

Accessible Parking Survey
Or
**If Customers Can't Park
They Can't Come In**

*Please note: Parking stalls and signs are often referred to as "Handicapped".
Most people with disabilities prefer the word "Accessible".*

1. Is there a parking lot at your business?

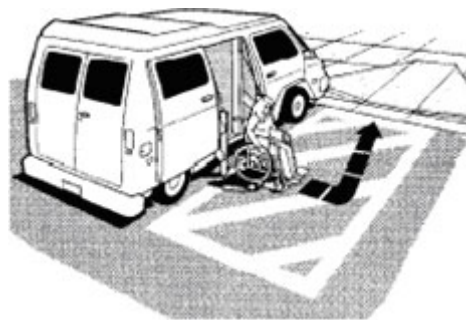
Yes No If No, you should skip the Parking Survey and go directly to [Accessible Entrance](#).

Owners and tenants are each liable for accessibility improvements to parking lots and buildings.

All accessible parking spaces must be a minimum 8-feet (96-inches) wide. The first accessible parking space must be a van accessible space, which has a larger access aisle (the adjacent striped area).

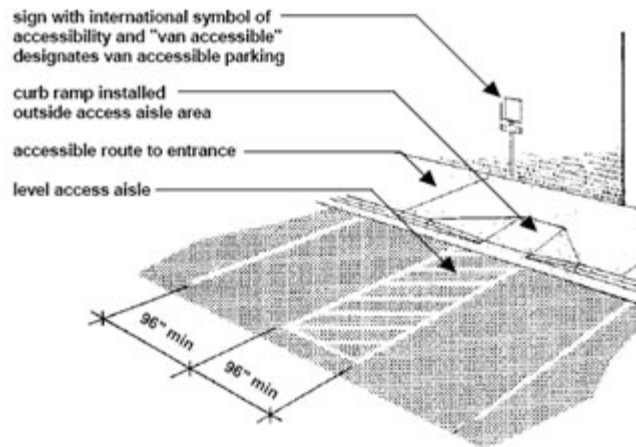
An accessible route goes directly from the access aisle to the accessible entrance. It must have no curbs, bumps or barriers. The route must not go into or through any traffic areas.

An unobstructed access aisle next to the parking space is important for people who use a variety of mobility devices, and is critical for people whose vehicles have lifts to enter and exit the vehicle.



2. Is there at least one 8-foot-wide van accessible parking space with:

- a. a van-accessible parking sign placed 60 inches from the parking surface to the bottom of the sign, and
- b. an 8-foot-wide (96-inches) marked access aisle adjacent to the space?



Yes No

3. Based on the chart below, does your lot have enough accessible and van-accessible spaces?

Total parking spaces	Required number of van-accessible spaces in Parking Lot
1 to 25	1 van space
26 to 50	1 standard space + van
51 to 75	2 standard spaces + 1 van
76 to 100	3 standard spaces + 1 van
101 to 150	4 standard spaces + 1 van
151 to 200	5 standard spaces + 1 van
201 to 300	6 standard spaces + 1 van
301 to 400	7 standard spaces + 1 van
401 to 500	7 standard spaces + 2 vans
501 to 1000	2 % of total spaces; 1 in every 8 accessible spaces must be van-accessible
1001 and over	20 + 1 extra space for each hundred spaces over 1000; 1 in every 8 accessible

Yes No

4. Is each non-van accessible parking space at least 8-feet wide with:

- a. An accessible parking sign placed 60 inches from the parking surface to the bottom of the sign, and



- b. An 5-foot-wide access aisle adjacent to the space, and



- c. an accessible route connecting the marked access aisle to an accessible entrance?

Yes No

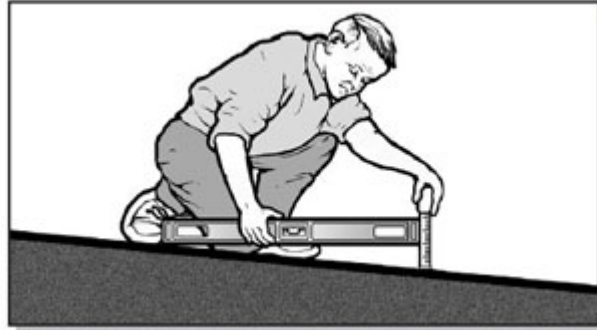
Parking should be on a relatively flat surface to prevent a wheelchair user from rolling away from his or her vehicle and to allow for many vehicle lifts to operate correctly.

For someone with mobility problems, a steep parking area is difficult and can be very dangerous. To make it easier for all your customers, we'll help you determine if your parking area is too steep – if it has too much slope.

Look at the illustration below. Measuring slope is easy. Hold your level so one end is at the top of the slope and the bubble is centered. Measure from the other end down to the ground.

A 2% slope equals 1/2-inch rise in a 24- inch run. This means:

- If you have a 24-inch-long level, you should have 1/2-inch or less to the ground at the other end.
- If you have a 36-inch-long level, you should have 3/4-inch or less to the ground at the other end.
- If you have a 48-inch-long level, you should have 1-inch or less to the ground at the other end.



5. Is the accessible parking located on level ground with no more than a 2% cross slope in any direction?

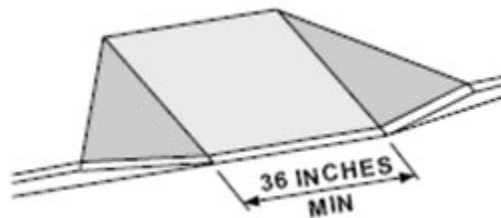
Yes No

6. Accessible parking should be closest to the door. Is all the accessible parking located on the shortest direct route of travel from the access aisles(s) to the accessible entrance?

Yes No

7. Does this direct, accessible route of travel from each parking access aisle to the accessible entrance:

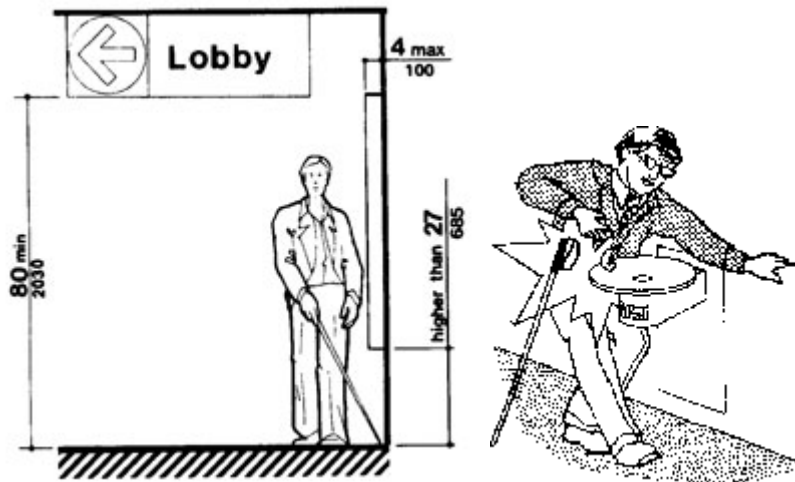
- a. include a curb cut or ramp (where necessary) and



- b. have no steps, and
- c. measure at least 36-inches-wide, and
- d. have a surface that is firm, stable, and slip-resistant?

Yes No

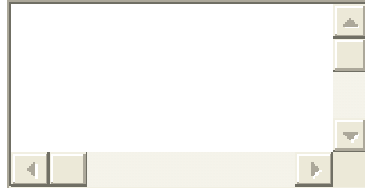
For persons who use a cane because of limited vision, an object must be detectable by their cane for them to realize it is there. This means an object that protrudes more than 4-inches must be within 27 inches of the ground and objects hanging or mounted overhead must be higher than 80 inches from the ground. It is not necessary to remove objects like mailboxes that protrude from the wall less than 4 inches.



8. Is there a direct route of travel from the parking access aisle to the accessible entrance that is free of protruding or overhanging objects that would not be detected by a person using his or her cane?

Yes No

Parking Questions or Comments:



Accessible Entrance Survey
Or
**If Customers Can't Get In,
What's the Point?**

Better access means more customers, which means more business

1. Is there a ramp between your parking area and your front door?

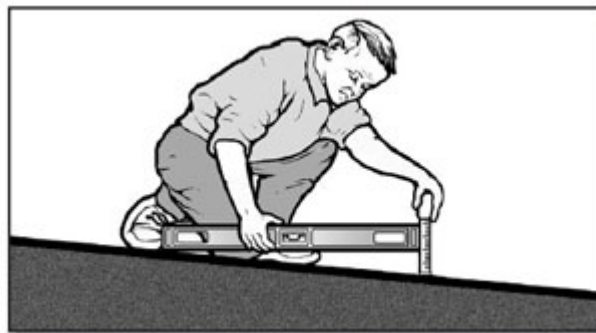
Yes No If No, skip to [question 4](#).

For someone with mobility problems, a steep ramp is difficult and can be very dangerous. To make it easier for all your customers, we'll help you determine if your entrance ramp is too steep – if it has too much slope.

Look at the illustration below. Measuring slope is easy. Hold your level so one end is at the top of the slope and the bubble is centered. Measure from the other end down to the ground.

A 2% slope equals 1/2-inch rise in a 24-inch run. This means:

- If you have a 24-inch-long level, you should have 1/2-inch or less to the ground at the other end.
- If you have a 36-inch-long level, you should have 3/4-inch or less to the ground at the other end.
- If you have a 48-inch-long level, you should have 1-inch or less to the ground at the other end.



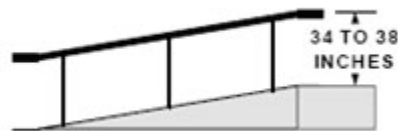
2. Do all ramps (not counting curb cuts) along the route, from the parking up to the accessible entrance, have a slope of 2% or less?

Yes No

Long ramps are more difficult to navigate, especially in a wheelchair, so there are special requirements to make it easier. In some situations, a sidewalk is used instead of a ramp to get up a hill to the entrance.

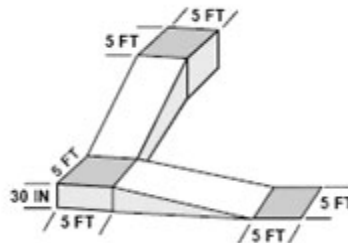
3. If your ramp or sidewalk is longer than 6 feet, does it have:

a. railings on both sides that are 34- to 38-inches-high and



b. a clear width between the two railings of at least 36 inches, and

c. a 5-foot-square level rest area every 30 feet along the length of the ramp/sidewalk?



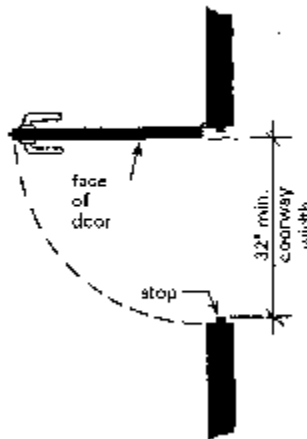
Yes No N/A

Doors that are narrower than 32 inches, heavy or double can be difficult for a variety of people. Consider automatic door openers or a doorbell and signage for assistance.

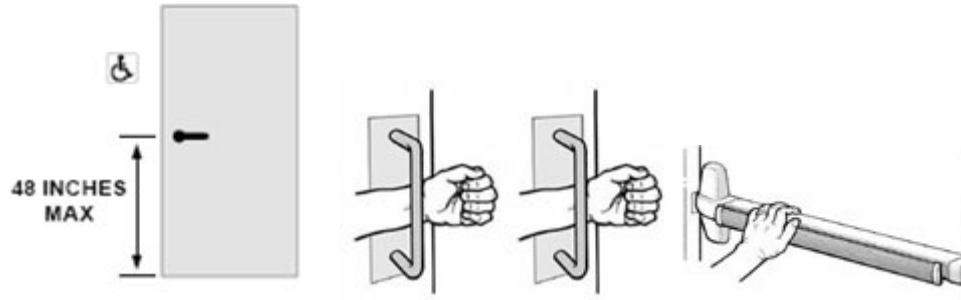
People with limited strength or mobility in their hands often cannot use doorknobs that require twisting or turning.

4. Is the exterior accessible entrance:

- a. step less or ramped; with
- b. a door that provides at least a 32 inch wide clear opening, and



- c. a door handle that is no higher than 48 inches and operable with a closed fist, and

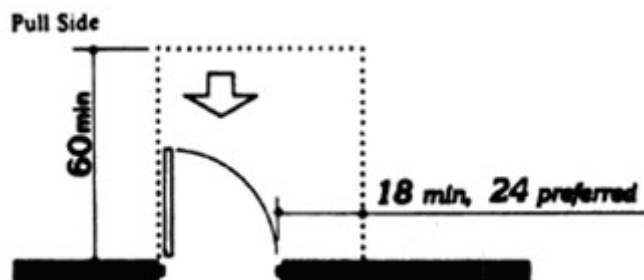


d. a door that can be easily opened by someone with limited strength (example: as strong as a 5-year-old child), and

e. a threshold that is a maximum of 3/4-inches-high and beveled.

Yes No

5. Is there at least 18 inches of clear wall space on the pull side of the door next to the handles?



Yes No

6. If the main entrance to your business is not accessible, does it have a sign directing people to the accessible entrance?



Yes No N/A

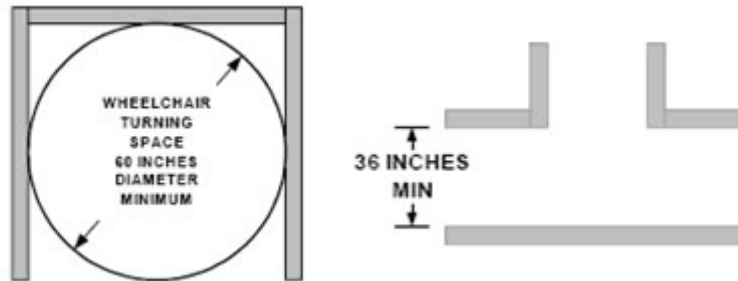
Entrance Questions or Comments:

**Access To Goods & Services
Inside Your Business Survey**
Or
This Is The Point

Ideally, customers should be able to obtain goods and services without assistance.

1. Can a customer travel throughout the public areas to all goods and services by following a route that:

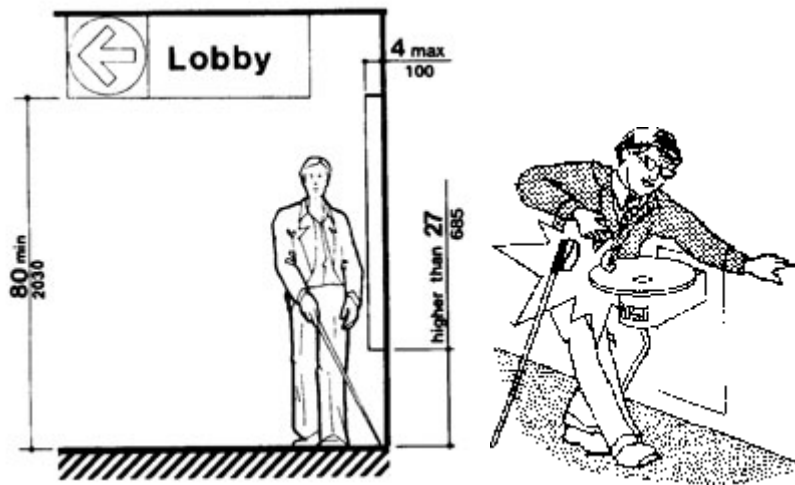
- a. is at least 36-inches-wide and free of obstructions, and
- b. includes turn-around areas at the ends of aisles that are either 5 foot circles or T-shaped spaces so wheelchair users don't have to back out and



- c. has a surface that is firm, stable, and slip-resistant, and
- d. is without rugs. (If rugs exist, are they low-pile, tightly woven and securely attached or rubberized along the edges?)

Yes No

For persons who use a cane because of limited vision, an object must be detectable by their cane for them to realize it is there. This means an object that protrudes more than 4-inches must be within 27 inches of the ground and objects hanging or mounted overhead must be higher than 80 inches from the ground. It is not necessary to remove objects like mailboxes that protrude from the wall less than 4 inches.



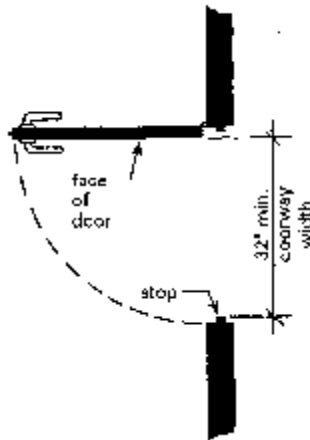
2. Can a customer travel throughout the public areas to all goods and services by following a route that is free of protruding or overhanging objects that would not be detected by a person using his or her cane?

Yes No

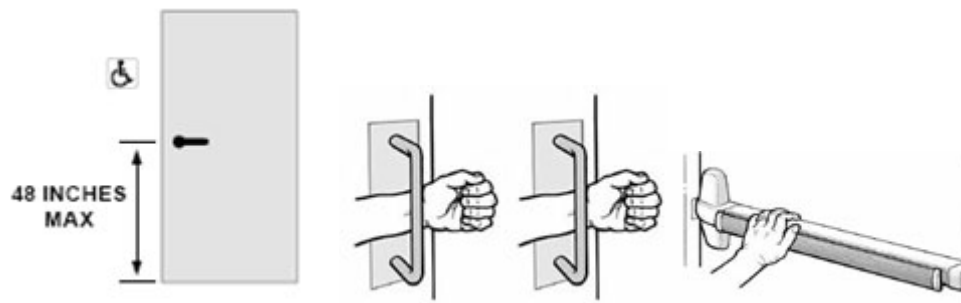
In order for all customers to feel welcome, they must be able to get to all areas of your business. Providing people the opportunity to independently travel through your store increases the likelihood of purchases.

3. Do all interior doors in public areas:

- a. provide at least a 32-inch-wide clear opening, and



b. have door handles located no higher than 48 inches that are operable with a closed fist, and



c. have an opening force of five pounds or less (light enough for a 5-year old child to open), and

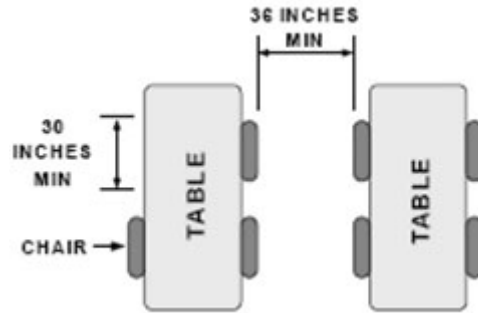
d. have beveled thresholds of 1/2 inch or less?

Yes No

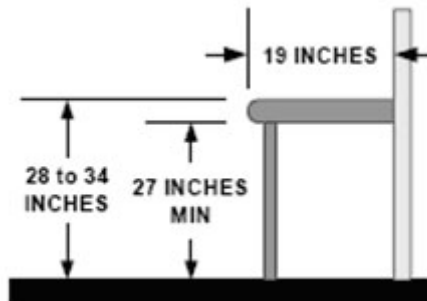
Wheelchairs are often higher and wider than regular chairs. Seating areas with tables in restaurants, conference rooms, etc. should accommodate them.

4. Do seating areas (i.e. conference rooms, restaurant seating) have:

- a. 36 inch aisles between at least 5% of the tables when in use, and



- b. tables that are between 28- and 34-inches-high, and



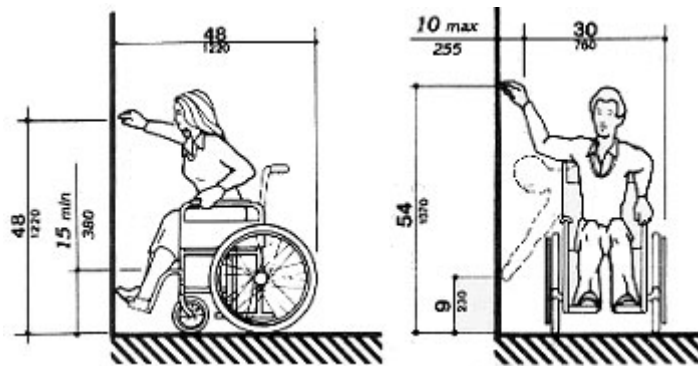
- c. tables with knee space underneath that is at least 27-inches-high, 30-inches-wide, and 19-inches-deep?

Yes No N/A

5. Is there at least one service counter or checkout area that is not more than 36-inches-high?

Yes No N/A

Many people have limited ability to reach very far or very high, especially those using a wheelchair. A person using a wheelchair can usually reach something directly in front of them that is between 15- and 48-inches-high or up to 54-inches-high if a side reach is possible. For items that cannot be located in this area, add a sign that offers ready assistance from store associates.



6. Is a range of products, brochures, etc., available on shelving that someone using a wheelchair can reach? (Or if relocation of products isn't possible, have you implemented alternatives like offering ready assistance, or relocating top sellers to lower shelves?)

Yes No

Elevators

7. Does your facility have an elevator or lift?

Yes No If no, skip questions 8, 9 and 10.

8. Does your elevator / lift have

- a. both visible and verbal or audible door opening/closing and floor indicators (one tone = up, two tones = down), and
- b. call buttons in the hallway no higher than 42 inches, and
- c. controls inside the cab with raised or Braille lettering, and
- d. a sign on both doorjambes at each floor identifying the floor in raised or Braille letters?

Yes No N/A

9. If an emergency intercom is provided, is it usable without voice communication and is it identified by Braille or raised letters?

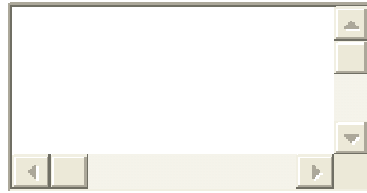
Yes No N/A

10. If you have a lift or elevator,

- a. can it be used without assistance or is a call button provided, and
- b. is there at least 30 by 48 inches of clear space in front of the controls for a person using a wheelchair to approach and reach them, and
- c. are controls between 15- and 48-inches-high (up to 54 inches if a side approach is possible)?

Yes No

Access to Goods Questions or Comments:



Accessible Restrooms Survey
Or
Well, You Know!

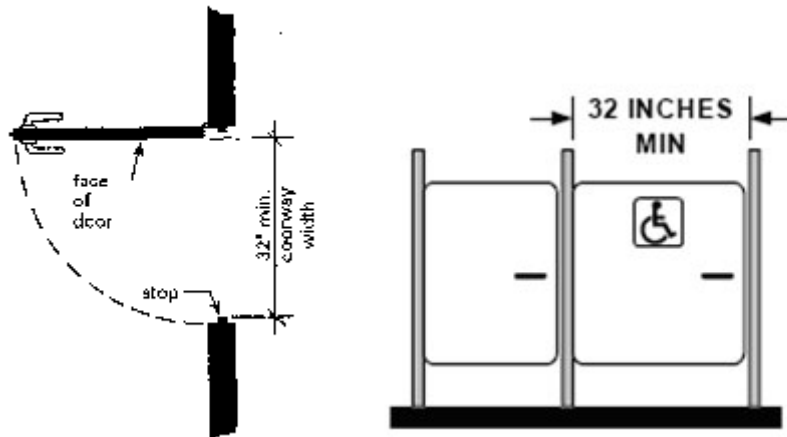
If the public is allowed to use restrooms, the restrooms should be accessible.

1. Does your business contain any public restrooms?

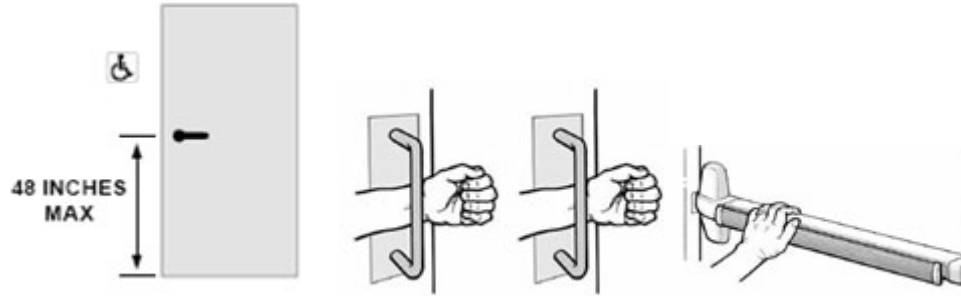
Yes No ([if no, you may skip the Restroom Section](#))

2. Is there at least one public restroom, unisex if necessary, with a door that

a. provides at least a 32-inch-wide clear opening, and



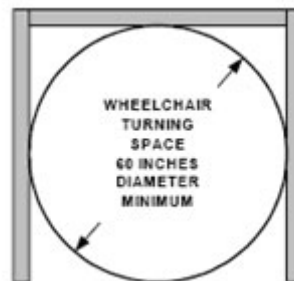
b. has door handles located no higher than 48 inches that are operable with a closed fist, and



c. has a very light opening force (light enough for a 5-year old child to open), and

d. has a beveled threshold of 1/2 inch or less and

e. has enough maneuvering space for a person using a wheelchair? (A person using a wheelchair needs 36 inches clear floor space for forward movement and a 5 foot diameter or a T-shaped clear space to make turns.)



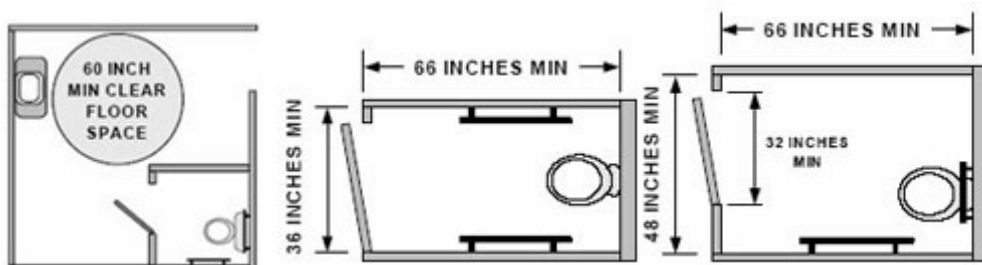
Yes No

3. Is there a restroom or stall that has:

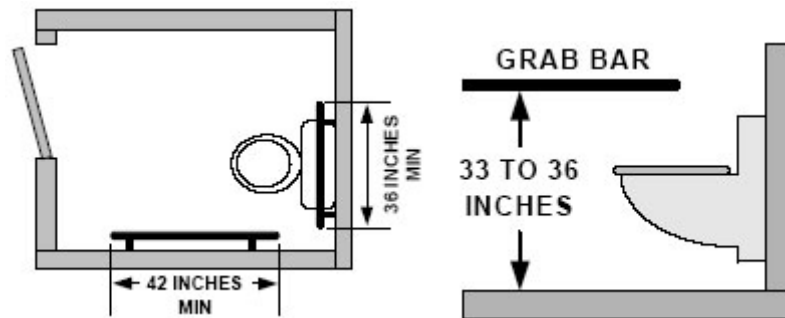
a. door hardware operated with a closed fist, and



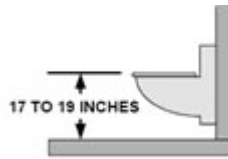
- b. an area at least 5 feet by 5 feet clear of the door swing, OR an area 36 by 69 inches, OR an area 48 by 69 inches, and



- c. grab bars behind and on the side wall nearest the toilet, and



- d. a toilet seat 17 to 19 inches high?



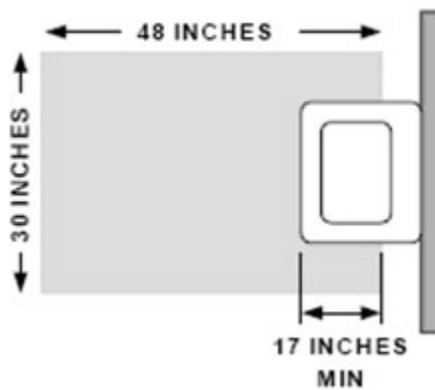
Yes No

4. Is there a 36 inch unobstructed path to all fixtures in the restroom?

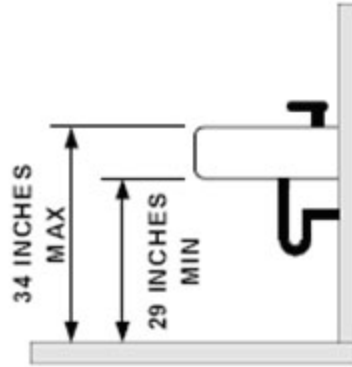
Yes No

5. Is the sink:

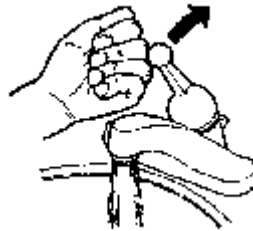
a. located so there is a 30x48 inch clear space in front for parking a wheelchair, and



b. rim no higher than 34 inches, and clearance at least 29 inches from the floor to the bottom of the sink, excluding pipes, and

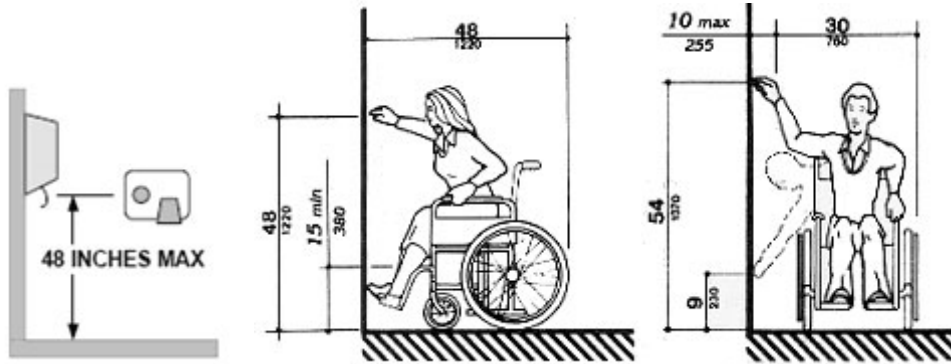


c. equipped with a faucet that can be operated with one closed fist?



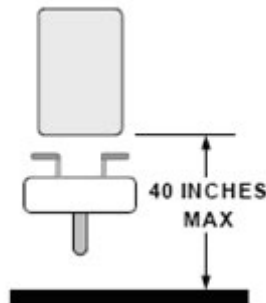
Yes No

6. Are soap, towel and other dispensers usable with a closed fist and located where someone using a wheelchair can reach (between 15- and 48-inches high or up to 54-inches-high if a side approach is possible)?



Yes No

7. Is there mirror located so that the bottom edge of the mirror surface is 40 inches high or lower?



Yes No

Restrooms Questions or Comments: