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200 AND COUNTING
ADA COMPLIANCE SETTLEMENT AGREEMENTS UNDER THE UNITED STATES JUSTICE DEPARTMENT'S PROJECT CIVIC ACCESS PROGRAM

by
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Title II of the Americans with Disabilities Act of 1990, which applies to public sector entities, prohibits discrimination the basis of disability, thereby requiring that the entity make the benefits of its services, programs and activities accessible:

> "Subject to the provisions of this subchapter, no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity." 42 U.S.C. § 12132.

Project Civic Access

The United States Department of Justice ("USDOJ") describes Project Civic Access as,

> "[A] wide-ranging effort to ensure that counties, cities, towns, and villages comply with the ADA by eliminating physical and communication barriers that prevent people with disabilities from participating fully in community life."[2]

Project Civic Access is premised on the belief that, "[a]ccess to civic life is a fundamental part of American society"[3] and looks at a community's compliance with its obligations under Title II of the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. §§ 12101, et seq. ("Title II" or "ADA") and the requirements in the regulations promulgated to implement Title II, 28 C.F.R. Part 35, and with Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794(a) ("Section 504"), and the requirements in the regulations promulgated to implement Section 504, 28 C.F.R. Part 42, Subpart G.

As of July 25, 2012, USDOJ, acting through the Disability Rights Section of its Civil Rights Division, had entered into its 200th settlement agreement under its Project Civic Access program.[4]

In the past, these audits were solely complaint driven. Now, however, some are complaint driven and some are done simply because the community receives federal funding for one or another project or program and the audit is done to check on the community's compliance with the requirements of Title II, Section 504 and their respective regulations to make its facilities, programs and services accessible. Because virtually all communities receive federal funding, this means any community could be subject to an audit, even without a complaint alleging non-compliance with one or more ADA requirements. A complaint

driven investigation may become an audit that is broader than the facility or program complained of. The proportion of audits that are complaint driven versus audits that are based on the receipt of federal funds by the community selected for audit varies over time. An analysis of the settlement agreements entered into between USDOJ and audited communities during the period July 29, 2009, and July 25, 2012, were with communities ranging in size from 1,953 to 1,081,726.[5]

Apparently no community that has been audited has been found to be 100% in compliance and none may have been found to have only a few or isolated instances of non-compliance. The number of items needing correction in each settlement agreement, and the list of multiple corrections need in multiple facilities bears this out.

A city attorney may want to consider reviewing his or her municipality's compliance both to improve compliance, in the event it needed, and to minimize the non-compliance found in the event of an audit. Although the task may seem daunting, the checklist followed by USDOJ should serve as a helpful guide, and should make the task of reviewing some of the items more manageable. Some elements of non-compliance can be corrected relatively quickly; others may take longer, particularly most involving most facilities. However, given the typically very short time periods allowed by USDOJ for a community to come into compliance,[6] anything that can be started now rather waiting until there's an audit, will lessen the burden of any corrections required as a result of an audit. A copy of a form that can be used as a general check list is attached.

Audit Scope and Remedial Actions Required

A review of the posted settlement agreements discloses uniformity in the scope of the audits. A list of the items reviewed is provided on the attached Checklist for Compliance with Title II Requirements. Each will be addressed in turn, with a review of the types of non-compliance found and the remedial actions required. However, some of the items on the following list - in particular the ones dealing with programs and facilities - encompass a rather vast number of different obligations, which in turn results in audits and requirements for remedial action that are both broad and diverse , with some of the remedial actions spelled out in infinitesimal detail.

A valuable resource for compliance with respect to matters other than facilities and employment is the multi-chapter ADA Best Practices Tool Kit for State and Local Governments that is available on USDOJ's web site. In addition to the more general provisions in Chapters 1 and 2, Chapter 3 addresses general effective communication, Chapter 4 addresses 9-1-1 and emergency communication services, Chapter 5 addresses website accessibility, Chapter 6 addresses curb ramps and pedestrian crossings, and Chapter 7 addresses emergency management, including emergency shelters. The links to the Tool Kit chapters are at: http://www.ada.gov/pcatoolkit/toolkitmain.htm#pcatoolkit

The following categories of items checked are in all the Settlement Agreements.[7]

I. The municipality's obligation to have conducted a self-evaluation of its services, policies, and practices by July 26, 1992, and to make modifications necessary to comply with USDOJ's title II regulation, 28 C.F.R. § 35.105.

28 C.F.R. § 35.105 provides:

> (a) A public entity shall, within one year of the effective date of this part, evaluate its current services, policies, and practices, and the effects thereof, that do not or may not meet the requirements of this part and, to the extent modification of any such services, policies, and practices is required, the public entity shall proceed to make the necessary modifications.
> (b) A public entity shall provide an opportunity to interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the self-evaluation process by submitting comments.
> (c) A public entity that employs 50 or more persons shall, for at least three years following completion of the self-evaluation, maintain on file and make available for public inspection:
> (1) A list of the interested persons consulted;
> (2) A description of areas examined and any problems identified; and
> (3) A description of any modifications made.
> (d) If a public entity has already complied with the self-evaluation requirement of a regulation implementing section 504 of the Rehabilitation Act of 1973, then the requirements of this section shall apply only to those policies and practices that were not included in the previous self-evaluation.

The requirements are fairly straightforward. Compliance with this requirement does not appear to be as much an issue now as it may have been in earlier years. However, recent agreements do note as a positive if a community has updated its self-evaluation. One of the settlement agreements from 2000 includes as part of its compliance requirements language that is almost verbatim a copy of 28 C.F.R. § 35.105, but with compliance deadlines inserted for completing the self-evaluation and report.

II. The municipality's obligation to notify applicants, participants, beneficiaries, and other interested persons of their rights and the municipality's obligations under title II and USDOJ's title II regulation, 28 C.F.R. § 35.106.

28 C.F.R. § 35.106 provides:

> A public entity shall make available to applicants, participants, beneficiaries, and other interested persons information regarding the provisions of this part and its applicability to the services, programs, or activities of the public

entity, and make such information available to them in such manner as the head of the entity finds necessary to apprise such persons of the protections against discrimination assured them by the Act and this part.

Remedial action relative to insufficient notice or a lack of notice appears to be common provision even in recent settlement agreements. The remedial provision for this seems to be uniform and reads as follows or close to what follows (a copy of the referenced Attachment A is attached as Exhibit 2):

1. 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.

2. Within six 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.

III. The municipality's obligation to designate a responsible employee to coordinate its efforts to comply with and carry out the County's ADA responsibilities, 28 C.F.R. § 35.107(a).

28 C.F.R. § 35.107(a) provides:

(a) Designation of responsible employee. A public entity that employs 50 or more persons shall designate at least one employee to coordinate its efforts to comply with and carry out its responsibilities under this part, including any investigation of any complaint communicated to it alleging its noncompliance with this part or alleging any actions that would be prohibited by this part. The public entity shall make available to all interested individuals the name, office address, and telephone number of the employee or employees designated pursuant to this paragraph.

Remedial action relative to designating a person or persons responsible for coordinating and carrying out ADA responsibilities is found in a majority of recent settlement agreements. Following is a typical remedial provision.

1. Within three months of the effective date of this Agreement, the City will appoint or hire one or more ADA Coordinator(s). The ADA Coordinator(s) will coordinate the City's effort to comply with and carry

out its responsibilities under the ADA, including any investigation of complaint communicated to it alleging its noncompliance with title II or alleging any actions that would be prohibited under title II. The City will make available to all interested individuals the name(s), office address(es), and telephone number(s) of the ADA Coordinator(s).

IV. The municipality's obligation to establish a grievance procedure for resolving complaints of violations of title II, 28 C.F.R. § 35.107(b).

28 C.F.R. § 35.107(b) provides:

> (b) Complaint procedure. A public entity that employs 50 or more persons shall adopt and publish grievance procedures providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by this part.

Remedial action relative to adopting a grievance procedure also is found in a majority of recent settlement agreements. Following is a typical remedial provision. (A copy of the referenced Attachment B is attached as Exhibit 3.)

> 1. Within three (3) months of the effective date of this Agreement, the County 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.

V. The municipality's obligation 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.

28 C.F.R. § 35.160 provides:

> (a)(1) A public entity shall take appropriate steps to ensure that communications with applicants, participants, members of the public, and companions with disabilities are as effective as communications with others.
>
> (2) For purposes of this section, "companion" means a family member, friend, or associate of an individual seeking access to a service, program, or activity of a public entity, who, along with such individual, is an appropriate person with whom the public entity should communicate.
>
> (b)(1) A public entity shall furnish appropriate auxiliary aids and services where necessary to afford individuals with disabilities, including applicants, participants, companions, and members of the public, an

equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity of a public entity.

(2) The type of auxiliary aid or service necessary to ensure effective communication will vary in accordance with the method of communication used by the individual; the nature, length, and complexity of the communication involved; and the context in which the communication is taking place. In determining what types of auxiliary aids and services are necessary, a public entity shall give primary consideration to the requests of individuals with disabilities. In order to be effective, auxiliary aids and services must be provided in accessible formats, in a timely manner, and in such a way as to protect the privacy and independence of the individual with a disability.

(c)(1) A public entity shall not require an individual with a disability to bring another individual to interpret for him or her.

(2) A public entity shall not rely on an adult accompanying an individual with a disability to interpret or facilitate communication except -
(i) In an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no interpreter available; or
(ii) Where the individual with a disability specifically requests that the accompanying adult interpret or facilitate communication, the accompanying adult agrees to provide such assistance, and reliance on that adult for such assistance is appropriate under the circumstances.

(3) A public entity shall not rely on a minor child to interpret or facilitate communication, except in an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no interpreter available.

(d) Video remote interpreting (VRI) services. A public entity that chooses to provide qualified interpreters via VRI services shall ensure that it provides -

(1) Real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication;

(2) A sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the participating individual's face, arms, hands, and fingers, regardless of his or her body position;

(3) A clear, audible transmission of voices; and

(4) Adequate training to users of the technology and other involved individuals so that they may quickly and efficiently set up and operate the VRI.

The provisions of 28 C.F.R. § 35.160 are fairly self-explanatory.

Some of the settlement agreements have remedial provisions for only general communications. However, many have two remedial sections, one for general communications and one for law enforcement. The provisions for law enforcement communication seem to focus on communication with persons who are deaf or hard of hearing. 9-1-1 communication is a distinct provision in the regulations and is addressed separately in the settlement agreements. (See section VI, below.)

General Effective Communication

Typical remedial provisions for general communication read as follows:

1. Within three (3) 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 [USDOJ] 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.).

2. The City will take steps to ensure that all appropriate employees are trained and practiced in using the [State] Relay Service to make and receive calls.

Although the settlement agreements may not address TTY communication requirements in the context of 28 CFR § 38.160, as opposed to 28 CFR § 38.162 governing accessible 9-1-1 communication, a community should look at the availability of and accessibility of telephone communication for persons who are deaf or hard of hearing who are TTY users.

Fairfax County, Virginia, provides an example of readily available communication via TTY lines. Although the settlement agreement with Fairfax County required some additional TTY phones to be installed, they were for the jail and for use in emergency management functions. In its settlement agreement, the enumeration of actions already taken by Fairfax County before the audit includes the following:

> "Many County departments have a dedicated TTY phone. County business cards, County public notices, and County listings in the phone book include numbers for TTYs or the Virginia Relay Service. County employees receive mandatory training on communications accessibility."

Attached as Exhibit 4 is a screen shot from one page of the Fairfax County website, which shows the availability of TTY communication for just about every office that has a regular telephone line and number for communication with those offices.

Law Enforcement Effective Communication

For law enforcement officers, the training and practices need to go beyond desk and telephone interactions with persons who are deaf or hard of hearing; an officer on the street needs to be able to recognize when a victim, suspect or other person is deaf or hard of hearing and unable to hear and respond appropriately to the officer's question or order.

Typical remedial provisions for communication by law enforcement officers read as follows. (A copy of the referenced Attachment D is attached as Exhibit 5.)

1. Within three (3) months of the effective date of this Agreement, the City will adapt for its own use and implement the City 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).

2. Within three (3) 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 (24) hours per day, seven (7) days a week, to its police department or make other appropriate arrangements (such as contracting directly with or hiring qualified interpreters).

3. Within three (3) months of the effective date of this Agreement, the City will ensure that each police station 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 TTYs a longer period of time to make those calls, due to the slower nature of TTY communications compared with voice communications.

Training videos on dealing with persons in the field who are deaf or hard of hearing, or who have other physical or cognitive disabilities, are available.

VI. The municipality's obligation 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.

28 C.F.R. § 35.162 provides:

> Telephone emergency services, including 911 services, shall provide direct access to individuals who use TDD's and computer modems.

Remedial action to comply with the requirements of 28 C.F.R. § 35.162 is included in many of the recent settlement agreements. Following are standard provisions for compliance. Note the short time frame for compliance

1. Within three 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.

2. Within three 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.

3. The City will monitor its incoming 9-1-1 TTY calls to ensure they are answered as quickly and accurately as other calls received.

4. 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.

VII. The municipality's obligation 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. § 35.150, by:

A. 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; and

B. Physical changes to buildings (required to have been made by January 26, 1995), in accordance with USDOJ's title II regulation, 28 C.F .R. § 35.151, and the ADA Standards for Accessible Design (Standards), 28 C.F.R. Part 36, Appendix A (2010), or the Uniform Federal Accessibility Standards (UFAS), 41 C.F.R. § 101-19.6, Appendix A.

A municipality must remove architectural barriers to an existing facility it operates where such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv). If the municipality can demonstrate that the removal of a barrier is not readily achievable, it is required to use alternative methods to make its goods, services, facilities, privileges, advantages, or accommodations accessible to individuals with

disabilities. 42 U.S.C. § 12182(b)(2)(A)(v). 28 C.F.R. § 35.150 applies to existing facilities, i.e., facilities constructed or last altered before January 26, 1992, which need to be made accessible. The overall standard for a program or facility is measured as to whether the facility or program, "when viewed in its entirety, is readily accessible to and usable by individuals with disabilities." Necessarily require a public entity to make each of its existing facilities accessible to and usable by individuals with disabilities;

A municipality is not required to take any action that "that it can demonstrate would result in a fundamental alteration in the nature of a service, program, or activity or in undue financial and administrative burdens." 28 C.F.R. § 35.150(3). This section also does not necessarily require a municipality "to make each of its existing facilities accessible to and usable by individuals with disabilities." 28 C.F.R. § 35.150(32).

28 C.F.R. § 35.151 applies to new facilities, i.e., facilities constructed or altered on or after January 26, 1992, and required them to be "readily accessible to and usable by individuals with disabilities." 28 C.F.R. § 35.151(a)(1). If the municipality can demonstrate structural impracticability, full compliance may not be required. 28 C.F.R. § 35.151(a)(2).

The 2010 Standards

The ADA Standards in 28 C.F.R. Part 36, Appendix A, were revised effective September 15, 2010, referred to as the "2010 Standards." Both the 2010 Standards and a 2010 Guidance document with explanatory information are available at http://www.ada.gov/2010ADAstandards_index.htm. New construction and alterations on or after March 15, 2012, must comply with the 2010 Standards. For purposes of 28 C.F.R. § 35.151, new construction or alterations done on or after September 15, 2010, and before March 15, 2012, could comply with the 1991 Standards, UFAS or the 2010 Standards. 28 C.F.R. § 35.151(c)(1)-(4).

28 C.F.R. § 35.151(c)(5)(ii) further provides, relative to any construction or alteration done after January 26, 1992, that was not fully compliant with the prior standards as of March 12, 2010:

> (ii) Newly constructed or altered facilities or elements covered by §§ 35.151(a) or (b) that were constructed or altered before March 15, 2012 and that do not comply with the 1991 Standards or with UFAS shall, on or after March 15, 2012, be made accessible in accordance with the 2010 Standards.

For existing facilities, 28 C.F.R. § 35.150(2)(i) also has a safe harbor provision that mirrors the language in 28 C.F.R. § 35.151(c)(5)(ii) such that existing facilities that complied with either the UFAS or the 1991 Standards prior to March 15, 2012, do not have to be updated to meet the 2010 Standards. However, 28 C.F.R. § 35.150(2)(ii) has a lengthy list of facilities or facility elements (including swimming pools), that must be updated, even if they complied with the standards in

effect when construction or alterations were done prior to March 15, 2012. The exceptions will be discussed at more length later in this paper, in the context of swimming pools.

Lack of Access to Programs, Services and Facilities

The requirements of 28 C.F.R. § 35.150 and 28 C.F.R. § 35.151 are the ones where a community will find itself to be the most vulnerable to being found out of compliance.

28 C.F.R. § 35.150 and 28 C.F.R. § 35.151 are lengthy and include specific provisions that govern different types of facilities and programs. They also include exceptions or circumstances where a municipality's obligation is modified or possibly excused.

Programs and Services

Examples of programs and services that are addressed specifically in recent settlement agreements with respect to remedial action needed to make them accessible or more accessible include:

1. Emergency management procedures and policies, including emergency shelters.
2. Voting and polling places.
3. Sidewalks.
4. Web-based services and programs.

Physical Facilities

Instances of non-compliance are in every settlement agreement. These range from isolated facilities within one or more municipal buildings, e.g., a drinking fountain, a bathroom or toilet stall, to more comprehensive failure to make a facility or facilities accessible, e.g., lack of handicap accessible parking at a recreation center and other municipal buildings, absence of a ramp or other impediments to access one or more municipal buildings. Note that this obligation applies to existing facilities, as opposed to newly constructed or newly altered facilities. Some examples of inaccessible facilities, and the remedial action required, include:

Sidewalks are included in many of the settlement agreements. [discuss typical remediation provision and issue of applicability of ADA Standards; but accessibility required no matter what]

Common corrections needed are:

- Doors require too much force to open;
- Problems with bathrooms and toilet stalls – e.g., turning space, toilet seat or urinal height, inaccessible flush handles; bars not located correctly, exposed hot water pipes under sinks, no accessible stall;

- Problems with drinking fountains – e.g., protrude without notice to a blind person, too hard to push, too high or too low;
- Inadequate parking – e.g., aisles too narrow, lack of signage, low hanging signs, ramps too steep or tipped to the side, not enough spots configured for handicapped users, elevator buttons inaccessible.
- Recreation facilities – e.g., absence of accessible lockers, showers, and changing areas and/or features that were improperly designed.
- Service counters, not only for food and tickets but also those used to give or receive other municipal services – the general problem is that they are too high.

Generally there will be three lists of facility corrections to be made – one for structures and facilities that were newly built or altered after January 26, 1992, and need corrections to various features or portions of the facilities, one for structures and facilities that were altered after January 26, 1992, to make services and/or programs accessible but need corrections to various features or portions of the facilities, and one for structures and facilities that were built or last altered before January 26, 1992, but need to be altered to make services and/or programs accessible. The types of features and facilities identified for correction generally can be found across all three lists. Attached as Exhibit 6 is selected portions of an attachment to a recent settlement agreement with a municipality. Although this is the list of corrections needed to be made to recently built or altered facilities, the corrections required are typical of those on all three lists.[8] The corrections needed are identified with codes. Attached as Exhibit 7 is the list of those codes with narrative explanations for each; this attachment is found as a related attachment to the settlement agreement.

Note that problems with bathroom and/or toilet accessibility can probably be found in every settlement agreement, and generally there will be several bathrooms and/or toilets on the lists.

The settlement agreement also will require the municipality to look at other facilities that the audit team did not survey to determine if similar corrections need to be made to those facilities as well.

The seemingly large number of constructed items or aspects that are found to be out of compliance raises questions as to why work that was supposed to be ADA compliant turns out not to be. Although no answer is apparent in the settlement agreements, one reason may be that the municipality and contactor are relying on state construction codes and/or state barrier free design codes that do not comply with ADA requirements. A municipality should make sure it follows the federal ADA Standards and requires its contactors, architects and design engineers to do so as well. To avoid possible error, it may be wise to identify the 2010 Standards as the standards to be followed.

Sidewalks and Curb Ramps[9]

28 C.F.R. § 35.151(e) specifically addresses the requirements for curb ramps at street crossings:

> (1) Newly constructed or altered streets, roads, and highways must contain curb ramps or other sloped areas at any intersection having curbs or other barriers to entry from a street level pedestrian walkway.
> (2) Newly constructed or altered street level pedestrian walkways must contain curb ramps or other sloped areas at intersections to streets, roads, or highways.

The 1994 Supplement to the Title II Technical Assistance Manual for state and local government programs and services that is published by the U.S. Department of Justice adds the following language to the end of Section II-6.6000, Curb Ramps, in the 1993 Technical Assistance Manual to provide guidance as to what constitutes an alteration for purposes of 28 C.F.R. § 35.151(e):

> Resurfacing beyond normal maintenance is an alteration. Merely filling potholes is considered to be normal maintenance.

If a municipality does not have responsibility for the sidewalks within its boundaries, that should be brought to the attention of the audit team so that sidewalks and street crossings are not included in the audit of that municipality.

Following are typical remediation requirements in a settlement agreement. Note the six year time limit to correct non-compliant curb ramps – or to provide curb ramps where none was installed – for street crossings that were constructed since January 26, 1992. A three year time limit is more common in the settlement agreements.

1. Within twelve months of the effective date of this Agreement, the City will implement and report to the Department its written process for soliciting and receiving input from persons with disabilities regarding the accessibility of its sidewalks, including, for example, requests to add curb cuts at particular locations.

2. Within twelve 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 six years of the effective date of this Agreement, the City will provide curb ramps or other sloped areas complying with the Standards, UFAS, or the 2010 Standards, as applicable, 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.

3. 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, UFAS, or the 2010 Standards, as applicable, 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.

4. Within twelve 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 six years of the effective date of this Agreement, the City will provide curb ramps or other sloped areas complying with the Standards, UFAS, or the 2010 Standards, as applicable, at all places where a street level pedestrian walkway identified under this paragraph intersects with a street, road, or highway.

5. 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, UFAS, or the 2010 Standards, as applicable, at all newly constructed or altered pedestrian walkways where they intersect a street, road, or highway.

Unfortunately, these provisions do not address and seem not to acknowledge an issue relative to the standards, or lack of applicable standards, for sidewalks, curb ramps and street crossings within public rights-of-way.

Chapter 6 of the ADA Best Practices Tool Kit for State and Local Governments, available at: http://www.ada.gov/pcatoolkit/toolkitmain.htm, recognizes that standards need to be developed to apply to sidewalks and curb ramps in the public right-of-way and refers public entities to the "Revised Draft Guidelines for Accessible Public Rights-of-Way" ("PROWAC") that were published by the United States Access Board on November 23, 2005,[10] as best engineering practices. Chapter 6 also notes that although the November 23, 2005, guidelines developed by the Access Board "will not be enforceable under Title II of the ADA until the Department of Justice and the U.S. Department of Transportation issue regulations adopting them as standards," and although the process of adopting accessibility standards for public rights-of-way "may be lengthy," Chapter 6 is an effort to ensure that state and local governments that construct and alter highways, streets, roads, sidewalks and pedestrian crossings "do not create barriers to access by omitting curb ramps while the broader debate on accessibility requirements for public rights-of-way moves forward." (Chapter 6, p. 3) The November 23, 2005, PROWAC can be viewed at: http://www.access-board.gov/prowac/draft.htm.

Swimming Pools

Swimming pools are being treated like other programs which are dependent on the accessibility of not only the pool itself, but also the related facilities such as parking and locker rooms, looking at the dates of construction or alteration of the facilities.

Although the 2010 Standards include new requirements for swimming pools, in particular the requirement that there be two different types of access for mobility impaired persons, the same schedule for applying those standards applies. In other words, a pool that was in compliance with the ADA Standards or UFAS before September 15, 2010, does not have to make changes. A pool that was altered or constructed during the September 15, 2010 to March 14, 2012 time period had the option of following the ADA Standards, UFAS or the 2010 Standards. But any new construction or alteration, and any corrections that need to be made after March 15, 2012, to work that was done before must comply with the 2010 Standards. See http://www.ada.gov/revised_effective_dates-2010.htm.

Subsection (i) of 28 C.F.R. § 35.150(b)(2)(i) specifically provides a safe harbor for elements in an existing facility that pre-date March 15, 2012 and comply with the technical and scoping specifications for those elements in either the 1991 Standards or UFAS. Those facilities and elements do not need to be modified to comply with the requirements set forth in the 2010 Standards. However, subsection (ii) lists facilities and elements in existing facilities that are not entitled to safe harbor if the 1991 Standards and UFAS relied on did not have applicable technical and scoping specifications for those elements. The categories of facilities listed include swimming pools, wading pools and spas.[11]

On May 18, 2012, USDOJ adopted a final rule extending the compliance date for sections 242 and 1009 of the 2010 Standards, as they relate to the provision of accessible entry and exit to existing swimming pools, wading pools, and spas that were built before March 15, 2012. The compliance date for the 2010 Standards for existing pools is now January 31, 2013. The March 15, 2012 effective date for newly constructed or altered pools is not affected.

VIII. The municipality's obligation 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) USDOJ's title II regulation and 2) the Standards, UFAS, or 2010 Standards, as applicable, 28 C.F.R. § 35.151.

As noted above, if construction or alteration done after January 26, 1992, and before March 12, 2010, is in compliance with the standards in effect at the time the work was done, no correction is required. However, if the work done did not comply, then the corrections must be in accord with the 2010 Standards. 28 C.F.R. § 35.151(c)(5)(ii).

Specific Programs, Services and Facilities

Some programs and services, including the facilities used, are addressed specifically in the settlement agreement. Following are examples of programs and services that are addressed in recent settlement agreements.

Voting and Access to Polling Places

Non-compliant aspects of facilities owed by the municipality and used as polling places will be included in the lists of corrections for other municipal facilities. A separate but similar list is provided for facilities used as polling places but not owned by the municipality, with a requirement that the municipality promptly make a written request for the barriers to be removed in, for example, a year.

A 39-page ADA Checklist for Polling Places for polling place accessibility, ranging from parking and drop-off areas to doorway widths, and including drawings, information on how to measure, required measurements, photos and other helpful tools, must be used when the municipality is surveying possible new polling place locations, and is to be sent with the written request to non-municipal owners of polling locations to use to bring their facilities into compliance. The Checklist also includes information on temporary accessibility measures that can be used on election day, e.g., a portable ramp if there isn't a curb ramp from a drop-off location or no ramp into a building. Alternate locations at the polling location, e.g., in a different room or on a different floor, might also be an option. Not preferred, but possible as an alternative if accessibility cannot be arranged, is to allow for curbside voting, in which case an election worker would bring the ballot to a voter who would stay in his or her vehicle. The ADA Checklist for Polling Places is available at http://www.ada.gov/votingck.htm. The settlement agreement may require a municipality to survey polling places if all are not surveyed as part of the audit.

Information about voter registration will need to be made available in alternate, accessible formats. The municipality will need to provide voting equipment with accessible features for persons who are visually impaired and/or mobility impaired. Election workers will need to be trained on the rights of persons with disabilities, including training as to the operation of the accessible voting equipment. Photos and information about a couple of accessible voting booths that provide accessibility for a person in a wheelchair (note the lower surface and wider space between the legs), one of which is also equipped with equipment to provide assistance for a visually impaired person using the Braille and electronic features, are displayed in attached Exhibit 8.

Emergency Management Policies and Procedures, Including Evacuations and Emergency Shelters

Since July 6, 2007, the ADA Best Practices Tool Kit for State and Local Government has included Chapter 7, which covers emergency management operations. http://www.ada.gov/pcatoolkit/toolkitmain.htm#pcatoolkitch7.

The standard requirements of a settlement agreement include the following paragraphs as an overall commitment to making emergency operations and services accessible and available, and for implementing necessary accommodations.

1. USDOJ 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 USDOJ'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.

2. 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 USDOJ. USDOJ will review the revised EOP to ensure compliance with title II of the ADA and its implementing regulation.

The rest of the settlement agreement paragraphs address in more detail the municipality's obligations relative to physical accessibility of emergency shelters and facilities within those shelters, additions to audio emergency warning systems for deaf and hearing impaired persons, plans for how mobility impaired persons will be evacuated, plans for how medication will be kept cool in emergency shelters, plans for how service animals would be included and accommodated, how electric power will be provided for life sustaining or medically necessary equipment (including powered wheel chairs) under emergency conditions, as well as planning for accessible post-emergency temporary shelter for persons with disabilities.

Web-Based Programs

Following are the typical remediation provisions for web-based services and programs. A copy of the Attachment referenced in the first paragraph is attached as Exhibit 9:

1. Within one month 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 [_] to this Agreement (it is also available at www.ada.gov/websites2.htm).

2. Within three 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.

A municipality would be wise to review and take guidance from the information in USDOJ's technical assistance document for its websites. Note the requirement for the municipality to enlist the assistance of persons with disabilities to test its web pages for ease of use.

IX. The municipality's obligation to provide information for interested persons with disabilities concerning the existence and location of the municipality's accessible services, activities, and facilities, 28 C.F.R. § 35.163(a).

A typical remedial provision to comply with this requirement reads:

1. Within six months of the effective date of this Agreement, and on yearly anniversaries of this Agreement until it expires, the County 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 County's accessible programs, services, and activities.

X. The municipality's obligation 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).

Again, this is fairly self-explanatory. A typical remedial provision reads:

1. Within three months of the effective date of this Agreement, the County 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.

Employment ad Employee Training

Many of the settlement agreements have provisions that address accessibility and non-discrimination on the basis of disability in hiring or employment practices, including compliance with regulations of the U.S. Equal Employment Opportunity Commission under title I of the Americans with Disabilities Act. This paper does not address employment issues other than to caution that employment policies and practices need to be compliant and the notice of non-discrimination will need to include employment.

Employees also may need to be trained be so that they are familiar with the municipality's policies and practices for the full participation of individuals with disabilities.

The Mechanics of an Audit and Negotiating the Settlement Agreement

The Investigation

At the outset, be aware that Project Civic Access does not look at every program, service, facility or other element of ADA compliance, but looks instead at a particular group of compliance areas, focusing on programs and/or facilities that have been identified as affecting at the ability of a person with a disability to be civically active in his or her community. Some of the focus will be on a particular aspect or element of municipal programs and facilities if there has been a complaint. But even a complaint driven audit will not limit itself to the area about which the complaint was lodged.

To perform an investigation or audit, USDOJ sends out several teams of 2 or 3 people each to inspect the community's facilities and look at its services and programs. Before the visit, USDOJ gets a list from community of all its facilities so that USDOJ knows what to look at and can decide how many teams it will need to send to do the audit.

Team members are deployed to measure buildings and other facilities, and to document what they look at with numerous photographs. USDOJ has developed forms to record the collected data in a standardized format.

Audited communities have had different practices in terms of how they interact with the investigators. Some send people to accompany the USDOJ teams on their investigations; others do not. Notwithstanding the uniformity of how the data and other information is collected and recorded, it appears different teams or investigators are not uniform in terms of preferences for how they would like to interact with representatives of the community during the inspection process. Some welcome or even find it helpful if a facilities manager or other person who is knowledgeable about the facilities being looked accompanies them during the

investigation. Having that person along can be beneficial to both the investigating team and the community. However, some investigators will prefer not to have a community representative along, finding it to be more of a burden on than a benefit to the process. Attorneys, officials and relevant staff of a municipality must be or become very familiar with the requirements of Title II of the ADA and the applicable ADA Standards, even when there is no audit. That knowledge is even more critical in the course of an audit, and the more knowledgeable the municipality's representative(s), the better.

Although the author's community has not been subject to an audit, a review of the typical provisions in the Project Community Access settlement agreements, as well as experience with a lawsuit regarding curb ramps, the settlement negotiations for that lawsuit and implementation of the remedial actions under the settlement agreement provisions, leads the author to recommend that one or more representatives of the municipality, and then my accompany the audit team, at least for part of the investigation. Seeing first-hand what is measured and how, and then listed to as non-compliant, will make the list more understandable, will give the observer a better understanding of the requirements so that he or she will be in a better position to oversee or monitor not only the remedial corrections, but also any future alterations and construction so that they will be in compliance.

The municipal representative also may be able to point out information that precludes compliance as technically infeasible, but which is not readily apparent to the investigators. A person familiar with the building being looked a may be able to point out restrictions on who has access to the building to use it such that it does not need to be made accessible – e.g., the sleeping quarters in a fire station if used only by fire fighters for whom full mobility and sight are bona fide job qualifications.

However, regardless of the specific interactions between an investigative team and municipal representatives, the interaction will be far more productive if the municipal representatives are not unduly antagonistic. The same number or types of non-compliant elements in a municipality may be seen differently if the municipality comes across as antagonistic or resentful of ADA requirements, and/or is unwilling to accept any need for correction, in contract with a municipality that comes across as respectful, willing to listen, learn, make corrections to elements that were missed or done badly, even while standing its ground on elements that do not need to be corrected for one reason or another.

In the front of every settlement agreement is a list of things the investigative finds the municipality has done or does correctly in terms of facilities, services and programs that it has made and makes accessible. Because the compliance audit does not look at every aspect of municipal operations, or everything a municipality is required to have done, it appears the list is generally only what the audit team as observed in the course of its investigation, as opposed to everything the municipality has done correctly. A municipality that proceeds

with an internal survey or audit to check on its own compliance may want to consider compiling a list of everything it has done that it can confirm was done right so that it has a ready list not only for itself, but also to give an audit team in the event it is subject to an audit. The audit team is likely to find it helpful, and a longer list of what has been already been done and done right in the front of a settlement agreement may moderate any perception of the municipality as antagonistic towards ADA compliance, even though these lists or recitals appear not to be intended as comprehensive.

The Negotiation

After the investigative teams have completed the compliance audit, USDOJ will present the municipality with a proposed settlement agreement in which the municipality agrees not only that it is not in compliance but also agrees with the identified elements of non-compliance and the remediation plan for each of those elements. The remediation is likely to include an agreement to adopt policies and reforms that go beyond and are broader than the specific items and elements identified as needing correction.

The audit report consists of a detailed account from the investigative teams of all the elements or items determined to be non-compliant. It provides the report to the municipality for review and response. This is an important point, as this is when the municipality, in its response, has the opportunity to agree to make the corrections, but can also challenge any of the determinations or findings. For example, this is when the municipality can, and has the burden to, present information to establish that a proposed correction would impose an undue burden, either administrative or financial such that compliance is excused, or alternate means of compliance need to be identified. USDOJ is not responsible for collecting or identifying that information; the burden is on the municipality. The municipality can look at the extent to which it can and will commit to making the identified corrections, as well as whether it will challenge the determinations or findings that were made.

The proposed settlement agreement will use a template with fairly short time periods to complete each of the various categories of corrections. The municipality can and should negotiate more appropriate time periods. Factors such as the costs of the corrections, the time required for the municipality's contracting and competitive bid processes, as well as the finances of the community, should be presented by the municipality so that it can considered in support of arguments that one or more of the time periods needs to be extended. Other options may be to see if USDOJ will agree to deadlines for developing and submitting plans for correction of certain elements instead of deadlines for the completing the corrections. Although there ultimately will be completion deadlines, the deadline for only the plan of action will build in some additional tiem as well as more opportunities for dialogue, if the municipality believes that will help smooth the inspection review process.

Just as a person familiar with and knowledgeable about the applicable ADA Standards should be looking at the investigative report, that person or a person with similar knowledge needs to be a participant in the negotiating team, or available for consultation, to make sure the rest of the team negotiating for the municipality does not agree to possibly unrealistic goals and commitments.

Conclusion/Final Thoughts

Become familiar with the requirements for accessibility of programs, services and facilities. Use the checklist attached following the Exhibits to this paper to structure and use for your own review of your municipality's compliance, starting with the requirement that there be a coordinator and a grievance process, then looking at the accessibility of facilities, services and programs – working with the municipality's ADA coordinator and/or the person(s) in charge of facilities. Take advantage of the information provided in USDOJ's Tool Kit and other compliance materials.

Not addressed I this paper is funding. However, if funding for compliance seems out of reach, consider whether a modest millage for that purpose – or for a purpose that would include compliance measures such as a street and sidewalk reconstruction and resurfacing millage - might be a millage voters would endorse.

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[1] Written with assistance from John C. Muhs, University of North Carolina, class of 2014 and Betsy Blake, University of Kansas School of Law, J.D., 2005. A valuable source of information was "Survivng an ADA Audit: Guiding Principles and Resources," by Louise M. DiMatteo, Assistant County Attorney, and Shahriar Amiri, Inspection Services Director, Arlington County, Virginia, presented at IMLA's 2007 Annual Conference in Nashville, Tennessee. Information also provided by Naomi Milton, Senior Naomi Milton, Supervisory Attorney, Disability Rights Section of USDOJ's Civil Rights Division. This paper is not a publication of the City of Ann Arbor and should not be cited or construed as the official policy or position of either the City of Ann Arbor, Michigan, or the Office of the Ann Arbor City Attorney.

[2] http://www.ada.gov/civicac.htm.

[3] Id.; See Tennessee v. Lane, 541 U.S. 509, 531-32, 124 S. Ct. 1978, 158 L. Ed. 2d 820 (2004); Iverson v. City of Boston, 452 F.3d 94, 100 (1st Cir. 2006).

[4] http://www.ada.gov/. The first agreement, entered into with the City of Toledo, Ohio, in 1999 is not included in the total. Many of the consent agreements were in place before the USDOJ audit and compliance program was given the name Project Civic Access. This web page has a link to the Project Civic Access page (http://www.ada.gov/civicac.htm), which has individual links to each of the consent agreements.

[5] A table that lists the communities that have entered into settlement agreements since January 1, 2009, and select information about their settlement agreements is attached as Exhibit 1.

[6] See the compliance time periods in the attached table of settlement agreements (Exh. 1).

[7] For purposes of this presentation, I have taken the liberty of reorganizing the standard list of items to place the items regarding program, services and facilities accessibility toward the end of the list.

[8] The original document is about 68 pages long; Exhibit 5 was reduced to 24 pages by eliminating some of the corrections that are redundant.

[9] More comprehensive information about sidewalks and curb ramps in the public right of way is available in "Title II of the ADA: Constructing Accessible Public Rights-of-Way and Reducing Exposure for Plaintiffs' Attorney Fees in the Process" by Abigail Elias, presented at IMLA's 2008 Annual Conference in Las Vegas, Nevada.

[10] A more recent version of "Proposed Accessibility Guidelines for Pedestrian Facilities in the Public Right-of-Way" was published by the Access Board on July 26, 2011, and has been the subject of public comment (see http://www.access-board.gov/prowac/nprm.htm), but Chapter 6 of the Tool Kit has not been updated to reference the proposed new version.

[11] The facilities and the elements for each in the 2010 Standards for which safe harbor is not allowed under 28 C.F.R. § 35.151(c)(2)(ii) are:

(A) Residential facilities dwelling units, sections 233 and 809.
(B) Amusement rides, sections 234 and 1002; 206.2.9; 216.12.
(C) Recreational boating facilities, sections 235 and 1003; 206.2.10.
(D) Exercise machines and equipment, sections 236 and 1004; 206.2.13.
(E) Fishing piers and platforms, sections 237 and 1005; 206.2.14.
(F) Golf facilities, sections 238 and 1006; 206.2.15.
(G) Miniature golf facilities, sections 239 and 1007; 206.2.16.
(H) Play areas, sections 240 and 1008; 206.2.17.
(I) Saunas and steam rooms, sections 241 and 612.
(J) Swimming pools, wading pools, and spas, sections 242 and 1009.
(K) Shooting facilities with firing positions, sections 243 and 1010.
(L) Miscellaneous.
    (1) Team or player seating, section 221.2.1.4.
    (2) Accessible route to bowling lanes, section 206.2.11.
    (3) Accessible route in court sports facilities, section 206.2.12.

JURISDICTION	DATE	POPULATION (2010)	COORDINATOR, GRIEVANCE PROCEDURE, ETC.	SIDEWALKS	EMERGENCY OPS AND/OR 9-1-1	POLLING PLACES	BUILDINGS	SIGNAGE	BATHROOMS/TOILETS	DRNKING FOUNTAINS	HANDRAILS	ELEVATORS	PARKING	WEB SITE	TTY	SWIMMING POOL	INTERPRETERS, SIGNING, ETC.	DOMESTIC ABUSE SHELTERS	DEADLINES
Kansas City, MO	07/25/2012	459,787	X	X	X		X	X	X	X	X	X	X	X	X		X	X	1 - 36 months
Randolph County, GA	07/24/2012	7,719	X	X	X	X	X	X	X	X			X	X	X		X	X	1 - 24 months
City of Wills Point, TX	07/24/2012	3,524	X	X	X	X	X		X	X	X		X	X	X		X	X	1 - 36 months
Humboldt, KS	02/08/2012	1,953		X	X		X	X	X				X	X	X		X		1 - 18 months
Upshur County, TX	11/22/2011	39,309	X	X	X	X	X	X	X	X			X	X	X		X	X	1 - 24 months
Town of Warrenton, VA	09/28/2011	9,611	X	X			X		X	X			X	X	X	X			1 - 18 months
Montgomery County, MD and Maryland National Capital Park and Planning Commission	08/16/2011	971,777		X	X		X		X	X	X		X	X	X		X	X	1 - 24 months
City of Madison, IN	07/26/2011	11,697	X		X				X					X		X			1 - 12 months
Daviess County, KY	07/26/2011	96,762	X	X	X	X			X	X	X			X	X		X	X	1 - 36 months
Norfolk County, MA	07/26/2011	670,850	X				X		X	X		X	X	X					3 - 24 months
Van Buren County, AR	06/28/2011	17,295	X	X	X	X	X		X	X	X		X	X	X		X	X	1 - 24 months
City of Independence, KS	04/28/2011	9,483	X	X	X	X	X		X			X	X	X	X		X	X	3 - 30 months
City of Des Moines, IA	03/02/2011	203,433	X	X	X				X	X	X	X	X	X					3 - 30 months
Town of Swansea, MA	02/15/2011	15,865	X	X	X	X			X	X	X		X	X	X		X	X	1 - 12 months
Fairfax County, VA	01/28/2011	1,081,726	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	1 - 60 months
City of Newport, RI	09/30/2010	24,672	X	X	X	X	X	X	X	X	X		X	X			X	X	3 - 30 months
City of Fort Myers, FL	09/30/2010	62,298		X	X		X		X	X	X	X	X		X			X	1 - 24 months
City of Muskegon, MI	09/29/2010	38,401	X	X	X	X	X		X	X	X	X	X	X			X		1 - 36 months
Pearl River County, MS	07/20/2010	55,834	X	X	X	X	X		X	X	X	X	X	X			X	X	1 - 24 months
Town of Pomfret, CT	07/20/2010	4,247	X	X	X	X	X		X				X	X			X	X	1 - 24 months
Wilson County, NC	07/20/2010	81,234	X		X	X	X		X	X	X	X	X	X					1 - 24 months
Smyth County, VA	06/09/2010	32,208	X		X	X	X	X	X	X	X	X	X	X	X		X		3 - 30 months
Lancaster County, PA	06/09/2010	519,445	X				X	X	X	X		X							6 - 30 months
St. Clair County, IL	05/11/2010	270,056	X		X	X	X	X	X	X	X	X	X	X				X	1 - 30 months
Wyandotte County & Kansas City, KS	04/07/2010	157,505 (county) & 145.786 (city)		X	X	X	X	X	X	X	X	X	X	X	X			X	3 - 36 months
City of Santa Rosa, CA	12/16/2009	167,815		X	X		X		X	X	X	X	X					X	3 - 48 months
City of Atlanta, GA	12/08/2009	420,003	X	X	X		X	X	X	X	X	X	X	X			X	X	1 - 30 months
City of Poplarville, MS	11/25/2009	2,894	X	X	X	X	X		X	X	X		X	X	X		X	X	1 - 36 months

JURISDICTION	DATE	POPULATION (2010)	COORDINATOR, GRIEVANCE PROCEDURE, ETC.	SIDEWALKS	EMERGENCY OPS AND/OR 9-1-1	POLLING PLACES	BUILDINGS	SIGNAGE	BATHROOMS/TOILETS	DRNKING FOUNTAINS	HANDRAILS	ELEVATORS	PARKING	WEB SITE	TTY	SWIMMING POOL	INTERPRETERS, SIGNING, ETC.	DOMESTIC ABUSE SHELTERS	DEADLINES
City of Fargo, ND	11/16/2009	105,549	X	X	X	X	X		X	X	X	X	X	X	X		X	X	1 - 30 months
City of Wilmington, NC	11/10/2009	106,476	X	X			X		X	X	X	X	X	X					1 - 30 months
Glynn County, GA	11/02/2009	79,626	X	X		X	X		X	X	X		X	X	X		X		1 - 60 months
LaPorte County, IN	10/28/2009	111,467	X	X	X	X	X	X	X	X		X	X	X				X	1 - 15 months
City of Port St. Lucie, FL	08/10/2009	164,603		X			X		X	X	X			X	X			X	1 - 24 months
Fayette County, PA	08/05/2009	136,606	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	2 - 18 months
Chautauqua County, NY	08/04/2009	134,905		X	X	X		X	X	X		X	X		X		X	X	1 - 18 months
City of Wendell, ID	08/03/2009	2,782		X			X	X	X		X		X		X		X		3 - 18 months
City of Niagara Falls, NY	07/30/2009	50,193		X	X	X	X	X	X	X	X	X	X	X	X		X	X	1 - 24 months
Gregg County, TX	07/29/2009	121,730	X	X	X	X	X		X	X	X	X	X	X	X		X		1 - 24 months
Village of Midlothian, IL	07/29/2009	14,819	X		X		X	X	X	X	X		X	X					3 - 24 months

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

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

Employment: City 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 Americans with Disabilities Act (ADA).

Effective Communication: City 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: City 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.

EXHIBIT 2

The City of _____, _____

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 of _____,_____. The City of _____,_____ 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 Manager or his designee.

Within 15 calendar days after receipt of the appeal, the Mayor or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City or his 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 Mayor or his designee, and responses from these two offices will be retained by the City of _____,_____ for at least three years.

Important Phone Numbers

Save these numbers to your phone contacts BEFORE an emergency. Be digitally prepared!

Emergency Phone Numbers

9-1-1, TTY 911, for police, fire, ambulance

Public Safety Non-Emergency

- **703-691-2131**, TTY 703-204-2264

Fairfax County Main Phone Number

- **703-FAIRFAX (703-324-7329)**, TTY 711 (Weekdays, 8 a.m. to 4:30 p.m.)

Fairfax County Emergency Information Line

- **703-817-7771**, TTY 711

Poison Control

- **1-800-222-1222**, TTY 711

Roads

- VDOT (Virginia Department of Transportation): **1-800-FOR-ROAD** (1-800-367-7623), TTY 711

Weather

- National Weather Service Updates: **703-652-1210**

Tree Removal

Utilities

Natural Gas

- **Washington Gas**: 1-800-752-7520 or 703-750-1400, TTY 711
- **Columbia Gas**: 1-800-544-5606, TTY 1-800-231-3238

Power

- **Dominion Virginia Power** outages and downed wires: 1-866-DOM-HELP (1-866-366-4357), TTY 711; view outage map
- **NOVEC** (Northern Virginia Electric Cooperative) outages and downed wires: 1-888-335-0500 or 703-335-0500, TTY 711; view outage reports
- **BGE** outages: 877-778-2222; downed wires: 800-685-0123; view outage map
- **Pepco** outages: 1-877-737-2662; downed wires: 202-872-2369; view outage map

Water

- **Fairfax Water** at 703-698-5800, TTY 703-698-7025. After hours, call 703-698-5613, TTY 711

More Utility Company Information

Flooding

- Rising water that threatens your safety, call 9-1-1
- Storm flooding during regular business hours (Monday-Friday, 7:30 a.m. to 4 p.m.), call 703-877-2800, TTY 711
- For after-hours storm flooding emergencies that are not life threatening, call 703-323-1211, TTY 703-239-8498, and state that you are reporting a storm sewer emergency
- For sanitary sewer flooding, call 703-323-1211, TTY 703-239-8498
- If you have damp walls or floors, contact a water removal or restoration company

Sewer Breaks or Back-ups

- Call the Department of Public Works and Environmental Services at 703-323-1211 or 703-250-2003, TTY 703-239-8489

Septic System

- Call the Health Department at 703-246-2201, TTY 711

24-Hour Emergency Mental Health Services

- 703-573-5679, TTY 703-207-7737

Basic Needs (Coordinated Services Planning)

- 703-222-0880, TTY 703-803-7914

Adult Protective Services

- 703-324-7450, TTY 711

Child Protective Services

- 703-324-7400, TTY 711

Red Cross of the National Capital Area

- Fairfax/Falls Church 703-584-8700, TTY 711
- South Fairfax/Fort Belvoir 703-805-2057, TTY 711



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EXHIBIT 4

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

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 __: Modifications to Newly Constructed Facilities

Please Note: Paragraph __ of the Settlement 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 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
2.	_____ Garage, located at _____ Street		
2.1.	Parking		
2.1.a.	The parking lot, with a total of 975 parking spaces, is inaccessible because it only has 17 spaces designated as accessible. This lot requires 3 van accessible spaces and 17 standard accessible spaces.	P3	18 months
2.1.b.	The designated accessible parking on level P2 is inaccessible because one of the spaces lacks vertical signage.	P6	18 months
2.1.c.	The designated accessible parking is inaccessible because one of the spaces on level P2 is 91 inches wide and another is 88 inches wide, and one of the access aisles narrows to 33 inches wide.	P8	18 months

2.1.d.	The designated accessible parking is inaccessible because one of the spaces on level P2 has a slope of 4.3% and a cross slope of 4.5% and 2 of the access aisles have slopes of 4.5% and 5.8% and cross slopes of 4.7% and 4.4% along one side.	P7	18 months
2.2.	Route		
2.2.a.	The route through the van access aisle is inaccessible because it is obstructed by a wheel stop.	AR1	18 months
2.2.b.	The door into the building by the designated van accessible parking space is inaccessible because there is a slope of 4.3% within the door´s required maneuvering clearance.	D13	18 months
2.2.c.	Near __, the vent unit hanging from the ceiling protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	18 months
2.3.	Elevator		
2.3.a.	The elevator is inaccessible because the hall call buttons are mounted 41 inches high.	E3	18 months
2.3.b.	The elevator is inaccessible because the doors do not automatically reopen without contact if obstructed.	E6	18 months
3.	Health Department, located at _____		
3.2.	Auditorium/Employee Parking Lot		
3.2.a.	The parking lot, with a total of 201 parking spaces, is inaccessible because it only has 6 spaces designated as accessible. This lot requires 1 van accessible space and 6 standard accessible spaces.	P3	30 months

3.2.b.	The designated van accessible parking space is inaccessible because it lacks “Van Accessible” signage.	P6	30 months
3.2.c.	The parking lot is inaccessible because the designated accessible spaces have slopes and cross slopes between 3.8% and 7.3%.	P7	30 months
3.2.d.	The parking lot is inaccessible because 4 of the designated accessible spaces have no access aisles.	P1	30 months
3.2.e.	The curb ramp is inaccessible because it has a slope of 9.2% and an abrupt 1 inch high drop at the bottom.	AR5	30 months
3.4.	Suite 23: The counter is inaccessible because it is 42 inches high.	C6	30 months
3.5.	Passenger Elevators		
3.5.a.	The elevators are inaccessible because the hall lanterns do not emit an audible signal indicating when a car is answering a call.	E11	30 months
3.5.b.	The elevators are inaccessible because, after reopening due to an obstruction, the doors stay open less than 20 seconds.	E6	30 months
3.5.c.	The elevators are inaccessible because the car position indicators do not emit an audible signal as the car passes or stops at a floor.	E5	30 months
3.5.d.	The elevators are inaccessible because the doors to the emergency controls require tight grasping to open.	E8	30 months
3.7.	Drinking Fountain 4 East		

3.7.a.	The drinking fountain protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	30 months
3.7.b.	The drinking fountain is inaccessible because it has a spout that is 35 inches high.	DF6	30 months
3.7.c.	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
3.11.	__ Floor Employee Men´s Single User Toilet Room		
3.11.a.	The toilet is inaccessible because the side grab bar is obstructed by the toilet paper and seat cover dispensers.	SU7	30 months
3.11.b.	The lavatory is inaccessible because there is no knee space provided.	TR11	30 months
3.16.	Employee Single User Toilet Room __ Floor		
3.16.a.	The door is inaccessible because it requires 18 pounds of force to open.	D2	30 months
3.16.b.	No accessible mirror has been provided.	TR14	30 months
3.16.c.	The toilet room is inaccessible because there is insufficient turning space provided within the room.	TR19	30 months
3.16.d.	The lavatory is inaccessible because the hot water pipes are not insulated or otherwise configured to protect against contact.	TR12	30 months
3.16.e.	The toilet is inaccessible because the top of the seat is 16¼ inches high.	SU18	30 months

3.16.f.	The toilet is inaccessible because its centerline is 13½ inches from the side wall.	SU15	30 months
3.16.g.	The toilet is inaccessible because the side grab bar is obstructed by the toilet seat cover dispenser and the toilet paper dispenser.	SU7	30 months
3.16.h.	There is no rear grab bar provided at the toilet.	SU2	30 months
3.18.	Staff Men´s Single User Toilet Room 2nd Floor West		
3.18.a.	The toilet room sign is mounted on the hinge side of the door.	TR18	30 months
3.18.b.	No accessible mirror has been provided.	TR14	30 months
3.18.c.	The toilet room is inaccessible because there is insufficient turning space provided within the room.	TR19	30 months
3.18.d.	The lavatory is inaccessible because the hot water pipes are not insulated or otherwise configured to protect against contact.	TR12	30 months
3.18.e.	The toilet is inaccessible because the side grab bar is obstructed by the toilet paper dispenser.	SU7	30 months
3.18.f.	The toilet is inaccessible because there is no rear grab bar provided.	SU2	30 months
3.30.	Route through Lobby: The route is inaccessible because the underside of the stairs creates an overhead hazard.	AR7	30 months
3.33.	Auditorium Women´s Toilet Room: The door is inaccessible because it requires 12 pounds of force to open.	D2	30 months

3.36.	Men´s Locker Room Lower Level		
3.36.a.	The door is inaccessible because it requires 15 pounds of force to open.	D2	30 months
3.36.b.	The urinal is inaccessible because the rim is 25 inches high.	TR20	30 months
3.36.c.	The toilet is inaccessible because the flush control is 46 inches high.	ST2	30 months
3.36.d.	The toilet is inaccessible because the side grab bar is mounted with the far end 48 inches from the rear wall.	ST7	30 months
3.36.e.	The shower is inaccessible because the clear floor space is 46 inches wide, the grab bars are mounted 41 inches high, the curb is 2 inches high, and the fixed shower head is mounted more than 48 inches high.	B8	30 months
3.36.f.	The 3 benches are inaccessible because only one is mounted against a wall, and it is less than 48 inches long, and none are 24 inches deep.	LR1	30 months
3.36.g.	The air dryer by the lockers protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	30 months
3.37.	Employee Lunch Room		
3.37.a.	The chips and candy vending machine is inaccessible because it is mounted with the controls 57 inches high.	TR5	30 months
3.37.b.	The door is inaccessible because it requires 14 pounds of force to open.	D2	30 months
3.38.	_____ Auditorium		

3.38.a.	The door is inaccessible because it requires 17 pounds of force to open.	D2	30 months
3.38.b.	The security counter is inaccessible because it is 43 inches high.	C6	30 months
3.38.c.	There is no signage informing the public of the availability of an assistive listening system.	AA3	30 months
4.	Fire Station #__, located at _____ Avenue		
4.2.	Lobby: The vending machine is inaccessible because it is mounted with the controls 59½ inches high.	TR5	24 months
4.3.	Elevators: The elevator is inaccessible because the hall call buttons are mounted 41 inches high.	E3	24 months
4.5.	Employee Single User Toilet and Shower Room		
4.5.a.	There is no accessible locker provided.	LR3	24 months
4.5.b.	Although an audible alarm is provided in this facility, there is no visual alarm appliance in the toilet room.	TR21	24 months
4.5.c.	No accessible towel hook has been provided.	TR1	24 months
4.5.d.	The lavatory is inaccessible because the top of the rim is 37½ inches high, and there is no knee clearance provided.	TR11	24 months
4.5.e.	The toilet is inaccessible because its centerline is 19 inches from the side wall.	SU15	24 months
4.5.f.	The toilet is inaccessible because the top of the seat is 16 inches high.	SU18	24 months

4.5.g.	The toilet is inaccessible because there are no grab bars provided.	SU10	24 months
4.5.h.	There is no accessible shower provided.	B8	24 months
4.6.	Second Floor Bunk		
4.6.a.	The door is inaccessible because it requires 30 pounds of force to open.	D2	24 months
4.6.b.	The shelf is inaccessible because it is mounted 62¾ inches high.	S1	24 months
5.	_____ Community Center, located at _____ Street		
5.1.	Parking: The designated accessible parking in the lower lot is inaccessible because the van access aisle is 62 inches wide.	P8	30 months
5.2.	Route from Lower Parking Lot to Entrance		
5.2.a.	The curb ramp is inaccessible because it has a slope of 15.3%.	AR5	30 months
5.2.b.	The route from the parking lot is inaccessible because there is a slope of 12.8% near the top of the curb ramp.	AR1	30 months
5.3.	Interior Signage: The room signs throughout the facility are inaccessible because they are mounted with their centerlines 55 to 56 inches high.	TR18	30 months
5.4.	Women´s 1st Floor Locker Room		

5.4.a.	The designated accessible toilet is inaccessible because its centerline is 19 inches from the side wall.	ST17	30 months
5.4.b.	The door from the locker room to the pool is inaccessible because it requires 26 pounds of force to open.	D2	30 months
5.4.c.	The bench is inaccessible because it is 12 inches deep and 19½ inches high and it does not provide clear floor space alongside to allow a transfer.	LR1	30 months
5.4.d.	No accessible towel hook has been provided.	TR1	30 months
5.5.	Ramp from Lobby to Pool: The ramp is inaccessible because it has a slope of up to 9%.	R3	30 months
5.8.	Ramp from Men´s Locker Room to Pool: The ramp is inaccessible because it lacks a level landing at the top and one handrail lacks an extension on the top.	R5	30 months
5.9.	2nd Floor Drinking Fountains: The drinking fountains protrude into the walkway and are not detectable to blind persons using a cane.	AR8	30 months
5.10.	2nd Floor Ramp from Gym to Toilet Room: The ramp is inaccessible because it has a slope between 8.5% and 9.1%.	R5	30 months
6.	_____ Community Center, located at _____ Boulevard		
6.2.	Drinking Fountains near Locker Room: The wall-mounted drinking fountain is inaccessible because it provides 26 inches of clear knee height.	DF5	30 months
6.4.	Men´s Locker Room		

6.4.a.	The designated accessible toilet is inaccessible because its centerline is 15½ inches from the side wall.	ST17	30 months
6.4.b.	The designated accessible toilet is inaccessible because the flush control is on the closed side.	ST2	30 months
6.4.c.	The designated accessible toilet is inaccessible because there is no side grab bar.	ST6	30 months
6.4.d.	The designated accessible toilet is inaccessible because the rear grab bar is mounted 12 inches from the side wall.	ST4	30 months
6.4.e.	There is no accessible shower provided.	B8	30 months
6.4.f.	There is no accessible locker provided.	LR3	30 months
6.7.	Men´s Toilet Room with Stalls near Meeting Room		
6.7.a.	The designated accessible toilet is inaccessible because the rear grab bar is mounted 12 inches from the side wall.	ST4	30 months
6.7.b.	The baby changing shelf protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	30 months
7.	_____ Golf Course, located at _____		
7.1.	Parking: The parking lot, with a total of 208 parking spaces is inaccessible because there are only 6 accessible spaces. This lot requires 1 van accessible space and 6 standard accessible spaces.	P3	30 months

7.2.	Bar: The bar counter is inaccessible because it is 42 inches high.	PD2	30 months
7.7.	Portable Toilets between Holes 6 and 7: The portable toilets contain a number of inaccessible elements and are not accessible to people with disabilities.	SU13	30 months
8.	_____, located at _____ Street		
8.1.	Route to Main Entrance: The route is inaccessible because it has a slope of 8.7% and cross slope of 4.4%, with no ramp features.	AR1	24 months
8.2.	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
8.5.	Side Hall Men´s Toilet Room with Stalls		
8.5.a.	The door is inaccessible because it requires 11 pounds of force to open.	D2	24 months
8.5.b.	Although an audible alarm is provided in this facility, there is no visual alarm appliance in the toilet room.	TR21	24 months
8.5.c.	The toilet is inaccessible because its centerline is 19 inches from the side wall.	ST17	24 months
9.	_____ Garage, located at _____ Streets		
9.1.	Parking: The parking garage, with a total of 1,395 parking spaces is inaccessible because it only has 2 van accessible spaces. This lot requires 3 van accessible spaces.	P3	12 months

9.2.	Elevators on _____ Street and _____ Street Sides: The elevators are inaccessible because the buttons for the main entry floor are not designated by a raised star.	E4	12 months
10.	_____ Patrol Division, located at _____ Road		
10.6.	Adult Holding Cells: The toilet/lavatory combination contains a number of inaccessible elements and is not accessible to people with disabilities.	SU13	30 months
10.8.	Vending Machine in Break Room: The vending machine is inaccessible because its controls are 57 inches high.	TR5	30 months
10.9.	Women´s Lower Level Locker Room		
10.9.a.	The door is inaccessible because it requires 18 pounds of force to open.	D2	30 months
10.9.b.	The toilet is inaccessible because its centerline is 20 inches from the side wall.	ST17	30 months
10.9.c.	The toilet is inaccessible because the side grab bar is obstructed by the trash receptacle.	ST9	30 months
10.9.d.	There is no accessible locker provided.	LR3	30 months
10.15.	Police Academy Administrative Office: The door is inaccessible because it requires 20 pounds of force to open.	D2	30 months
10.17.	Police Academy Drinking Fountain: The drinking fountains protrude into the walkway and are not detectable to blind persons using a cane.	AR8	30 months
10.20.	Police Academy Men´s and Women´s Staff and Student Locker Rooms		

10.20.a.	The doors are inaccessible because they require 16 to 25 pounds of force to open.	D2	30 months
10.20.b.	The wall telephones protrude into the walkway and are not detectable to blind persons using a cane.	AR8	30 months
10.20.c.	There is no accessible shower provided in any of the locker rooms.	B8	30 months
10.20.d.	The benches are inaccessible because they are either 9½ or 20 inches deep, and some are less than 48 inches wide.	LR1	30 months
10.20.e.	The counter in the women´s student locker room protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	30 months
10.24.	Rifle Range Firearms Lockers: The lockers are inaccessible because the controls require tight grasping and twisting of the wrist to operate.	TR3	30 months
11.	_____ Patrol Division, located at _____ Street		
11.1.	Parking: The parking lot, with a total of 216 parking spaces, is inaccessible because it has only 5 designated accessible parking spaces, and the designated accessible parking space in the rear has no access aisle or vertical sign. This lot requires 1 van accessible space and 6 standard accessible spaces.	P3	18 months
11.2.	Rear Route to Building: There is no curb ramp provided in the rear of the building.	AR5	18 months
11.3.	Lobby: The wall-mounted television protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	18 months
11.4.	Conference Room: The door is inaccessible because it requires 12 pounds of force to open.	D2	18 months

11.5.	Upper Level Family Toilet Room		
11.5.a.	The door is inaccessible because it requires 22 pounds of force to open.	D2	18 months
11.5.b.	No accessible coat hook has been provided.	TR1	18 months
11.10.	Property Crimes		
11.10.a.	The door is inaccessible because it requires 19 pounds of force to open.	D2	18 months
11.10.b.	The counter is inaccessible because it is 44½ inches high.	C6	18 months
11.11.	Administrative Offices: The counter is inaccessible because it is 43 inches high.	C6	18 months
11.15.	Lockers: The kitchen and firearm lockers throughout the facility are inaccessible because the controls require twisting of the wrist to operate.	TR3	18 months
11.17.	Lower Level Telephone: The wall-mounted telephone near the locker rooms protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	18 months
11.21.	Women´s Locker Room Lower Level		
11.21.a.	The door is inaccessible because it requires 16 pounds of force to open.	D2	18 months
11.21.b.	The wall-mounted telephone protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	18 months

11.21.c.	The roll-in shower is inaccessible because the transfer seat is 16¼ inches high and is not adjacent to the controls.	B10	18 months
11.21.d.	The shower is inaccessible because there are grab bars on only 2 walls.	B8	18 months
11.21.e.	The bench is inaccessible because it is 9½ inches deep and 23¼ inches high.	LR1	18 months
11.21.f.	The designated accessible lockers are inaccessible because the controls are mounted 63 inches high.	TR5	18 months
12.	_____ Parking Garage, located at _____ Street		
12.1.	Parking Pay Stations: The pay stations are inaccessible because they are mounted with the highest controls 55 inches high.	TR5	12 months
12.2.	Elevators		
12.2.a.	The lobby elevator is inaccessible because there is no hoistway signage provided on the 2nd floor.	E12	12 months
12.2.b.	The lobby elevator is inaccessible because the hall call buttons are mounted 45½ inches high.	E3	12 months
12.2.c.	The lobby elevator is inaccessible because the clearance between the car platform sill and the edge of the hoistway landing is 1½ inches.	E10	12 months
13.	_____ Golf Course, located at _____ Road		

13.1.	Parking: The parking lot, with a total of 167 parking spaces, is inaccessible because there are only 3 designated accessible parking spaces, there is no van accessible space, there are no access aisles provided, and the signs are mounted too low. This lot requires 1 van accessible space and 5 standard accessible spaces.	P3	30 months
13.2.	Entrance: The entrance door is inaccessible because there is a slope of 5% within the door´s required maneuvering clearance.	D13	30 months
13.3.	Payment Counter: The counter is inaccessible because it is 37¾ inches high.	C6	30 months
13.4.	Snack Bar: The counter is inaccessible because it is 42 inches high.	C5	30 months
13.5.	Soda Fountain: The soda fountain is inaccessible because it is mounted with the controls 58½ inches high.	TR5	30 months
13.7.	Men´s Locker Room		
13.7.a.	The paper towel dispenser is inaccessible because it is mounted with the controls 56 inches high.	TR5	30 months
13.7.b.	The lavatory is inaccessible because the hot water pipes are not insulated or otherwise configured to protect against contact.	TR12	30 months
13.7.c.	The designated accessible toilet is inaccessible because the flush control is on the closed side.	ST2	30 months
13.7.d.	No accessible coat hook has been provided.	TR1	30 months
13.7.e.	The designated accessible toilet is inaccessible because the rear grab bar is mounted 10 inches from the side wall.	ST4	30 months

13.7.f.	The transfer shower is inaccessible because it is 37½ inches by 44 inches.	B8	30 months
13.7.g.	The bench is inaccessible because it is 12 inches deep, it is 16 inches high, it does not provide clear floor space alongside to allow a transfer, and it is not attached at a wall.	LR1	30 months
13.7.h.	There is no accessible locker provided.	LR3	30 months
14.	_____ Nature Center, located at _____		
14.1.	Parking: The designated accessible parking is inaccessible because two of the designated accessible parking spaces lack vertical signage, the one existing sign is mounted too low, and there is no “Van Accessible” sign.	P6	24 months
14.3.	Men´s Toilet Room with Stalls		
14.3.a.	The urinal is inaccessible because the flush control is 47 inches high.	TR20	24 months
14.3.b.	No accessible coat hook has been provided.	TR1	24 months
14.3.c.	The toilet paper dispenser in the designated accessible stall is inaccessible because it is mounted 39½ inches from the rear wall.	ST19	24 months
14.4.	Ramp from Lobby to Lower Level: The ramp is inaccessible because it has a slope of up to 11.3% and a cross slope of up to 5.1% and the handrails lack extensions.	R5	24 months
15.	_____ Theater, located at _____ Road		

15.1.	West Side Parking Adjacent to Theater		
15.1.a.	The parking lot is inaccessible because the designated accessible spaces and access aisles have slopes of up to 5.2 %.	P7	36 months
15.1.b.	The curb ramp is inaccessible because the flared sides have slopes of more than 10%.	AR5	36 months
15.2.	_____ Lot Parking: The parking lot is inaccessible because the designated accessible spaces and access aisles have slopes of up to 7.7%.	P7	36 months
15.3.	North Women´s Toilet Room with Stalls		
15.3.a.	The toilet room sign is mounted on the door and has no raised or Braille characters.	TR18	36 months
15.3.b.	The door is inaccessible because it has an opening width of 31 inches.	D25	36 months
15.3.c.	Although there are 7 toilet stalls, there is no ambulatory stall provided.	ST1	36 months
15.3.d.	The designated accessible toilet is inaccessible because the side grab bar is mounted with its far end 49 inches from the rear wall.	ST7	36 months
15.3.e.	The designated accessible toilet is inaccessible because the rear grab bar is mounted 7 inches from the side wall.	ST4	36 months
15.3.f.	The light switch is inaccessible because it is mounted 58 inches high.	TR5	36 months
15.5.	East Women´s Toilet Room with Stalls		

15.5.a.	The sanitary napkin dispenser is inaccessible because the controls require tight grasping and twisting of the wrist to operate.	TR3	36 months
15.5.b.	The lavatory is inaccessible because the knee space is 21½ inches high.	TR11	36 months
15.11.	Counters		
15.11.a.	The northwest concession stand counter is inaccessible because it is 46 inches high.	C5	36 months
15.11.b.	The administrative office box office counter is inaccessible because it is 42 inches high.	C6	36 months
15.11.c.	The administrative office box office counter protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	36 months
15.12.	Administrative Office Lobby Elevator: The elevator is inaccessible because the emergency system requires voice communication to operate.	E8	36 months
15.13.	_____ Single User Toilet Room		
15.13.a.	The toilet room sign is mounted on the door.	TR18	36 months
15.13.b.	The door is inaccessible because it requires 11 pounds of force to open.	D2	36 months
15.13.c.	Although an audible alarm is provided in this facility, there is no visual alarm appliance in the toilet room.	TR21	36 months
15.13.d.	The toilet is inaccessible because the flush control is on the closed side.	SU1	36 months

15.13.e.	The toilet is inaccessible because the side grab bar is mounted with the far end 48 inches from the rear wall.	SU6	36 months
15.18.	Chorus Rooms		
15.18.a.	The route to the chorus rooms is inaccessible because it can be accessed only via stairs.	AR2	36 months
15.18.b.	The toilet rooms contain a number of inaccessible elements and are not accessible to people with disabilities.	ST14	36 months
15.19.	Women´s Southwest Toilet Room with Stalls		
15.19.a.	The feminine products dispenser is inaccessible because the controls require tight grasping and twisting of the wrist to operate.	TR3	36 months
15.19.b.	The designated accessible toilet is inaccessible because the flush control is on the closed side.	ST2	36 months
15.19.c.	The ambulatory stall is inaccessible because the door is not self closing, the toilet paper dispenser is mounted 43 inches from the rear wall, and only one grab bar is provided.	ST1	36 months
15.23.	Spectator Seating Area		
15.23.a.	The seating area, containing 7,958 seats, is inaccessible because only 20 wheelchair seating locations are provided on accessible routes and all are located on the Terrace Level in the last row of the theater with no lines of sight provided over standing spectators. The rest of the designated wheelchair seating locations have slopes of up to 10.3% or are on routes that have slopes of up to 19.6% and cross slopes of up to 13.6%. A total of 81 wheelchair seating areas is required.	AA7	36 months

15.23.b.	There is no accessible route connecting the wheelchair seating areas and the stage.	AA1	36 months
15.23.c.	The seating area lacks fixed aisle seating without armrests.	AA2	36 months
16.	_____ Center, located at _____ Street		
16.4.	Break Room 20		
16.4.a.	The snack vending machines are inaccessible because the controls are more than 54 inches high.	TR5	24 months
16.4.b.	The change machine is inaccessible because it is mounted with the return control 55 inches high.	TR5	24 months
16.19.	5th Floor Men´s Toilet Room with Stall		
16.19.a.	The toilet room sign is mounted on the door.	TR18	24 months
16.19.b.	The door is inaccessible because it requires 10 pounds of force to open.	D2	24 months
16.19.c.	The designated accessible toilet is inaccessible because the flush control is on the closed side.	ST2	24 months
16.19.d.	The designated accessible toilet is inaccessible because the side grab bar is obstructed by the toilet seat cover dispenser.	ST9	24 months
16.19.e.	No accessible coat hook has been provided.	TR1	24 months
16.19.f.	The urinal is inaccessible because the clear floor space is 28 inches wide.	TR20	24 months
16.20.	Exercise Room		

16.20.a.	The door is inaccessible because it requires 8 pounds of force to open.	D2	24 months
16.20.b.	The paper towels, hand sanitizer, and telephone are inaccessible because they are mounted with the controls 57, 59, and 60 inches high, respectively.	TR5	24 months
16.20.c.	The paper towel dispenser protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	24 months
16.23.	Break Room 51		
16.23.a.	The sink is inaccessible because it does not provide knee clearance.	S2	24 months
16.23.b.	The vending machine and telephone are inaccessible because they are mounted with the controls 58 and 59 inches high, respectively.	TR5	24 months
16.26.	Door to Police Dispatch: The door is inaccessible because it requires 10 pounds of force to open.	D2	24 months
16.27.	911 Dispatch: The entrance door and the door out of the 911 hallway are inaccessible because they require 12 and 7 pounds of force to open, respectively.	D2	24 months
16.28.	Women´s Locker Room		
16.28.a.	The locker room sign is mounted on the door.	TR18	24 months
16.28.b.	The door is inaccessible because it requires 10 pounds of force to open.	D2	24 months
16.28.c.	The coat rack protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	24 months

16.28.d.	The designated accessible toilet is inaccessible because the side grab bar is obstructed by the toilet seat cover dispenser.	ST9	24 months
16.28.e.	No accessible coat hook has been provided.	TR1	24 months
16.28.f.	The shower is inaccessible because the controls require twisting of the wrist to operate.	TR3	24 months
16.28.g.	The shower is inaccessible because the shower spray unit hose is 57 inches long.	B11	24 months
16.28.h.	The bench is inaccessible because it is 9½ inches deep and is not attached at a wall.	LR1	24 months
16.32.	Conference Room: The door is inaccessible because it requires 6 pounds of force to open.	D2	24 months
17.	_____ Community Center, located at _____ Street		
17.2.	Entrance: 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
17.3.	Interior Doors: The doors throughout the facility are inaccessible because they require more than 5 pounds of force to open.	D2	24 months
17.5.	Drinking Fountain in Gym		
17.5.a.	The drinking fountain is inaccessible because the controls require 16½ pounds of force to operate.	DF2	24 months
17.5.b.	The wall-mounted drinking fountain is inaccessible because it provides only 25½ inches of clear knee height.	DF5	24 months

17.5.c.	The high drinking fountain protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	24 months
17.8.	Weight Room: The fire extinguisher protrudes into the walkway and is not detectable to blind persons using a cane.	AR8	24 months
17.10.	Lobby Women´s Toilet Room with Stalls		
17.10.a.	The feminine products dispenser is inaccessible because the controls require right grasping and twisting of the wrist to operate.	TR3	24 months
17.10.b.	The lavatory is inaccessible because the bottom of the apron is 28¼ inches high.	TR11	24 months
17.14.	Unisex Family Locker Room		
17.14.a.	The lavatory is inaccessible because the top of the rim is 34½ inches high.	TR11	24 months
17.14.b.	No accessible coat hook has been provided.	TR1	24 months
17.14.c.	The transfer shower is inaccessible because no grab bars are provided.	B9	24 months
17.14.d.	The bench is inaccessible because it is less than 24 inches deep.	LR1	24 months

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.
AA6	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

<table>
<tr><td></td><td>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. Before undertaking renovations to fix this issue, you should submit to the Department of Justice a plan to provide accessible seating for our review and approval. The Department will provide comments regarding any modifications of the plans required to comply with ADA requirements. The parties agree that the plan will be modified and the wheelchair and companion seating will be provided in accordance with the Department's comments to ensure that wheelchair and companion seating complies with all ADA requirements. Standards §§ 4.1.3(19)(a), 4.5, 4.33, Fig. 46.</td></tr>
<tr><td></td><td><table>
<tr><th>Seating Capacity of Assembly Area</th><th>Number of Required Wheelchair Locations</th></tr>
<tr><td>4 to 25</td><td>1</td></tr>
<tr><td>26 to 50</td><td>2</td></tr>
<tr><td>51 to 300</td><td>4</td></tr>
<tr><td>301 to 500</td><td>6</td></tr>
<tr><td>over 500</td><td>6, plus 1 additional space for each total seating capacity increase of 100</td></tr>
</table></td></tr>
<tr><td>AA7</td><td>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</td></tr>
</table>

	standing spectators. Before undertaking renovations to fix this issue, you should submit to the Department of Justice a plan to provide accessible seating for our review and approval. The Department will provide comments regarding any modifications of the plans required to comply with ADA requirements. The parties agree that the plan will be modified and the wheelchair and companion seating will be provided in accordance with the Department's comments to ensure that wheelchair and companion seating complies with all ADA requirements. Standards §§ 4.1.3(19)(a), 4.5, 4.33, Fig. 46.
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.
AA10	Provide audio and audio-visual programs with captioning or in another format that provides equally effective communication for people who are deaf or hard of hearing. 28 C.F.R. § 35.160.
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.
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% a maximum cross slope of 2% and a maximum gutter slope of 5%, 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.
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.
AR11	Provide an accessible route to this element such that both the slope and cross slope are no more than 2% at the required 30 inch by 48 inch space directly in front of the element. Standards §§ 4.1.3(1), 4.2.4, 4.3.7.
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).
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.
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.

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
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.	
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.
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.
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.
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 ¾ 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.
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 ¼ inch high, or is between ¼ inch and ½ 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 ¼ inch high, or is between ¼ inch and ¾ 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.
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.
D27	Provide a power operated swinging door that has two guide rails or walls that project from the face of the door jambs a distance of at least the width of the door on the outward swing side, or to at least the outside leading edge of the activating carpet less 5 inches; are a minimum of 30 inches high measured from the floor surface; have panels or dividers to inhibit access to the protected area; have a maximum of 6 inches of clearance between the rail and the door in the fully open position, or between the rail and the leading edge of the door at the point in its arc of travel where it is closest to the rail; and that have a 2 inch minimum clearance between the rail at the hinge side and the door in the fully open position. Free standing guide rails shall have a maximum dimension between the rail and the jamb (or other adjacent surface) of 2 inches. Standard §4.13.12, ANSI/BHMA A **********.
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).
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.
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.
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 and 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.
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	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.		
	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.		

	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	44 plus 3 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.
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.
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, 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.
P3	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. Alternatively, ensure that all designated accessible spaces are a minimum of 132 inches wide and all access aisles are a minimum of 60 inches wide, in which case designated van spaces are not required. 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), A4.6.3.

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
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. Alternatively, ensure that all designated accessible spaces are a minimum of 132 inches wide and all access aisles are a minimum of 60 inches wide, in which case designated		

	van spaces are not required. Standards §§ 4.1.2(5), 4.6.3, A4.6.3, Figs. 9, A5.
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.
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 play equipment that is on an accessible route and that has an appropriate transfer platform/system to enable children who use wheelchairs to have an equal opportunity to use and enjoy the playground. 28 C.F.R. § 35.149. Informative guidance on accessible play equipment and impact resistant play area surfaces is available at http://www.access-board.gov/play/.
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.
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.
PO1	Ensure program access to aquatic programs by providing a lift or sloped entry into each type of pool (e.g., lap pool, kiddie pool, etc.) within the facility. 28 C.F.R. § 35.149. Informative guidance on swimming pool accessibility is available at http://www.access-board.gov/recreation.
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; with no level changes in excess of ½ inch vertically and no level changes greater than ¼ inch vertically unless they are beveled with a slope no greater than 50%; 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.
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; with no level changes in excess of ½ inch vertically and no level changes greater than ¼ inch vertically unless they are beveled with a slope no greater than 50%; 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 than 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.
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.
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).
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.

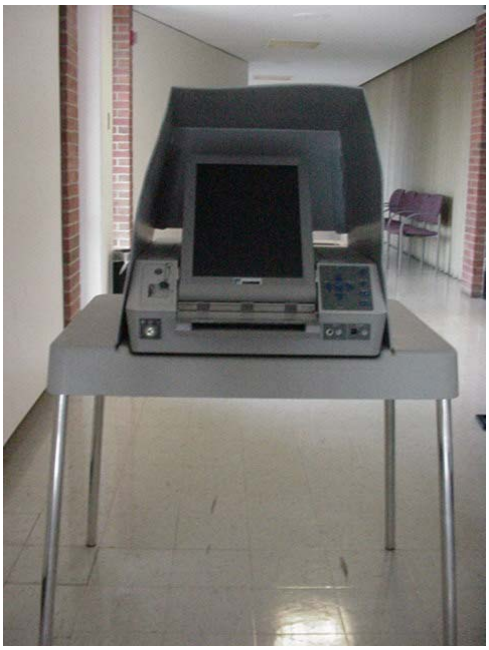
	Provide a toilet paper dispenser that is mounted within reach, with its top at least 1½ inches under the side grab bar, and centered at least 19 inches above the finished floor. Standards §§ 4.1.3(11), 4.22.4, 4.16.4, 4.16.6, 4.26.2, Fig. 39.
SU8	Provide a side grab bar that has at least 1½ inches between 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).
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.
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.
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. If there is no wall space on the latch side of the door, place signs on the nearest adjacent wall. 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. If there is no wall space on the latch side of the door, place signs on the nearest adjacent wall. 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.
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.



Picture on left is our AutoMARK terminal. It was designed to allow a voter to mark his/her ballot without the assistance of another person. It is ADA approved. The legs are wide apart and the height of the machine is perfect for a person in a wheelchair to use this ballot marking device. The two pictures below depict a man (left) using the headphone and key pad (*with raised Braille markings*) and a woman (right) viewing the magnified screen to mark her ballot using the touch-screen feature.





Picture on right depicts two voting booths. Voting booth on right is an ADA approved booth; it is lower and wider allowing a person in a wheelchair to mark his/her ballot in this booth.



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:

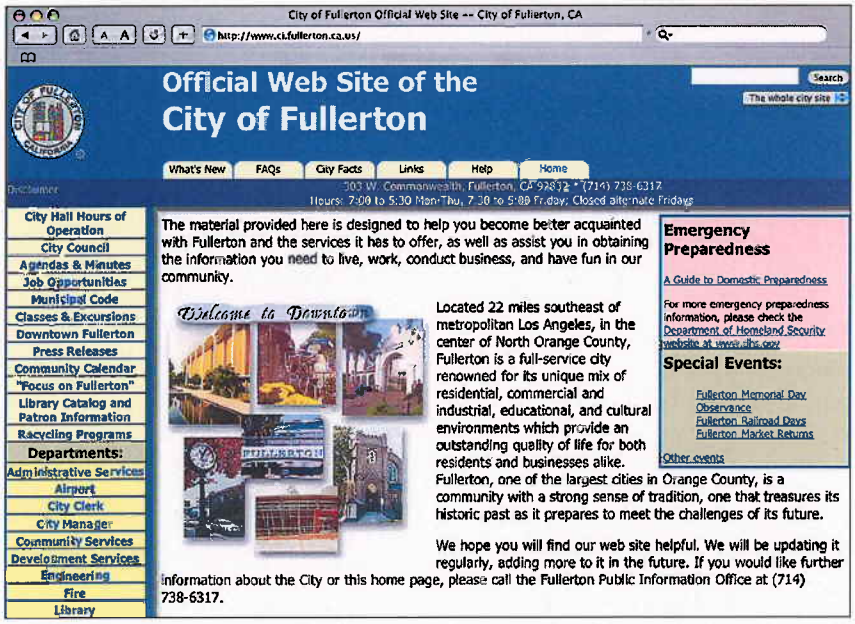
- corresponding online with local officials;
- providing information about government services;
- renewing library books or driver's licenses;
- providing tax information and accepting tax returns; and
- applying for jobs or benefits.

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

EXHIBIT 9

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 HTML[1] 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.

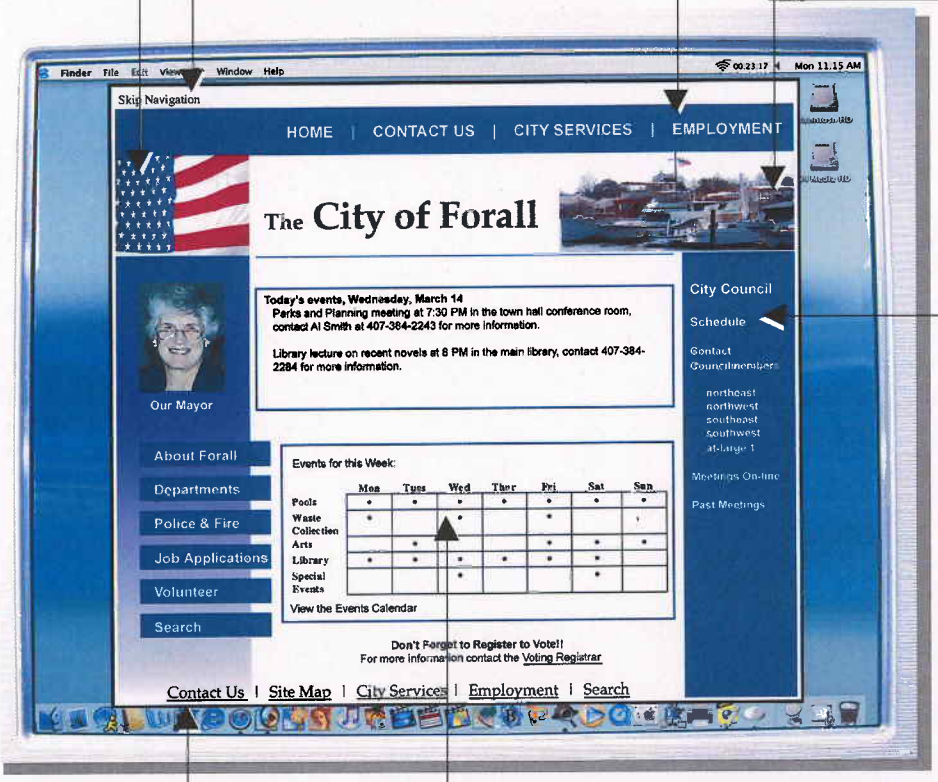
Examples of Accessible Features for Websites

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.

Checklist for Compliance with Title II Requirements

Compliance Item Checked	Compliant?	Comments
Conduct a self-evaluation of 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.	☐ Yes ☐ No	
Is it being updated periodically?	☐ Yes ☐ No	
Notify applicants, participants, beneficiaries, and other interested persons of their rights and the County's obligations under title II and the Department's regulation, 28 C.F.R. § 35.106.	☐ Yes ☐ No	
Designate a responsible employee to coordinate its efforts to comply with and carry out the County's ADA responsibilities, 28 C.F.R. § 35.107(a).	☐ Yes ☐ No	
Establish a grievance procedure for resolving complaints of violations of title II, 28 C.F.R. § 35.107(b.)	☐ Yes ☐ No	

Compliance Item Checked	Compliant?	Comments
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. § 35.150, by	Note: Each service or program and each facility that was an existing facility as of January 26, 1992, should be identified and looked at individually unless the accessibility of all services, programs and facilities is already documented.	
Deliver 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.	☐ Yes ☐ No	
Make 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. § 35.151, 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.	☐ Yes ☐ No	
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	☐ Yes ☐ No	

Compliance Item Checked	Compliant?	Comments
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	☐ Yes ☐ No	
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	☐ Yes ☐ No	
Provide information for interested persons with disabilities concerning the existence and location of the County's accessible services, activities, and facilities, 28 C.F.R. § 35.163(a)	☐ Yes ☐ No	
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)	☐ Yes ☐ No	