, such as checking a driver’s license or giving directions, a notepad and pencil or perhaps gestures will normally be sufficient.

– During interrogations and arrests, a sign language interpreter will often be necessary.

– If the legality of a conversation will be questioned in court, such as situations where *Miranda* warnings are issued, a sign language interpreter may be necessary. You should be careful about misunderstandings in the absence of a qualified interpreter. A nod of the head may be an attempt to appear cooperative in the midst of misunderstanding, rather than consent or a confession of wrongdoing.

– In general, if an individual who does not have a hearing disability would be subject to police action without interrogation, then an interpreter will not be required, unless one is necessary to explain the action being taken.

Example: An officer clocks a car on the highway driving 15 miles above the speed limit. The driver, who is deaf, is pulled over and issued a noncriminal citation. The individual is able to understand the reasons for the citation, because the officer exchanges notes and points to information on the citation. A sign language interpreter is not needed.

Example: An officer responds to an aggravated battery call and upon arriving at the scene observes a bleeding victim and an individual holding a weapon. Eyewitnesses observed the individual strike the victim. The individual with the weapon is deaf. Because the officer has probable cause to make a felony arrest without an interrogation, an interpreter is not necessary to carry out the arrest.

Example: An officer responds to the scene of a domestic disturbance. The husband says the wife has been beating their children and he has been trying to restrain her. The wife, who

is deaf, requests an interpreter. The officer begins by exchanging notes but the woman’s responses indicate a lack of comprehension. An interpreter should be called. If the woman’s behavior is threatening, the officer can make an arrest and call for an interpreter to be available at the booking station.

Do you have to take a sign language interpreter to a call about a violent crime in progress or a similar urgent situation involving a person who is deaf? No. An officer’s immediate priority is to stabilize the situation. If the person being arrested is deaf, the officer can make an arrest and call for an interpreter to be available later at the booking station.

Contact numbers for your local sign language interpreters:

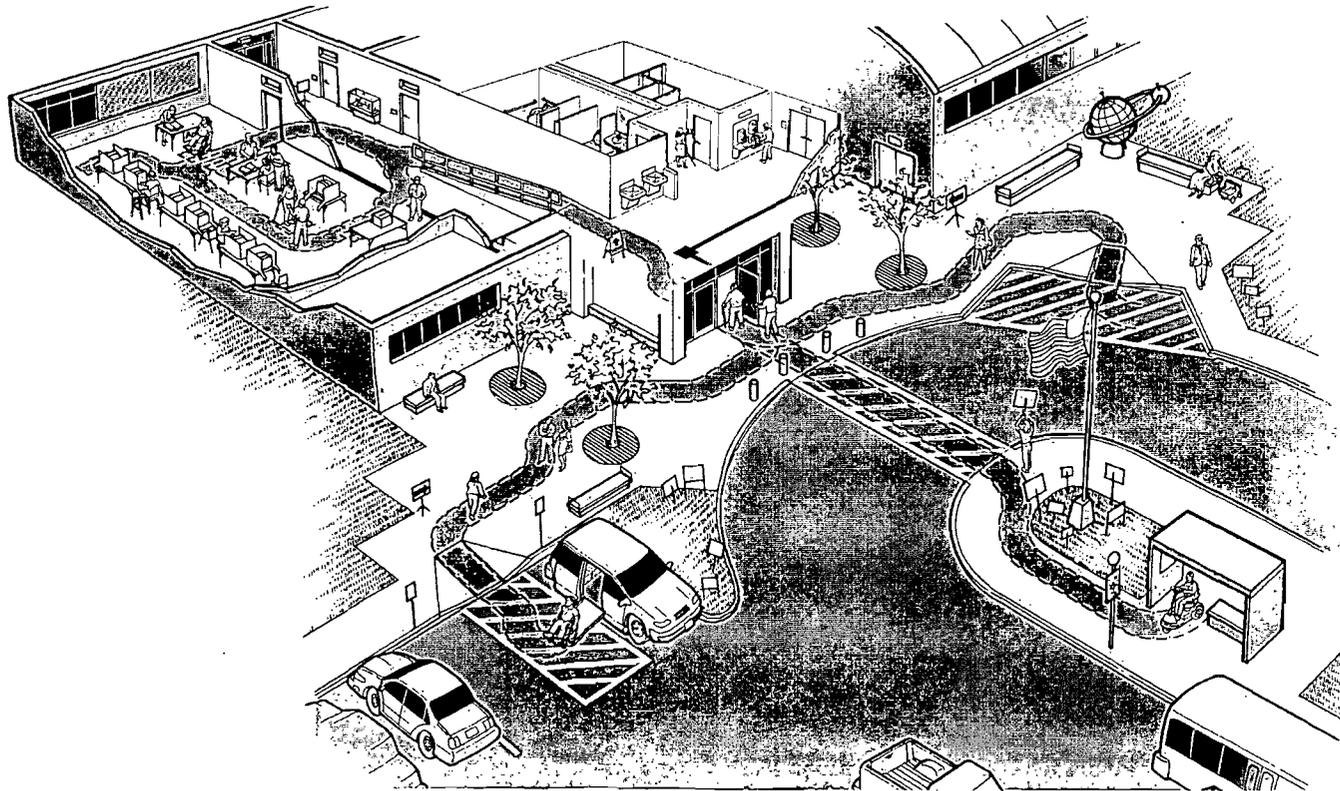
Attachment E

Reserved.



Americans with Disabilities Act

ADA Checklist for Polling Places



February 2004

Reproduction

Reproduction of this document is encouraged.

Additional copies of this publication may be obtained, viewed or downloaded from the Publications section of the ADA Website (www.ada.gov) or by calling the ADA Information Line at 800-514-0301 (voice), 800-514-0383 (TTY).

Disclaimer

The ADA authorizes the Department of Justice to provide technical assistance to individuals and entities that have rights or responsibilities under the Act. This document provides informal guidance to assist you in understanding the ADA and the Department's regulation. However, this technical assistance does not constitute a legal interpretation of the statute.



Table of Contents

Evaluating the Physical Accessibility of Polling Places _____ **1**

Getting Started **2**

Using the Polling Place Checklist 2

Taking Measurements 3

Completing the Checklist 4

After Completing the Survey 4

Getting to the Polling Place _____ **5**

A. Parking **5**

Typical Issues 5

Parking Checklist 6

Temporary Solutions for Election Day 8

B. Passenger Drop-Off Areas **9**

Typical Issues 9

Passenger Drop-Off Areas Checklist 10

Temporary Solutions for Election Day 11

C. Sidewalks and Walkways **12**

Part 1. Typical Issues for Voters Who Use Wheelchairs, Scooters, or Other Mobility Aids **12**

Sidewalks and Walkways Checklist 13

Temporary Solutions for Election Day 15

Part 2. Typical Issues for Voters Who Are Blind or Have Low Vision **16**

Sidewalks and Walkways Checklist 17

Temporary Solutions for Election Day 18

Entering the Polling Place _____ **19**

D. Building Entrance **19**

Typical Issues 19

Building Entrance Checklist 20

Temporary Solutions for Election Day 22

E. Hallways and Corridors **23**

Part 1. Typical Issues for Voters Who Use Wheelchairs, Scooters, or Other Mobility Devices **23**

Halls and Corridors Checklist - Voters with Mobility Disabilities 24

Temporary Solutions for Election Day 28

Part 2. Typical Issues for Voters who are Blind or Who Have Low Vision **29**

Halls and Corridors Checklist - Voters who are Blind or Who Have Low Vision 30

Temporary Solutions for Election Day 31

Using the Polling Place _____ **32**

F. Voting Area **32**

Typical Issues 32

Voting Area Checklist 33

Appendix _____ **A-1**



Evaluating the Physical Accessibility of Polling Places

When choosing a new site for a polling place, elections officials should select a facility that is accessible to voters who use wheelchairs or scooters or who have difficulty walking. Planning for an upcoming election also gives elections officials the opportunity to improve existing polling places that are not accessible by using temporary elements, such as portable ramps, on election day or by working with building owners to make permanent alterations that improve the accessibility of the polling place.

The following checklist is designed to help voting officials determine whether a polling place has basic accessible features needed by most voters with disabilities. It may be used when evaluating the accessibility of potential new polling places and when identifying physical barriers in existing polling places before temporary or permanent modifications are made to improve accessibility for elections.

Individuals completing the checklist do not necessarily need to be experienced in evaluating buildings and facilities for accessibility. The checklist is designed to prompt the user to check key features by asking questions about sizes, sloped surfaces, and availability of accessible features, and in some areas it suggests alternatives if a physical barrier is identified. By following the directions provided for filling out the checklist, voting staff and volunteers can identify accessible polling places and develop information used for implementing temporary and permanent modifications.



A voter enters an accessible polling place.

Getting Started

An evaluation of polling place accessibility should focus on those areas of a facility that are important to voting. These often include parking for voters, a drop off or loading area, the entrance to the polling place, and the pedestrian routes (both exterior and interior) that voters use to get to the voter check-in and voting area.

Before a polling place is evaluated, it is useful for staff or volunteers to review the instructions for using the checklist and become familiar with the questions. It is also helpful to practice taking measurements and recording information before beginning the evaluation.

When staff arrive at a polling place, it is best to first determine the location of parking, including accessible parking (if any is provided), the entrance that will be used on election day, and the location of the voting area. If the survey is being done to determine the accessibility of a new location for a polling place, then the walk-through should look for areas that provide the best accessibility, where simple modifications may provide accessibility, or where it may be easiest to improve accessibility by adding temporary features.

Using the Polling Place Checklist

Tools and Documentation

A few simple tools may be used to measure the sizes and the slope of specific elements and spaces:

- A metal tape measure at least 15-feet long
- A level with a bubble measure or a digital measure at least twenty-four inches long for measuring slope, and
- A clipboard, copy of the checklist (one copy per polling place), and pens or pencils.

It is also a good idea to have a film or digital camera to document important areas that may need to be reviewed later. Any camera may be used to shoot photographs but one with a flash is most useful, particularly when indoor photos are needed.

Use the Checklist to Record Data

The checklist is designed to prompt the users on what to look at and where to measure. All answers and notes should be recorded on the checklist for use later in the planning process. When completed, the checklist should provide an indication of the level of accessibility at the polling place. If photographs are taken during the survey, it is helpful to note on the checklist that a photo was taken for later review of particular elements, spaces, or conditions.

Completing Measurements and Recording Information

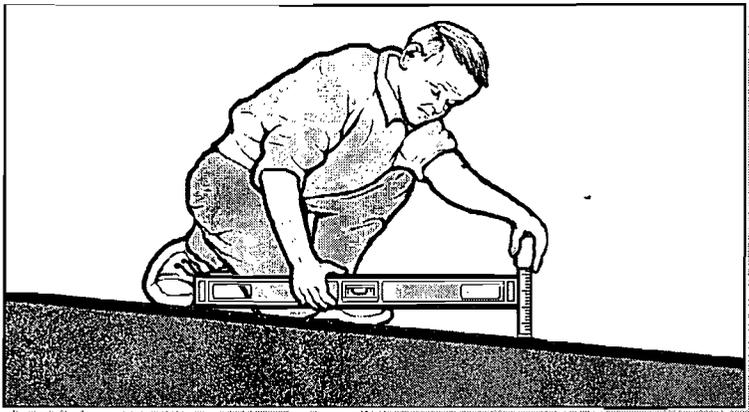
One person can complete a survey of a polling place but it is often quicker and easier for two people to work together. One can be responsible for taking the measurements and the other for recording the information and taking any photographs.

Taking Measurements

Sloped Surfaces

One way to measure slope is to use a 24-inch level with leveling bubble and a tape measure. Place the level on the incline in the direction you wish to measure. Rest one end of the level at the highest point of the sloped surface and lift the other end (as shown in the illustration) until the bubble is in the middle of the tube. This is the "level" position. While the level is in this position, measure the distance between the end of the level and the sloped surface below. If the distance is 2 inches or less, then the slope is 1:12 or less. When the distance is greater than 2 inches, record the distance on the checklist so the exact slope may be calculated later if needed.

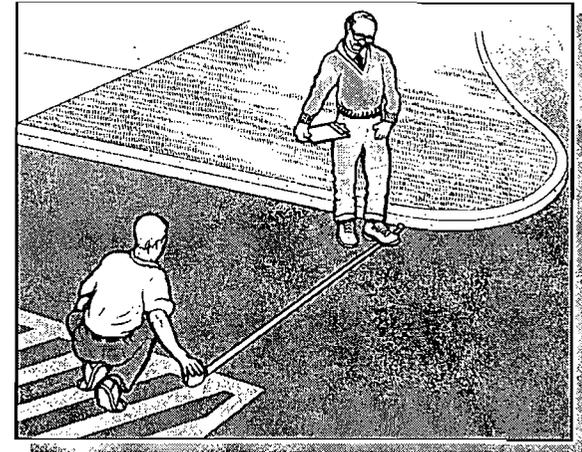
Slopes may also be measured using a digital level. The digital display replaces the bubble and typically gives a reading that may be shown as a digital bubble, degrees, or a percent. Before using a digital level make sure to familiarize yourself with the directions. Many digital levels need to be calibrated each time they are used. If you can set the digital display to percent or degrees, the maximum slope generally allowed is 8.33% or 4.76 degrees (for a 1:12 slope).



Measuring slope using a 24-inch level and tape measure

Using the Tape Measure

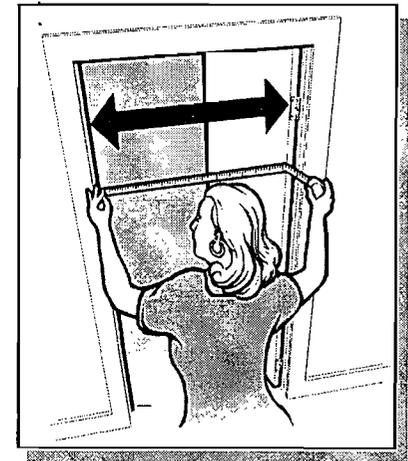
When measuring the width of a parking space or access aisle, the width of an accessible route or the height of an object above the floor, for example, try to keep the tape from sagging or bending. If the tape is not straight, try to support the tape in the middle or pull it tight and take the measurement again.



Using a tape measure to measure the width of a parking space

Measuring Door Openings

Measuring the clear opening of an accessible door requires special care. To measure the opening of a standard hinged door, open the door to 90 degrees. Place the end of the tape measure on the side of the door frame next to the clear opening (as shown in the drawing). Stretch the tape across the door opening to the face of the door. This measurement equals the clear open width of the door, which is typically less than the width of the door.



Measuring the clear opening from the face of the doorstop on the frame to the face of the open door

Completing the Checklist

For each checklist item, check either “yes” or “no.” If the measurement or number falls short of that required for accessibility, write the measurement or number to the right of the question in the area under “Comments.” Add notes or comments as needed. For some questions when “no” is the answer, the checklist will include a prompt to check for an alternate solution. Information on alternate access can be used later as voting officials decide how to provide accessible voting.

When completing the survey, it is important to try to answer every question in each section, unless, of course, the element is not present at the particular site under review. For example, if there is no parking provided on-site at the polling place, or only on-street parking is provided, there is no need to try to measure the size of the parking spaces or to count the number of parking spaces.

The checklist is based on requirements from the ADA Standards for Accessible Design (Standards). Each item includes a reference to the technical requirements in the Standards from 28 C.F.R. Part 36, Appendix A. This reference is provided to assist users in looking up the requirement or related requirements when necessary. An electronic copy of the Standards is available on the ADA Website at www.ada.gov. Printed copies are also available from the ADA Information Line at 800-514-0301 (voice) or 800-514-0383 (TTY).

After Completing the Survey

Completed polling place surveys will provide the information needed to determine which sites are accessible and which may become accessible with permanent or temporary modifications. Checklists where most answers are “yes” will usually indicate an accessible polling place. Others, where some answers are “no,” may become accessible if permanent or temporary modifications are done to remove barriers. Polling places in older buildings may have few accessible features but some of these voting facilities may be able to be made accessible with temporary modifications, such as portable ramps at the entrance and accessible parking spaces marked off by traffic cones. There may also be some sites that cannot be made accessible so plans will be needed to offer accessible voting in some other way.

For more information about temporary modifications, see **Temporary Solutions for Election Day** at the end of each section of this document.

Alterations

When State and local governments make permanent modifications or alterations to facilities that serve as polling places these alterations must comply with the ADA Standards. For more information visit the **ADA Website** to view or download the ADA Standards, technical assistance materials, and general ADA information.

www.ada.gov

For specific questions about the ADA, call the Department of Justice **ADA Information Line**.

800-514-0301 (voice)
800-514-0383 (TTY)

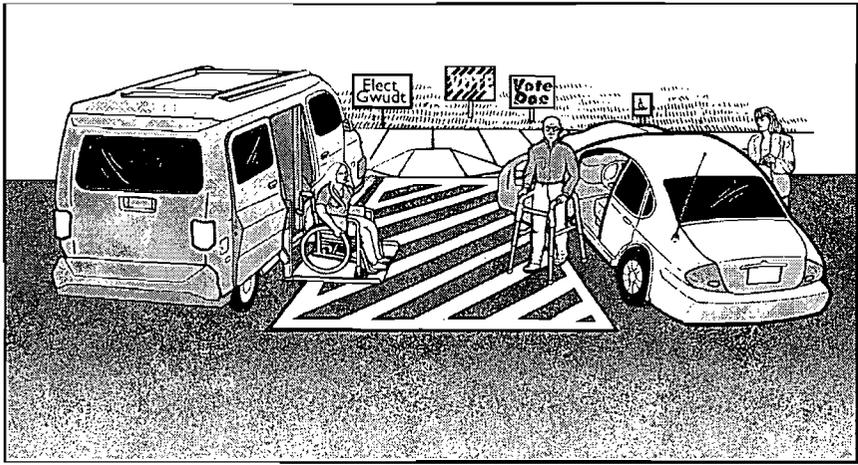
Getting to the Polling Place

A. Parking

Typical Issues

When parking is provided for voters, staff and volunteers, accessible parking must be provided for people with disabilities. Voters with disabilities who arrive by car need a parking space close to an accessible entrance. The accessible parking space has an adjacent access aisle that provides needed room for a person to open the car door fully and then stand with the aid of a walker, to transfer to a wheelchair, or to lower a wheelchair lift. The access aisle connects directly to an accessible route that leads to an accessible building entrance. In order to be usable, the access aisle must be relatively level, clear of gravel or mud, and the surface must be in good condition without wide cracks or broken pavement.

An accessible route connects the access aisle of each accessible parking space with the accessible entrance to the polling place. When an accessible route crosses a curb, a curb ramp must be provided. If the accessible route connects the access aisle to the accessible entrance using the parking lot surface, a marked crosswalk should be provided on the vehicular route.



Van-accessible parking spaces serve both cars and vans. A wide access aisle is needed so a wheelchair lift may be lowered from the van onto the level surface.



Parking Spaces Checklist

A1. If parking is available, count the total number of parking spaces provided for the polling place. Are the minimum number of accessible parking spaces provided, based on the total number of available parking spaces (see table below)? Yes _____ No _____

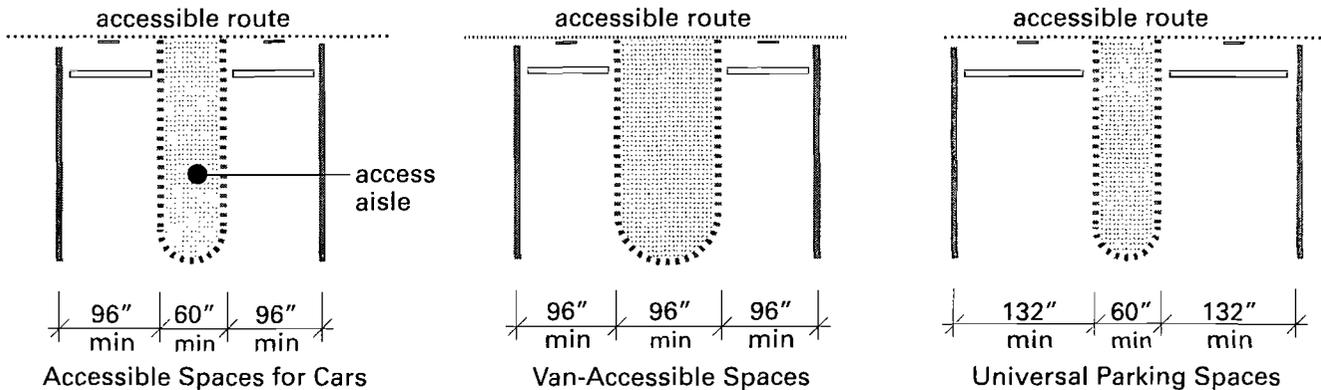
Total Spaces for Polling Place	Required Minimum Number of Accessible Spaces
1-25	1 van-accessible space w/ min. 96 inch wide access aisle
26-50	1 space w/ min. 60 inch wide access aisle + 1 van-accessible space
51-75	2 spaces w/ min. 60 inch wide access aisle + 1 van-accessible space

If more than 75, see the ADA Standards for Accessible Design, section 4.1.2, for the number of accessible parking spaces.

A2. Does each accessible parking space have its own, or share an adjacent access aisle that is least 60 inches (5 feet) wide? [ADA Stds 4.6.3] Yes _____ No _____

A3. Is there at least one van-accessible parking space provided with an access aisle that is at least 96 inches (8 feet) wide or are universal parking spaces provided with a 132 inches (11feet) wide vehicle space and a 60 inch (5 feet) wide access aisle? [ADA Stds 4.1.2(5), A4.6] Yes _____ No _____

A4. For van-accessible spaces, is there vertical clearance of at least 98 inches (8 feet - 2 inches) for the vehicle route to the parking space, the parking space, the access aisle and along the vehicle route to the exit? [ADA Stds 4.6.5] Yes _____ No _____
 If No: Can the route be cleared by removing or raising low objects or can each van-accessible parking space be relocated?



Plan Views of Accessible Parking Spaces Showing Minimum Width of Vehicle Space and Access Aisle.

Comments

Comments

A5. Are all accessible parking spaces, including the access aisle, relatively level (1:50 or 2%) in all directions? [ADA Stds 4.6.3]

Yes _____ No _____

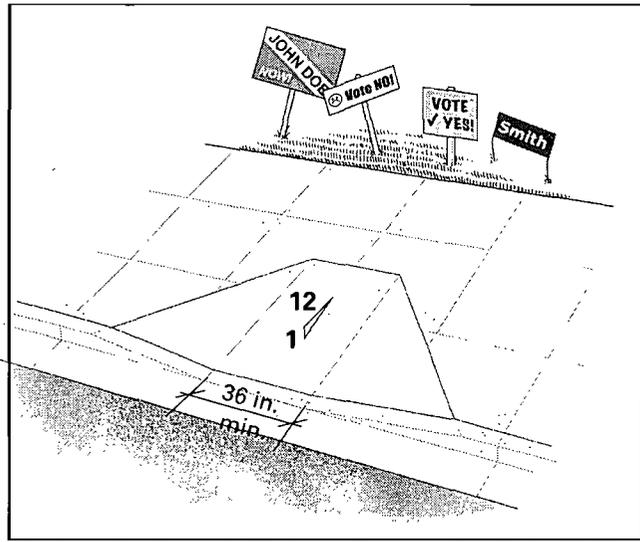
If No: Look for a nearby area that is relatively level which could serve as an accessible parking space with an accessible route to the accessible entrance to voting.

A6. Does each accessible parking space have a sign with the symbol of accessibility that is visible when a vehicle is parked in the space? [ADA Stds 4.6.4]

Yes _____ No _____

A7. If there is a curb between the access aisle and the accessible route to the building, is there a curb ramp that meets the following requirements: [ADA Stds 4.7]

Yes _____ No _____



a. Is the ramp surface at least 36" wide, excluding flared sides? [ADA Stds 4.7.3]

Yes _____ No _____

b. Is the slope (up or down the ramp) no more than 1:12? [ADA Stds 4.7.2]

Yes _____ No _____

Note: 1:12 is one inch of vertical height for each 12 inches in length.

Curb ramp showing minimum 36 inch width for ramp section and 1:12 slope on ramp section.

A8. Are the accessible parking spaces serving the voting area on the shortest accessible route to the accessible entrance? [ADA Stds 4.6.2]

Yes _____ No _____

A9. Does each access aisle connect to an accessible route from the parking area to the accessible building entrance? [ADA Stds 4.6.2]

Yes _____ No _____

Temporary Solutions for Election Day

Parking

Problem One:

Parking is available, but no accessible parking is provided or there are not enough accessible parking or van-accessible spaces.

Suggestion: Find a relatively level parking area near the accessible entrance and then designate the area for accessible parking spaces and adjacent access aisles. Use three parking spaces to make two accessible parking spaces with an access aisle. Traffic cones or other temporary elements may be used to mark the spaces and access aisles. Provide a sign designating each accessible parking space and make sure the access aisle of each space is connected to the accessible route to the accessible entrance.

Problem Two:

Accessible parking is provided, but it does not have a marked access aisle next to each accessible space.

Suggestion: Restripe the accessible parking spaces to provide an access aisle. As a temporary solution for election day, use traffic cones to mark off the access aisle and curb ramp area. The first accessible parking space provided should be a van-accessible parking space with an access aisle that is at least 96 inches wide.

Problem Three:

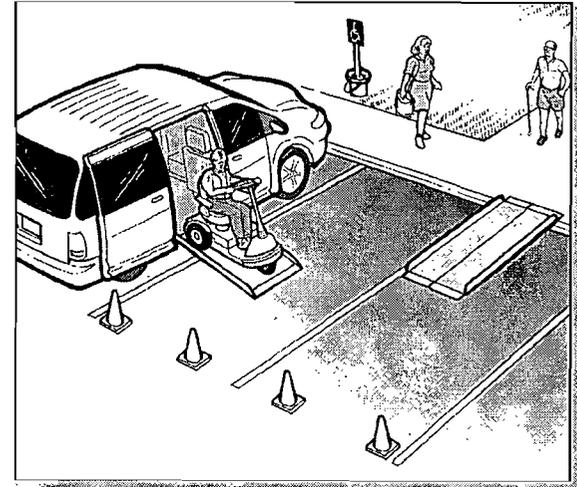
Accessible parking spaces or access aisles are on a sloped surface.

Suggestion: Find a parking area that is close to the accessible entrance and more level. Provide accessible parking spaces and access aisles in that area. Make sure the accessible parking spaces connect to an accessible route to the entrance. Provide a sign designating each accessible parking space.

Problem Four:

No sign with the international symbol of accessibility is installed at each accessible parking space.

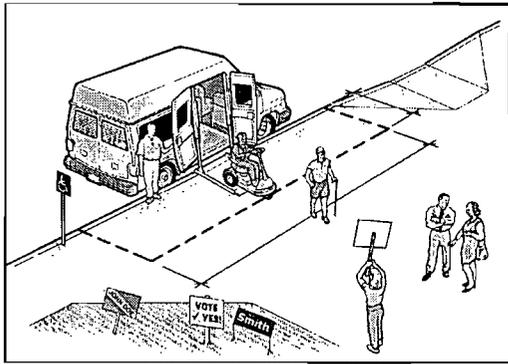
Suggestion: Provide a temporary sign in front of each accessible parking space.



Three standard parking spaces are converted into an accessible parking space with an access aisle. Cones mark the access aisle and a temporary curb ramp with edge protection connects to an accessible route to the polling place.

Passenger Drop-Off Areas Checklist

If a passenger loading area is provided, you should answer the following questions.



B1. Is a relatively level (1:50 or 2% maximum slope in all directions) access aisle provided adjacent and parallel to the side of the vehicle pull-up area? [ADA Stds 4.6.6]

If No, look for another relatively level location that is on an accessible route.

Yes _____ No _____

B2. Is the vehicle space relatively level (2% maximum slope in all directions)?

Yes _____ No _____

B3. Is the area for the access aisle at least 5-feet wide and 20-feet long? [ADA Stds 4.6.6]

Note: Unlike an accessible parking space, the surface for the access aisle does not have to be marked or striped.

Yes _____ No _____

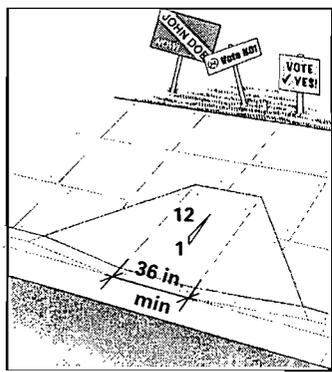
B4. Is the vertical height for the vehicle route to the loading zone, the drop off area, and the exit at least 114 inches (9 feet 6 inches) in height? [ADA Stds 4.6.5]

Yes _____ No _____

B5. Is a curb ramp provided between the vehicle pull up area and the access aisle (see figure above) or the access aisle and the accessible route (see figure on page 9) to the accessible entrance? [ADA Stds 4.6.6]

If No, is there another area with a curb ramp connected to an accessible route that could serve as the drop-off area?

Yes _____ No _____



B6. If a curb ramp is provided, is the slope of the ramp surface (not counting the side flares) no more than 1:12? [ADA Stds 4.7.2]

Yes _____ No _____

B7. Is the width of the curb ramp surface at least 36 inches? [ADA Stds 4.7.3]

Yes _____ No _____

B8. Does an accessible route connect the curb ramp to the accessible entrance? [ADA Stds 4.1.2(1)]

Yes _____ No _____

Comments

Temporary Solutions for Election Day

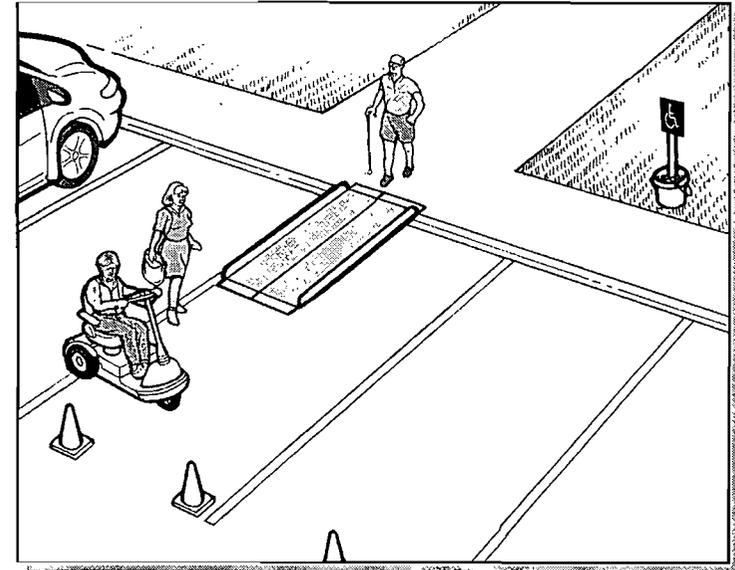
Passenger Drop-Off Areas

Problem:

A passenger drop-off and loading zone is provided but there is no curb ramp between the vehicle area and the sidewalk leading to the accessible polling place entrance.

Suggestion: Provide a portable ramp with edge protection in an area where the vehicle area and the sidewalk are relatively level. The curb ramp must connect to an accessible route to the accessible polling place entrance.

If the drop-off and loading zone is not relatively level, consider relocating the accessible drop-off area and using one parking space next to the area where accessible parking is located to provide an accessible drop-off and loading zone. Cones or another temporary barrier may be needed to keep the parking space clear.



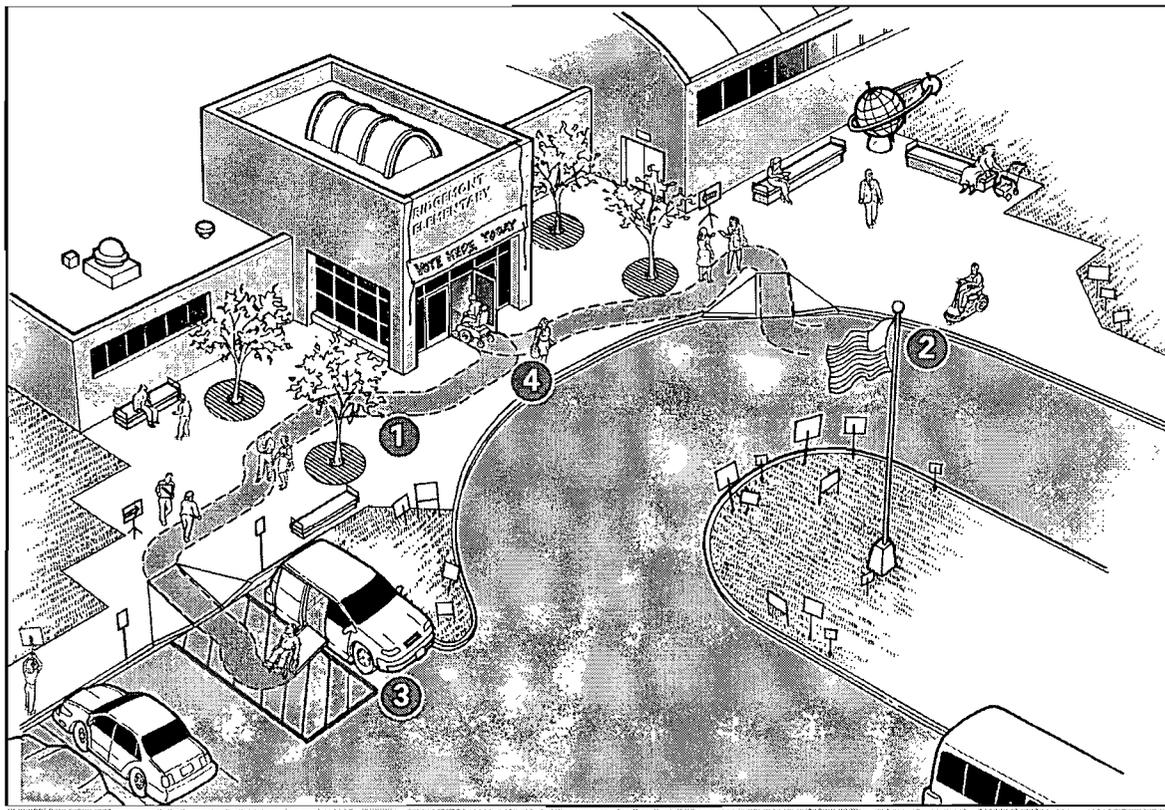
A portable ramp with edge protection is used to provide an accessible route from the drop-off and loading area to the accessible polling place entrance.

C. Sidewalks and Walkways

Part 1. Typical Issues for Voters Who Use Wheelchairs, Scooters or Other Mobility Aids

There must be at least one exterior accessible route that connects accessible passenger drop-off areas, accessible parking spaces, and other accessible elements, for example a route from a bus stop to an accessible building entrance. The accessible route is essential for people who have difficulty walking or who use wheelchairs or other mobility aids to get to the accessible entrance of the polling place.

An accessible route is at least 36 inches wide and may narrow briefly to 32 inches wide where utility poles, post-mounted signs, furniture, and doorways are located along an accessible route. Abrupt level changes, steps, or steeply sloped sidewalks cannot be part of an accessible route. Where ramps are used, they cannot be steeper than 1:12. Ramps with a vertical rise of more than 6 inches must have handrails on both sides. Ramps must also have edge protection to stop wheelchairs from falling off the sides, and level landings at the top and bottom of each segment and where a ramp changes direction.

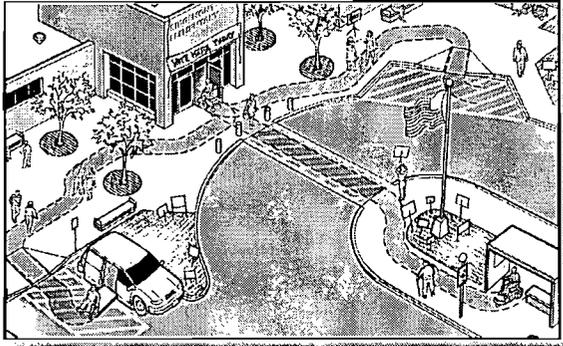


Notes:

- ① Accessible route.
- ② Accessible drop-off area.
- ③ Accessible parking with van-accessible parking space.
- ④ Accessible entrance to polling place.

An accessible entrance to a polling place with accessible parking and an accessible drop-off area.

Sidewalks and Walkways Checklist - Voters with Mobility Disabilities



C1-1. Is an accessible route provided from accessible parking spaces to the accessible entrance of the building?

Yes _____ No _____

[ADA Stds 4.1.2(1), 4.3]

Note: If the accessible route crosses a vehicular route, a marked crosswalk should be used.

C1-2. Is an accessible route provided from public sidewalks and public transportation stops on the polling site (if provided) to the accessible entrance of the building? [ADA Stds 4.1.2(1)]

Yes _____ No _____

C1-3. Is the accessible route at least 36 inches wide?

Yes _____ No _____

If No, the accessible route may narrow to 32 inches wide for up to 2 feet in length.

C1-4. Is the accessible route free of steps and abrupt level changes over 1/2 inch?

Yes _____ No _____

Note: Level changes between 1/4 inch and 1/2 inch should be beveled.

C1-5. Where an accessible route crosses a curb is a curb ramp provided? If yes,

Yes _____ No _____

5a. Is the ramp surface at least 36 inches wide, excluding flared sides?

Yes _____ No _____

[ADA Stds 4.7.3]

5b. Is the slope (up or down the ramp) no more than 1:12? [ADA Stds 4.7.2]

Yes _____ No _____

Note: 1:12 is one inch of vertical height for 12 inches of horizontal distance.

C1-6. If the slope of part of the accessible route is greater than 1:20, does this part meet the following requirements for an accessible ramp?

Yes _____ No _____

6a. Is the ramp slope no greater than 1:12? [ADA Stds 4.8.2]

Yes _____ No _____

Note: For existing ramps, the slope may be 1:10 for a 6 inch rise and 1:8 for a 3 inch rise in special circumstances (see ADA Stds 4.1.6(3)).

6b. Is the ramp width, measured between handrails, at least 36 inches?

Yes _____ No _____

[ADA Stds 4.8.3]

Comments

6c. Does the ramp have a level landing at the top and bottom of each ramp section that is at least 60 inches long? [ADA Stds 4.8.4]

Note: The level landing may be part of the sidewalk or walking surface.

Yes _____ No _____

6d. If a ramp is more than 30 feet long, is a level landing at least 60 inches long provided every 30 feet of horizontal length? [ADA Stds 4.8.4]

Note: When the running slope is less than 1:16 and more than 1:20, each ramp segment may be up to 40 feet long followed by a level landing.

Yes _____ No _____

6e. Is a level landing, at least 60 inches by 60 inches, provided where a ramp changes direction? [ADA Stds 4.8.4]

Yes _____ No _____

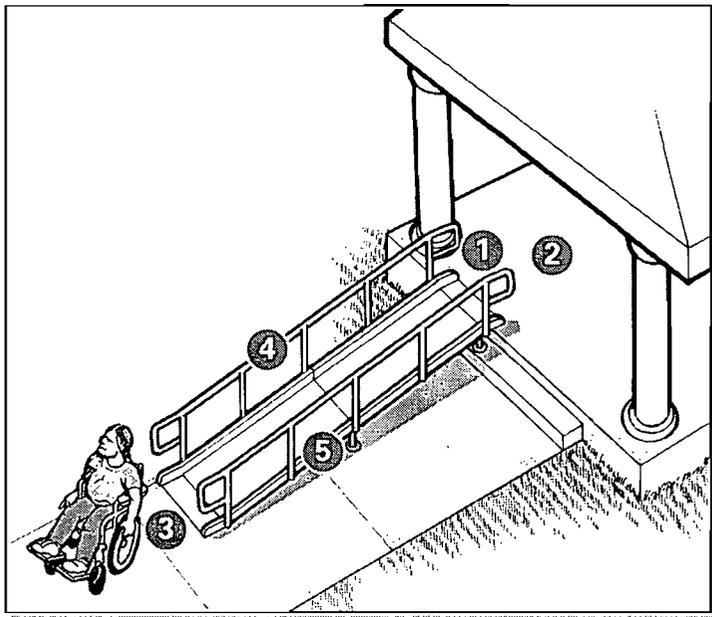
6f. Are the handrails mounted between 34 and 38 inches above the ramp surface? [ADA Stds 4.8.5]

Yes _____ No _____

6g. If the ramp or landing has a vertical drop-off on either side of the ramp, is edge protection provided? [ADA Stds 4.8.7]

Yes _____ No _____

Comments



Accessible Ramp Features

Notes:

- ① At least 36 inches between handrails
- ② Top landing part of walk
- ③ Bottom landing part of walk
- ④ Handrail height 34 to 38 inches
- ⑤ Edge protection

Temporary Solutions for Election Day

Sidewalks and Walkways - Voters with Mobility Disabilities

Problem One:

The sidewalk connecting parking to the polling place entrance is too steep to be accessible.

Suggestion: Check to see if there is another sidewalk that provides an accessible route to the accessible entrance. Sometimes there is a less direct route that can serve as the accessible route.

Problem Two:

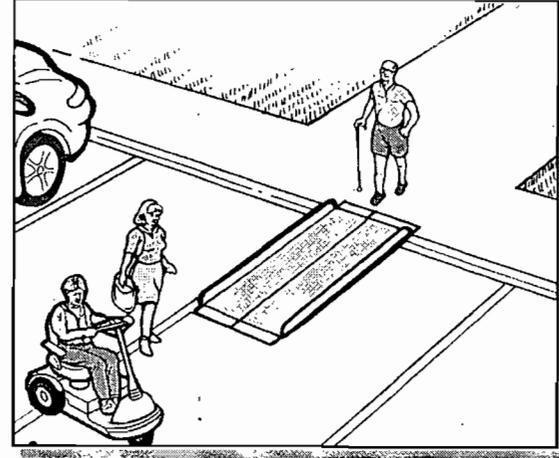
The accessible route crosses a curb and no curb ramp is provided.

Suggestion: Install a portable ramp with edge protection.

Problem Three:

One or two steps are part of the walkway leading to the accessible entrance.

Suggestion: Install a portable ramp no steeper than 1:12 slope with edge protection and handrails.



A portable ramp with edge protection is installed over a curb to provide an accessible route.

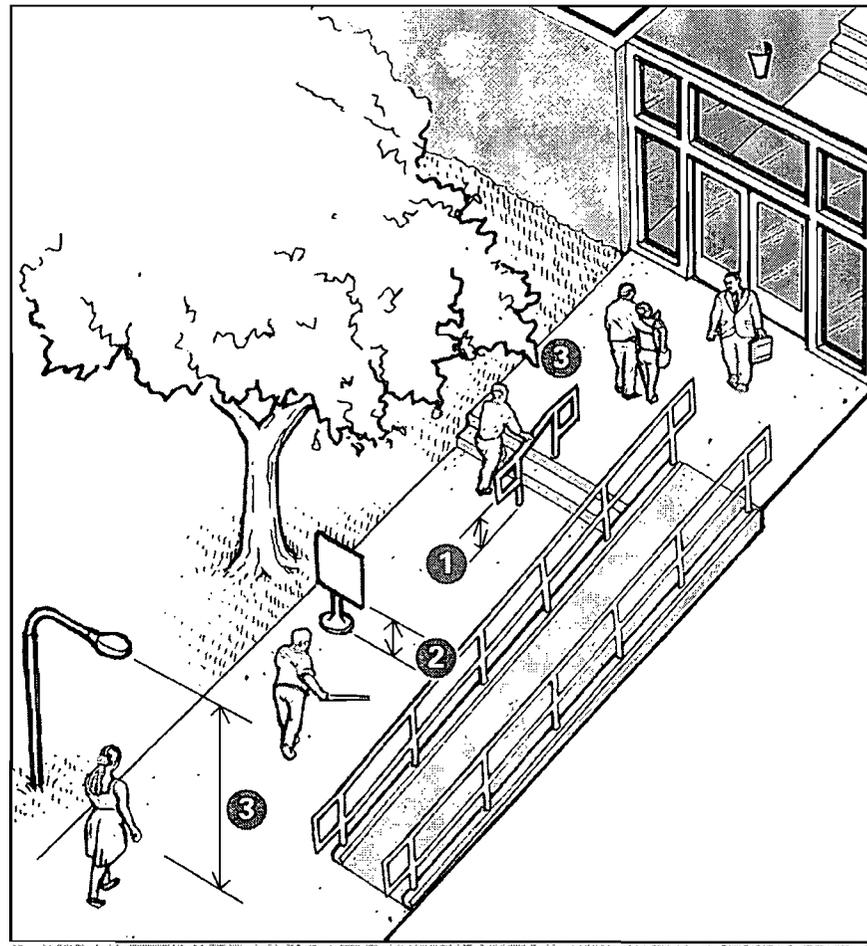
C. Sidewalks and Walkways

Part 2. Typical Issues for Voters Who Are Blind or Have Low Vision

Objects that are wall-mounted, that project into a pedestrian route from the side, or that are overhead must be located so that people who are blind or who have low vision will either detect the objects before they run into them or safely pass under them. Examples include handrail extensions on stairs and ramps, post or wall-mounted signs, outdoor drinking fountains, and tree limbs that are lower than 80 inches above the walk. Pedestrian routes open to voters, such as sidewalks, courtyards, and plazas, must be free of overhanging objects that are less than 80 inches above the route. Objects more than 27 inches and less than 80 inches above the route that protrude from the side more than 4 inches are also a hazard. Because people can walk on any sidewalk, not just the accessible routes, all exterior pedestrian routes serving or leading to the voting area must be checked. The following checklist applies to sidewalks and walkways leading to the polling place and voting area.

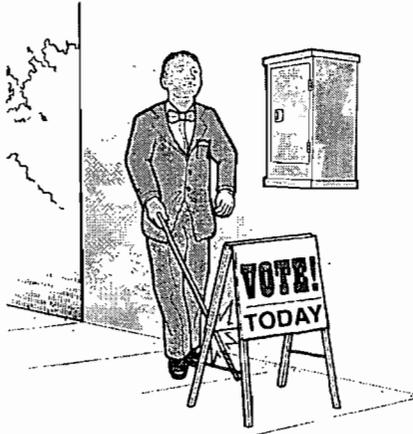
Notes:

- ① The bottom of the handrail extensions turn down so a person who is blind or has low vision can detect the hazard before running into it.
- ② Signs or other objects in the pedestrian route can be a hazard if the bottom is more than 27 inches but less than 80 inches above the route.
- ③ Objects that overhang the pedestrian route must be at least 80 inches above the route.



Common objects along pedestrian routes to a polling place that can be hazards to people who are blind or have low vision.

Sidewalks and Walkways Checklist - Voters Who are Blind or Who Have Low Vision



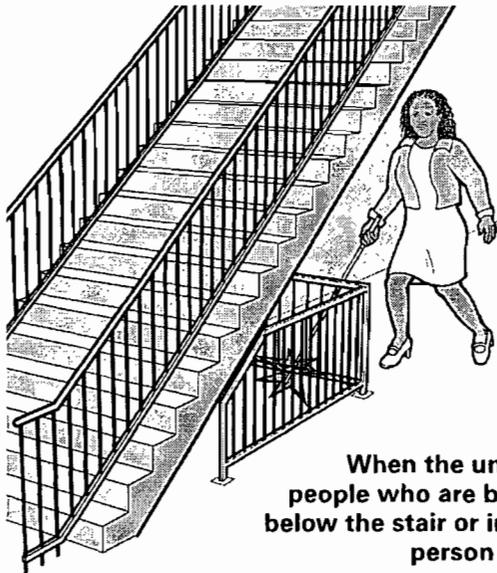
This wall-mounted box is mounted too high to be detectable by a person who is blind. Placing an object, like this sign, under the box provides a way to warn the person before they walk into the side of the box.

C2-1. Are all sidewalks and walkways to the voting area free of any objects (e.g., wall-mounted boxes, signs, handrail extensions, trees) with bottom edges that are higher than 27 inches but less than 80 inches above the walkway and that extend more than 4 inches into the sidewalk or walkway?

[ADA Stds 4.4, 4.2.1(3), 4.1.3(2)]

If No, can the object be lowered, removed, or modified or can the route be changed to avoid the object?

Yes _____ No _____



When the underside of a stair is open, it is a hazard to people who are blind or have low vision. Enclosing the area below the stair or installing a cane-detectable barrier helps the person to stop before hitting her head.

C2-2. Are the undersides of exterior stairs enclosed or protected with a cane-detectable barrier so that people who are blind or have low vision will not hit their heads on the underside?

[ADA Stds 4.4.2]

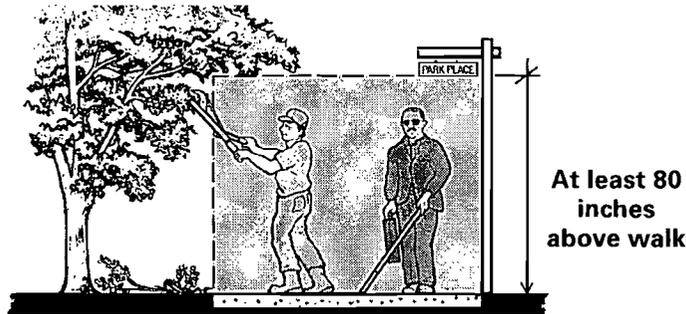
If No, can a barrier or enclosure be added below the stair or can the route be relocated away from the stair?

Yes _____ No _____

Comments

C2-3. Are all objects that hang over the pedestrian routes 80 inches or more above the route?

If No, can the objects be removed or relocated, or can a detectable object be added below?



Comments

Temporary Solutions for Election Day

Sidewalks and Walkway Hazards

Problem One: Branches or other objects over a walkway or pedestrian route are lower than 80 inches above the walk.

Suggestion: Prune the branches or remove the items that are hanging below 80 inches.

Another approach is to install a detectable barrier under the item that is too low. The detectable barrier or object must be within the detectable range of 27 inches or less above the route.

Problem Two: One or more objects protrude too far from the side into the circulation path causing a hazard for people who are blind or who have low vision.

Suggestion: When people who are blind or who have low vision use a cane to detect hazards, objects located at 27 inches or lower are detectable. When an object is located more than 27 inches off the ground it is a hazard if the object protrudes more than 4 inches into the circulation path. To make a protruding object detectable:

Place an object or a barrier below the protruding object in the cane-detectable area not more than 27 inches above the floor.

If the protruding object can be moved, lower the object so its bottom is within the cane-detectable area (not more than 27 inches above the floor).

Prune or alter the protruding object so it does not protrude over the path.

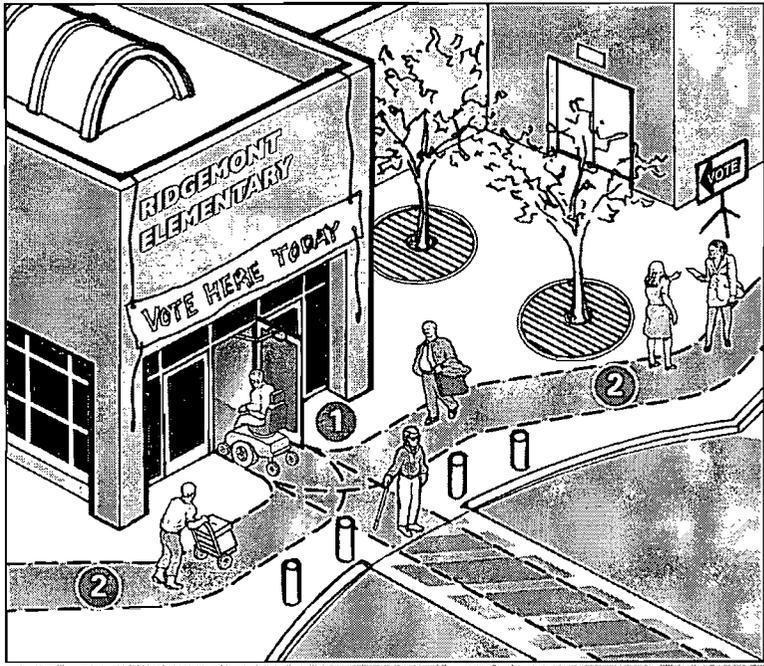
Entering the Polling Place

D. Building Entrance

Typical Issues

An accessible polling place must have at least one accessible entrance. The accessible entrance must be connected to an accessible route. An accessible entrance must provide at least one accessible door with maneuvering space, accessible door hardware, and enough clear width to allow people who use crutches, a cane, walker, scooter or wheelchair to use it.

If the accessible entrance is not the main entrance to the polling place, then signs must be located at inaccessible entrances to the polling place to direct voters to the accessible entrance. The accessible entrance must remain open when the polling place is open.



Notes:

- ① Accessible entrance to the polling place.
- ② Accessible route connecting accessible parking and drop-off area (if provided) to the accessible entrance.



Examples of signs for inaccessible polling place entrances directing a voter to the accessible entrance.

D4. On the pull side of the door, is there at least 18 inches clearance provided to the side of the latch if the door is not automatic or power-operated? [ADA Stds 4.13.6, figure 25]

Note: The maximum threshold height is 1/2 inch for new construction.

If No, leave the door propped open, install a power operator, or look for another accessible entrance.

Yes _____ No _____

D5. If there is a raised threshold, is it no higher than 3/4 inch at the door and beveled on both sides? [ADA Stds 4.1.6(3)(d)(ii), 4.13.8]

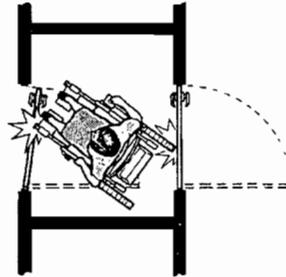
If No, replace threshold with one with beveled sides or add sloped insert to threshold.

Yes _____ No _____

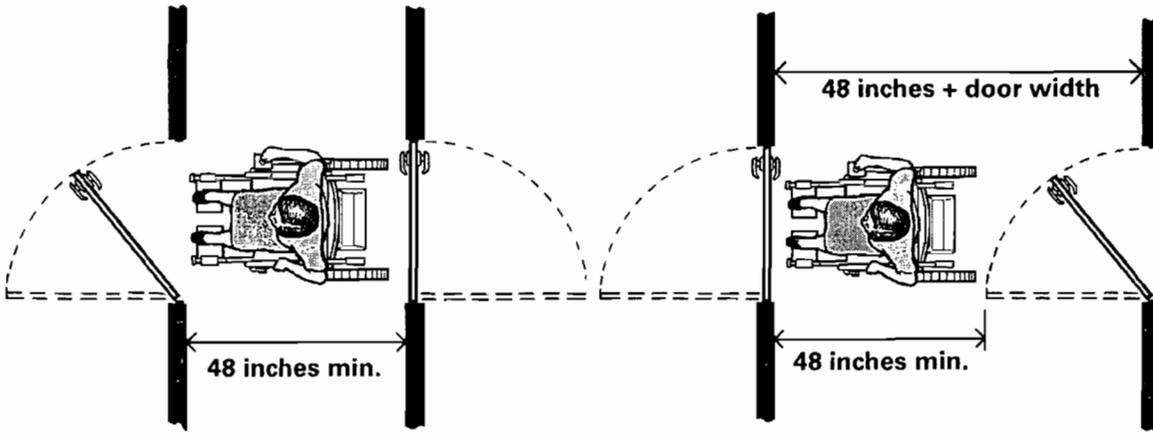
D6. If an entry has a vestibule, is there a 30-inch by 48-inch clear floor space inside the vestibule where a wheelchair or scooter user can be outside the swing of a hinged door? [ADA Stds 4.13.7]

If No, leave the inner door open or remove inner door, add power operators to both doors so they open at the same time or, modify the vestibule.

Yes _____ No _____



Insufficient space between doors makes the alcove inaccessible.



Minimum alcove depth if both doors open out

Minimum alcove depth when door swings into alcove

Comments

Temporary Solutions for Election Day

Accessible Entrance to Polling Place

Problem One:

One or two steps at the entrance prevent access.

Suggestion: If another entrance is accessible and on an accessible route from accessible parking, designate it as the accessible entrance and install a directional sign at the main entrance directing voters to the accessible entrance. Keep the accessible entrance unlocked during voting hours.

If another accessible entrance is not available, install a temporary ramp with edge protection and handrails.

Problem Two:

There is a small step at the entrance.

Suggestion: Install a short temporary ramp to provide a smooth transition.

Problem Three:

Entrance door threshold has an abrupt change in level of more than 1/4 inch and no beveled sides.

Suggestion: If the threshold is not more than 3/4 inches high, add beveled surfaces to both sides of the threshold or replace with a new threshold that is no more than 1/2 inch high and that has beveled sides.

Problem Four:

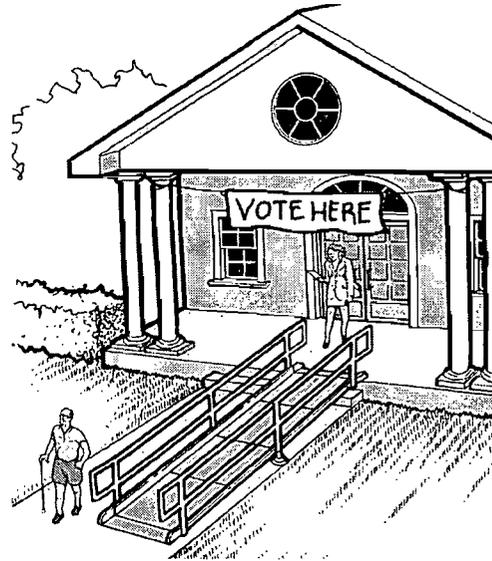
Entrance door to the building is heavy and difficult to open.

Suggestion: Keep the door propped open or station volunteers near the door to open it for voters.

Problem Five:

Door handle and/or latch at the entry door is not accessible.

Suggestion: These are three typical solutions: add an accessible pull or handle to the outside of the door and leave the door unlatched, or install an accessible door handle and hardware, or leave the door propped in an open position.



Comments

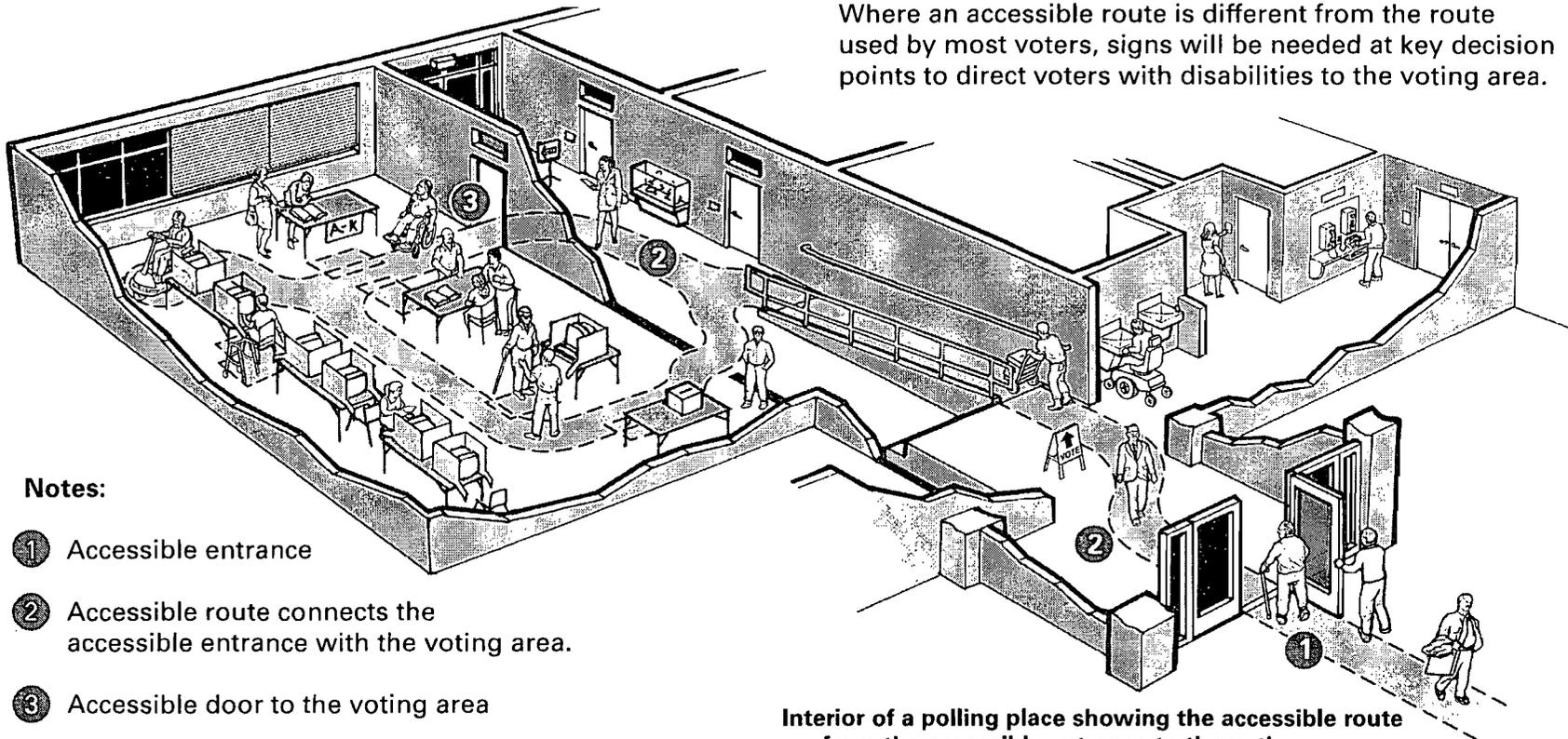
E. Hallways and Corridors

Part 1. Typical Issues for Voters Who Use Wheelchairs, Scooters, or Other Mobility Devices

The interior accessible route connects the accessible entrance with the voting area. Typically made up of hallways, corridors, and interior rooms and spaces, the accessible route is essential for people who have difficulty walking or who use wheelchairs or other mobility aids to get to the voting area.

An accessible route is at least 36 inches wide and may narrow briefly to 32 inches wide where the route passes through doors or next to furniture and building elements. High thresholds, abrupt level changes, steps, or steeply sloped hallways cannot be part of an accessible route. Where ramps are used, they cannot be steeper than 1:12. Ramps with a vertical rise of more than 6 inches must have handrails on both sides. Ramps must also have edge protection to stop wheelchairs from falling off the sides, and level landings at the top and bottom of each segment and where a ramp changes direction.

Where an accessible route is different from the route used by most voters, signs will be needed at key decision points to direct voters with disabilities to the voting area.



Notes:

- ① Accessible entrance
- ② Accessible route connects the accessible entrance with the voting area.
- ③ Accessible door to the voting area

Interior of a polling place showing the accessible route from the accessible entrance to the voting area.

Comments

Question E1-4 (continued)

4e. Does the ramp have a level landing at the top and bottom of each ramp section that is at least 60 inches long? [ADA Stds 4.8.4] Yes _____ No _____

Note: The level landing may be part of the sidewalk or walking surface.

4f. Is a level landing, at least 60 inches by 60 inches, provided where a ramp changes direction? [ADA Stds 4.8.4] Yes _____ No _____

4g. If the ramp or landing has a vertical drop-off on either side of the ramp, is edge protection provided? [ADA Stds 4.8.7] Yes _____ No _____

E1-5. Is an elevator provided to access the voting area level? Yes _____ No _____

5a. Are the elevator call buttons mounted in an accessible location with the centerlines at 42 inches above the floor? [ADA Stds 4.10.3] Yes _____ No _____

5b. Does the floor area of the elevator car provide space for wheelchair users to enter, reach the controls, and exit the car? [ADA Stds 4.10.9] Yes _____ No _____

Note: See Figure 22 for acceptable floor and opening dimensions. Floor dimensions of at least 48 inches by 48 inches may be allowed in existing facilities built before the ADA went into effect.

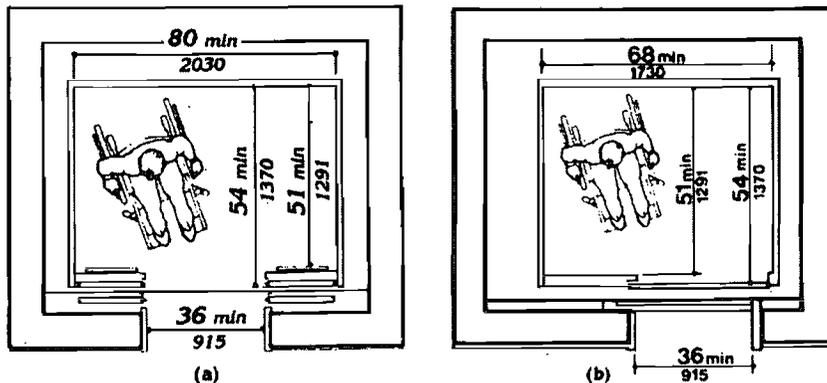


Fig. 22
Minimum Dimensions of Elevator Cars

Question E1-5 (continued)

5c. Are the highest floor control buttons in the elevator cab mounted no more than 54 inches above the floor for a side reach or 48 inches for forward reach?

Yes _____ No _____

5d. Are raised letters and Braille characters used to identify each floor button and each control? [ADA Stds 4.10.12]

Yes _____ No _____

5e. Are signs mounted on both sides of the elevator hoistway door opening that designate the floor with 2-inch minimum-height raised letters and Braille characters centered at 60 inches above the floor? [ADA Stds 4.10.5]

Yes _____ No _____

5f. Is the elevator equipped with audible tones or bells or verbal annunciators that announce each floor as it is passed? [ADA Stds 4.10.13]

Yes _____ No _____

E1-6. If a wheelchair lift is provided, does it meet the following requirements:

6a. Is the lift operational at the time of the survey?

Yes _____ No _____

6b. Is the change in level from the floor to the lift surface ramped or beveled?

Yes _____ No _____

6c. Is there at least a 30-inch by 48-inch clear floor space on the wheelchair lift?

Yes _____ No _____

6d. Does the lift allow a wheelchair user unassisted entry, operation, and exit?

Yes _____ No _____

6e. Are the controls and operating mechanisms mounted no more than 54 inches above the floor for a side reach or 48 inches for a forward reach?

Yes _____ No _____

6f. Are the controls and operating mechanisms usable with one hand without tight grasping, pinching, or twisting?

Yes _____ No _____

Comments

E1-7. At each location on the way to the voting area where the accessible route passes through a door or doors, does at least one door meet the following requirements?

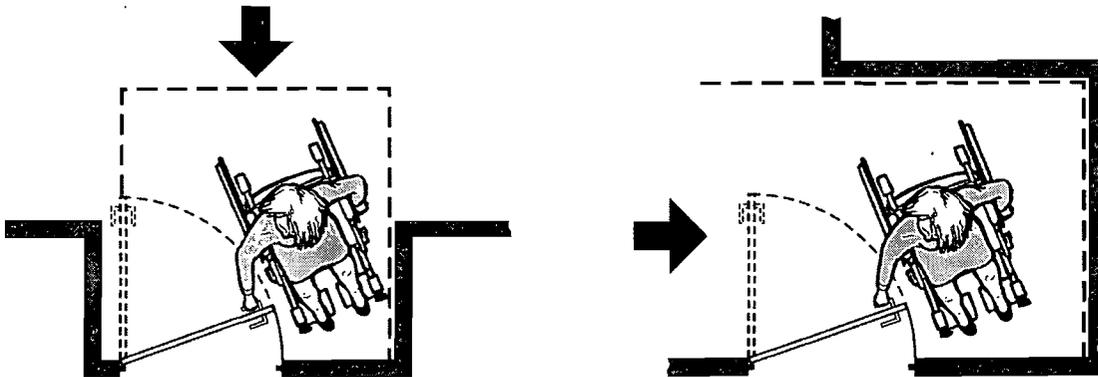
Yes _____ No _____

7a. Is the clear width for the door opening at least 32 inches measured when the door is open 90 degrees? [ADA Stds 4.1.3(7), 4.13.5]

Yes _____ No _____

7b. Is the door hardware (e.g., lever, pull, push, panic bar) usable with one hand, without tight grasping, pinching, or twisting of the wrist, to allow people who may not be able to easily use one or both hands to fully operate the hardware? [ADA Stds 4.13.9]

Yes _____ No _____



A clear floor space on the latch side of the door (pull side) allows a person using a wheelchair or scooter to pull the door open and then enter. The size of the clear floor space varies depending on the direction of approach (shown by the arrows) and the door swing.

7c. Is there clear maneuvering floor space in front of each accessible door (see Figure 25 in the appendix for measurements) and on the pull side, is there at least 18 inches clear floor space beyond the latch side of the door (see space configurations in Figure 25)? [ADA Stds 4.13.6]

Yes _____ No _____

7d. Is no more than 5 pounds force needed to push or pull open the accessible door?

Yes _____ No _____

Note: Fire doors are still considered to be accessible if they have the minimum opening force allowable by the appropriate administrative authority.

7e. If the answers to questions (b) thru (d) are no, can the door be propped open to provide an accessible route on election day?

Yes _____ No _____

Comments

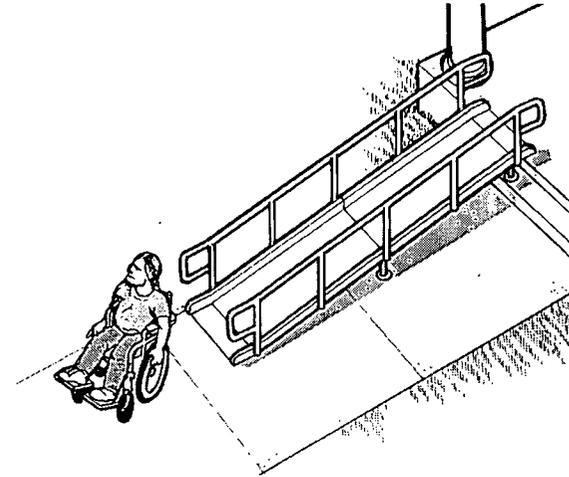
Temporary Solutions for Election Day

Interior Hallways and Corridors to Voting Area

Problem 1:

One or more steps along hallway to voting area block access.

Suggestion: Install a portable ramp with edge protection and handrails as shown in the figure or relocate the accessible voting to another area that is on an accessible route.

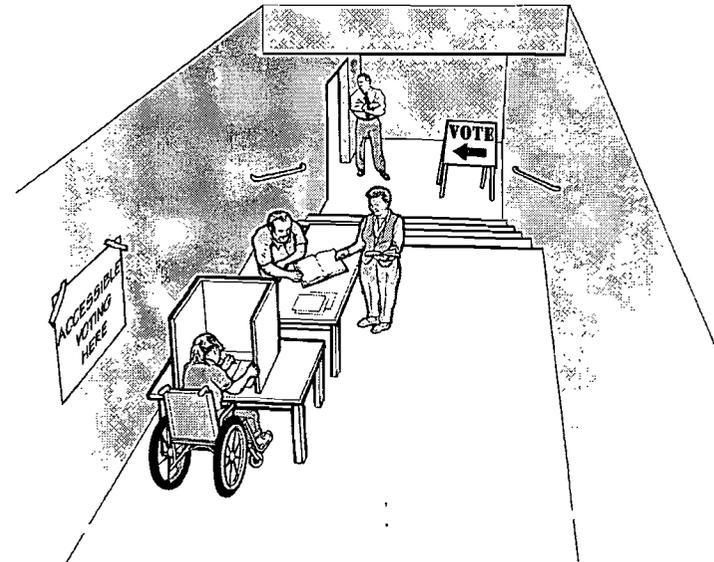


A portable ramp with edge protection and handrails is placed over stairs to provide an accessible route on Election Day.

Problem 2:

Voting area is not on an accessible route and cannot be made accessible.

Suggestion: Look for another area where accessible voting may be provided. For example, if the living room of a private home used for voting is up several steps, perhaps the garage may be accessible when entered from the driveway. Or, if a church's basement is used as a polling place and it is not accessible, perhaps one of the ground floor rooms could be used as the accessible voting area.



An accessible voting station is provided on an accessible level in a facility where voting occurs downstairs.

E. Hallways and Corridors

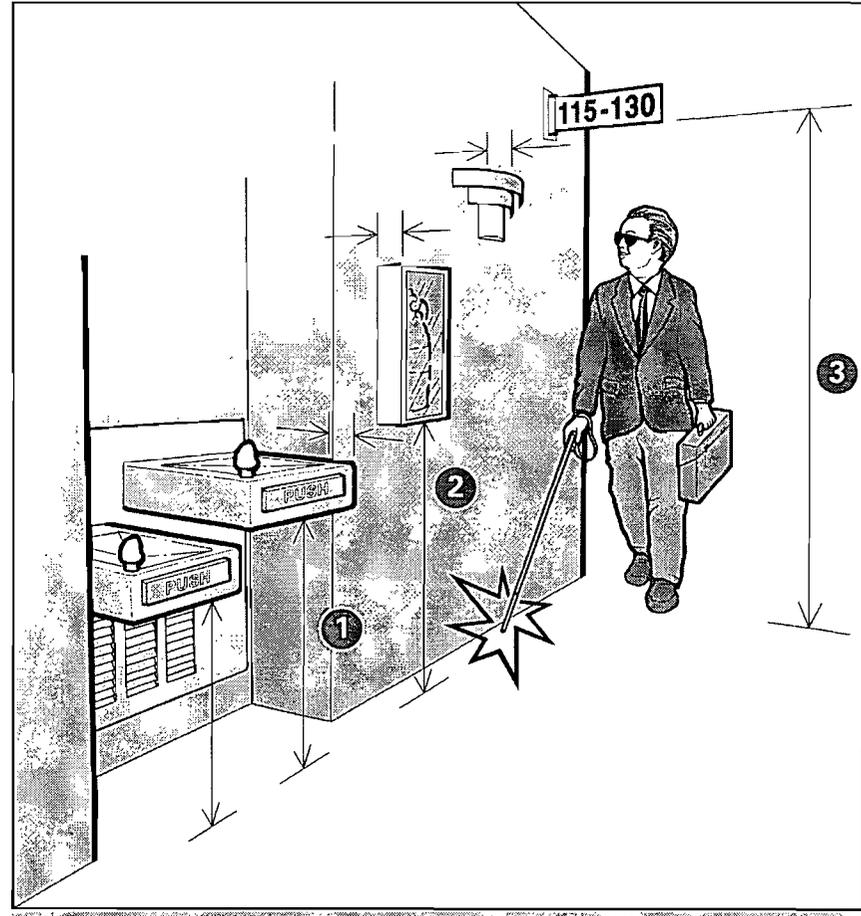
Part 2. Typical Issues for Voters Who are Blind or Who Have Low Vision

People who are blind or have low vision may walk along any route to access the voting area, not just the accessible routes. That means pedestrian routes **open to voters** serving or leading to the voting area, such as hallways, corridors and the voting space, must be free of objects that cannot be detected by a person who is blind or visually impaired. Objects that are wall-mounted, that project into a pedestrian route from the side, or that are overhead must be located so that voters who are blind or who have a visual impairment will either detect the objects before they run into them or safely pass under them. These routes must be free of overhanging objects that are less than 80 inches above the floor and side objects that protrude into the route more than 4 inches when the bottom of the object is more than 27 inches above the floor. Items to watch for include wall-mounted fire extinguishers and wall-mounted display cases when the bottom is more than 27 inches above the floor, wall sconces and light fixtures that protrude more than 4 inches off the wall, and open staircases, exit signs, overhead signs, banners, and arched doorways that are lower than 80 inches above the floor.

The following checklist applies to pedestrian routes serving or leading to the voting area.

Notes:

- ① Wall-mounted drinking fountains are a hazard when the front projects more than 4 inches beyond the wall and the bottom is more than 27 inches above the floor.
- ② Wall-mounted objects cannot project more than 4 inches beyond the wall if the bottom is not in the cane-detectable area below 27 inches off the floor.
- ③ Overhead objects must be at least 80 inches off the floor.



Overhead and wall-mounted objects that may be hazards along a pedestrian route.

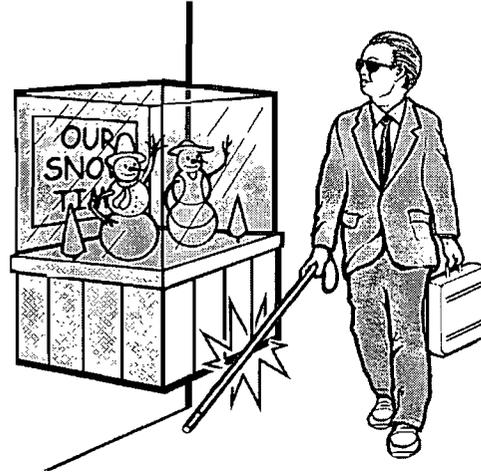
Halls and Corridors Checklist - Voters who are Blind or Who Have Low Vision

E2-1. Are pedestrian routes leading to or serving the voting area free of objects that protrude from the side more than 4 inches into the route with the bottom of the object more than 27 inches above the floor? [ADA Stds. 4.4]

Yes _____ No _____

Note: These objects may be wall mounted or free standing. Items to check include wall-mounted fire extinguishers, light fixtures, coat hooks, shelves, drinking fountains, and display cases.

If No, list the objects that are a hazard and their location. Placing a detectable object on the floor below each object may remove the hazard for election day.



If the bottom of an object is not more than 27 above the floor, it may extend an unlimited amount from the wall.

E2-2. Are pedestrian routes leading to or serving the voting area free of overhead objects with the bottom edge lower than 80 inches above the floor?

Yes _____ No _____

If No, list the objects that are a hazard and their location. Placing a detectable object on the floor below each object may remove the hazard for election day.

E2-3. If provided, are the interior stairs along these routes built so that people who are blind or visually impaired cannot hit their heads on the underside (i.e., protected with a cane-detectable warning or a barrier that prevents travel into the area with less than an 80-inch-high head clearance)? [ADA Stds 4.4.2]

Yes _____ No _____

Comments

Temporary Solutions for Election Day

Hallways and Corridors - Voters Who are Blind or Who Have Low Vision

Problem One:

Wall-mounted display case is a protruding object hazard because it is more than 4 inches from the wall and the bottom of the case is more than 27 inches above the floor.

Suggestion: Place a detectable object or skirting below the case. The bottom of the skirting or detectable object must be no higher than 27 inches above the floor.

Problem Two:

Ceiling or wall-mounted television monitor has less than 80 inches of clearance between the floor and the bottom of the unit.

Suggestion: Place a detectable object below the unit (no more than 27 inches above the floor) so a voter who is blind will not walk into the television.

Problem Three:

The bottom of a stair is open and voters who are blind or who have low vision can hit their heads on the underside of the stair.

Suggestion: Provide a detectable fence or other object so voters cannot walk under the stair.



A detectable fence placed under this stair keeps people from running into the bottom of the open stair.

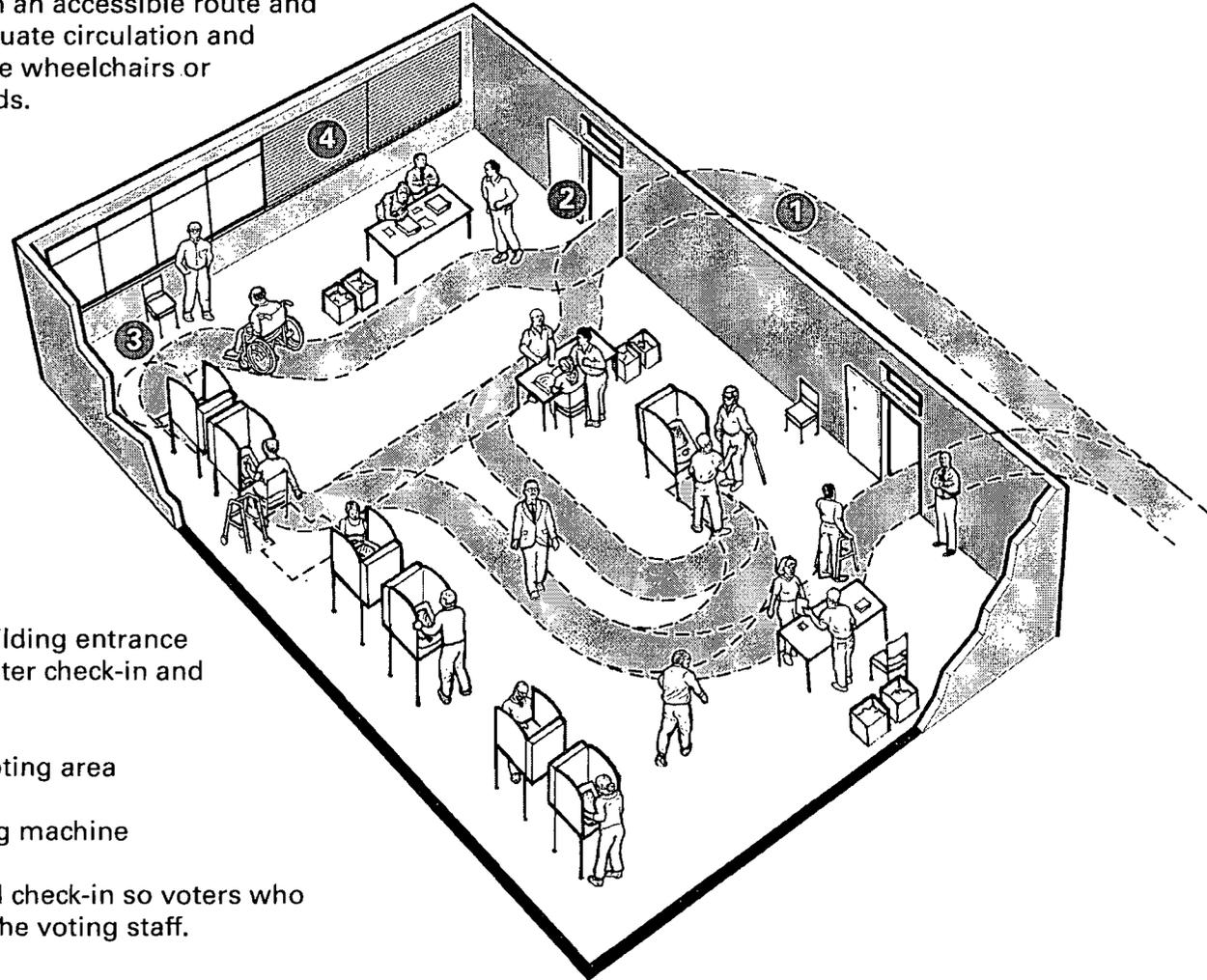
Using the Polling Place

F. Voting Area

Typical Issues

The accessible voting area must be on an accessible route and have an accessible entrance and adequate circulation and maneuvering space for voters who use wheelchairs or scooters or who walk with mobility aids.

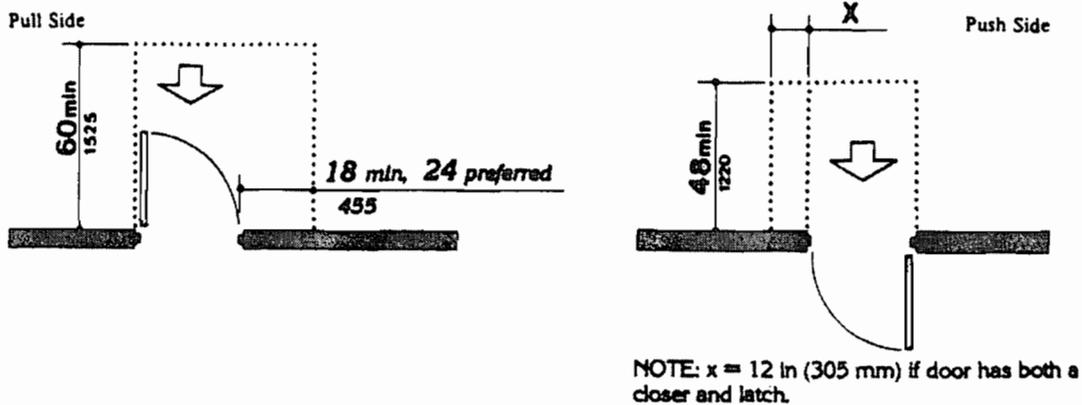
An accessible route must connect the accessible building entrance to the accessible voting area, which includes voter check-in and the location of the accessible voting machines. The survey should also identify any protruding objects (wall-mounted or overhead) along the circulation route to voter check-in and the voting area.



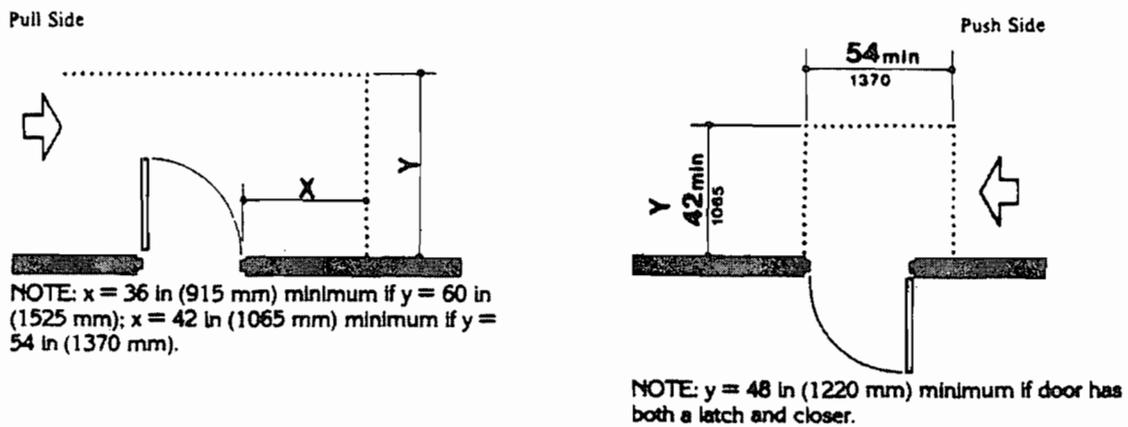
Notes:

- ① Accessible route connects the building entrance with the voting area, including voter check-in and accessible voting machine.
- ② Accessible door or doorway to voting area
- ③ Turning space at accessible voting machine
- ④ Blinds closed on windows behind check-in so voters who read lips can communicate with the voting staff.

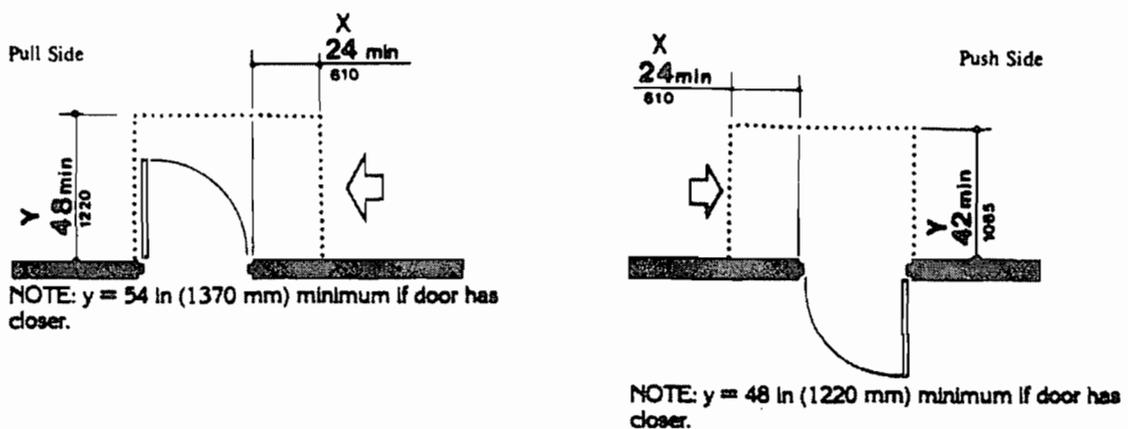
Appendix



(a)
Front Approaches — Swinging Doors



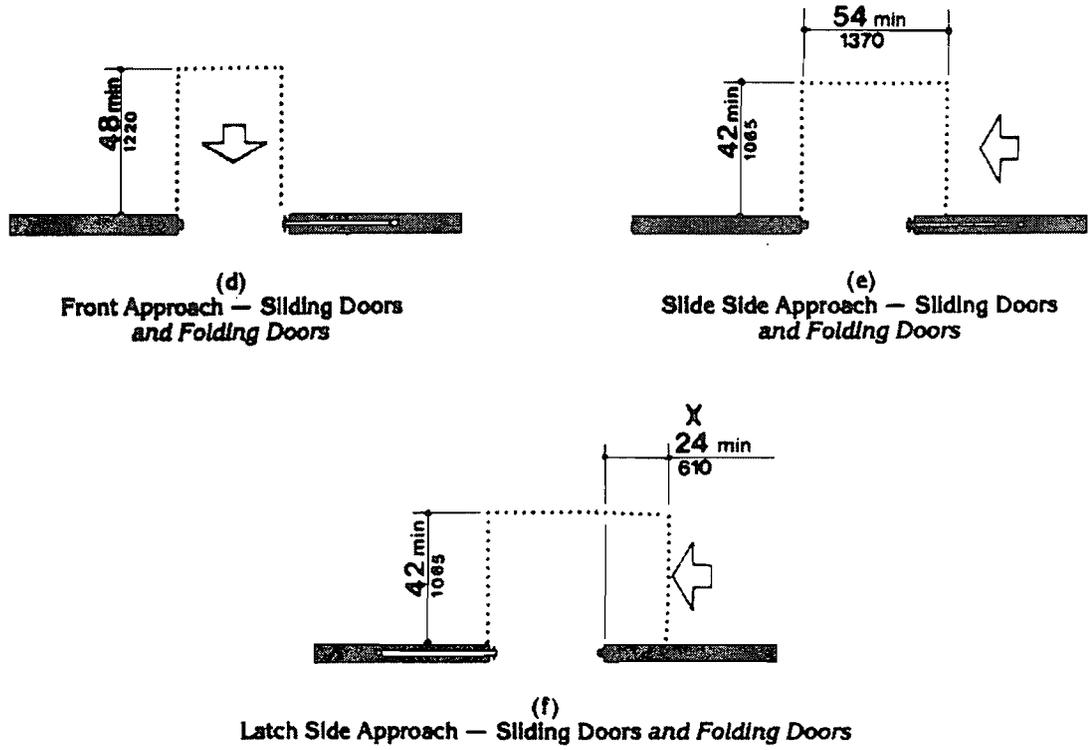
(b)
Hinge Side Approaches — Swinging Doors



(c)
Latch Side Approaches — Swinging Doors

NOTE: All doors in alcoves shall comply with the clearances for front approaches.

Fig. 25
Maneuvering Clearances at Doors



NOTE: All doors in alcoves shall comply with the clearances for front approaches.

Fig. 25
Maneuvering Clearances at Doors (Continued)

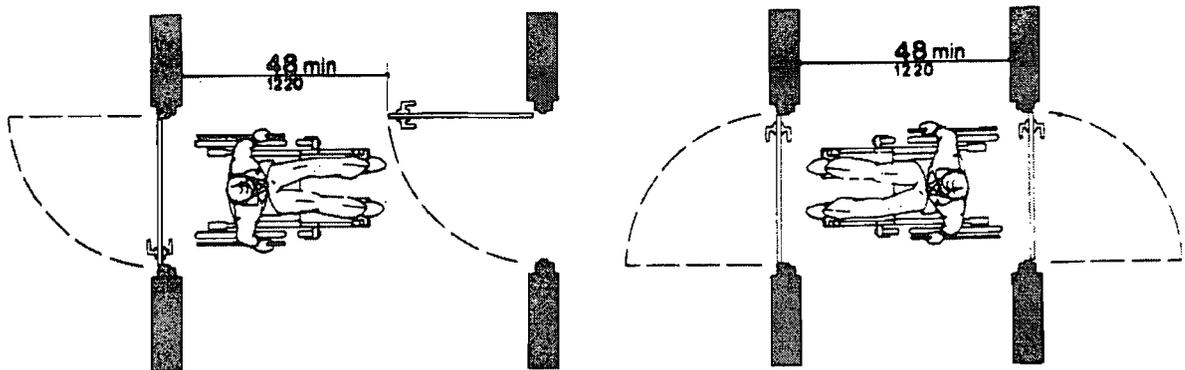


Fig. 26
Two Hinged Doors In Series

Attachment G

Reserved.

U.S. Department of Justice
Civil Rights Division
Disability Rights Section



Accessibility of State and Local Government Websites to People with Disabilities

The Internet is dramatically changing the way that American government serves the public. Taking advantage of new technology, many State and local governments are using the web to offer citizens a host of services including:

- corresponding online with local officials;
- providing information about government services;
- renewing library books or driver's licenses;
- providing tax information and accepting tax returns; and
- applying for jobs or benefits.

These government websites are important because they:

- allow programs and services to be offered in a more dynamic, interactive way, increasing citizen participation;
- increase convenience and speed in obtaining information or services;
- reduce costs in providing programs and information about government services;
- reduce the amount of paperwork; and
- expand the possibilities of reaching new sectors of the community or offering new programs.

When government is constantly being asked to do more with less, the Internet is playing a vital role in allowing government to better serve all of its citizens.

The Americans with Disabilities Act (ADA) and, if the government entities receive Federal funding, the Rehabilitation Act of 1973, generally require that State and local governments provide qualified individuals with disabilities equal access to their programs, services, or activities, unless doing so would fundamentally alter the nature of their programs, services, or activities or would impose an undue burden. One way to help meet these requirements is to ensure that government websites have accessible features for people with disabilities, using the simple steps described in this document. An agency with an inaccessible website may also meet its legal obligations by providing an alternative accessible way for citizens to use the programs or services, such as a staffed telephone information line. These

Official Web Site of the
City of Fullerton

303 W. Commonwealth, Fullerton, CA 92732 • (714) 738-6317
Hours: 9:00 to 5:30 Mon-Fri, 9:30 to 5:00 Sat, Closed Citywide Holidays

The material provided here is designed to help you become better acquainted with Fullerton and the services it has to offer, as well as assist you in obtaining the information you need to live, work, conduct business, and have fun in our community.

Located 22 miles southeast of metropolitan Los Angeles, in the center of North Orange County, Fullerton is a full-service city renowned for its unique mix of residential, commercial and industrial, educational, and cultural environments which provide an outstanding quality of life for both residents and businesses alike.

Fullerton, one of the largest cities in Orange County, is a community with a strong sense of tradition, one that treasures its historic past as it prepares to meet the challenges of its future.

We hope you will find our web site helpful. We will be updating it regularly, adding more to it in the future. If you would like further information about the City or this home page, please call the Fullerton Public Information Office at (714) 738-6317.

Local government websites provide important information and services to citizens

alternatives, however, are unlikely to provide an equal degree of access in terms of hours of operation and the range of options and programs available. For example, job announcements and application forms, if posted on an accessible website, would be available to people with disabilities 24 hours a day, 7 days a week.

Online Barriers Faced By People with Disabilities

Many people with disabilities use “assistive technology” to enable them to use computers and access the Internet. Blind people who cannot see computer monitors may use screen readers – devices that speak the text that would normally appear on a monitor. People who have difficulty using a computer mouse can use voice recognition software to control their computers with verbal commands. People with other types of disabilities may use still other kinds of assistive technology. New and innovative assistive technologies are being introduced every day.

Poorly designed websites can create unnecessary barriers for people with disabilities, just as poorly designed buildings prevent some from entering. Designers may not realize how simple features built into a web page will assist someone who, for instance, cannot see a computer monitor or use a mouse.

One example of a barrier would be a photograph of a Mayor on a town website with no text identifying it. Because screen readers cannot interpret images unless there is text associated with it, a blind person would have no way of knowing whether the image is an unidentified photo or logo, artwork, a link to another page, or something else. Simply adding a line of simple hidden computer code to label the photograph “Photograph of Mayor Jane Smith” will allow the blind user to make sense of the image.

Accessible Design Benefits Everyone

When accessible features are built into web pages, websites are more convenient and more available to everyone – including users with disabilities. Web designers can follow techniques developed by private and government organizations to make even complex web pages usable by everyone including people with disabilities. For most websites, implementing accessibility features is not difficult and will seldom change the layout or appearance of web pages. These techniques also make web pages more usable both by people using older computers and by people using the latest technologies (such as personal digital assistants, handheld computers, or web-enabled cellular phones).

With the rapid changes in the Internet and in assistive technologies used by people with disabilities to access computers, private and government organizations have worked to establish flexible guidelines for accessible web pages that permit innovation to continue.

Resources for Web Developers

To make web pages accessible, the web developer needs to know about web page features that can make a web page less accessible or more accessible. Information about such features is easily available and many software developers are adding tools to web development software to make it easier to make web pages accessible.

Two important resources provide guidance for web developers designing accessible web pages. One is the **Section 508 Standards**, which Federal agencies must follow for their own new web pages. To learn more about the Section 508 Standards:

- The Access Board maintains information on its website at www.access-board.gov and has a useful guide for web developers at www.access-board.gov/sec508/guide/1194.22.htm;

- The Department of Justice has information about accessible web page design in an April 2000 report to the President. This report is available at www.usdoj.gov/crt/508/report/content.htm, and
- The General Services Administration hosts an online course for web developers interested in accessible web design. This program was developed in conjunction with

the Access Board, the Department of Justice, and the Department of Education and provides an interactive demonstration of how to build accessible web pages. This course is available at www.section508.gov, which also provides information about the Federal government's initiative to make its electronic and information technology accessible to people with disabilities.

Voluntary Action Plan for Accessible Websites

- **Establish a policy that your web pages will be accessible** and create a process for implementation.
- **Ensure that all new and modified web pages and content are accessible:**
 - Check the HTML¹ of all new web pages. Make sure that accessible elements are used, including alt tags, long descriptions, and captions, as needed.
 - If images are used, including photos, graphics, scanned images, or image maps, make sure to include alt tags and/or long descriptions for each.
 - If you use online forms and tables, make those elements accessible.
 - When posting documents on the website, always provide them in HTML or a text-based format (even if you are also providing them in another format, such as Portable Document Format (PDF)).
- **Develop a plan for making your existing web content more accessible.** Describe your plan on an accessible web page. Encourage input on improvements, including which pages should be given high priority for change. Let citizens know about the standards or guidelines that are being used. Consider making the more popular web pages a priority.
- **Ensure that in-house staff and contractors responsible for web page and content development are properly trained.**
- **Provide a way for visitors to request accessible information or services by posting a telephone number or E-mail address on your home page.** Establish procedures to assure a quick response to users with disabilities who are trying to obtain information or services in this way.
- **Periodically enlist disability groups to test your pages for ease of use; use this information to increase accessibility.**

¹ Web pages are written using a language called HTML (or "hypertext markup language"). HTML is a "markup language" that tells a computer program (called a "browser") how information will appear or will be arranged on a computer screen. HTML tags are specific instructions understood by a web browser or screen reader.

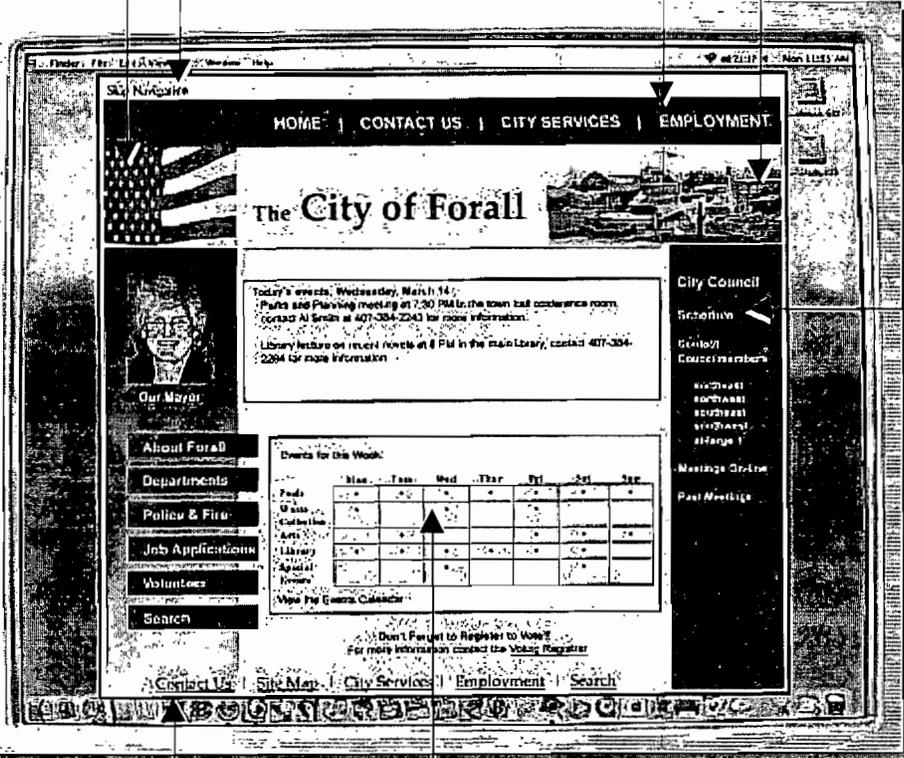
Examples of Accessible Features for Websites

All images and graphics need to have an alt tag or long description.

Use alt tags for image maps and for graphics associated with the image map so that a person using a screen reader will have access to the links and information.

When navigation links are used, people who use a screen reader must listen to all the links before proceeding. A skip navigation link provides a way to bypass the row of navigation links by jumping to the start of the web page content.

Some photos and images contain content that cannot be described with the limited text of an alt tag. Using a long description tag provides a way to have as much text as necessary to explain the image so it is accessible to a person using a screen reader but not visible on the web page.



Text links do not require any additional information or description if the text clearly indicates what the link is supposed to do. Links such as "click here" may confuse a user.

When tables with header and row identifiers are used to display information or data, the header and row information should be associated with each data cell by using HTML so a person using a screen reader can understand the information.

A link with contact information provides a way for users to request accessible services or to make suggestions.

Resources for Web Developers (continued)

A more comprehensive resource is the **Web Content Accessibility Guidelines** developed by the Web Accessibility Initiative. These guidelines help designers make web pages as accessible as possible to the widest range of users, including users with disabilities. The Web Accessibility Initiative is a subgroup of the World Wide Web Consortium — the same organization that standardizes the programming language followed by all web developers.

- Information for web developers interested in making their web pages as accessible as possible, including the current version of the **Web Content Accessibility Guidelines** (and associated checklists), can be found at www.w3c.org/WAI/Resources, and
- Information about the Web Accessibility Initiative can be found at www.w3c.org/WAI.

For More Information

Technical Information Regarding Web Accessibility

For technical assistance regarding Section 508 Standards and how to make web pages accessible to people with disabilities, please contact the Access Board:

800-872-2253 (voice)

800-993-2822 (TTY)

Information about the ADA

The Department of Justice provides technical assistance to help State and local governments understand and comply with the ADA. An important source of ADA information is the Department's ADA Home Page on the World Wide Web. This extensive website provides access to ADA regulations; all Department ADA technical assistance materials, including newly-released publications; proposed changes in the ADA regulations; and access to Freedom of Information Act materials, including technical assistance letters. The website also provides links to other Federal agencies with ADA responsibilities.

ADA Home Page -- www.ada.gov

In addition, the Department of Justice operates a toll-free ADA Information Line that provides access to ADA specialists during business hours.

ADA Information Line

800-514-0301 (voice)

800-514-0383 (TTY)

Reproduction

Reproduction of this document is encouraged.

June 2003

The Attorney General has determined that publication of this periodical is necessary in the transaction of the public business required by law of the Department of Justice.

U.S. Department of Justice
Civil Rights Division
Disability Rights Section



Accessibility of State and Local Government Websites to People with Disabilities

The Internet is dramatically changing the way that American government serves the public. Taking advantage of new technology, many State and local governments are using the web to offer citizens a host of services including:

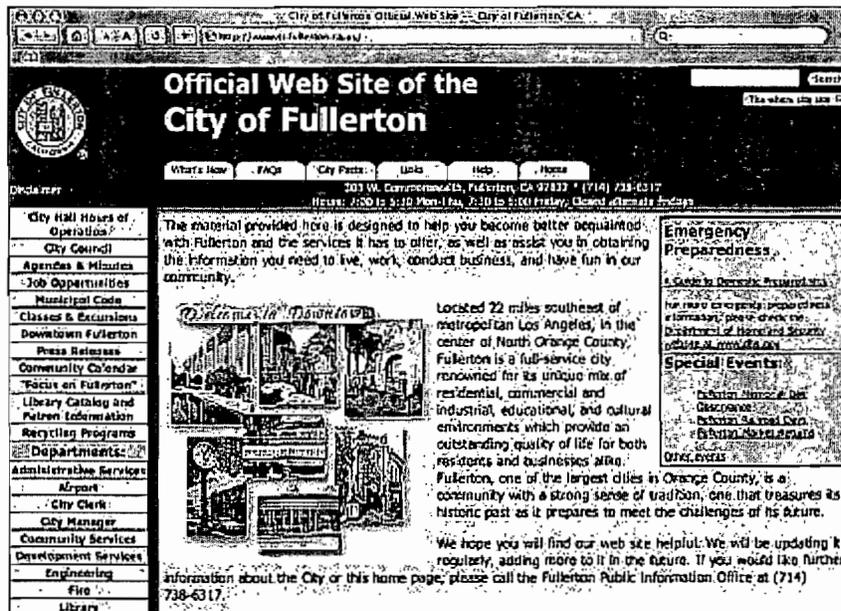
- corresponding online with local officials;
- providing information about government services;
- renewing library books or driver's licenses;
- providing tax information and accepting tax returns; and
- applying for jobs or benefits.

These government websites are important because they:

- allow programs and services to be offered in a more dynamic, interactive way, increasing citizen participation;
- increase convenience and speed in obtaining information or services;
- reduce costs in providing programs and information about government services;
- reduce the amount of paperwork; and
- expand the possibilities of reaching new sectors of the community or offering new programs.

When government is constantly being asked to do more with less, the Internet is playing a vital role in allowing government to better serve all of its citizens.

The Americans with Disabilities Act (ADA) and, if the government entities receive Federal funding, the Rehabilitation Act of 1973, generally require that State and local governments provide qualified individuals with disabilities equal access to their programs, services, or activities, unless doing so would fundamentally alter the nature of their programs, services, or activities or would impose an undue burden. One way to help meet these requirements is to ensure that government websites have accessible features for people with disabilities, using the simple steps described in this document. An agency with an inaccessible website may also meet its legal obligations by providing an alternative accessible way for citizens to use the programs or services, such as a staffed telephone information line. These



Local government websites provide important information and services to citizens

alternatives, however, are unlikely to provide an equal degree of access in terms of hours of operation and the range of options and programs available. For example, job announcements and application forms, if posted on an accessible website, would be available to people with disabilities 24 hours a day, 7 days a week.

Online Barriers Faced By People with Disabilities

Many people with disabilities use “assistive technology” to enable them to use computers and access the Internet. Blind people who cannot see computer monitors may use screen readers – devices that speak the text that would normally appear on a monitor. People who have difficulty using a computer mouse can use voice recognition software to control their computers with verbal commands. People with other types of disabilities may use still other kinds of assistive technology. New and innovative assistive technologies are being introduced every day.

Poorly designed websites can create unnecessary barriers for people with disabilities, just as poorly designed buildings prevent some from entering. Designers may not realize how simple features built into a web page will assist someone who, for instance, cannot see a computer monitor or use a mouse.

One example of a barrier would be a photograph of a Mayor on a town website with no text identifying it. Because screen readers cannot interpret images unless there is text associated with it, a blind person would have no way of knowing whether the image is an unidentified photo or logo, artwork, a link to another page, or something else. Simply adding a line of simple hidden computer code to label the photograph “Photograph of Mayor Jane Smith” will allow the blind user to make sense of the image.

Accessible Design Benefits Everyone

When accessible features are built into web pages, websites are more convenient and more available to everyone – including users with disabilities. Web designers can follow techniques developed by private and government organizations to make even complex web pages usable by everyone including people with disabilities. For most websites, implementing accessibility features is not difficult and will seldom change the layout or appearance of web pages. These techniques also make web pages more usable both by people using older computers and by people using the latest technologies (such as personal digital assistants, handheld computers, or web-enabled cellular phones).

With the rapid changes in the Internet and in assistive technologies used by people with disabilities to access computers, private and government organizations have worked to establish flexible guidelines for accessible web pages that permit innovation to continue.

Resources for Web Developers

To make web pages accessible, the web developer needs to know about web page features that can make a web page less accessible or more accessible. Information about such features is easily available and many software developers are adding tools to web development software to make it easier to make web pages accessible.

Two important resources provide guidance for web developers designing accessible web pages. One is the **Section 508 Standards**, which Federal agencies must follow for their own new web pages. To learn more about the Section 508 Standards:

- The Access Board maintains information on its website at www.access-board.gov and has a useful guide for web developers at www.access-board.gov/sec508/guide/1194.22.htm;

- The Department of Justice has information about accessible web page design in an April 2000 report to the President. This report is available at www.usdoj.gov/crt/508/report/content.htm, and
- The General Services Administration hosts an online course for web developers interested in accessible web design. This program was developed in conjunction with

the Access Board, the Department of Justice, and the Department of Education and provides an interactive demonstration of how to build accessible web pages. This course is available at www.section508.gov, which also provides information about the Federal government's initiative to make its electronic and information technology accessible to people with disabilities.

Voluntary Action Plan for Accessible Websites

- **Establish a policy that your web pages will be accessible** and create a process for implementation.
- **Ensure that all new and modified web pages and content are accessible:**
 - Check the HTML¹ of all new web pages. Make sure that accessible elements are used, including alt tags, long descriptions, and captions, as needed.
 - If images are used, including photos, graphics, scanned images, or image maps, make sure to include alt tags and/or long descriptions for each.
 - If you use online forms and tables, make those elements accessible.
 - When posting documents on the website, always provide them in HTML or a text-based format (even if you are also providing them in another format, such as Portable Document Format (PDF)).
- **Develop a plan for making your existing web content more accessible.** Describe your plan on an accessible web page. Encourage input on improvements, including which pages should be given high priority for change. Let citizens know about the standards or guidelines that are being used. Consider making the more popular web pages a priority.
- **Ensure that in-house staff and contractors responsible for web page and content development are properly trained.**
- **Provide a way for visitors to request accessible information or services by posting a telephone number or E-mail address on your home page.** Establish procedures to assure a quick response to users with disabilities who are trying to obtain information or services in this way.
- **Periodically enlist disability groups to test your pages for ease of use; use this information to increase accessibility.**

¹ Web pages are written using a language called HTML (or "hypertext markup language"). HTML is a "markup language" that tells a computer program (called a "browser") how information will appear or will be arranged on a computer screen. HTML tags are specific instructions understood by a web browser or screen reader.

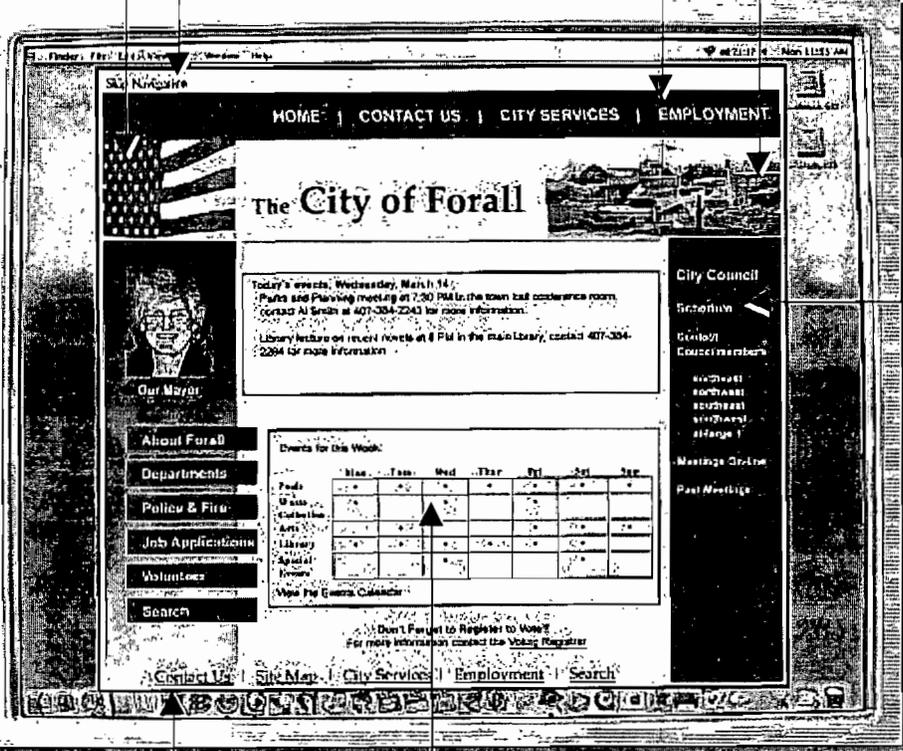
Examples of Accessible Features for Websites

All images and graphics need to have an alt tag or long description.

Use alt tags for image maps and for graphics associated with the image map so that a person using a screen reader will have access to the links and information.

When navigation links are used, people who use a screen reader must listen to all the links before proceeding. A skip navigation link provides a way to bypass the row of navigation links by jumping to the start of the web page content.

Some photos and images contain content that cannot be described with the limited text of an alt tag. Using a long description tag provides a way to have as much text as necessary to explain the image so it is accessible to a person using a screen reader but not visible on the web page.



Text links do not require any additional information or description if the text clearly indicates what the link is supposed to do. Links such as "click here" may confuse a user.

When tables with header and row identifiers are used to display information or data, the header and row information should be associated with each data cell by using HTML so a person using a screen reader can understand the information.

A link with contact information provides a way for users to request accessible services or to make suggestions.

Resources for Web Developers (continued)

A more comprehensive resource is the **Web Content Accessibility Guidelines** developed by the Web Accessibility Initiative. These guidelines help designers make web pages as accessible as possible to the widest range of users, including users with disabilities. The Web Accessibility Initiative is a subgroup of the World Wide Web Consortium — the same organization that standardizes the programming language followed by all web developers.

- Information for web developers interested in making their web pages as accessible as possible, including the current version of the **Web Content Accessibility Guidelines** (and associated checklists), can be found at www.w3c.org/WAI/Resources, and
- Information about the Web Accessibility Initiative can be found at www.w3c.org/WAI.

For More Information

Technical Information Regarding Web Accessibility

For technical assistance regarding Section 508 Standards and how to make web pages accessible to people with disabilities, please contact the Access Board:

800-872-2253 (voice)

800-993-2822 (TTY)

Information about the ADA

The Department of Justice provides technical assistance to help State and local governments understand and comply with the ADA. An important source of ADA information is the Department's ADA Home Page on the World Wide Web. This extensive website provides access to ADA regulations; all Department ADA technical assistance materials, including newly-released publications; proposed changes in the ADA regulations; and access to Freedom of Information Act materials, including technical assistance letters. The website also provides links to other Federal agencies with ADA responsibilities.

ADA Home Page -- www.ada.gov

In addition, the Department of Justice operates a toll-free ADA Information Line that provides access to ADA specialists during business hours.

ADA Information Line

800-514-0301 (voice)

800-514-0383 (TTY)

Reproduction

Reproduction of this document is encouraged.

June 2003

The Attorney General has determined that publication of this periodical is necessary in the transaction of the public business required by law of the Department of Justice.

ATTACHMENT I: Modifications to Newly Constructed Facilities

Please Note: Paragraph 52 of the Settlement Agreement requires that within three months of the effective date of this Agreement, the City provide signage as necessary to comply with 28 C.F.R. § 35.163(b), after having surveyed all facilities that are the subject of this Agreement for the purpose of identifying those that have multiple entrances not all of which are accessible.

The chart below lists the facilities surveyed by the Department, the access issues identified during the survey, and the actions required to correct the access issues. Required actions are listed using an alphanumeric code. The key to the alphanumeric codes is provided in Attachment M to this Agreement.

In order to ensure that the following spaces and elements in City facilities for which construction was commenced after January 26, 1992, are readily accessible to and usable by persons with disabilities, the City will take the actions referenced by the alphanumeric code and described in detail in Attachment M to this Settlement Agreement within the time periods specified below, which time periods will begin to run on the effective date of this Agreement.

Item #	Access Issue	Required Action	Completion Date
1.	Riverside Beach Family Aquatic Center, located at Pennsylvania & Oak Streets		
1.1.	Route to Main Entrance. The route is inaccessible because it has a cross slope of up to 4.3%.	AR1	24 months
1.2.	Life Guard Office Unisex Single User Toilet Room		
1.2.a.	The door is inaccessible because it requires 25 pounds of force to open.	D2	24 months
1.2.b.	No accessible mirror has been provided.	TR14	24 months
1.3.	Women's Locker Room		
1.3.a.	No accessible mirror has been provided.	TR14	24 months
1.3.b.	The lavatory is inaccessible because the top of the rim or counter is 34½ inches high.	TR11	24 months
1.3.c.	No accessible coat hook has been provided.	TR1	24 months

3-23-2011 / Naomi

Item #	Access Issue	Required Action	Completion Date
1.3.d.	The toilet paper dispenser is inaccessible because it is mounted 46 inches from the rear wall.	SU17	24 months
1.3.e.	The roll-in shower is inaccessible because there are grab bars provided on only 2 walls.	B8	24 months
1.3.f.	The bench is inaccessible because it is 18 deep and it does not provide clear floor space alongside to allow a transfer.	LR1	24 months
1.3.g.	The lockers are inaccessible because they require grasping and twisting of the wrist to open.	LR3	24 months
1.4.	Men's Locker Room		
1.4.a.	No accessible mirror has been provided.	TR14	24 months
1.4.b.	The lavatory is inaccessible because the top of the rim or counter is 34½ inches high.	TR11	24 months
1.4.c.	No accessible coat hook has been provided.	TR1	24 months
1.4.d.	The toilet paper dispenser is inaccessible because it is mounted 46 inches from the rear wall.	SU17	24 months
1.4.e.	The roll-in shower is inaccessible because there are grab bars provided on only 2 walls.	B8	24 months
1.4.f.	The bench is inaccessible because it is 18 deep and it does not provide clear floor space alongside to allow a transfer.	LR1	24 months
1.4.g.	The lockers are inaccessible because they require grasping and twisting of the wrist to open.	LR3	24 months
1.5.	Unisex Single User Family Toilet Room		
1.5.a.	No accessible mirror has been provided.	TR14	24 months
1.5.b.	The toilet paper dispenser is inaccessible because it is mounted 47 inches from the rear wall.	SU17	24 months
2.	Ash Youth Center, located at 150 North 10th Street		
2.1.	Parking		

Item #	Access Issue	Required Action	Completion Date
2.1.a.	The designated accessible parking space is inaccessible because it has no access aisle.	P1	30 months
2.1.b.	The designated accessible parking space is inaccessible because the sign is mounted too low, and there is no van-accessible signage provided.	P6	30 months
2.2.	Route from Parking Lot to Main Entrance. The curb ramp is inaccessible because it has a slope of 10.1%.	AR5	30 months
2.3.	Tapered Columns. The route throughout the facility is inaccessible because the tapered columns obstruct the head room.	AR7	30 months
2.4.	Drinking Fountains. Although a designated accessible drinking fountain is provided, there is no drinking fountain provided for people who have difficulty bending or stooping.	DF3	30 months
2.5.	Gymnasium		
2.5.a.	The thermostat protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	30 months
2.5.b.	The drinking fountain is inaccessible because the flow of water is less than 4 inches high.	DF7	30 months
2.5.c.	The drinking fountain protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	30 months
2.6.	Women's Locker Room		
2.6.a.	The door is inaccessible because it requires 9 pounds of force to open.	D2	30 months
2.6.b.	No accessible mirror has been provided.	TR14	30 months
2.6.c.	The designated accessible toilet is inaccessible because there is insufficient clear floor space.	ST18	30 months
2.6.d.	No accessible coat hook has been provided.	TR1	30 months
2.6.e.	The side grab bar at the designated accessible toilet is inaccessible because it is mounted with the far end 47 inches from the rear wall, it is 32 inches high, and it is obstructed by the toilet paper dispenser.	ST6	30 months

Item #	Access Issue	Required Action	Completion Date
2.6.f.	The designated accessible toilet is inaccessible because the rear grab bar is obstructed by the flush valve.	ST5	30 months
2.6.g.	There is no accessible shower provided.	B8	30 months
2.6.h.	The bench is inaccessible because it is 12½ inches deep, it is not fixed to the wall, it is 16 inches high, and it does not provide clear floor space alongside to allow a transfer.	LR1	30 months
2.6.i.	The lavatory adjacent to the shower is inaccessible because it has twist-type hardware.	TR10	30 months
2.6.j.	The lavatory adjacent to the shower is inaccessible because the hot water pipes are not insulated or otherwise configured to protect against contact.	TR12	30 months
2.6.k.	The air dryers protrude into the walkway and are not detectable to blind persons using a cane.	AR8	30 months
2.7.	Men's Locker Room		
2.7.a.	The door is inaccessible because it requires 10 pounds of force to open.	D2	30 months
2.7.b.	No accessible mirror has been provided.	TR14	30 months
2.7.c.	The designated accessible toilet is inaccessible because there is insufficient clear floor space.	ST18	30 months
2.7.d.	The designated accessible toilet is inaccessible because its centerline is 15 inches from the side wall.	ST17	30 months
2.7.e.	The designated accessible toilet is inaccessible because the flush control is on the closed side.	ST2	30 months
2.7.f.	No accessible coat hook has been provided.	TR1	30 months
2.7.g.	The side grab bar at the designated accessible toilet is inaccessible because it is mounted with the far end 47 inches from the rear wall and it is obstructed by the toilet paper dispenser.	ST7	30 months
2.7.h.	The designated accessible toilet is inaccessible because the rear grab bar is obstructed by the flush valve.	ST5	30 months
2.7.i.	There is no accessible shower provided.	B8	30 months

Item #	Access Issue	Required Action	Completion Date
2.7.j.	The bench is inaccessible because it is 12½ inches deep, it is not fixed to the wall, it is 16 inches high, and it does not provide clear floor space alongside to allow a transfer.	LR1	30 months
2.7.k.	The lavatory adjacent to the shower is inaccessible because it has twist-type hardware.	TR10	30 months
2.7.l.	The lavatory adjacent to the shower is inaccessible because the hot water pipes are not insulated or otherwise configured to protect against contact.	TR12	30 months
2.7.m.	The air dryers and paper towel dispensers protrude into the walkway and are not detectable to blind persons using a cane.	AR8	30 months
2.8.	Pool		
2.8.a.	The doors to the locker rooms are inaccessible because they require 11 to 12 pounds of force to open.	D2	30 months
2.8.b.	There is no access to the swimming pool for people with disabilities.	PO1	30 months
2.9.	Meeting Room. The door is inaccessible because it requires 9 pounds of force to open.	D2	30 months
2.10.	Staff Office. The door is inaccessible because it requires 6 pounds of force to open.	D2	30 months
3.	Independence Public Library, located at 220 E. Maple Street		
3.1.	Route to Entrance		
3.1.a.	The curb ramp from Maple Street is inaccessible because it has a slope of 13.7%.	AR5	24 months
3.1.b.	The sidewalk is inaccessible because it has a cross slope of up to 5.2%.	AR1	24 months
3.2.	1st Floor of Library		
3.2.a.	The card catalog computer is inaccessible because the keyboard is on a table 40 inches high that lacks knee or toe clearance.	C3	24 months

Item #	Access Issue	Required Action	Completion Date
3.2.b.	The library route is inaccessible because the underside of the stairway is an overhead hazard.	AR7	24 months
3.3.	1st Floor Women's Toilet Room with Stalls		
3.3.a.	The door is inaccessible because it requires 7 pounds of force to open.	D2	24 months
3.3.b.	The designated accessible toilet is inaccessible because its centerline is 19½ inches from the side wall.	ST17	24 months
3.3.c.	The side grab bar at the designated accessible toilet is inaccessible because it is mounted 50½ inches from the rear wall.	ST7	24 months
3.4.	1st Floor Men's Toilet Room with Stalls		
3.4.a.	The door is inaccessible because it requires 8 pounds of force to open.	D2	24 months
3.4.b.	The urinal is inaccessible because the rim is 23 inches high.	TR20	24 months
3.4.c.	The side grab bar at the designated accessible toilet is inaccessible because it is 36 inches long.	ST7	24 months
3.5.	1st Floor Drinking Fountain near Front Desk. The wall-mounted drinking fountains are inaccessible because the higher fountain provides only 26 inches of clear knee height.	DF5	24 months
3.6.	3rd Floor Single User Unisex Toilet Room		
3.6.a.	The lavatory is inaccessible because the bottom of the apron is 25½ inches high.	TR11	24 months
3.6.b.	The toilet is inaccessible because its centerline is 15½ inches from the side wall.	SU15	24 months
3.6.c.	The rear grab bar at the toilet is inaccessible because it is mounted 7 inches from the side wall.	SU3	24 months
3.7.	Cutler Conference Room. The coat rack is inaccessible because it is 63 inches high.	TR5	24 months
3.8.	1st Floor Women's Toilet Room with Stalls near Carnegie		
3.8.a.	The door is inaccessible because it requires 8 pounds of force to open.	D2	24 months

Item #	Access Issue	Required Action	Completion Date
3.8.b.	The lavatory is inaccessible because the top of the rim is 36 inches high.	TR11	24 months
3.8.c.	The designated accessible toilet is inaccessible because its centerline is 22½ inches from the side wall.	ST17	24 months
3.8.d.	The side grab bar at the designated accessible toilet is inaccessible because it is mounted with the far end 51 inches from the rear wall.	ST7	24 months
3.8.e.	The rear grab bar at the designated accessible toilet is inaccessible because it is mounted 11 inches from the side wall.	ST4	24 months
3.9.	1st Floor Men's Toilet Room with Stalls near Carnegie		
3.9.a.	The door is inaccessible because it requires 10 pounds of force to open.	D2	24 months
3.9.b.	The urinal is inaccessible because the rim is 21 inches high and the flush control is 49 inches high.	TR20	24 months
3.9.c.	The designated accessible toilet is inaccessible because the top of the seat is 15 inches high.	ST20	24 months
3.9.d.	The designated accessible toilet is inaccessible because its centerline is 13½ inches from the side wall.	ST17	24 months
3.9.e.	The designated accessible toilet is inaccessible because the side grab bar is obstructed by the toilet paper dispenser.	ST8	24 months
3.9.f.	The grab bars at the designated accessible toilet are inaccessible because they are mounted 30 inches high.	ST12	24 months
3.9.g.	The rear grab bar at the designated accessible toilet is inaccessible because it is mounted 8½ inches from the side wall.	ST3	24 months

ATTACHMENT J: Modifications to Altered Facilities

Please Note: Paragraph 52 of the Settlement Agreement requires that within three months of the effective date of this Agreement, the City provide signage as necessary to comply with 28 C.F.R. § 35.163(b), after having surveyed all facilities that are the subject of this Agreement for the purpose of identifying those that have multiple entrances not all of which are accessible.

The chart below lists the facilities surveyed by the Department, the access issues identified during the survey, and the actions required to correct the access issues. Required actions are listed using an alphanumeric code. The key to the alphanumeric codes is provided in Attachment M to this Agreement.

In order to ensure that the following spaces and elements in the City's facilities in which alterations occurred after January 26, 1992, are readily accessible to and usable by persons with disabilities, the City will take the actions referenced by the alphanumeric code and described in detail in Attachment M to this Settlement Agreement within the time period specified below, which time period will begin to run on the effective date of this Agreement.

Item #	Access Issue	Required Action	Completion Date
1.	Memorial Hall and Civic Center, located at 410 Pennsylvania Avenue		
1.1.	Parking. The designated accessible parking is inaccessible because it lacks van accessible signage.	P6	24 months
1.2.	Route to Entrance. The curb ramp leading to the accessible entrance doors is inaccessible because it has a slope of 9.8%.	AR5	24 months
1.3.	Entrances. The building does not have directional signage posted at inaccessible entrances and does not have the International Symbol of Accessibility posted at accessible entrances.	D16	24 months
1.4.	Banquet Room. There is no signage informing the public of the availability of an assistive listening system.	AA3	24 months
1.5.	Lower Level Unisex Single User Toilet Room		
1.5.a.	The toilet room sign is mounted on the hinged side of the door.	TR18	24 months

3-17-2011

Item #	Access Issue	Required Action	Completion Date
1.5.b.	No accessible mirror has been provided.	TR14	24 months
1.5.c.	The side grab bar at the toilet is inaccessible because it is mounted with the far end 49½ inches from the rear wall.	SU5	24 months
1.5.d.	The rear grab bar at the toilet is inaccessible because it is mounted 8 inches from the side wall.	SU3	24 months
1.6.	Lower Level Dressing Rooms. None of the dressing rooms is accessible because there is no accessible signage provided and none of the dressing rooms has an accessible mirror or closet.	LR2, S1	24 months
1.7.	Lower Level Unisex Single User Toilet and Shower Room near Dressing Room		
1.7.a.	The side grab bar at the toilet is inaccessible because it is mounted with the far end 50 inches from the rear wall.	SU5	24 months
1.7.b.	The rear grab bar at the toilet is inaccessible because it is mounted 8 inches from the side wall.	SU3	24 months
1.7.c.	The shower is inaccessible because the controls are located more than 27 inches from the wall on which the transfer seat is mounted, and there is an 1 inch high curb at the entrance.	B8	24 months
1.8.	Veteran's Room 106/108. There is no signage informing the public of the availability of an assistive listening system.	AA3	24 months
1.9.	Elevator		
1.9.a.	The elevator is inaccessible because the hoist way signage is mounted at 41 inches high.	E12	24 months
1.9.b.	The elevator is inaccessible because it does not automatically reopen without contact for obstructions between 5 inches and 29 inches above the finished floor.	E6	24 months
1.9.c.	The elevator is inaccessible because the emergency system requires voice communication to operate.	E8	24 months
1.10.	Lower Level Route near Elevator. The AED machine protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	24 months

Item #	Access Issue	Required Action	Completion Date
1.11.	Lower Level Men's Toilet Room with Showers near Room 110		
1.11.a.	No accessible mirror has been provided.	TR14	24 months
1.11.b.	The lower urinal is inaccessible because the rim is 20 inches high.	TR20	24 months
1.11.c.	The designated accessible stall is incorrectly configured as an ambulatory stall, and there is no standard accessible stall provided.	ST15	24 months
1.11.d.	There is no accessible shower provided.	B8	24 months
1.12.	Lower Level Women's Toilet Room with Showers near Room 110		
1.12.a.	No accessible mirror has been provided.	TR14	24 months
1.12.b.	The lavatory is inaccessible because the top of the rim is 35 inches high.	TR11	24 months
1.12.c.	The designated accessible stall is incorrectly configured as an ambulatory stall, and there is no standard accessible stall provided.	ST15	24 months
1.13.	Memorial Hall		24 months
1.13.a.	Memorial Hall, containing 1058 seats, is inaccessible because there are no fixed companion seats provided.	AA6	24 months
1.13.b.	There is no signage informing the public of the availability of an assistive listening system.	AA3	24 months
1.13.c.	The ramp to the stage is inaccessible because it has a slope of up to 17%, there is a handrail on only one side, and the ends of the handrail lack extensions and are not rounded or returned.	R5	24 months
1.13.d.	The route to the stage is inaccessible because there less than 74 inches of head room provided.	AR7	24 months
1.14.	Stage Area Unisex Single User Toilet Room		
1.14.a.	The toilet paper dispenser is inaccessible because it is mounted 41 inches from the rear wall.	SU17	24 months

Item #	Access Issue	Required Action	Completion Date
1.14.b.	The side grab bar at the toilet is inaccessible because it is mounted with the far end 49 inches from the rear wall.	SU6	24 months
1.15.	2nd Floor Women's Toilet Room with Stalls		
1.15.a.	The lavatory is inaccessible because the bottom of the apron is 27 inches high.	TR11	24 months
1.15.b.	No accessible coat hook has been provided.	TR1	24 months
1.15.c.	The toilet paper dispenser in the designated accessible stall is inaccessible because it is mounted 37½ inches from the rear wall.	ST19	24 months
1.15.d.	The side grab bar at the designated accessible toilet is inaccessible because it is mounted with the far end 50 inches from the rear wall.	ST7	24 months
1.15.e.	The rear grab bar at the designated accessible toilet is inaccessible because it is mounted 8 inches from the side wall.	ST4	24 months
1.15.f.	Although there are 12 toilet stalls, there is no ambulatory stall provided.	ST1	24 months
1.16.	2nd Floor Drinking Fountain		
1.16.a.	The drinking fountain is inaccessible because the flow of water is 1 inch high.	DF7	24 months
1.16.b.	The wall-mounted drinking fountain is inaccessible because it provides only 24 inches of clear knee height.	DF5	24 months
1.16.c.	Although a designated accessible drinking fountain is provided, there is no drinking fountain provided for people who have difficulty bending or stooping.	DF3	24 months
1.17.	2nd Floor Men's Toilet Room with Stalls		
1.17.a.	The urinal is inaccessible because the rim is 19 inches high.	TR20	24 months

Item #	Access Issue	Required Action	Completion Date
1.17.b.	The designated accessible stall is incorrectly configured as an ambulatory stall, and there is no standard accessible stall provided.	ST15	24 months

ATTACHMENT K: Program Access in Existing Facilities

Please Note: Paragraph 52 of the Agreement requires that within three months of the effective date of this Agreement, the City will provide signage as necessary to comply with 28 C.F.R. § 35.163(b), after having surveyed all facilities that are the subject of this Agreement for the purpose of identifying those that have multiple entrances not all of which are accessible.

The technical requirements and, where appropriate, the scoping requirements of the Standards are used as a guide for determining whether a program or activity held in an existing facility is “readily accessible to and usable by” persons with disabilities and for determining what changes are necessary to make this program or activity accessible if it continues to be provided in the existing facility in question. See 28 C.F.R. §§ 35.150(b)(1), 35.151.

The chart below lists the facilities surveyed by the Department, the access issues identified during the survey, and the actions required to correct the access issues. Required actions are listed using an alphanumeric code. The key to the alphanumeric codes is provided in Attachment M to this Agreement.

In order to ensure that the programs, services, and activities housed in the City’s facilities are accessible to persons with disabilities, when viewed in their entirety, the City will take the actions referenced by the alphanumeric code and described in detail in Attachment M to this Settlement Agreement within the time period specified below, which time period begins to run on the effective date of the Agreement.

Item #	Access Issue	Required Action	Completion Date
1.	Ralph Mitchell Zoo, located at 1736 North 5th Street		
1.1.	Parking near Monkey Island. There is no accessible parking provided.	P3	24 months
1.2.	Parking near Concession Stand		
1.2.a.	The designated accessible parking is inaccessible because the access aisle is 53 inches wide.	P8	24 months
1.2.b.	The designated accessible parking is inaccessible because it lacks signage.	P6	24 months
1.2.c.	The designated accessible parking is inaccessible because one of the spaces has a cross slope of 3.7% and the access aisle has a cross slope of 2.9%.	P7	24 months

Item #	Access Issue	Required Action	Completion Date
1.3.	Route from Parking to Concession Stand. The route is inaccessible because there is a gap leading onto the sidewalk 7 inches long and 1 inch deep.	AR1	24 months
1.4.	Women's Toilet Room with Stalls near Concession Stand		
1.4.a.	The toilet room sign is inaccessible because it is not mounted on the latch side of the door and it does not have raised and Braille characters.	TR17	24 months
1.4.b.	The lavatory is inaccessible because the bottom of the apron is 27 inches high.	TR11	24 months
1.4.c.	The designated accessible toilet is inaccessible because the top of the seat is 20 inches high.	ST20	24 motnhs
1.4.d.	The designated accessible toilet is inaccessible because the flush control is on the closed side.	ST2	24 motnhs
1.4.e.	The toilet paper dispenser in the designated accessible stall is inaccessible because it is mounted 42 inches from the rear wall.	ST19	24 motnhs
1.5.	Men's Toilet Room with Stalls near Concession Stand		
1.5.a.	The toilet room sign is inaccessible because it is not mounted on the latch side of the door and it does not have raised and Braille characters.	TR17	24 motnhs
1.5.b.	The lavatory is inaccessible because the bottom of the apron is 27¼ inches high.	TR11	24 motnhs
1.5.c.	The urinal is inaccessible because the rim is 23 inches high and the flush control is 52 inches high.	TR20	24 motnhs
1.5.d.	The toilet paper dispenser in the designated accessible stall is inaccessible because it is mounted 39 inches from the rear wall.	ST19	24 motnhs
1.6.	Drinking Fountain near Concession Stand		
1.6.a.	Although a designated accessible drinking fountain is provided, there is no drinking fountain provided for people who have difficulty bending or stooping.	DF3	24 months

Item #	Access Issue	Required Action	Completion Date
1.6.b.	The wall-mounted drinking fountain is inaccessible because it provides only 23 inches of clear knee height.	DF5	24 months
1.7.	Concession Stand. The counter is inaccessible because it is 44½ inches high.	C5	24 months
1.8.	Feed Dispensers. The dispensers are inaccessible because the controls require tight grasping and twisting of the wrist to operate.	TR3	24 months
1.9.	Python House. The doors are inaccessible because knob hardware is used.	D1	24 months
1.10.	Ramp to Dock at Duck Pond. The ramp is inaccessible because it has a slope of up to 14.6% and there are no accessible handrails provided.	R3	24 months
1.11.	Kiddy Land		
1.11.a.	The routes to and within Kiddy Land are inaccessible because there are steps to the castle, a step into Kiddy Land, and grass routes to the designated accessible swing and other play areas.	AR1	24 months
1.11.b.	The picnic tables are inaccessible because none provide the required knee space.	PD6	24 months
1.12.	Route to Bald Eagle and Black Bear Exhibits. The route is inaccessible because it contains numerous steps.	AR1	24 months
2.	Riverside Park, located at 1736 North 5th Street		
2.1.	18 Space Parking Lot. The parking lot, with a total of 18 parking spaces, is inaccessible because there are no accessible parking spaces provided. This lot requires 1 van accessible space.	P3	24 months
2.2.	12 Space Parking Lot. The parking lot, with a total of 12 parking spaces, is inaccessible because the designated accessible parking space has no access aisle and no vertical sign. This lot requires 1 van accessible space.	P3	24 months
2.3.	Shelter House Front Entrance		

Item #	Access Issue	Required Action	Completion Date
2.3.a.	The building does not have directional signage posted at inaccessible entrances and does not have the International Symbol of Accessibility posted at accessible entrances.	D16	24 months
2.3.b.	The entrance ramp is inaccessible because its bottom landing has a slope of 3.6%, there is a 1½ inch high step onto the top landing, and the handrails are 32 inches high and lack extensions.	R3	24 months
2.3.c.	The entrance door is inaccessible because there is a 1 inch high threshold.	D23	24 months
2.4.	Exterior Routes. The routes to the play areas, merry-go-round, drinking fountain, and benches are inaccessible because the grass is not firm stable and slip resistant.	AR1	24 months
2.5.	Drinking Fountain near Merry-Go-Round. The drinking fountain is inaccessible because the controls require 8 pounds of force to operate.	DF2	24 months
2.6.	11 Space Parking Lot near Play Area. The parking lot, with a total of 11 parking spaces, is inaccessible because there are no accessible parking spaces provided. This lot requires 1 van accessible space.	P3	24 months
2.7.	Curb Ramp from Parking Lot near Play Area. The ramp is inaccessible because it has a cross slope of 4.3%.	R3	24 months
2.8.	11 Space Parking Lot near Shelters. The parking lot, with a total of 11 parking spaces, is inaccessible because there are no accessible parking spaces provided. This lot requires 1 van accessible space.	P3	24 months
2.9.	11 Space Parking Lot Closest to Toilet Rooms. The parking lot, with a total of 11 parking spaces, is inaccessible because there are no accessible parking spaces provided. This lot requires 1 van accessible space.	P3	24 months
2.10.	Drinking Fountain near Toilet Rooms. The drinking fountain is inaccessible because the controls require 7 pounds of force to operate.	DF2	24 months
2.11.	Women's Toilet Room with Stalls near Merry-Go-Round		

Item #	Access Issue	Required Action	Completion Date
2.11.a.	The toilet room sign is mounted on the door and has no raised or Braille characters.	TR18	24 months
2.11.b.	The air dryer protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	24 months
2.12.	Toilet Room with Stalls (Men), located near merry-go-round		
2.12.a.	The toilet room sign is mounted on the door and has no raised or Braille characters.	TR17	24 months
2.12.b.	The air dryer protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	24 months
2.12.c.	The designated accessible toilet is inaccessible because the rear grab bar is obstructed by the flush valve.	ST5	24 months
2.13.	14 Space Parking Lot near Picnic Shelters. The parking lot, with a total of 14 parking spaces, is inaccessible because the designated accessible parking space has no access aisle and no vertical sign. This lot requires 1 van accessible space.	P3	24 months
2.14.	Parking near Concession House. The parking lot, with a total of 28 parking spaces, is inaccessible because it does not have spaces designated as accessible. This lot requires 1 van accessible space and 1 standard accessible spaces.	P3	24 months
2.15.	Drinking Fountain near Concession House. The route is inaccessible because the grass is not firm, stable, and slip resistant.	AR1	24 months
2.16.	Concession House. The door is inaccessible because it has an opening width of 29 inches.	D25	24 months
2.17.	11 Space Parking Lot near School House Shelter. The parking lot, with a total of 11 parking spaces, is inaccessible because there are no accessible parking spaces provided. This lot requires 1 van accessible space.	P3	24 months
2.18.	11 Space Parking Lot near Wells Drive. The parking lot, with a total of 11 parking spaces, is inaccessible because there are no accessible parking spaces provided. This lot requires 1 van accessible space.	P3	24 months

Item #	Access Issue	Required Action	Completion Date
2.19.	Parking near Lone Chief Cabin. The parking lot, with a total of 21 parking spaces, is inaccessible because there are no accessible parking spaces provided. This lot requires 1 van accessible space.	P3	24 months
2.20.	Route to Lone Chief Cabin and Toilet Rooms. The route is inaccessible because it is only 33 inches wide and the flagstone paving contains steps of more than ¼ inch in height.	AR3	24 months
2.21.	Lone Chief Cabin Toilet Rooms. The toilet room contains a number of inaccessible elements and is not accessible to people with disabilities.	SU13	24 months
2.22.	13 Space Parking Lot near 4-H Building		
2.22.a.	The parking lot, with a total of 13 parking spaces, is inaccessible because there are no accessible parking spaces provided. This lot requires 1 van accessible space.	P3	24 months
2.22.b.	The curb ramp is inaccessible because it has a slope of 9.8%.	AR5	24 months
2.23.	Curb Ramp behind 4-H Building. The curb ramp is inaccessible because it has a slope of 13.4%, a 2 inch high change in level along one side, and flared sides that slope significantly more than 10%.	AR5	24 months
2.24.	4-H Middle Open Building. The route is inaccessible because the gravel is not firm, stable, and slip resistant.	AR1	24 months
2.25.	19 Space Parking Lot at 4-H Main West Building	P3	24 months
2.25.a.	The parking lot, with a total of 19 parking spaces, is inaccessible because there are no accessible parking spaces provided. This lot requires 1 van accessible space.	P3	24 months
2.25.b.	The curb ramp is inaccessible because it has a slope of 14.4%.	AR5	24 months
2.26.	4-H Building Toilet Rooms with Stalls. The toilet rooms contain a number of inaccessible elements and are not accessible to people with disabilities.	ST14	24 months

Item #	Access Issue	Required Action	Completion Date
2.27.	8 Space Parking Lot at Tennis Courts. The parking lot, with a total of 8 parking spaces, is inaccessible because the designated accessible parking space has no access aisle and no vertical sign. This lot requires 1 van accessible space.	P3	24 months
3.	Emmot Field (Riverside Park), located at 1736 North 5th Street		
3.1.	Route from Ticket Counter to Main Gate. The route is inaccessible because it has a slope of up to 8.9% and a cross slope up to 5.2%.	AR1	30 months
3.2.	Ticket Counter. The counter is inaccessible because it is 39 inches high.	C6	30 months
3.3.	Ramp to Seating Area. The ramp is inaccessible because it has a slope of up to 13.8%, it lacks edge protection, and the handrails lack extensions.	R3	30 months
3.4.	Stadium Seating		
3.4.a.	The stadium, containing 1,553 seats, is inaccessible because there are no wheelchair seating areas provided.	AA7	30 months
3.4.b.	The stadium is inaccessible to people who are deaf or hard of hearing because there is no assistive listening system provided.	AA5	30 months
3.5.	Concession Stands. The counters are inaccessible because they are 43 inches high.	C5	30 months
3.6.	Women's Toilet Room with Stalls		
3.6.a.	The toilet room sign is mounted above the door and has no raised or Braille characters.	TR17	30 months
3.6.b.	The route is inaccessible because the exterior and interior entry doors provide insufficient head room.	AR7	30 months
3.6.c.	The interior door is inaccessible because it has an opening width of 29½ inches.	D25	30 months
3.6.d.	The designated accessible toilet is inaccessible because the clear floor space is obstructed by pipes.	ST18	30 months

Item #	Access Issue	Required Action	Completion Date
3.6.e.	The toilet paper dispenser in the designated accessible stall is inaccessible because it is mounted 45 inches from the rear wall.	ST19	30 months
3.6.f.	The designated accessible toilet is inaccessible because the flush control is on the closed side.	ST2	30 months
3.6.g.	No accessible coat hook has been provided.	TR1	30 months
3.6.h.	The side grab bar at the designated accessible toilet is inaccessible because it is 36 inches long.	ST4	30 months
3.7.	Men's Toilet Room with Stalls		
3.7.a.	The toilet room sign is mounted above the door and has no raised or Braille characters.	TR17	30 months
3.7.b.	The door is inaccessible because it has an opening width of 29 inches.	D25	30 months
3.7.c.	The door is inaccessible because there is a 2½ inch high threshold.	D23	30 months
3.7.d.	No accessible mirror has been provided.	TR14	30 months
3.7.e.	The urinal is inaccessible because the rim is 24 inches high.	TR20	30 months
3.7.f.	The designated accessible toilet is inaccessible because its centerline is 15 inches from the side wall.	ST17	30 months
3.7.g.	No accessible coat hook has been provided.	TR1	30 months
3.7.h.	The toilet paper dispenser in the designated accessible stall is inaccessible because it is mounted 46 inches from the rear wall.	ST19	30 months
3.7.i.	The side grab bar at the designated accessible toilet is inaccessible because it is 36 inches long.	ST7	30 months
3.8.	Official's and Visitor's Locker Rooms. The locker rooms contain a number of inaccessible elements and are not accessible to people with disabilities.	LR4	30 months
4.	City Hall/Fire & Police Departments, located at 120 N. 6th Street & Independence Avenue		

Item #	Access Issue	Required Action	Completion Date
4.1.	Entrances		
4.1.a.	The building does not have directional signage posted at inaccessible entrances and does not have the International Symbol of Accessibility posted at accessible entrances.	D16	24 months
4.1.b.	The ramp to the designated accessible entrance is inaccessible because it has a slope of up to 9.8%, and the handrails lack horizontal extensions at the bottom.	R5	24 months
4.1.c.	The designated accessible entrance is inaccessible because thumb lever hardware is used.	D1	24 months
4.2.	Elevator. The elevator is inaccessible because the emergency system requires voice communication to operate.	E8	24 months
4.3.	Police Department Dispatcher. The counter is inaccessible because it is 41 inches high.	C6	24 months
4.4.	Drinking Fountain near Police Dispatcher		
4.4.a.	The drinking fountain is inaccessible because the flow of water is 2 inches high.	DF7	24 months
4.4.b.	Although a designated accessible drinking fountain is provided, there is no drinking fountain provided for people who have difficulty bending or stooping.	DF3	24 months
4.4.c.	The drinking fountain protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	24 months
4.5.	Detective Division		
4.5.a.	The double doors are inaccessible because each leaf is 28 inches wide.	D24	24 months
4.5.b.	The door is inaccessible because knob hardware is used.	D1	24 months
4.6.	Interview Room #1. The door is inaccessible because knob hardware is used.	D1	24 months
4.7.	Booking Area		

Item #	Access Issue	Required Action	Completion Date
4.7.a.	The door is inaccessible because it has an opening width of 26 inches.	D25	24 months
4.7.b.	The door is inaccessible because knob hardware is used.	D1	24 months
4.8.	Interview Room #2. The door is inaccessible because knob hardware is used.	D1	24 months
4.9.	Records Area		
4.9.a.	The double doors are inaccessible because each leaf is 28 inches wide.	D24	24 months
4.9.b.	The door is inaccessible because knob hardware is used.	D1	24 months
4.9.c.	The counter is inaccessible because it is 41 inches high.	C6	24 months
4.10.	Lead Detective Area		
4.10.a.	The door is inaccessible because it has an opening width of 29½ inches.	D25	24 months
4.10.b.	The door is inaccessible because knob hardware is used.	D1	24 months
4.11.	Chief's Office		
4.11.a.	The door is inaccessible because it has an opening width of 29½ inches.	D25	24 months
4.11.b.	The door is inaccessible because knob hardware is used.	D1	24 months
4.12.	Men's Toilet Room with Stalls		
4.12.a.	The toilet room sign obstructs the head room near the toilet room door.	AR7	24 months
4.12.b.	The toilet room sign is mounted above the door and has no raised or Braille characters.	TR18	24 months
4.12.c.	The door is inaccessible because it requires 7 pounds of force to open.	D2	24 months
4.12.d.	No accessible mirror has been provided.	TR14	24 months

Item #	Access Issue	Required Action	Completion Date
4.12.e.	The urinal is inaccessible because the rim is 25 inches high and the flush control is 48 inches high.	TR20	24 months
4.12.f.	The lavatory is inaccessible because the hot water pipes are not insulated or otherwise configured to protect against contact.	TR12	24 months
4.12.g.	The designated accessible toilet is inaccessible because its centerline is 20 inches from the side wall.	ST17	24 months
4.12.h.	The designated accessible toilet is inaccessible because the side grab bar is obstructed by the toilet seat cover dispenser.	ST9	24 months
4.12.i.	There is no rear grab bar provided at the designated accessible toilet.	ST3	24 months
4.13.	Women's Single User Toilet Room		
4.13.a.	The toilet room sign obstructs the head room near the toilet room door.	AR7	24 months
4.13.b.	The toilet room sign is mounted above the door and has no raised or Braille characters.	TR18	24 months
4.13.c.	The door is inaccessible because it requires 9 pounds of force to open.	D2	24 months
4.13.d.	No accessible coat hook has been provided.	TR1	24 months
4.13.e.	No accessible mirror has been provided.	TR14	24 months
4.13.f.	The lavatory is inaccessible because the hot water pipes are not insulated or otherwise configured to protect against contact.	TR12	24 months
4.13.g.	The toilet is inaccessible because the flush control is on the closed side.	SU1	24 months
4.13.h.	The near side grab bar at the toilet is inaccessible because it is 18 inches long.	SU6	24 months
4.13.i.	The toilet is inaccessible because the rear grab bar is mounted more than 6 inches from the side wall.	SU3	24 months
4.14.	Water Office and City Clerk		

Item #	Access Issue	Required Action	Completion Date
4.14.a.	The door is inaccessible because knob hardware is used.	D1	24 months
4.14.b.	The counter is inaccessible because it is 45 inches high.	C6	24 months
4.14.c.	The shelf outside the office protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	24 months
4.15.	City Manager's Office		
4.15.a.	The door is inaccessible because it has an opening width of 29 inches.	D25	24 months
4.15.b.	The door is inaccessible because knob hardware is used.	D1	24 months
4.16.	Conference Room. The door is inaccessible because knob hardware is used.	D1	24 months
4.17.	Municipal Court Desk. The door is inaccessible because knob hardware is used.	D1	24 months
4.18.	Drinking Fountain		
4.18.a.	The drinking fountain is inaccessible because the flow of water is 2 inches high.	DF7	24 months
4.18.b.	Although a designated accessible drinking fountain is provided, there is no drinking fountain provided for people who have difficulty bending or stooping.	DF3	24 months
4.18.c.	The drinking fountain protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	24 months
4.19.	Director of Housing. The door is inaccessible because knob hardware is used.	D1	24 months
4.20.	Public Works Office, 2nd Floor. The door is inaccessible because knob hardware is used.	D1	24 months
4.21.	Engineer's Room, 2nd Floor. The door is inaccessible because it has an opening width of 29 inches.	D25	24 months
4.22.	Municipal Court, 2nd Floor		
4.22.a.	The door is inaccessible because knob hardware is used.	D1	24 months

Item #	Access Issue	Required Action	Completion Date
4.22.b.	The room is inaccessible to people with hearing disabilities because there is no assistive listening system provided.	AA5	24 months
4.23.	Drinking Fountain, 2nd Floor. Although a designated accessible drinking fountain is provided, there is no drinking fountain provided for people who have difficulty bending or stooping.	DF3	24 months
4.24.	Room 204. The door is inaccessible because knob hardware is used.	D1	24 months
4.25.	Building Inspector's Office, 2nd Floor. The door is inaccessible because knob hardware is used.	D1	24 months
4.26.	Fire Chief Office. The door is inaccessible because knob hardware is used.	D1	24 months

Attachment L

Reserved.

Attachment M: Actions Required to Remedy Accessibility Violations

This Attachment provides a detailed description of the actions that must be taken to remedy accessibility violations listed in other parts of this Agreement. Each required action is referenced by an alphanumeric code – *i.e.*, a code consisting of one or more letters followed by a number. The required actions are listed in alphabetic/numeric order based on the specific code used to reference each required action. The term “Standards” refers to the ADA Standards for Accessible Design, 28 C.F.R. Pt. 36, Appendix A.

Code	Required Actions
AA1	Provide an accessible route connecting the wheelchair seating locations with all performing areas, including stages, arena floors, dressing rooms, locker rooms, and other spaces used by performers. Standards §§ 4.1.3(19)(a), 4.3, 4.33.5.
AA2	Provide aisle seats with no armrest on the aisle side, or with a removable or folding armrest on the aisle side, identified by a sign or marker, equal in number to 1% of the total number of seats (but not less than 1). Provide signage in the ticket office notifying patrons that such seating is available. Standards § 4.1.3(19)(a).
AA3	Provide accessible signage indicating the availability of the assistive listening system. 28 C.F.R. § 35.160; Standards §§ 4.1.3(19)(b), 4.30.
AA4	Provide a permanently installed assistive listening system serving the fixed seating. Ensure that the seating served by the system is located within a 50 foot viewing distance of the stage or playing area and has a complete view of the stage or playing area. Provide receivers equal in number to 4% of the total number of seats (but at least 2) for use by the general public, and provide signage indicating their availability. 28 C.F.R. § 35.160, Standards §§ 4.1.3(19)(b), 4.30, 4.33.
AA5	Provide a permanently installed assistive listening system (ALS) or a portable ALS with an adequate number of electrical outlets or other supplementary wiring necessary to support a portable assistive listening system. Also provide receivers equal in number to 4% of the total number of seats (but no fewer than 2) for use by the general public, and provide signage indicating their availability. 28 C.F.R. § 35.160, Standards §§ 4.1.3(19)(b), 4.30, 4.33.

Code	Required Actions												
AA6	<p>Provide the number of wheelchair seating areas shown in the following chart, each with a minimum clear ground or floor space of 33 inches wide by 48 inches deep for forward or rear access, or 33 inches wide by 60 inches deep for side access. Ensure that the ground or floor at all wheelchair locations is level, firm, stable, and slip resistant; that wheelchair seating areas are an integral part of the fixed seating plan and are located so as to provide people with physical disabilities a choice of admission prices and lines of sight comparable to those available to members of the general public; that wheelchair seating areas adjoin an accessible route that also serves as a means of egress in case of emergency; and that at least one fixed companion seat, identified by signage, is provided next to each wheelchair location. When the seating capacity exceeds 300, wheelchair seating areas shall be provided in more than one location. Standards §§ 4.1.3(19)(a), 4.5, 4.33, Fig. 46.</p>												
	<table border="1"> <thead> <tr> <th data-bbox="323 758 873 810">Seating Capacity of Assembly Area</th> <th data-bbox="873 758 1474 810">Number of Required Wheelchair Locations</th> </tr> </thead> <tbody> <tr> <td data-bbox="323 810 873 873">4 to 25</td> <td data-bbox="873 810 1474 873">1</td> </tr> <tr> <td data-bbox="323 873 873 936">26 to 50</td> <td data-bbox="873 873 1474 936">2</td> </tr> <tr> <td data-bbox="323 936 873 999">51 to 300</td> <td data-bbox="873 936 1474 999">4</td> </tr> <tr> <td data-bbox="323 999 873 1062">301 to 500</td> <td data-bbox="873 999 1474 1062">6</td> </tr> <tr> <td data-bbox="323 1062 873 1146">over 500</td> <td data-bbox="873 1062 1474 1146">6, plus 1 additional space for each total seating capacity increase of 100</td> </tr> </tbody> </table>	Seating Capacity of Assembly Area	Number of Required Wheelchair Locations	4 to 25	1	26 to 50	2	51 to 300	4	301 to 500	6	over 500	6, plus 1 additional space for each total seating capacity increase of 100
Seating Capacity of Assembly Area	Number of Required Wheelchair Locations												
4 to 25	1												
26 to 50	2												
51 to 300	4												
301 to 500	6												
over 500	6, plus 1 additional space for each total seating capacity increase of 100												
AA7	<p>Provide the number of wheelchair seating areas shown in the preceding chart, each with a minimum clear ground or floor space of 33 inches wide by 48 inches deep for forward or rear access, or 33 inches wide by 60 inches deep for side access. Ensure that the ground or floor at all wheelchair locations is level, firm, stable, and slip resistant; that wheelchair seating areas are an integral part of the fixed seating plan and are located in all areas, including specialty areas, such as skyboxes and suites, so as to provide people with physical disabilities a choice of admission prices and lines of sight comparable to those available to members of the general public; that wheelchair seating areas adjoin an accessible route that also serves as a means of egress in case of emergency; and that at least one fixed companion seat, identified by signage, is provided next to each wheelchair seating area. In stadiums where spectators can be expected to stand during the show or event (for example, football, baseball, basketball games, or rock concerts), all or substantially all of the wheelchair seating locations must provide a line of sight over standing spectators. Standards §§ 4.1.3(19)(a), 4.5, 4.33, Fig. 46.</p>												

Code	Required Actions
AA8	Install a ramp or platform lift in compliance with the Standards or establish a procedure for providing access to this area. Any procedure shall not require lifting or carrying persons with mobility impairments or require them to traverse unnecessary or extreme distances. Provide a wheelchair seating area with a minimum clear ground or floor space of 33 inches wide by 48 inches deep for forward or rear access, or 33 inches wide by 60 inches deep for side access. Standards §§ 4.33.5, 4.3.8, 4.8, 4.11, Fig. 46.
AA9	Provide at least one wheelchair seating area within the jury box with a minimum clear ground or floor space of 30 inches wide by 48 inches deep for forward or rear access, or 30 inches wide by 60 inches deep for side access. Ensure that wheelchair seating areas are an integral part of the fixed seating plan of the jury box and are located so as to provide people with physical disabilities with a line of sight comparable to those available for other members of the jury; and that wheelchair seating areas adjoin an accessible route that also serves as a means of egress in case of emergency. Standards §§ 4.1.3(19)(a), 4.5, 4.33, Fig. 45.
AL1	Provide visual alarm devices in toilet rooms and any other general usage areas (e.g., meeting rooms), hallways, lobbies, and any other area for common use. Such devices shall be integrated into the facility alarm system and shall meet the requirements of the Standards for lamp type, color, pulse duration, intensity, and flash rate. Visual alarm appliances shall be placed 80 inches above the highest floor level within the space or 6 inches below the ceiling, whichever is lower. Visual alarm appliances shall be located such that no place in any room or space, including common corridors or hallways, required to have a visual alarm appliance shall be more than 50 feet from the signal. In large rooms and spaces exceeding 100 feet across, without obstructions 6 feet above the finished floor, devices may be placed around the perimeter, spaced a maximum of 100 feet apart, in lieu of suspending appliances from the ceiling. Standards §§ 4.1.3(14), 4.28.3.
AR1	Provide at least one accessible route to each area, feature, or element described that, to the maximum extent feasible, coincides with the route for the general public. The accessible route must have a minimum clear width of 36 inches, or a minimum clear width of 42 inches if there is a turn around an obstruction less than 48 inches wide; have passing spaces at least 60 inches by 60 inches at least every 200 feet; have a minimum clear headroom of 80 inches; have a surface that is firm, stable, and slip resistant; have, in the absence of a curb ramp, ramp, elevator, or platform lift, no level changes in excess of ½ inch vertically; have no level changes greater than ¼ inch vertically unless they are beveled with a slope no greater than 50%; and have a running slope no greater than 5% (or have been constructed as a fully accessible ramp) and a cross slope no greater than 2%. Standards §§ 4.1.3(1), 4.3, 4.5, Fig. 7.

Code	Required Actions
AR2	Provide at least one accessible route to each area, feature, or element described. The accessible route must have a minimum clear width of 36 inches, or a minimum clear width of 42 inches if there is a turn around an obstruction less than 48 inches wide; have passing spaces at least 60 inches by 60 inches at least every 200 feet; have a minimum clear headroom of 80 inches; have a surface that is firm, stable, and slip resistant; have, in the absence of a curb ramp, ramp, elevator, or platform lift, no level changes in excess of ½ inch vertically; have no level changes greater than ¼ inch vertically unless they are beveled with a slope no greater than 50%; and have a running slope no greater than 5% (or have been constructed as a fully accessible ramp) and a cross slope no greater than 2%. Standards §§ 4.1.3(1), 4.3, 4.5, Fig. 7.
AR3	Provide an accessible route to each area, feature, or element described with a minimum clear width of 36 inches, except at doors, where the width may decrease to 32 inches. Standards §§ 4.1.3(1), 4.3.3, 4.13.5.
AR4	Provide a curb ramp in each area or location described, which is located so that it does not project into the element described and all aspects of the ramp or curb cut comply with the Standards. Standards §§ 4.1.2(1), 4.1.2(2), 4.3.8, 4.7.6.
AR5	Provide a curb ramp that is at least 36 inches wide, has a maximum slope of 8.33% and a maximum cross slope of 2%, is located so that it cannot be obstructed by parked vehicles, has transitions on and off that are flush and free of abrupt changes, and has a stable, firm, and slip-resistant surface with a detectable warning extending the full width and depth of the ramp. If the curb ramp is located where pedestrians must walk across it, provide either flared sides (with a maximum slope of 10%) or handrails or guardrails to protect against cross traffic. Standards §§ 4.1.2(1), 4.1.2(2), 4.3.7, 4.3.8, 4.7, Fig. 12.
AR6	Where gratings are provided on walking surfaces, provide gratings that have spaces no greater than ½ inch wide in one direction. If gratings have elongated openings, then they shall be placed so that the long dimension is perpendicular to the dominant direction of travel. Standards §§ 4.1.2(1), 4.5.4, Figs. 8(g), 8(h).
AR7	Provide an accessible route at this location with a minimum of 80 inches of clear head room throughout. If the vertical clearance is reduced to less than 80 inches at any point, provide a barrier. Standards §§ 4.1.3(2), 4.4.2, Fig. 8(c-1).
AR8	Provide a circulation path at this location such that no objects have their leading edges protruding more than 4 inches into walks, halls, corridors, passageways, or aisles at a height between 27 inches and 80 inches above the finished floor or ground. Free-standing objects mounted on posts or pylons may overhang no more than 12 inches at a height between 27 and 80 inches above the finished floor or ground. Providing a cane-detectable barrier is an acceptable solution. A protruding object (and cane-detectable barrier) shall not reduce the clear width of an accessible route or maneuvering space. Standards §§ 4.1.2(3), 4.4.

Code	Required Actions
AR9	Establish a procedure for providing access to programs in upper and lower levels of the facility or install ramps, platform lifts, or an elevator in compliance with the Standards. Any procedure shall not require lifting or carrying persons with mobility impairments or require them to traverse unnecessary or extreme distances. Standards §§ 4.33.5, 4.3.8, 4.8, 4.11.
AR10	Provide stairs with closed risers, uniform tread width and riser height, a tread depth of at least 11 inches measured from riser to riser, and nosings, treads, and risers that otherwise comply fully with the Standards. Provide handrails on both sides of the stairs such that the inside handrail on switchbacks or doglegs is continuous. Ensure that handrails which do not continue beyond the top and bottom of the stairs extend at least 12 inches beyond the top riser and at least 12 inches plus the width of one tread beyond the bottom riser; that there is a clear space between the handrails and the wall of 1½ inches; that handrail gripping surfaces are uninterrupted by newel posts, other construction elements, or obstructions; that handrails are mounted between 34 and 38 inches above stair nosings; and that the ends of the handrails are either rounded or returned smoothly to the floor, wall, or post; and the handrails do not rotate within their fittings. Standards §§ 4.1.3(4), 4.9.
B1	Provide a bathtub that has a minimum clear floor space measuring at least 30 inches wide by 60 inches long alongside the bathtub. An accessible lavatory may be provided within the clear space at the foot end of the tub (shower head side). Standards §§ 4.1.3(11), 4.23.8, 4.20.2.
B2	Provide a bathtub that has a minimum clear floor space measuring at least 48 inches wide by 60 inches long alongside the bathtub. An accessible lavatory may be provided within the clear space at the foot end of the tub (shower head side). Standards §§ 4.1.3(11), 4.23.8, 4.20.2.
B3	Provide a bathtub with clear floor space measuring at least 30 inches wide by 75 inches long alongside the bathtub. Ensure that the seat is at least 15 inches wide, measured from the back wall to the front of the seat, and that it extends the full width of the tub. An accessible lavatory is permitted within the clear space at the foot end of the tub (shower head side). Standards §§ 4.1.3(11), 4.23.8, 4.20.2.
B4	Provide a bathtub that has one horizontal grab bar at the foot of the tub that extends at least 24 inches from the outer edge of the tub toward the back (long) wall of the tub; two parallel horizontal grab bars, each at least 24 inches long, located no more than 12 inches from the foot of the tub and 24 inches from the head of the tub (one bar should be mounted 9 inches above the rim of the tub and the other mounted between 33 and 36 inches above the bathroom floor); and one horizontal grab bar at least 12 inches long located on the wall at the head of the tub, towards the outside of the tub. Standards §§ 4.1.3(11), 4.23.8, 4.20.4, 4.26, Fig. 34(a).

Code	Required Actions
B5	Provide a bathtub that has one horizontal grab bar at the foot of the tub that extends at least 24 inches from the outer edge of the tub toward the back (long) wall of the tub; two parallel horizontal grab bars, each at least 48 inches long, located on the back (long) wall no more than 12 inches from the foot of the tub and 15 inches from the head of the tub (one bar should be mounted 9 inches above the rim of the tub and the other should be mounted between 33 and 36 inches above the bathroom floor); and no grab bar at the head of the tub. Standards §§ 4.1.3(11), 4.23.8, 4.20.4, 4.26, Fig. 34(b).
B6	Provide a bathtub that has the following: a transfer seat securely mounted such that it does not slip during use; clear floor space that complies with Fig. 33; controls mounted below the grab bar at the foot of the tub, which are operable with one hand, without tight grasping, pinching, or twisting of the wrist, and which require no more than 5 pounds of force to operate; an adjustable height shower spray unit mounted on a vertical bar with a hose at least 60 inches long that can be used both as a fixed shower head and as a hand-held shower; grab bars that comply with Fig. 34; and enclosures, if any, that do not obstruct bathtub controls or obstruct transfers from wheelchairs onto bathtub seats or into tubs and that do not have tracks mounted on their rims. Standards §§ 4.1.3(11), 4.23.8, 4.20, Figs. 33, 34.
B7	Provide accessible entry into shower stalls that are exactly 36 inches wide and 36 inches deep such that any curb at the shower entrance is no higher than ½ inch. Provide accessible entry into shower stalls that are at least 30 inches deep and 60 inches wide such that there is no curb or threshold at the shower entrance. Standards §§ 4.1.3(11), 4.21.7.
B8	Provide a shower in this room that is exactly 36 inches wide and 36 inches deep with an L-shaped shower seat mounted on the wall opposite the controls and extending the full depth of the stall, with a 48 inch long and 36 inch wide clear floor space alongside the shower opening which extends 12 inches beyond the shower wall on which the seat is mounted, enabling a parallel approach (Fig. 35(a)), and with a curb no greater than ½ inch OR a shower that is at least 30 inches deep and 60 inches wide with no curb or threshold and with a 36 inch deep and 60 inch wide clear floor space at the shower opening (Fig. 35(b)). Ensure that the shower has grab bars, controls, a shower spray unit, and a seat, curb, and enclosure, if provided, that comply fully with the Standards and with Figs. 35, 36, and 37, as applicable. Standards §§ 4.1.3(11), 4.21, Figs. 35, 36, 37.
B9	Provide grab bars that extend 18 inches on the wall adjacent to the seat, with the closer end touching the control wall, and that extend the full length of the control wall, between 33 and 36 inches high. Standards §§ 4.1.3(11), 4.21.4, Fig. 37.
B10	For shower stalls that are exactly 36 inches wide and 36 inches deep, provide a seat mounted between 17 and 19 inches high on the wall opposite the controls and extending the full depth of the stall. Standards §§ 4.1.3(11), 4.21.3.

Code	Required Actions										
B11	Provide a shower in this room that has a shower spray unit with a hose at least 60 inches long that can be used both as a fixed shower head and as a hand-held shower. In unmonitored facilities where vandalism is a consideration, a fixed shower head mounted at 48 inches above the shower floor may be used in lieu of a hand-held shower head. Standards §§ 4.1.3(11), 4.21.6, Fig. 37.										
C1	Provide at least one accessible check-out aisle at least 36 inches wide (or 32 inches wide at any point not exceeding 24 inches in length) with maximum adjoining counter height of no more than 38 inches above the finished floor and a counter lip no more than 40 inches above the finished floor. Provide signage identifying accessible check-out aisles in the same location where the check-out number or type is displayed. Standards §§ 4.1.1(2), 7.3.										
C2	Provide accessible check-out aisles, as required in the following chart, at least 36 inches wide (or 32 inches wide at any point not exceeding 24 inches in length) with maximum adjoining counter height of no more than 38 inches above the finished floor and a counter lip no more than 40 inches above the finished floor. Provide signage identifying accessible check-out aisles in the same location where the check-out number or type is displayed. Standards §§ 4.1.2(2), 7.3.										
	<table border="1"> <thead> <tr> <th data-bbox="316 991 870 1079">Total Check-out Aisles of Each Design</th> <th data-bbox="870 991 1466 1079">Minimum Number of Accessible Check-out Aisles of Each Design</th> </tr> </thead> <tbody> <tr> <td data-bbox="316 1079 870 1142">1 to 4</td> <td data-bbox="870 1079 1466 1142">1</td> </tr> <tr> <td data-bbox="316 1142 870 1205">5 to 8</td> <td data-bbox="870 1142 1466 1205">2</td> </tr> <tr> <td data-bbox="316 1205 870 1268">9 to 15</td> <td data-bbox="870 1205 1466 1268">3</td> </tr> <tr> <td data-bbox="316 1268 870 1323">over 15</td> <td data-bbox="870 1268 1466 1323">3, plus 20% of additional aisles</td> </tr> </tbody> </table>	Total Check-out Aisles of Each Design	Minimum Number of Accessible Check-out Aisles of Each Design	1 to 4	1	5 to 8	2	9 to 15	3	over 15	3, plus 20% of additional aisles
	Total Check-out Aisles of Each Design	Minimum Number of Accessible Check-out Aisles of Each Design									
	1 to 4	1									
	5 to 8	2									
9 to 15	3										
over 15	3, plus 20% of additional aisles										
1 to 4	1										
5 to 8	2										
9 to 15	3										
over 15	3, plus 20% of additional aisles										
C3	Provide a computer on a table or counter that has clear floor space that is 30 inches wide and 48 inches deep, knee clearance at least 27 inches high, 30 inches wide, and 19 inches deep, and a writing surface between 28 and 34 inches above the finished floor. Standards §§ 4.1.3(18), 4.2.4.1, 4.32.										
C4	Provide counters dispersed throughout the facility on accessible routes such that each counter has a portion at least 36 inches wide and no more than 36 inches above the finished floor. Standards §§ 4.1.1(2), 7.2(1), 4.1.3(1), 4.3.										
C5	Provide a counter on an accessible route such that a portion of the counter is at least 36 inches wide and no more than 36 inches above the finished floor. Standards §§ 4.1.1(2), 7.2(1), 4.1.3(1), 4.3.										

Code	Required Actions
C6	Provide a counter on an accessible route such that a portion of the counter is at least 36 inches wide and no more than 36 inches above the finished floor, or provide an auxiliary counter with a maximum height of 36 inches in close proximity to the main counter, or provide equivalent facilitation. Equivalent facilitation may be provided in the form of a folding shelf attached to the main counter, an auxiliary table nearby, a clip board made available to the public, or other effective means. Standards §§ 4.1.1(2), 7.2(2), 4.1.3(1), 4.3.
C7	Provide a counter on an accessible route with a speaker that is between 40 and 48 inches above the finished floor. 28 C.F.R. § 35.160(a). Standards § 4.2, Fig. A3.
C8	Provide a counter no higher than 34 inches above the finished floor with clear floor space at least 30 inches by 48 inches. Standards §§ 4.2.4, 9.2.2(7).
D1	Provide a door with hardware, mounted no more than 48 inches above the finished floor, that is easy to grasp with one hand and does not require tight grasping, pinching, or twisting of the wrist to operate; and that requires no more than five pounds of force to operate. Lever-operated mechanisms, push-type mechanisms, and U-shaped handles are acceptable designs. Standards §§ 4.1.3(7), 4.13.9.
D2	Provide a door that requires no more than 5 pounds of force to open. Standards §§ 4.1.3(7), 4.13.11(2)(b).
D3	Provide a door that has a minimum space between two hinged or pivoted doors of 48 inches plus the width of any door swinging into the space, with doors swinging in either the same direction or away from the space between the doors. Standards §§ 4.1.3(7), 4.13.7, Fig. 26.
D4	Provide a door that has at least one active leaf with a minimum 32 inch clear opening width, measured between the face of the door and the opposite stop, when the door is open 90 degrees; that has either an automatic door operator or clear and level maneuvering clearance that complies fully with Fig. 25; and that has a threshold not exceeding ½ inch in height and, if it is greater than ¼ inch in height, beveled with a slope no greater than 50%. Ensure that all hardware and operating devices have shapes that are easy to grasp with one hand and do not require tight grasping, pinching, or twisting of the wrist to operate; require no more than five pounds of force to operate; and are mounted no higher than 48 inches above the finished floor. If a control must be operated to activate an automatic door opener, such control shall be located on an accessible route and shall be accompanied by a clear floor space that is 48 inches long by 30 inches wide. Standards §§ 4.1.3(7), 4.2.4.1, 4.13, Figs. 24, 25.

Code	Required Actions
D5	Provide a door that has at least one active leaf with a minimum 32 inch clear opening width with the door open 90 degrees, measured between the face of the door and the opposite stop; that has either an automatic door operator or clear and level maneuvering clearance that complies fully with Fig. 25; and that has a threshold not exceeding ¾ inch in height and, if the threshold is greater than ¼ inch in height, that the edge treatment of the threshold is beveled with a slope no greater than 50%. Ensure that all hardware and operating devices have shapes that are easy to grasp with one hand; do not require tight grasping, pinching, or twisting of the wrist; do not require more than 5 pounds of force to operate; and are mounted no higher than 48 inches above the finished floor. If a control must be operated to activate an automatic door opener, such control shall be located on an accessible route and shall be accompanied by a clear floor space that is 48 inches long by 30 inches wide. Standards §§ 4.1.3(7), 4.2.4.1, 4.13, Figs. 24, 25.
D6	On the pull side of the door, provide maneuvering clearance at least 60 inches deep and provide a minimum of 18 inches (24 inches is preferred) of maneuvering clearance on the latch side of the door. Standards §§ 4.1.3(7), 4.13.6, Fig. 25(a).
D7	On the push side of the door, provide maneuvering clearance at least 48 inches deep and provide a minimum of 12 inches of maneuvering clearance on the latch side of the door, or remove the closer or the latch. Standards §§ 4.1.3(7), 4.13.6, Fig. 25(a).
D8	On the pull side of the door, provide a path of travel at least 60 inches wide when the approach is a side approach from the hinge side and there is a minimum of 36 inches to the latch side of the door, OR provide a path of travel between 54 inches and 59 inches wide when the approach is a side approach from the hinge side and there is a minimum of 42 inches to the latch side of the door. Standards §§ 4.1.3(7), 4.13.6, Fig. 25(b).
D9	On the push side of the door, provide a clear maneuvering space at least 54 inches wide, measured from the latch side, and at least 42 inches deep. Standards §§ 4.1.3(7), 4.13.6, Fig. 25(b).
D10	On the pull side of the door, provide a path of travel at least 48 inches wide for a side approach and at least 24 inches of clear maneuvering space adjacent to the latch side of the door. Standards §§ 4.1.3(7), 4.13.6, Fig. 25(c).
D11	On the push side of the door, provide a clear path of travel for a side approach at least 42 inches wide and at least 24 inches of clear maneuvering space adjacent to the latch side of the door. Standards §§ 4.1.3(7), 4.13.6, Fig. 25(c).
D12	Provide accessible entrances to the building equal in number to 50% of the total number of entrances, and provide signage with the International Symbol of Accessibility at all accessible entrances and signage at all inaccessible entrances directing users to the accessible entrance(s). Standards §§ 4.1.3(8), 4.13, 4.30.

Code	Required Actions
D13	Provide a door so that the floor or ground area within the required clearances is level and clear or provide an automatic door opener. Ensure that all operating devices have shapes that are easy to grasp with one hand; do not require tight grasping, pinching, or twisting of the wrist; do not require more than 5 pounds of force to operate; and are mounted no higher than 48 inches above the finished floor on an accessible route and accompanied by a clear floor space that is 48 inches long by 30 inches wide. If a control must be operated to activate an automatic door opener, such control shall be located on an accessible route and shall be accompanied by a clear floor space that is 48 inches long by 30 inches wide. Standards §§ 4.1.3(7), 4.2.4.1, 4.13, Figs. 24, 25.
D14	Provide a call button within accessible reach ranges at this entrance, ensure that the door will be unlocked promptly when the call button is used, and ensure that voice communication is not required to gain access. Standards §§ 4.1.3(8), 4.14.1.
D15	Provide an accessible gate or door adjacent to the turnstile or revolving door designed so as to facilitate the same use pattern. Standards §§ 4.1.3(7), 4.13.2.
D16	Provide accessible directional signage at inaccessible entrances directing users to the accessible entrance, and provide accessible signage with the International Symbol of Accessibility at all permanent accessible entrances. Standards §§ 4.1.3(8)(d), 4.1.3(16)(b), 4.13, 4.30.
D17	Provide a door with a clear opening at least 32 inches wide when measured from the face of the door to the opposite stop when the door is opened 90 degrees and with hardware usable with one hand and without tight grasping, pinching, or twisting of the wrist. Lever-operated, push-type, and U-shaped handles are acceptable designs. Unless an automatic door operator is provided, there must be clear and level maneuvering clearances at the pull side and the push side of the door as indicated in Fig. 25. The door's threshold must be ½ inch or less in height and, if it is greater than ¼ inch in height, beveled with a slope of no greater than 50%. If a door closer is provided, it must be set so that the sweep period of the door will, from an open position of 70 degrees, take 3 seconds to move to a point 3 inches from the latch, measured to the leading edge of the door. The door must not take more than 5 pounds of force to open or close. Standards §§ 4.1.3(7), 4.13, Fig. 25.

Code	Required Actions
D18	Provide a door with a clear opening at least 32 inches wide when measured from the face of the door to the opposite stop when the door is opened 90 degrees and with hardware usable with one hand and without tight grasping, pinching, or twisting of the wrist. Lever-operated, push-type, and U-shaped handles are acceptable designs. Unless an automatic door operator is provided, there must be clear and level maneuvering clearances at the pull side and the push side of the door as indicated in Fig. 25. The door's threshold must be 3/4 inch or less in height and, if it is greater than 1/4 inch in height, beveled with a slope of no greater than 50%. If a door closer is provided, it must be set so that the sweep period of the door will, from an open position of 70 degrees, take 3 seconds to move to a point 3 inches from the latch, measured to the leading edge of the door. The door must not take more than 5 pounds of force to open or close. Standards §§ 4.1.3(7), 4.13, Fig. 25.
D19	Provide maneuvering clearance at least 48 inches deep at this door. Standards §§ 4.1.3(7), 4.13.6, Fig. 25(d).
D20	Provide a clear path of travel for a side approach at least 42 inches wide and at least 24 inches of clear maneuvering space adjacent to the latch side of the door. Standards §§ 4.1.3(7), 4.13.6, Fig. 25(f).
D21	Provide a clear maneuvering space at least 42 inches deep by 54 inches wide. Standards §§ 4.1.3(7), 4.13.6, Fig. 25(e).
D22	Provide an accessible door with a threshold that is no more than 1/4 inch high, or is between 1/4 inch and 1/2 inch high and is beveled with a slope no greater than 50%. Standards §§ 4.1.3(7), 4.13.8, 4.5.2.
D23	Provide an accessible door with a threshold that is no more than 1/4 inch high, or is between 1/4 inch and 3/4 inch high and is beveled with a slope no greater than 50%. Standards §§ 4.1.3(7), 4.13.8, 4.5.2.
D24	Provide a door at this location that has at least one active leaf with a clear opening at least 32 inches wide when measured from the face of the door to the middle edge of the other door when one door is opened 90 degrees OR provide an automatic door opener that opens both doors simultaneously. If a control must be operated to activate an automatic door opener, such control shall be located on an accessible route and shall be accompanied by a clear floor space that is 48 inches long by 30 inches wide. Standards §§ 4.1.3(7), 4.2.4.1, 4.13.4, 4.13.5, Fig. 24.
D25	Provide a door with a clear opening that is 32 inches wide, measured between the face of the door and the opposite stop, when the door open 90 degrees. Standards §§ 4.1.3(7), 4.13.5, Fig. 24.

Code	Required Actions
D26	Provide permanent room signage with upper case, sans serif or simple serif type letters and numerals, meeting the requirements of the Standards for character height, raised characters, finish and contrast, accompanied by Grade 2 Braille; mounted on the wall adjacent to the latch side of the door or on the nearest adjacent wall at a height of 60 inches above the finished floor to the centerline of the sign; and located so that a person may approach within 3 inches of the signage without encountering protruding objects or standing within the swing of a door. Standards §§ 4.1.2(7), 4.30.1, 4.30.4, 4.30.5, 4.30.6.
DF1	Ensure that 50% of all drinking fountains on each floor (but at least 1) have a spout mounted at the front of the unit no higher than 36 inches (measured from the finished floor or ground surface to the spout outlet), which directs the water flow in a trajectory that is nearly parallel to the front of the unit, within 3 inches of the front edge of the fountain, and at least 4 inches high. Ensure that fountain controls are operable with one hand; require no more than 5 pounds of force to operate; do not require tight grasping, pinching, or twisting of the wrist; and are front-mounted or side-mounted near the front edge of the unit. Additionally, provide on each floor a drinking fountain that is accessible to people who have difficulty bending or stooping. This can be achieved by the use of a “hi-lo” fountain; by providing one fountain accessible to persons who use wheelchairs and one fountain at a standard height convenient for persons who have difficulty bending; by providing a fountain accessible to persons who use wheelchairs and a cup dispenser; or by such other means as would achieve the required accessibility for each group of people. Standards §§ 4.1.3(10), 4.15, 4.27.4, Fig. 27.
DF2	Provide a drinking fountain with controls mounted on or near the unit’s front edge that are operable with one hand, that require 5 pounds of force or less to operate, and that can be operated without tight grasping, pinching, or twisting of the wrist. Standards §§ 4.1.3(10), 4.15.4, 4.27.4.
DF3	Provide a drinking fountain that is accessible to people who have difficulty bending or stooping. This can be accommodated by the use of a “hi-lo” fountain; by providing one fountain accessible to persons who use wheelchairs and one fountain at a standard height convenient for persons who have difficulty bending; by providing a fountain accessible to persons who use wheelchairs and a cup dispenser, or by such other means as would achieve the required accessibility for each group of people. Standards § 4.1.3(10)(a).
DF4	Provide a drinking fountain with a clear floor space of at least 30 inches by 48 inches that allows a person in a wheelchair to make a parallel approach to the unit. Standards §§ 4.1.3(10), 4.15.5(2), 4.2.4, Figs. 27(c), (d).
DF5	Provide a drinking fountain with clear knee space between the bottom of the apron and the finished floor or ground of at least 27 inches high, 30 inches wide, and 17 to 19 inches deep; and a minimum clear floor space of 30 inches by 48 inches to allow a person in a wheelchair to approach the unit facing forward. Standards §§ 4.1.3(10), 4.15.5(1), Figs. 27(a), (b).

Code	Required Actions
DF6	Provide a fountain with a spout no higher than 36 inches, measured from the finished floor or ground surface to the spout outlet, that otherwise complies with the Standards. Standards §§ 4.1.3(10), 4.15, 4.27.4, Fig. 27.
DF7	Provide a drinking fountain that directs the water flow in a trajectory that is at least 4 inches high and no more than 3 inches from the front edge of the fountain. Standards §§ 4.1.3(10), 4.15.3.
E1	Provide a fully accessible passenger elevator that serves all public access areas of the facility. Standards §§ 4.1.3(5), 4.10.
E2	Provide an elevator with a cab that is a minimum of 51 inches deep from the back wall of the cab to the control panel and 54 inches deep from the back wall of the cab to the face of the door; that, if the doors are centered on the wall, is at least 80 inches wide and, if the doors are located to one side of the wall, is at least 68 inches wide. Ensure that the door opening is at least 36 inches wide, and that floor surfaces are firm, stable, and slip-resistant. Standards §§ 4.1.3(5), 4.10.9, 4.10.10, Fig. 22.
E3	Provide hall (lobby) call buttons with visual signals indicating when each call is registered and when each call is answered. Ensure that the call buttons are centered at 42 inches above the finished floor, a minimum of ¾ inch in the smallest dimension, with the button designating the up direction on top; that the call buttons are raised or flush; and that objects mounted beneath hall call buttons do not project into the elevator lobby more than 4 inches. Standards §§ 4.1.3(5), 4.10.3, Fig. 20.
E4	Provide car control buttons that are at least ¾ inch in their smallest dimension and are raised or flush and that are designated by Braille and by raised standard alphabet characters for letters, arabic characters for numerals, or standard symbols. Ensure that the call button for the main entry floor is designated by a raised star at the left of the floor designation; that all raised designations for control buttons are placed immediately to the left of the buttons to which they apply; that floor buttons are provided with visual indicators to show when each call is registered and are extinguished when each call is answered; that all floor buttons are no higher than 54 inches above the finished floor for a side approach and no more than 48 inches above the finished floor for a front approach; and that emergency controls, including the emergency alarm and emergency stop, are grouped at the bottom of the panel and have their centerlines no less than 35 inches above the finished floor. Standards §§ 4.1.3(5), 4.10.12, Fig. 23.
E5	Provide visual car position indicators above the car control panel or over the door which show the position of the elevator in the hoistway. Ensure that indicators emit an audible and visual signal as the car passes or stops at a floor served by the elevator, with the corresponding floor designation being illuminated; and that numerals are a minimum of ½ inch high. Standards §§ 4.1.3(5), 4.10.13.

Code	Required Actions
E6	Provide doors that open and close automatically with a reopening device that will stop and reopen the car door and hoistway door automatically if the door becomes obstructed by an object or person. Ensure that the device is capable of completing these operations without requiring contact for obstructions passing through the opening at heights of 5 inches and 29 inches above the finished floor; that door reopening devices remain effective for at least 20 seconds, after which the doors may close; that the minimum time from notification that a car is answering a call until the doors of that car start to close is 5 seconds; and that the minimum time for elevator doors to remain fully open in response to a car call is 3 seconds. Standards §§ 4.1.3(5), 4.10.6, 4.10.7, 4.10.8, Figs. 20, 21.
E7	Provide an accessible elevator such that all of its elements, including automatic operation, call buttons, hall lanterns, hoistway signage, door opening, cab size, car controls, and emergency communications, comply with the Standards. Standards §§ 4.1.3(5), 4.10, Figs. 20, 22, 23.
E8	Provide a two-way communication system such that it does not require voice communication, the highest operable part is a maximum of 48 inches above the finished floor of the car, and it is identified by a raised symbol and lettering located adjacent to the device. If the system uses a handset, ensure that the length of the cord from the panel to the handset is at least 29 inches. If the system is located in a closed compartment, ensure that the compartment door hardware operates without tight grasping, pinching or twisting of the wrist. Standards §§ 4.1.3(5), 4.10.14.
E9	Provide emergency controls, including the emergency alarm and emergency stop, grouped at the bottom of the panel with their centerlines no less than 35 inches above the finished floor. Standards §§ 4.1.3(5), 4.10.12, Fig. 23.
E10	Provide a clearance that does not exceed 1¼ inches. This can be achieved by replacing the sill or by otherwise modifying the conditions. Provide a self-leveling feature that automatically brings the car to floor landings within ½ inch. Standards §§ 4.1.3(5), 4.10.2, 4.10.9.
E11	Provide hall lanterns at each hoistway entrance that emit a visible and audible signal indicating which car is answering a call. Ensure that audible signals sound once for the up direction and twice for the down direction or have verbal annunciators that say “up” or “down;” and that visible signals are mounted so that their centerline is at least 72 inches above the lobby floor, they are at least 2½ inches in the smallest dimension, and they are visible from the vicinity of the hall call button. Lanterns located in cars, visible from the vicinity of hall call buttons, and conforming to the above requirements, are acceptable. Standards §§ 4.1.3(5), 4.10.4, Fig. 20.
E12	Provide signage at hoistway entrances with raised and Braille floor designations on both jambs such that the centerline of the characters is 60 inches above the finished floor and the characters are 2 inches high. Standards §§ 4.1.3(5); 4.10.5, Fig. 20.

Code	Required Actions
G1	The next time that golf carts are purchased, provide a reasonable number of accessible golf carts (but no fewer than one) to provide program accessibility to individuals with mobility disabilities. Additionally, establish and implement policies and procedures to ensure that accessible carts are available to persons with disabilities. These will include, for example, allowing persons with disabilities to reserve an accessible cart or use it without reservations; renting out the accessible golf cart to people without disabilities only when all other carts are in use; charging the same for the use of the accessible cart as for the use of others; and maintaining the accessible cart so it is operable and in good condition. Accessible carts may be used by golfers without disabilities when consistent with the policies set out above. 28 C.F.R. § 35.149.
L1	Provide accessible cabinets, shelves, drawers, or towels that are located between 15 and 48 inches above the finished floor for a front approach or between 9 and 54 inches above the finished floor for a side approach; and that have a clear floor space in front that is 30 inches wide by 48 inches deep. Standards §§ 9.2.2(4), 4.25, 4.27.4, 4.2.5, 4.2.6.
L2	Provide an accessible closet with clear floor space in front that is 30 inches wide and 48 inches deep and with hardware that is operable with one hand, does not require tight grasping, pinching, or twisting of the wrist to operate, and requires no more than 5 pounds of force to activate. Ensure that there are shelves located between 15 and 48 inches above the finished floor for a front approach or between 9 and 54 inches above the finished floor for a side approach. Ensure that clothes rods are located no higher than 48 inches above the finished floor for a front approach or 54 inches above the finished floor for a side approach, or, if the clear floor space allows a parallel approach and the distance between a wheelchair and the clothes rod will exceed 10 inches, ensure that there is a maximum high side reach of 48 inches and a maximum distance from the user to the clothes rod of 21 inches. Standards §§ 9.2.2(4), 4.25, 4.27.4, 4.2.5, 4.2.6, Fig. 38.
L3	Provide this fixture with controls that are mounted between 15 and 48 inches above the finished floor for a front approach or between 9 and 54 inches above the finished floor for a side approach. Ensure that the controls are operable with one hand; do not require tight grasping, pinching, or twisting of the wrist to operate; and require no more than 5 pounds of force to activate. Standards §§ 9.2.2(5), 4.1.3(13), 4.27.3, 4.27.4, 4.2.5, 4.2.6.
L4	Provide accessible sleeping rooms in each class of sleeping room available to the general public based on amenities such as room size, view, number of beds, etc., and restrictions such as non smoking. Standards § 9.1.4.

Code	Required Actions																																				
L5	Provide a shower in this room that is exactly 36 inches wide and 36 inches deep with a 48 inch long and 36 inch wide clear floor space alongside the shower opening, and an L-shaped shower seat mounted on the wall opposite the controls and extending the full depth of the stall; OR a shower that is at least 30 inches deep and 60 inches wide with no curb or threshold and with a 36 inch deep and 60 inch wide clear floor space at the shower opening; OR a shower that is exactly 36 inches deep and at least 60 inches wide with no curb or threshold, with a minimum clear opening of 36 inches located on the long wall opposite the controls, and with a seat at least 24 inches wide and 16 inches deep. Ensure that the shower has grab bars, controls, a shower spray unit, a seat, and a curb and enclosure, if provided, that comply fully with the Standards and with Figs. 35, 36, 37, and 57, as applicable. Standards §§ 9.1.2, 4.21, Figs. 35, 36, 37, 57.																																				
L6	<p>Provide accessible sleeping rooms as required in the following chart, ensuring that they are provided in each class of sleeping room available to the general public based on amenities such as room size, view, number of beds, etc., and restrictions such as non smoking. Standards § 9.1.2.</p> <table border="1" data-bbox="321 888 1471 1696"> <thead> <tr> <th data-bbox="321 888 597 982">Number of Rooms</th> <th data-bbox="597 888 873 982">Wheelchair Accessible Rooms</th> <th data-bbox="873 888 1471 982">Additional Wheelchair Accessible Rooms with Roll-In Showers</th> </tr> </thead> <tbody> <tr> <td data-bbox="321 982 597 1045">1 to 25</td> <td data-bbox="597 982 873 1045">1</td> <td data-bbox="873 982 1471 1045"></td> </tr> <tr> <td data-bbox="321 1045 597 1108">26 to 50</td> <td data-bbox="597 1045 873 1108">2</td> <td data-bbox="873 1045 1471 1108"></td> </tr> <tr> <td data-bbox="321 1108 597 1171">51 to 75</td> <td data-bbox="597 1108 873 1171">3</td> <td data-bbox="873 1108 1471 1171">1</td> </tr> <tr> <td data-bbox="321 1171 597 1234">76 to 100</td> <td data-bbox="597 1171 873 1234">4</td> <td data-bbox="873 1171 1471 1234">1</td> </tr> <tr> <td data-bbox="321 1234 597 1297">101 to 150</td> <td data-bbox="597 1234 873 1297">5</td> <td data-bbox="873 1234 1471 1297">2</td> </tr> <tr> <td data-bbox="321 1297 597 1360">151 to 200</td> <td data-bbox="597 1297 873 1360">6</td> <td data-bbox="873 1297 1471 1360">2</td> </tr> <tr> <td data-bbox="321 1360 597 1423">201 to 300</td> <td data-bbox="597 1360 873 1423">7</td> <td data-bbox="873 1360 1471 1423">3</td> </tr> <tr> <td data-bbox="321 1423 597 1486">301 to 400</td> <td data-bbox="597 1423 873 1486">8</td> <td data-bbox="873 1423 1471 1486">4</td> </tr> <tr> <td data-bbox="321 1486 597 1549">401 to 500</td> <td data-bbox="597 1486 873 1549">9</td> <td data-bbox="873 1486 1471 1549">4 plus 1 for each additional 100 over 400</td> </tr> <tr> <td data-bbox="321 1549 597 1612">501 to 1000</td> <td data-bbox="597 1549 873 1612">2% of total</td> <td data-bbox="873 1549 1471 1612"></td> </tr> <tr> <td data-bbox="321 1612 597 1696">over 1000</td> <td data-bbox="597 1612 873 1696">20 plus 1 for each 100 over 1000</td> <td data-bbox="873 1612 1471 1696"></td> </tr> </tbody> </table>	Number of Rooms	Wheelchair Accessible Rooms	Additional Wheelchair Accessible Rooms with Roll-In Showers	1 to 25	1		26 to 50	2		51 to 75	3	1	76 to 100	4	1	101 to 150	5	2	151 to 200	6	2	201 to 300	7	3	301 to 400	8	4	401 to 500	9	4 plus 1 for each additional 100 over 400	501 to 1000	2% of total		over 1000	20 plus 1 for each 100 over 1000	
Number of Rooms	Wheelchair Accessible Rooms	Additional Wheelchair Accessible Rooms with Roll-In Showers																																			
1 to 25	1																																				
26 to 50	2																																				
51 to 75	3	1																																			
76 to 100	4	1																																			
101 to 150	5	2																																			
151 to 200	6	2																																			
201 to 300	7	3																																			
301 to 400	8	4																																			
401 to 500	9	4 plus 1 for each additional 100 over 400																																			
501 to 1000	2% of total																																				
over 1000	20 plus 1 for each 100 over 1000																																				
L7	Provide sleeping rooms, as required in the following chart, with auxiliary aid devices including visual alarms, notification devices, and telephones available for persons with hearing impairments. The number of rooms required to be hearing accessible includes the rooms that are required to be wheelchair accessible. Standards §§ 9.1.3, 9.1.4, 9.3.																																				

Code	Required Actions	
	Number of Rooms	Hearing Accessible Rooms
	1 to 25	2
	26 to 50	4
	51 to 75	7
	76 to 100	9
	101 to 150	12
	151 to 200	14
	201 to 300	17
	301 to 400	20
	401 to 500	22 plus 1 for each additional 100 over 400
	501 to 1000	4% of total plus 1 for each 100 over 400
	over 1000	40 plus 2 for each 100 over 1000
L8	Provide a minimum clear maneuvering width of 36 inches along both sides of the bed. Standards § 9.2.2(1).	
L9	Provide a minimum clear maneuvering width of 36 inches between the two beds. Standards § 9.2.2(1).	
L10	Provide a designated accessible route to all spaces within accessible sleeping rooms. Standards § 9.2.2(2).	
L11	Provide an electrical outlet within 4 feet of the telephone to facilitate the use of a text telephone and provide a hearing aid compatible telephone fitted with a volume control device. Standards § 9.3.1.	
L12	For this room, provide a visual alarm connected to the building emergency alarm system. In the alternative, provide a standard 110-volt electrical receptacle into which such an alarm can be connected, a means by which a signal from the building emergency alarm system can trigger such an auxiliary alarm, a portable auxiliary alarm, and instructions for the use of the auxiliary alarm or receptacle. When visual alarms are in place, the signal shall be visible in all areas of the unit or room, including when interior doors are closed (generally, this requires a visual alarm in the sleeping quarters and a visual alarm in the bathroom). Standards §§ 4.1.3(14), 4.28.4.	

Code	Required Actions
LB1	As applicable, provide a card catalog and magazine displays with a minimum of 36 inches of clear width between units and with reach ranges of between 18 inches and 54 inches (maximum height of 48 inches is preferred) above the finished floor. Standards § 8.4, Fig. 55.
LB2	Provide at least one accessible lane at each check out area such that the counter is on an accessible route at least 36 inches wide and it has a section at least 36 inches wide and no more than 36 inches above the finished floor. Standards §§ 8.3, 7.2(1).
LB3	In each seating area, provide accessible seats, tables, or carrels equal in number to 5% of the total number available (or at least one, whichever is greater) . Standards §§ 8.2, 4.2, 4.3, 4.32.
LB4	Provide accessible seats, tables, or carrels on an accessible route at least 36 inches wide. Ensure that the seats, tables, or carrels have clear floor space of 30 inches wide by 48 inches deep, knee clearance of at least 27 inches high by 30 inches wide by 19 inches deep, and a writing surface between 28 and 34 inches above the finished floor. Standards §§ 8.2, 4.2.4.1, 4.32.
LB5	Provide at least 36 inches of clear width between all stacks and provide a clear width of 42 inches between stacks where possible. Standards § 8.5, Fig. 56.
LF1	Provide a lift at this location that facilitates unassisted entry, operation, and exit from the lift. Standards §§ 4.1.3(5), 4.11.3.
LF2	Provide a lift that is on an accessible route; has interior dimensions of at least 30 inches by 48 inches; facilitates unassisted entry, operation, and exit; has a floor surface that is firm, stable, and slip-resistant, or, if carpeted, has a carpet with a pile that is no more than ½ inch deep; has a change of level at the entrance that is no more than ½ inch and beveled. Ensure that the lift has operating controls that are located between 15 and 48 inches above the floor for a front approach or between 9 and 54 inches above the floor for a side approach; that are usable with one hand, do not require tight grasping, pinching, or twisting of the wrist to operate, and require no more than 5 pounds of force to operate. Standards §§ 4.1.3(5), 4.11.
LR1	Provide a 24 inch by 48 inch bench fixed to the wall along the bench's longer dimension. Ensure that the bench has sufficient structural strength and is mounted with its surface between 17 inches and 19 inches above the finished floor. Provide clear floor space alongside the bench to allow a person using a wheelchair to make a parallel transfer onto the bench. Standards §§ 4.1.3(21), 4.35.4, 4.26.3.

Code	Required Actions
LR2	Provide at least one accessible dressing or fitting room in this area on an accessible route with accessible signage indicating its location. Ensure that accessible dressing or fitting rooms fitted with swinging or sliding doors contain sufficient clear floor space to allow a person using a wheelchair to make a 180-degree turn inside the room and that no door swings into any part of the turning space. Ensure that private accessible dressing or fitting rooms fitted with curtained openings at least 32 inches wide contain either a clear space of 60 inches in diameter, or a "T" shaped turning space that complies with Fig. 3(b). Provide a bench 24 inches by 48 inches fixed to the wall along the longer dimension and mounted between 17 and 19 inches above the finished floor to the top of the bench. If mirrors are provided in dressing rooms of the same use, provide one full-length mirror, measuring at least 18 inches wide by 54 inches high, mounted in a position affording a view to a person on the bench as well as to a person in a standing position. Standards §§ 4.1.3(21), 4.35, 4.30, 4.26.3, 4.2, 4.3, Fig. 3.
LR3	Provide at least one accessible locker with accessible controls, reach ranges, storage space, and clear floor space. Standards §§ 4.1.3(12)(a), 4.2.5, 4.2.6, 4.25, 4.27.
LR4	Provide accessible locker rooms such that all of the rooms' elements, including signage, door, door hardware, clear floor space, water closet, stall size and arrangement, stall door, urinal (if provided), grab bars, lavatory, mirror, shower, bench, locker, and controls, and dispensers, comply with the Standards. Standards §§ 4.13, 4.16, 4.17, 4.18, 4.19, 4.21, 4.23, 4.25, 4.26, 4.27, 4.30, 4.35, Fig. 30.
M1	Maintain this feature in operable working condition. 28 C.F.R. § 35.133.
M2	Maintain this feature in such a way that people with disabilities are given an equal opportunity to participate in or benefit from the aid, benefit, or service provided. 28 C.F.R. § 35.130.
P1	At each standard accessible parking space, provide an access aisle that is at least 60 inches wide. At each van accessible parking space, provide an access aisle that is at least 96 inches wide. Ensure that all access aisles are flat and level, with slopes and cross-slopes not exceeding 2% in all directions, and that access aisle surfaces are firm, stable, and slip-resistant. Standards §§ 4.1.2(5), 4.6.3, Fig. 9.
P2	Provide dispersed accessible parking such that some accessible parking spaces serve each of the accessible facility entrances. Standards §§ 4.1.2(5)(a), 4.1.2(5)(b), 4.6.2.

Code	Required Actions																																				
P3	<p>On the shortest accessible route to the accessible entrance, provide accessible parking designated as reserved for people with disabilities, including van accessible spaces and standard spaces, as required in the following chart. Ensure that standard accessible spaces are a minimum of 96 inches wide and served by access aisles at least 60 inches wide. Ensure that van accessible spaces are a minimum of 96 inches wide and served by access aisles at least 96 inches wide. At all spaces designated as reserved for persons with disabilities, provide vertical signs with the International Symbol of Accessibility located such that they cannot be obstructed by parked vehicles. At van accessible spaces, provide an additional “Van-Accessible” sign located below the International Symbol of Accessibility. Ensure that all spaces and access aisles for persons with disabilities are flat and level, with slopes and cross-slopes not exceeding 2% in all directions, and that their surfaces are firm, stable, and slip-resistant. If the parking facility does not serve a particular building or facility, provide accessible parking on the shortest accessible route to an accessible pedestrian entrance of the parking facility. If the parking facility serves a building with multiple accessible entrances or multiple buildings or facilities, provide dispersed parking spaces located on an accessible route closest to the accessible entrances. If the parking facility is a parking garage or otherwise has limitations on vertical clearances, provide minimum vertical clearance of 98 inches at the van accessible parking spaces and along at least one vehicle access route to such spaces from site entrances and exits. Standards §§ 4.1.2(5), 4.6, 4.30.7(1).</p>																																				
	<table border="1"> <thead> <tr> <th data-bbox="323 1062 599 1150">Total Spaces in Lot</th> <th data-bbox="599 1062 1016 1150">Total Accessible Spaces (Including Van Accessible)</th> <th data-bbox="1016 1062 1464 1150">Van Accessible Spaces</th> </tr> </thead> <tbody> <tr> <td data-bbox="323 1150 599 1213">1 to 25</td> <td data-bbox="599 1150 1016 1213">1</td> <td data-bbox="1016 1150 1464 1213">1</td> </tr> <tr> <td data-bbox="323 1213 599 1276">26 to 50</td> <td data-bbox="599 1213 1016 1276">2</td> <td data-bbox="1016 1213 1464 1276">1</td> </tr> <tr> <td data-bbox="323 1276 599 1339">51 to 75</td> <td data-bbox="599 1276 1016 1339">3</td> <td data-bbox="1016 1276 1464 1339">1</td> </tr> <tr> <td data-bbox="323 1339 599 1402">76 to 100</td> <td data-bbox="599 1339 1016 1402">4</td> <td data-bbox="1016 1339 1464 1402">1</td> </tr> <tr> <td data-bbox="323 1402 599 1465">101 to 150</td> <td data-bbox="599 1402 1016 1465">5</td> <td data-bbox="1016 1402 1464 1465">1</td> </tr> <tr> <td data-bbox="323 1465 599 1528">151 to 200</td> <td data-bbox="599 1465 1016 1528">6</td> <td data-bbox="1016 1465 1464 1528">1</td> </tr> <tr> <td data-bbox="323 1528 599 1591">201 to 300</td> <td data-bbox="599 1528 1016 1591">7</td> <td data-bbox="1016 1528 1464 1591">1</td> </tr> <tr> <td data-bbox="323 1591 599 1654">301 to 400</td> <td data-bbox="599 1591 1016 1654">8</td> <td data-bbox="1016 1591 1464 1654">1</td> </tr> <tr> <td data-bbox="323 1654 599 1717">401 to 500</td> <td data-bbox="599 1654 1016 1717">9</td> <td data-bbox="1016 1654 1464 1717">2</td> </tr> <tr> <td data-bbox="323 1717 599 1780">501 to 1000</td> <td data-bbox="599 1717 1016 1780">2% of total</td> <td data-bbox="1016 1717 1464 1780">1 in every 8 accessible spaces</td> </tr> <tr> <td data-bbox="323 1780 599 1850">over 1000</td> <td data-bbox="599 1780 1016 1850">20 plus 1 for each 100 over 1000</td> <td data-bbox="1016 1780 1464 1850">1 in every 8 accessible spaces</td> </tr> </tbody> </table>	Total Spaces in Lot	Total Accessible Spaces (Including Van Accessible)	Van Accessible Spaces	1 to 25	1	1	26 to 50	2	1	51 to 75	3	1	76 to 100	4	1	101 to 150	5	1	151 to 200	6	1	201 to 300	7	1	301 to 400	8	1	401 to 500	9	2	501 to 1000	2% of total	1 in every 8 accessible spaces	over 1000	20 plus 1 for each 100 over 1000	1 in every 8 accessible spaces
Total Spaces in Lot	Total Accessible Spaces (Including Van Accessible)	Van Accessible Spaces																																			
1 to 25	1	1																																			
26 to 50	2	1																																			
51 to 75	3	1																																			
76 to 100	4	1																																			
101 to 150	5	1																																			
151 to 200	6	1																																			
201 to 300	7	1																																			
301 to 400	8	1																																			
401 to 500	9	2																																			
501 to 1000	2% of total	1 in every 8 accessible spaces																																			
over 1000	20 plus 1 for each 100 over 1000	1 in every 8 accessible spaces																																			

Code	Required Actions
P4	Provide a passenger loading zone on an accessible route such that the loading zone has a vertical clearance of at least 114 inches, has an access aisle at least 60 inches wide and 20 feet long adjacent and parallel to the vehicle pull-up space, and has a surface that is firm, stable, slip-resistant, and level with no more than a 2% slope in all directions. Standards §§ 4.1.2(5)(c), 4.6.6.
P5	Provide fully accessible parking that is located on the shortest accessible route to an accessible pedestrian entrance to the facility. Standards §§ 4.1.2(5)(a), 4.1.2(5)(b), 4.6.2.
P6	At all spaces designated as reserved for persons with disabilities, provide vertical signs with the International Symbol of Accessibility located such that they cannot be obstructed by vehicles parked in the spaces. At van accessible spaces, provide an additional “Van-Accessible” sign located below the International Symbol of Accessibility. Standards §§ 4.1.2(5), 4.6.4, 4.30.7(1).
P7	Provide designated accessible parking spaces and access aisles that are flat and level, with slopes and cross-slopes not exceeding 2% in all directions, with surfaces that are firm, stable, and slip-resistant. Standards §§ 4.1.2(5), 4.3.6, 4.5.1, 4.6.3.
P8	Provide designated accessible parking spaces that are a minimum of 96 inches wide and served by access aisles at least 60 inches wide. Provide van accessible spaces that are a minimum of 96 inches wide and served by access aisles at least 96 inches wide. Standards §§ 4.1.2(5), 4.6.3, Fig.9.
P9	Provide a minimum vertical clearance of 98 inches at designated van accessible parking spaces and along at least one vehicle access route to such spaces from site entrances and exits. Standards §§ 4.1.2(5)(b), 4.6.5.
PD1	Provide access to all dining areas, including raised or sunken dining areas, loggias, and outdoor seating areas. Standards § 5.4.
PD2	Provide a portion of the main counter on an accessible route such that the counter is 60 inches minimum in length and between 28 and 34 inches in height, or provide service at accessible tables within the same area of the facility. Standards § 5.2.
PD3	Provide sufficient accessible tables so that 5% of them (but no fewer than one) are available for use by people with mobility disabilities. Each accessible table must be on an accessible route, must have knee space at the table at least 27 inches high, 30 inches wide, and 19 inches deep, and must have a table top between 28 inches and 34 inches above the floor. Ensure that the tables are distributed throughout the facility. Standards §§ 4.1.3(18), 4.32.3, 4.32.4, 5.1.
PD4	Provide accessible tables distributed among all sections of the facility. Standards § 5.1.

Code	Required Actions
PD5	Provide accessible food service lines with a minimum clear width of 36 inches (42 inches is preferred to allow passage around a person using a wheelchair) and with tray slides mounted no higher than 34 inches above the finished floor. Standards §§ 5.5, 4.2.5, 4.2.6, Fig. 53.
PD6	Provide sufficient accessible picnic tables so that 5% of them (but no fewer than one) are available for use by people with mobility disabilities. Each accessible picnic table must be on an accessible route, must have knee space at the table at least 27 inches high, 30 inches wide, and 19 inches deep, and must have a table top between 28 inches and 34 inches above the ground. Standards §§ 4.1.3(18), 4.32.3, 4.32.4.
PD7	Provide access aisles that are at least 36 inches wide between parallel edges of tables or between walls and table edges. Standards § 5.3.
PD8	Provide tableware and condiment dispensers located between 15 and 48 inches above the finished floor for a front approach or between 9 and 54 inches above the finished floor for a side approach. Standards §§ 5.6, 4.2.5, 4.2.6, Fig. 54.
PG1	Ensure program access by providing at least one piece of play equipment that is on an accessible route and has a transfer platform to enable children who use wheelchairs to use it. 28 C.F.R. § 35.149.
PJ1	Provide at least one accessible cell such that all of the cell's elements, including door, clear floor space, water closet, grab bars, lavatory, mirror, bed, controls, and dispensers, comply with the Standards. Standards §§ 4.1.3(7), 4.1.3(11), 4.13, 4.16, 4.19, 4.26, 4.27, 9.2.2, Figs. 28, 29.
PJ2	Provide an accessible cafeteria such that all of its elements, including accessible route, doors, counters, food service lines, tableware and condiments areas, and at least 5 percent of the seating and tables (but not less than 1), comply with the Standards. Standards §§ 4.1.3(1), 4.1.3(7), 4.1.3(18), 4.3, 4.13, 4.27, 4.32, 5.2, 5.5, 5.6.
PJ3	Provide one or more accessible classrooms such that all of its or their elements, including accessible route, doors, and at least 5 percent of the seating and tables (but not less than 1), comply with the Standards. Ensure that classes are scheduled in a manner that ensures persons with disabilities can attend any available classes in an accessible classroom. Standards §§ 4.1.3(1), 4.1.3(7), 4.1.3(18), 4.3, 4.13, 4.32.
PJ4	In each security and classification level provided in the facility, provide rooms or cells equal in number to 5 percent of the total number of rooms or cells in that security and classification level (but not less than one) such that all room or cell elements, including door, clear floor space, mirror, bed, controls, and dispensers, comply with the Standards, and such that a fully accessible shower room and a toilet room or toilet unit is provided on an accessible route convenient to that room or cell. Standards §§ 4.1.3(1), 4.1.3(7), 4.1.3(11), 4.3, 4.13, 4.16, 4.19, 4.21, 4.23, 4.26, 4.27, 9.1.4, 9.2.2.

Code	Required Actions
PJ5	Provide a room within the medical unit such that all elements, including door, clear floor space, bed, controls, and dispensers, comply with the Standards, and such that a fully accessible shower room and toilet room is provided on an accessible route convenient to that room. Standards §§ 4.1.3(1), 4.1.3(7), 4.1.3(11), 4.3, 4.13, 4.16, 4.19, 4.21, 4.23, 4.26, 4.27, 9.2.2.
PJ6	Provide at least one accessible TTY for use by detainees and inmates. If the TTY is a portable unit, adopt policies and procedures to ensure that access afforded to the TTY for detainees and inmates with disabilities is equal to the access afforded to inmates who use the standard telephone. In addition, where detainee and inmate telephone calls are time-limited, adopt policies permitting detainees and inmates with disabilities who use TTY's a longer period of time to make those calls, due to the slower nature of TTY communications compared with voice communications. 28 C.F.R. § 35.160(a); Standards §§ 4.1.3(17)(c), 4.30.7(3), 4.31.9.
PJ7	Provide a visitation or other such area such that all of the area's elements, including seating, counter, accessible route to and within the area, entrance, signage, telephone, etc., comply with the Standards. Standards §§ 4.1.3, 4.2, 4.3, 4.4, 4.5, 4.13, 4.14, 4.30, 4.31, 4.32.
R1	Provide edge protection at least 2 inches high at the drop off sides. Standards §§ 4.1.2(1), 4.1.2(2), 4.3.8, 4.8.7.
R2	Provide handrails that are between 1¼ inches and 1½ inches in diameter such that the inside handrail is continuous and both handrails have a continuous gripping surface along both sides of the ramp extending at least 12 inches beyond the top and bottom of the ramp parallel with the ground surface; the handrails do not rotate within their fittings; and both handrails are mounted between 34 inches and 38 inches above the ramp surface and 1½ inches from the wall, with ends rounded or returned smoothly to the floor, wall, or post. Standards §§ 4.1.2(1), 4.1.2(2), 4.3.8, 4.8.5.
R3	Provide a ramp that is at least 36 inches wide with a slope not exceeding 8.33% and a cross slope not exceeding 2%; with level landings at least as wide as the ramp and 60 inches long at the top and bottom of the ramp; with level landings measuring at least 60 inches by 60 inches when the ramp changes direction; and with edge protection that is at least 2 inches high at the drop off sides. Provide handrails that are between 1¼ inches and 1½ inches in diameter such that the inside handrail is continuous and both handrails have a continuous gripping surface along both sides of the ramp extending at least 12 inches beyond the top and bottom of the ramp parallel with the ground surface; the handrails do not rotate within their fittings; and both handrails are mounted between 34 inches and 38 inches above the ramp surface and 1½ inches from the wall, with ends rounded or returned smoothly to the floor, wall, or post. Ensure that the ramp and approaches are designed so that water will not accumulate on walking surfaces. Standards §§ 4.1.2(1), 4.1.2(2), 4.3.8, 4.8.

Code	Required Actions
R4	Provide handrails that are between 1¼ inches and 1½ inches in diameter with a continuous gripping surface along both sides of the ramp, extending at least 12 inches beyond the top and bottom of the ramp parallel with the ground surface. Ensure that handrails are mounted between 34 inches and 38 inches above the ramp surface and 1½ inches from the wall, with ends rounded or returned smoothly to the floor, wall, or post, and that they do not rotate within their fittings. Standards §§ 4.1.2(1), 4.1.2(2), 4.8.5.
R5	Provide a ramp that is at least 36 inches wide with a slope not exceeding 8.33% and a cross slope not exceeding 2%; with level landings at least as wide as the ramp and 60 inches long at the top and bottom of the ramp; and with edge protection at least 2 inches high at the drop off sides. Provide handrails that are between 1¼ inches and 1½ inches in diameter with a continuous gripping surface along both sides of the ramp, extending at least 12 inches beyond the top and bottom of the ramp parallel with the ground surface. Ensure that handrails are mounted between 34 inches and 38 inches above the ramp surface and 1½ inches from the wall, with ends rounded or returned smoothly to the floor, wall, or post, and that they do not rotate within their fittings. Ensure that the ramp and approaches are designed so that water will not accumulate on walking surfaces. Standards §§ 4.1.2(1), 4.1.2(2), 4.3.8, 4.8.
S1	Provide a shelf and hook that comply with Fig. 5 for a forward reach or with Fig. 6 for a side reach and that are accompanied by clear floor space of 30 inches by 48 inches that allows a forward or parallel approach, respectively, by a person using a wheelchair. Standards §§ 4.1.3(12), 4.25.2, 4.25.3, 4.2.5, 4.2.6.
S2	Provide a sink mounted with the counter or rim no higher 34 inches; with knee clearance at least 27 inches high, 30 inches wide, and 19 inches deep; with clear floor space at least 30 inches by 48 inches; with hot water and drain pipes insulated or otherwise configured to protect against contact; and with faucets that require no more than 5 pounds of force to operate and that are operable with one hand and do not require tight grasping, pinching, or twisting of the wrist to operate. Standards § 4.24.
ST1	Provide at least one stall that is exactly 36 inches wide with a toilet centerline 18 inches from each wall or partition, an outward swinging, self-closing door, parallel grab bars complying with Fig. 30(d), and a toilet complying with Standards § 4.16. Standards §§ 4.1.3(11), 4.16, 4.22.4, 4.26, Fig. 30(d).
ST2	Provide a flush control mounted on the “open” side of the toilet’s clear floor space; 44 inches or less above the finished floor; and requiring a maximum of 5 pounds of force to operate; or provide an automatic flush device. Standards §§ 4.1.3(11), 4.22.4, 4.16.5, 4.17.2, 4.27.4.

Code	Required Actions
ST3	Provide a rear grab bar that is at least 36 inches in overall length, with the closer end no more than 6 inches from the side wall; mounted 33 to 36 inches above the finished floor; with a diameter between 1¼ and 1½ inches; with 1½ inches between the grab bar and the wall; and at least 1½ inches between the grab bar and any object beside or below it and at least 18 inches between the grab bar and any object above it. Standards §§ 4.1.3(11), 4.22.4, 4.17.6, 4.26.2, Figs. 30, 39.
ST4	Provide a rear grab bar that is at least 36 inches in overall length with the closer end no more than 6 inches from the side wall. Standards §§ 4.1.3(11), 4.22.4, 4.17.6, Fig. 30.
ST5	Provide a rear grab bar that has at least 1½ inches between the grab bar and any object beside or below it and at least 18 inches between the grab bar and any object above it. Standards §§ 4.1.3(11), 4.22.4, 4.17.6, 4.26.2, Fig. 39.
ST6	Provide a side grab bar that is at least 40 inches in overall length, with the far end mounted at least 52 inches from the rear wall and the closer end 12 inches or less from the rear wall; mounted 33 to 36 inches above the finished floor; with a diameter between 1¼ and 1½ inches; with 1½ inches between the grab bar and the wall; and at least 1½ inches between the grab bar and any object beside or below it and at least 18 inches between the grab bar and any object above it. Provide a toilet paper dispenser that is mounted no more than 36 inches from the rear wall, with its top at least 1½ inches under the side grab bar, and centered at least 19 inches above the finished floor. Standards §§ 4.1.3(11), 4.22.4, 4.17.6, 4.26.2, Figs. 30(a), (d), 39.
ST7	Provide a side grab bar that is at least 40 inches in overall length, with the far end mounted at least 52 inches from the rear wall, with the closer end 12 inches or less from the rear wall, and with at least 1½ inches between the grab bar and any object beside or below it and at least 18 inches between the grab bar and any object above it. Standards §§ 4.1.3(11), 4.22.4, 4.17.6, Figs. 30(a), (d).
ST8	Provide a side grab bar that has at least 1½ inches between the grab bar and any object beside or below it and at least 18 inches between the grab bar and any object above it. Provide a toilet paper dispenser that is mounted no more than 36 inches from the rear wall, with its top at least 1½ inches under the side grab bar, and centered at least 19 inches above the finished floor. Standards §§ 4.1.3(11), 4.22.4, 4.17.6, 4.26.2, Fig. 39.
ST9	Provide a side grab bar that has at least 1½ inches between the grab bar and any object beside or below it and at least 18 inches between the grab bar and any object above it. Standards §§ 4.1.3(11), 4.22.4, 4.17.6, 4.26.2, Fig. 39.
ST10	Provide grab bars that have a diameter between 1¼ and 1½ inches. Standards §§ 4.1.3(11), 4.22.4, 4.17.6, 4.26.2.

Code	Required Actions
ST11	Provide a rear grab bar that is at least 36 inches in overall length, with the closer end no more than 6 inches from the side wall, and a side grab bar that is at least 40 inches in overall length, with the far end mounted at least 54 inches from the rear wall and the closer end 12 inches or less from the rear wall. Ensure that the grab bars are mounted 33 to 36 inches above the finished floor; with a diameter between 1¼ and 1½ inches; with 1½ inches between the grab bar and the wall; and at least 1½ inches between the grab bar and any object beside or below it and at least 18 inches between the grab bar and any object above it. Standards §§ 4.1.3(11), 4.22.4, 4.17.6, 4.26.2, Figs. 30, 39.
ST12	Provide grab bars that are mounted between 33 and 36 inches above the finished floor. Standards §§ 4.1.3(11), 4.22.4, 4.17.6, Fig. 30.
ST13	Provide grab bars such that there is 1½ inches between the grab bar and the wall on which it is mounted. Standards §§ 4.1.3(11), 4.22.4, 4.17.6, 4.26.2, Fig. 39.
ST14	Provide an accessible toilet room such that all of the room's elements, including signage, door, door hardware, clear floor space, water closet, stall size and arrangement, stall door, urinal (if provided), grab bars, lavatory, mirror, controls, and dispensers, comply with the Standards. Standards §§ 4.1.3(11), 4.13, 4.16, 4.17, 4.18, 4.19, 4.26, 4.27, 4.30, Fig. 30.
ST15	Provide a "standard" accessible toilet stall at least 60 inches wide and at least 59 inches deep (or at least 56 inches deep with a wall-mounted toilet) such that all of the stall's elements, including stall door, stall door hardware, water closet, size and arrangement, toe clearances, grab bars, controls, and dispensers, comply with the Standards. Standards §§ 4.1.3(11), 4.22.4, 4.22.7, 4.13, 4.16, 4.17, 4.26, 4.27, Fig. 30.
ST16	Provide a toilet stall that is at least 60 inches wide and at least 56 inches deep for a wall-mounted toilet or at least 59 inches deep for a floor-mounted toilet, such that the centerline of the toilet is exactly 18 inches from the near side wall or partition, and there is at least 9 inches of toe clearance above the floor at the front partition if the stall is no more than 60 inches deep. Standards §§ 4.1.3(11), 4.22.4, 4.17, Fig. 30.
ST17	Provide a toilet with its centerline 18 inches from the near side wall. Standards §§ 4.1.3(11), 4.22.4, 4.17.3, Fig. 30.
ST18	Provide clear floor space at the toilet that complies with Fig. 30. Standards §§ 4.1.3(11), 4.22.4, 4.17.3, Fig. 30.
ST19	Provide a toilet paper dispenser that is mounted with its top at least 1½ inches under the side grab bar and 36 inches or less from the rear wall and is centered at least 19 inches above the finished floor. Standards §§ 4.1.3(11), 4.22.4, 4.17.3, Fig. 30(d).
ST20	Provide a toilet such that the top of the seat is 17 to 19 inches above the finished floor. Standards §§ 4.1.3(11), 4.22.4, 4.16.3, 4.17.2, Fig. 30(d).

Code	Required Actions
ST21	Provide grab bars with the specified structural strength to safely support a person with a disability who is using them. Standards §§ 4.1.3(11), 4.22.4, 4.17.6, 4.26.3.
SU1	Provide a flush control mounted on the “open” side of the toilet’s clear floor space; 44 inches or less above the finished floor; and requiring a maximum of 5 pounds of force to operate; or provide an automatic flush device. Standards §§ 4.1.3(11), 4.22.4, 4.16.5, 4.27.4.
SU2	Provide a rear grab bar that is at least 36 inches in overall length, with the closer end no more than 6 inches from the side wall; mounted 33 to 36 inches above the finished floor; with a diameter between 1¼ and 1½ inches; with 1½ inches between the grab bar and the wall; and at least 1½ inches between the grab bar and any object beside or below it and at least 18 inches between the grab bar and any other object above it. Standards §§ 4.1.3(11), 4.22.4, 4.16.4, 4.26.2, Figs. 29, 39.
SU3	Provide a rear grab bar that is at least 36 inches in overall length with the closer end no more than 6 inches from the side wall. Standards §§ 4.1.3(11), 4.22.4, 4.16.4, Fig. 29.
SU4	Provide a rear grab bar that has at least 1½ inches between the grab bar and any object beside or below it and at least 18 inches between the grab bar and any object above it. Standards §§ 4.1.3(11), 4.22.4, 4.16.4, 4.26.2, Fig. 39.
SU5	Provide a side grab bar that is at least 42 inches in overall length, with the far end mounted at least 54 inches from the rear wall and the closer end 12 inches or less from the rear wall; mounted 33 to 36 inches above the finished floor; with a diameter between 1¼ and 1½ inches; with 1½ inches between the grab bar and the wall; and at least 1½ inches between the grab bar and any object beside or below it and at least 18 inches between the grab bar and any object above it. Provide a toilet paper dispenser that is mounted within reach, with its top at least 1½ inches under the side grab bar, and centered at least 19 inches above the finished floor. Standards §§ 4.1.3(11), 4.22.4, 4.16.4, 4.16.6, 4.26.2, Figs. 29, 39.
SU6	Provide a side grab bar that is at least 42 inches in overall length, with the far end mounted at least 54 inches from the rear wall, with the closer end mounted 12 inches or less from the rear wall, and with at least 1½ inches between the grab bar and any object beside or below it and at least 18 inches between the grab bar and any object above it. Standards §§ 4.1.3(11), 4.22.4, 4.16.4, Fig. 29(b).
SU7	Provide a side grab bar that has at least 1½ inches between the grab bar and any object beside or below it and at least 18 inches between the grab bar and any object above it. Provide a toilet paper dispenser that is mounted within reach, with its top at least 1½ inches under the side grab bar, and centered at least 19 inches above the finished floor. Standards §§ 4.1.3(11), 4.22.4, 4.16.4, 4.16.6, 4.26.2, Fig. 39.

Code	Required Actions
SU8	Provide a side grab bar that has at least 1½ inches between the grab bar and any object beside or below it and at least 18 inches between the grab bar and any object above it. Standards §§ 4.1.3(11), 4.22.4, 4.16.4, 4.26.2, Fig. 39.
SU9	Provide grab bars that have a diameter between 1¼ and 1½ inches. Standards §§ 4.1.3(11), 4.22.4, 4.16.4, 4.26.2.
SU10	Provide a rear grab bar that is at least 36 inches in overall length, with the closer end no more than 6 inches from the side wall, and a side grab bar that is at least 42 inches in overall length, with the far end mounted at least 54 inches from the rear wall and the closer end 12 inches or less from the rear wall. Ensure that the grab bars are mounted 33 to 36 inches above the finished floor; with a diameter between 1¼ and 1½ inches; with 1½ inches between the grab bars and the wall; and at least 1½ inches between the grab bars and any object beside or below it and at least 18 inches between the grab bar and any object above it. Standards §§ 4.1.3(11), 4.22.4, 4.16.4, 4.26.2, Figs. 29, 39.
SU11	Provide grab bars that are mounted between 33 and 36 inches above the finished floor. Standards §§ 4.1.3(11), 4.22.4, 4.16.4, Fig. 29.
SU12	Provide grab bars such that there is 1½ inches between the grab bar and the wall on which it is mounted. Standards §§ 4.1.3(11), 4.22.4, 4.16.4, 4.26.2, Fig. 39.
SU13	Provide an accessible toilet room such that all of the room’s elements, including signage, door, door hardware, clear floor space, water closet, urinal (if provided), grab bars, lavatory, mirror, controls, and dispensers, comply with the Standards. Standards §§ 4.1.3(11), 4.22, 4.13, 4.16, 4.18, 4.19, 4.26, 4.27, 4.30, Figs. 28, 29.
SU14	Provide a toilet with a centerline that is 18 inches from the near side wall; a seat with the top between 17 and 19 inches above the finished floor; clear floor space at the toilet that complies with Fig. 28; and a flush control mounted on the “open” side of the toilet’s clear floor space. Standards §§ 4.1.3(11), 4.22.4, 4.16.2, 4.16.3, 4.16.5, Figs. 28, 29.
SU15	Provide a toilet with its centerline 18 inches from the near side wall. Standards §§ 4.1.3(11), 4.22.4, 4.16.2, Fig. 28.
SU16	Provide clear floor space at the toilet that complies with Fig. 28. Standards §§ 4.1.3(11), 4.22.4, 4.16.2, Fig. 28.
SU17	Provide a toilet paper dispenser that is mounted within reach, with its top at least 1½ inches under the side grab bar, and centered at least 19 inches above the finished floor. Standards §§ 4.1.3(11), 4.22.4, 4.16.6, Fig. 29(b).
SU18	Provide a toilet such that the top of the seat is 17 to 19 inches above the finished floor. Standards §§ 4.1.3(11), 4.22.4, 4.16.3, Fig. 29(b).

Code	Required Actions
SU19	Provide grab bars with the specified structural strength to safely support a person with a disability who is using them. Standards §§ 4.1.3(11), 4.22.4, 4.16.4, 4.26.3.
T1	Provide an accessible table on an accessible route at least 36 inches wide. Ensure that the table has clear floor space of 30 inches wide by 48 inches deep, knee clearance of at least 27 inches high by 30 inches wide by 19 inches deep, and a writing surface between 28 and 34 inches above the finished floor. Standards §§ 4.1.3(18), 4.2.4.1, 4.32.
TR1	Provide a coat or towel hook at a maximum height above the finished floor of 48 inches for a forward approach or 54 inches for a side approach and that is accompanied by clear floor space of 30 by 48 inches that allows a forward or parallel approach by a person using a wheelchair. Standards §§ 4.1.3(12)(a), 4.25.2, 4.25.3, 4.2.4, 4.2.5, 4.2.6.
TR2	Provide this element with mechanical controls, if any, that can be operated with no more than 5 pounds of force and that can be used with one hand and without tight grasping, pinching, or twisting of the wrist (lever-operated, push-type, and electronically controlled mechanisms are examples of acceptable designs). Ensure that the controls are a maximum height above the finished floor of 48 inches for a forward approach or 54 inches for a side approach and that it is accompanied by clear floor space of 30 by 48 inches that allows a forward or parallel approach by a person using a wheelchair. Standards §§ 4.1.3(13), 4.27.2, 4.27.3, 4.27.4, 4.2.4, 4.2.5, 4.2.6.
TR3	Provide this element with mechanical controls, if any, that can be operated with no more than 5 pounds of force and that can be used with one hand and without tight grasping, pinching, or twisting of the wrist (lever-operated, push-type, and electronically controlled mechanisms are examples of acceptable designs). Standards §§ 4.1.3(13), 4.27.4.
TR4	Provide this element such that the controls comply with Fig. 5 for a forward reach or with Fig. 6 for a side reach and such that it is accompanied by clear floor space of 30 inches by 48 inches that allows a forward or parallel approach, respectively, by a person using a wheelchair. Standards §§ 4.1.3(13), 4.27.2, 4.27.3, 4.2.4, 4.2.5, 4.2.6.
TR5	Provide this element with the controls located no more than 48 inches above the finished floor for a forward approach or no more than 54 inches above the finished floor for a side approach and that is accompanied by clear floor space of 30 by 48 inches that allows a forward or parallel approach by a person using a wheelchair. Standards §§ 4.1.3(13), 4.27.2, 4.27.3, 4.2.4, 4.2.5, 4.2.6.
TR6	Ensure that no door swings into the required clear floor space at any accessible fixture (e.g., toilet, urinal, lavatory, dispensers). Standards §§ 4.1.3(11), 4.22.2.

Code	Required Actions
TR7	For each one that is required to be accessible, provide an accessible cell such that all of the cell's elements, including door width, clear floor space, water closet, urinal (if provided), grab bars, lavatory, mirror (if provided), controls, and dispensers, comply with the Standards. Where only one cell serves a particular purpose, such as a cell serving a particular courtroom, it shall be accessible. Where multiple cells are grouped together and serve the same purpose, at least one cell shall be accessible. Standards §§ 4.1.3(11), 4.13, 4.16, 4.18, 4.19, 4.22, 4.26, 4.27, 4.30, Figs. 28, 29.
TR8	Provide a lavatory with clear floor space at least 30 inches wide and 48 inches deep centered on the lavatory. Standards §§ 4.1.3(11), 4.22.6, 4.19.3, Fig. 32.
TR9	Provide a lavatory with the top of its rim or counter 34 inches or less above the finished floor; the bottom edge of the apron at least 29 inches above the finished floor; knee and toe clearances that comply with Fig. 31; hot water and drain pipes covered or otherwise configured to protect against contact; clear floor space at least 30 inches wide by 48 inches deep centered on the lavatory; and a faucet that can be operated with no more than 5 pounds of force and can be used with one hand and without tight grasping, pinching, or twisting of the wrist (lever-operated, push-type, and electronically controlled mechanisms are examples of acceptable designs). Standards §§ 4.1.3(11), 4.22.6, 4.19.2, 4.19.3, 4.19.4, 4.19.5, 4.27.4, Figs. 31, 32.
TR10	Provide a lavatory with a faucet that can be operated with no more than 5 pounds of force and can be used with one hand and without tight grasping, pinching, or twisting of the wrist (lever-operated, push-type, and electronically controlled mechanisms are examples of acceptable designs). Standards §§ 4.1.3(11), 4.22.6, 4.19.5, 4.27.4.
TR11	Provide a lavatory with the top of its rim or counter 34 inches or less above the finished floor; the bottom edge of the apron at least 29 inches above the finished floor; and knee and toe clearances that comply with Fig. 31. Standards §§ 4.1.3(11), 4.22.6, 4.19.2, Fig. 31.
TR12	Provide hot water and drain pipes that are insulated or otherwise configured to protect against contact. Standards §§ 4.1.3(11), 4.22.6, 4.19.4.
TR13	Provide a medicine cabinet in this room that has at least one shelf mounted no higher than 44 inches above the finished floor and that has clear floor space in front of it which is at least 30 inches wide by 48 inches deep. Standards §§ 4.1.3(11), 4.23.9, 4.2.4.
TR14	Provide a mirror with the bottom edge of its reflecting surface no more than 40 inches above the finished floor. Standards §§ 4.1.3(11), 4.22.6, 4.19.6.
TR15	Provide an accessible route to the toilet room meeting the requirements for width, passing space, head room, surface textures, slopes, and changes in level. Standards §§ 4.1.3(11), 4.22.1, 4.3.1, 4.3.2, 4.3.3, 4.3.4, 4.3.5, 4.3.6, 4.3.7, 4.3.8.

Code	Required Actions
TR16	Provide accessible directional signage with the International Symbol of Accessibility at inaccessible toilet rooms indicating the location of the nearest accessible toilet room, and provide accessible signage with the International Symbol of Accessibility at all accessible toilet rooms. Standards §§ 4.1.2(7)(d), 4.1.6(3)(e)(iii), 4.30.1, 4.30.2, 4.30.3, 4.30.5, 4.30.7.
TR17	Provide a toilet or locker room sign with the International Symbol of Accessibility and raised and Braille characters mounted on the wall adjacent to the latch side of the door with the centerline of the sign 60 inches above the finished floor and situated such that a person can approach within 3 inches of the sign without encountering an obstruction or standing within a door swing. Standards §§ 4.1.2(7)(d), 4.30.1, 4.30.4, 4.30.5, 4.30.6, 4.30.7.
TR18	Provide a toilet or locker room sign with raised and Braille characters mounted on the wall adjacent to the latch side of the door with the centerline of the sign 60 inches above the finished floor and situated such that a person can approach within 3 inches of the sign without encountering an obstruction or standing within a door swing. Standards §§ 4.1.2(7)(d), 4.1.6(1)(b), 4.30.1, 4.30.4, 4.30.5, 4.30.6.
TR19	Provide an unobstructed turning space at least 60 inches in diameter or a T-shaped space complying with Fig. 3(b). Standards §§ 4.1.3(11), 4.22.3, 4.2.3, Fig. 3.
TR20	Provide a urinal with an elongated rim mounted 17 inches or less above the finished floor, a clear floor space of at least 30 inches wide and 48 inches deep centered on the urinal, and a flush control height of 44 inches or less above the finished floor. Standards §§ 4.1.3(11), 4.22.5, 4.18.2, 4.18.3, 4.18.4.
TR21	Provide a visual alarm appliance in the toilet room. Standards §§ 4.1.3(14), 4.28.1, 4.28.3.
TR22	Provide an accessible toilet room for each gender such that all of the room's elements, including signage, door, door hardware, clear floor space, water closet, urinal (if provided), stall size and arrangement (if provided), stall door (if provided), grab bars, lavatory, mirror, controls, and dispensers, comply with the Standards. Alternatively, provide one unisex, single user toilet room such that all of the room's elements, including signage, door, door hardware, clear floor space, water closet, urinal (if provided), grab bars, lavatory, mirror, controls, and dispensers, comply with the Standards. Standards §§ 4.13, 4.16, 4.18, 4.19, 4.26, 4.27, 4.30, Figs. 28, 29, 30.

Code	Required Actions
TR23	If a baby changing station is provided, provide a baby changing station, not located within a toilet stall, that is on an accessible route with the controls a maximum height above the finished floor of 48 inches for a forward approach or 54 inches for a side approach and that is accompanied by clear floor space of 30 inches by 48 inches that allows a forward or parallel approach by a person using a wheelchair. Ensure that the surface of the changing table, when open, is between 28 and 34 inches above the finished floor. Standards §§ 4.1.3(13), 4.27.2, 4.27.3, 4.2.4, 4.2.5, 4.2.6, 4.32.4.
TT1	Provide an accessible telephone with a clear floor space of at least 30 inches by 48 inches that allows either a forward or parallel approach by a person using a wheelchair such that bases, enclosures, and fixed seats do not impede approaches to the telephone; with the highest operable part of the telephone mounted no more than 48 inches above the floor for a front approach or no more than 54 inches above the floor for a side approach; that is hearing aid compatible and has a volume control mechanism; with telephone books, if provided, located between 15 and 48 inches above the finished floor for a front approach or between 9 and 54 inches above the finished floor for a side approach; with a cord of at least 29 inches long from the telephone to the handset; and with signage that complies with the Standards. Standards §§ 4.1.3(17), 4.31, 4.30.7(2).
TT2	Provide at least one accessible public TTY with appropriate signage. Standards §§ 4.1.3(17)(c), 4.30.7(3), 4.31.9.