

GAO

Report to the Chairman, Subcommittee
on Select Education and Civil Rights,
Committee on Education and Labor,
House of Representatives

May 1993

AMERICANS WITH DISABILITIES ACT

Initial Accessibility Good But Important Barriers Remain



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**Program Evaluation and
Methodology Division**

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May 19, 1993

The Honorable Major R. Owens
Chairman, Subcommittee on Select Education
and Civil Rights
Committee on Education and Labor
House of Representatives

Dear Mr. Chairman:

Before the Americans With Disabilities Act (ADA) took effect, you asked us to begin a long-term evaluation to examine if the main objectives of the law were being met.¹ The Subcommittee wanted to know, in part, if access by persons with disabilities to goods and services provided by businesses and state and local governments had increased, and discrimination against such persons decreased, compared to the situation before the effective dates of the law. This interim report discusses only the baseline data that we gathered in January 1992, just before the effective date of these parts of the law.

In brief, our four main findings are that (1) while most features of businesses and government facilities we visited and asked about in our survey were accessible to persons with disabilities, a number of important barriers remained; (2) many managers and owners of establishments covered by the law and in our sample reported they were not generally aware of the law or their specific responsibilities under it; (3) completed barrier-removal efforts were perceived by most owners and managers we talked to as beneficial, and few mentioned burdens; and (4) completed and planned barrier-removal efforts in the facilities we visited were not always well informed. Many facilities had barriers remaining, and some barrier-removal efforts were planned in areas where no barriers existed. We believe, therefore, there is a need for continuing educational outreach and technical assistance for businesses and government agencies covered by the act.

Background

In passing the ADA in 1990, the Congress estimated that there were 43 million Americans with disabilities and found that these individuals had been isolated and segregated, faced restrictions and limitations, occupied an inferior status, and had been seriously disadvantaged. To begin to

¹The ADA, Public Law 101-336, was signed into law July 26, 1990.

remedy these concerns, the ADA established a clear and comprehensive prohibition of discrimination on the basis of disability.

The ADA defines disability as (a) a physical or mental impairment that substantially limits one or more of the major life activities, (b) a record of such an impairment, or (c) being regarded as having such an impairment. The act prohibits discrimination in employment, public services (including transportation), public accommodations, and telecommunications and was designed with a phased implementation schedule. We began our work on the provisions that went into effect first—public services and public accommodations—and we will evaluate other provisions later. The law prohibits discrimination by either state or local governments (referred to as public services in title IIA) or by private businesses (referred to as public accommodations in title III).

A major type of potential discrimination occurs when access to goods and services offered by businesses and government agencies is limited. Thus the majority of the relevant ADA regulations concerning accessibility focus on physical or architectural barriers, such as the width of doorways, the slope of ramps, the readability of signs, and the location of assistive listening devices. Our study therefore focused on the extent to which businesses and government agencies had met these accessibility standards.²

Objectives and Methods

We addressed four main questions in this first phase of our work:

- To what extent were businesses and state and local government facilities accessible to persons with disabilities just as the ADA took effect?
- What were the most common barriers remaining?
- To what extent were owners and managers aware of their responsibilities under the ADA?
- What barrier-removal efforts had owners and managers made between the passage and effective date of the ADA?

We used three different methods to collect the data necessary to answer these questions. (A detailed description of our scope and methodology is presented in appendix I.) First, in January 1992, we visited 231 randomly

²Technical compliance with the law is a separate issue and was beyond the scope of our work, as discussed in detail in appendix I. In brief, determining legal compliance involves not only identifying barriers but also evaluating whether barrier removal is readily achievable, and if not, whether the goods or services of the public accommodation have been made available through alternative methods (e.g., providing curb service or home delivery). We did not attempt to reach conclusions in this area.

selected businesses and government facilities to evaluate specific features of the establishments using the minimum accessibility standards in the ADA Accessibility Guidelines (ADAAG).³ We visited eight different kinds of businesses as well as state and local government facilities in 11 different cities.⁴ Because we purposely chose to visit those places likely to have more barriers for persons with disabilities (older cities in states with less protective laws), we believe our findings are not overoptimistic. Second, we interviewed the owners or managers of the places we visited to find out what they knew about the ADA and what actions, if any, they had taken. (We did not directly measure the extent or accuracy of what they knew about the ADA, but rather asked them to rate their own level of knowledge.)

Finally, also during early 1992, we surveyed people with mobility and sensory-related disabilities about how often and where, in the 6 months before January 1992, they found specific barriers in trying to access public services and public accommodations.

Principal Findings

Most Facilities Were Generally Accessible

We found that most businesses and government facilities we observed had established access consistent with the accessibility standards on most features. Our survey yielded similar findings from the viewpoint of persons with disabilities. Our results are consistent with a nationwide set of observations made by the United Cerebral Palsy Associations in January 1992. They rated nearly all businesses they visited as "basically barrier free," the second of four possible categories of accessibility.⁵ The full results of our observations and surveys are presented in appendixes II and III.

We judged 231 establishments on as many as 416 different features. We also surveyed persons with disabilities about their experiences with 97 different potential barriers. Specifically, we found the following:

³The ADA required that guidelines be issued by the Architectural and Transportation Barriers Compliance Board (ATBCB), a federal agency. The Department of Justice subsequently issued the ADAAG as an appendix to its regulations. These guidelines were developed and issued primarily to define new construction and alteration requirements and do not specifically address existing facilities.

⁴We included in our review only those businesses immediately subject to civil penalties; that is, those with 25 or more employees or more than \$1 million in gross receipts.

⁵United Cerebral Palsy Associations, National Survey Results Look at America's Readiness for ADA Access (Washington, D.C.: February 1992).

- Looking at the performance of each establishment we visited, we found, on average, 67 percent of the observed features were consistent with the ADA Accessibility Guidelines. In the most accessible establishment, 92 percent of the applicable features were consistent with the ADAAG, compared to 40 percent of the features in the least accessible establishment.
- Considering a wide range of potential barriers listed in our survey, we found people with disabilities reported that 72 percent of the features we asked about did not often create barriers.⁶
- Considering the type of business or government facility, we found no differences in our observational assessments. Our survey respondents, however, reported finding the most barriers in 7 of 19 possible places: restaurants or bars; hotels, motels, and inns; theaters, concert halls, and stadiums; office buildings; service establishments such as laundromats, dry cleaners, barber or beauty shops, and travel agencies; auditoriums, convention centers, and lecture halls; and sales or rental establishments such as bakeries, grocery stores, clothing stores, and shopping centers.⁷

Some Important Barriers Remain

To determine the most common barriers remaining, we noted any features that met two criteria: we frequently observed the problem in our visits, and our survey respondents reported often encountering the barrier. Thirteen specific barriers met this test. However, frequent barriers may or may not be important ones. We therefore reviewed our findings using priorities for barrier removal in businesses set by the Department of Justice. Where scarce resources set limits on barrier removal, Justice recommended that top priority be given to improving the access to a facility, followed by access to the goods and services within; that is, doing what one comes to do in that facility. Access to rest room facilities ranked third, followed by all remaining access matters. Of the 13 common barriers we found, 8, or two-thirds, were in the top two Justice priority areas—getting into the facility and doing what one came for—as shown in table 1.⁸ Thus we

⁶The rate at which respondents reported encountering barriers may underrepresent the actual presence of barriers. It is likely that individuals with disabilities most often frequent establishments they know to be most accessible and actively try to avoid those they know will present barriers.

⁷By contrast, respondents reported fewer problems in banks; doctors' and medical offices; lawyers' and accountants' offices; terminal depots; museums, libraries, and galleries; parks and zoos; schools; day care centers, and other social service centers; gymnasiums, health spas, and other places of recreation; state or local government buildings; federal government buildings; and bus, rail, and other public transportation systems.

⁸We included barriers in hotel room bathrooms in the second Justice priority category as those are barriers to the basic use of the hotel guest room. Barriers we found in rest rooms elsewhere, such as in shopping malls or even the common lobby areas of hotels, were placed in the third Justice priority category, related to rest room access.

concluded that despite the relatively high level of accessibility of many of the establishments, important barriers remain.

Table 1: Important Remaining Barriers by Priority Category

Category	Barrier	Mean survey score ^a	Features observed that were not consistent with ADAAG
Entry	Heavy doors	3.28	58%
Access to goods and services	Lack of required number of assistive devices for the deaf in hotel rooms	3.90	91
	Inaccessible showers or tubs in hotel rooms	3.84	72
	Inaccessible toilets in hotel rooms	3.35	88
	Inaccessible sinks in hotel rooms	3.33	69
	Table legs or pedestals prohibiting full entry	3.30	64
	High service counters	3.20	82
	No raised numbers on elevator door jamb	3.14	64
Rest rooms	Room or stall too small	3.29	81
Other access	Pay phones without text telephones (TTYs or TDDs)	3.71	95
	Pay phones without amplification systems	3.50	84
	Pay phones not wheelchair-accessible	3.26	55
	Water fountains not wheelchair-accessible	3.05	60

^aOur survey asked persons with disabilities how often they found specific features to be a problem. A response of "seldom if ever" was given a score of 1, "sometimes," 2, "often," 3, "very often," 4, and "always or almost always," 5. Thus a higher score indicates more frequent encountering of the barrier.

The main barrier impeding entry into a facility (Justice's top priority category for barrier removal) was doors that were too heavy to open easily, making it difficult for a person with limited upper body strength to enter the facility.

Frequent barriers to reaching goods and services (the second Justice barrier-removal priority) included the following:

- Hotels lacked enough assistive devices for the deaf, which restricts the extent to which persons with hearing impairments can fully use the services and features of hotel accommodations, such as knowing that someone is knocking at their door or calling them on the phone, that a smoke or fire alarm is ringing, or that their alarm clock is ringing.
- Hotel room showers or bathtubs, toilets, and sinks were not accessible for wheelchairs, obstructing the ability of persons who use wheelchairs to use the rest room provided as part of normal hotel accommodations.
- Tables had legs or pedestals that got in the way of full entry under the table, which prevents persons who use wheelchairs from writing or eating at that table.
- Service counters were too high, which limits the extent to which persons who use wheelchairs can access services being offered.
- A lack of raised print or Braille floor numbering on the wall next to elevator doors makes it difficult for persons who are visually impaired to know when they have reached their desired floor.

Barriers related to rest room facilities, the third priority, included bathrooms or stalls that were too small, limiting the degree of privacy for some persons who use wheelchairs and preventing others from using the facilities altogether.

Other barriers included the following:

- Public telephones lacked text telephones (telecommunication devices for the deaf, TDDs, TTYS).⁹
- Public telephones lacked amplification systems for the hearing impaired.
- Public telephones were not wheelchair-accessible.
- Drinking fountains could not be reached from a wheelchair.

Other frequent barriers for which we had only one source of data (either through observation or survey) are shown in the complete results in appendixes II and III.

Many Not Familiar With the ADA

We found notable lack of awareness of ADA by owners and managers. Specifically, we found the following:

⁹Text telephones and amplification systems are auxiliary aids. They are required only if the facility customarily offers telephone service to its customers on more than an incidental convenience basis and providing them does not create an undue burden (significant difficulty or expense).

- Eighteen months after the passage of the law and during the month preceding its effective date, 31 percent of the owners and managers interviewed reported that they were not familiar with the ADA.
- Forty-seven percent of the owners and managers reported that they did not know they were expected to remove barriers before the effective date of January 26, 1992.

These figures may slightly overstate the degree of unfamiliarity with the law. That is, there may have been officials very familiar with the ADA in the business or government agency headquarters while the local level managers we spoke with were less knowledgeable.

However, these findings are consistent with the 1992 Gallup poll that found that respondents in 17 percent of businesses surveyed were not at all familiar with the ADA, 25 percent were familiar in name only, 44 percent were somewhat familiar, and 14 percent were very familiar with the ADA.¹⁰ Another survey conducted in early 1992 asked business representatives to rank their knowledge of ADA on a scale from 1 to 5.¹¹ Only 5 percent placed themselves in the top category. While 37 percent were in the second category, 43 percent rated themselves in the middle category.

A significantly smaller percentage of the owners and managers we interviewed in New England (54 percent) were familiar with ADA, compared to those in either the Southeast (73 percent) or Rocky Mountain area (76 percent). Further, we found significant differences in familiarity with the ADA across the owners and managers of different types of businesses and government facilities. Table 2 shows that owners and managers of shopping malls most often claimed to be familiar with the ADA while those at clothing stores made this claim the least.

¹⁰The Gallup Organization, Inc., Baseline Study to Determine Business' Attitudes, Awareness and Reaction to the Americans With Disabilities Act (Princeton, N.J.: February 1992).

¹¹Buck Consultants, Inc., ADA—The Americans With Disabilities Act (Secaucus, N.J.: April 1992).

Table 2: Owners and Managers Who Said They Were Familiar With the ADA

Type of establishment	Percent
Shopping mall	97
Hotel	84
Department store	71
Grocery store	68
Government office	68
Theater	59
Restaurant	54
Clothing store	29

For those who were familiar with the ADA, business associations and the media were the most frequent sources of information about the law. Only 8 percent reported receiving information directly from federal agencies.¹²

Barrier-Removal Efforts Beneficial But Not Always Well Informed

Twenty-nine percent of the businesses and government facilities we observed had removed barriers in the 18 months before the effective date of the law. (The Gallup poll found a similar degree of activity: 33 percent of the businesses they surveyed reported removing an architectural barrier.) Of those establishments we visited where the owner or manager reported recently removing a barrier, only 38 percent, or 11 percent of all businesses and government facilities visited, said they had done so because of the ADA.

Table 3 shows that grocery stores had most frequently removed architectural barriers before the implementation of the ADA, compared to clothing stores, in which no barriers had been removed.

¹²This may understate the involvement of federal agencies in providing information about the ADA. The owners and managers we spoke with may have been unaware that the information sources they used had received federal funding to provide information or had developed their materials from information provided by federal agencies. Federally funded resources for information about ADA are listed in appendix IV.

Table 3: Establishments That Removed an Architectural Barrier Before Implementation of the ADA

Type of establishment	Percent
Grocery store	41
Shopping mall	36
Theater	35
Hotel	34
Restaurant	22
Department store	21
Government office	21
Clothing store	0

The most frequently reported barrier-removal efforts were improvements to or installation of an accessible pathway, improved bathroom accessibility, and an increase in the number of accessible parking spaces or improvement to the signs on those spaces. In addition, two-thirds of those who removed architectural barriers reported no related burdens, compared to three-quarters who cited specific benefits, most often an increase in business or improved accessibility.

We found, however, past and planned barrier-removal efforts were not always well informed.

- Most (63 percent) of the barriers removed after the ADA was passed but before it went into effect did not result in features consistent with the ADAAG. For example, an owner reported widening doorways, yet we observed that the doorways were still too narrow.¹³
- Only one-quarter of owners and managers reported any specific plans for future barrier removal at their facility, yet no establishment was free of all barriers at the time of our visit.
- One-quarter of the planned changes were not necessary, since we judged those features to be already consistent with the ADAAG.

Conclusions

Together, these findings about the situation immediately before the effective date of the law suggest the need for continuing educational outreach and technical assistance for businesses and government agencies covered by the Americans With Disabilities Act. First, we found important barriers remaining. Second, we found many owners and managers were

¹³The facility thus lacked full accessibility according to the guidelines. Note, however, that lack of information on the standards is not the only possible interpretation. The facility may have done as much as necessary to comply with the law if the nature of the facility made it virtually impossible to comply fully with accessibility standards.

not fully aware of the existence of the ADA or their obligations under the law. They should have been making efforts to conform to the law by the time of our data collection efforts. Finally, we found that many of the barrier-removal efforts completed or being planned did not appear to be accompanied by adequate guidance.

Agency Comments

Responsible officials of the Department of Justice, the ATBCB, and organizations we had consulted in doing our work provided comments on a draft of this report. These officials generally agreed with our findings, and we have incorporated their comments where appropriate.

As we agreed with your office, unless you publicly announce the contents of this report earlier, we plan no further distribution of it until 30 days from its date of issue. We will then send copies to interested parties and to others upon request.

We are continuing our work in response to your request and will report again at the completion of our evaluation. If you have any questions or would like additional information, please call me at (202) 512-2900 or Robert L. York, Director of Program Evaluation in Human Services Areas at (202) 512-5885. Major contributors to this report are listed in appendix V.

Sincerely yours,



Eleanor Chelimsky
Assistant Comptroller General

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Abbreviations

ADA	Americans With Disabilities Act
ADAAG	ADA Accessibility Guidelines
ANSI	American National Standards Institute
ATBCB	Architectural and Transportation Barriers Compliance Board
UFAS	Uniform Facilities Accessibility Standards

Scope and Methodology

In designing our study, we focused on the extent to which businesses and government agencies met the accessibility standards outlined in the Americans With Disabilities Act, rather than on strict legal compliance. The possible burden of making changes in businesses was reflected in the law, which recognized that removing architectural barriers can be a cumbersome and expensive proposition. If removal of an architectural or communications barrier is not “readily achievable” (defined in the law as “easily accomplishable and able to be carried out without much difficulty or expense”), the law allows goods, services, and facilities to be made available through alternative methods that are readily achievable.¹ Government agencies must operate their programs and services so that when viewed in their entirety, they are readily accessible and usable by individuals with disabilities.² Further, barriers can be removed in stages in existing facilities, while different rules apply to newly constructed facilities.

The flexibility in the law regarding “readily achievable” standards and the alterations provisions allow a business to be in technical compliance with the ADA and yet not be accessible to persons with disabilities.³ Therefore, rather than try to determine compliance with the ADA, our study focused on the extent to which places of public service and public accommodation met the accessibility guidelines for buildings and facilities as outlined in the ADA regulations.

To answer our four study questions, we used three kinds of data. We made firsthand observations of accessibility in businesses and government agencies; we interviewed owners and managers of these establishments; and we asked persons with disabilities about their experiences in trying to access similar facilities.

Observational Assessment

Our method included identifying which types of establishments to visit, deciding the cities in which we should conduct our visits, and developing an accessibility checklist.

¹For example, a grocery store owner may argue that lowering all of the shelves so that a person who requires the use of a wheelchair can independently access all goods is not readily achievable and may instead make available an employee to assist the person.

²Our work, however, focused only on the physical accessibility of government facilities.

³Businesses are required to remove barriers if readily achievable. However, the Department of Justice recognizes the continuing obligation of barrier removal; that is, barrier-removal efforts can be phased in over several years. Nevertheless, a person with a disability may not be able to independently access the company's goods and services for a number of years.

**Types of Establishments
Observed**

The ADA applies to 12 broad categories of "places of public accommodation," with many specific types under each category.⁴ We were unable to assess examples of all types of public accommodations; therefore, we asked persons with disabilities to list the types of places in which they most often found barriers. For this purpose, we assembled discussion groups of persons with different types of disabilities in three cities. We also asked each person in these discussion groups to select the two types of establishments where they would like to see barriers removed first. We selected as those we would visit, the eight types of establishments most frequently mentioned (clothing stores, department stores, grocery stores, shopping malls, theaters, restaurants, hotels, and government buildings).⁵

Geographic Areas Visited

To identify the geographic areas in which to conduct our observations, we turned to research that has attempted to rate the stringency of existing state laws protecting persons with disabilities. To determine if there was a change in accessibility (the ultimate goal of our work), we wanted to obtain baseline data from those communities that were thought to have the most barriers before the implementation of the ADA. We found no research comparing the actual accessibility of various communities. Using state laws as a proxy is less than perfect, but we considered them the best indicator available. (The absence of state laws protecting persons with disabilities does not guarantee there will be barriers.)

We drew on a study that identified those states with the least protective laws against discrimination for persons with disabilities.⁶ The authors rated state laws on six dimensions: the population covered by employment

⁴The ADA includes many specific businesses in its definition of public accommodations: hotels, motels, inns, or places of lodging; restaurants, bars, or other establishments serving food or drink; movie theaters, concert halls, stadiums, or other places of exhibition or entertainment; auditoriums, convention centers, lecture halls, or other places of public gathering; bakeries, grocery stores, clothing stores, shopping centers, or other sales or rental establishments; banks, doctors' offices, lawyers' and accountants' offices, laundromats, dry cleaners, barber shops, beauty shops, travel services, shoe repair services, funeral parlors, gas stations, pharmacies, insurance offices, hospitals, or other service establishments; terminal, depot, or other station used for specified public transportation; museum, library, gallery, or other place of public display or collection; park, zoo, amusement park, or other place of recreation; school or other place of education; day care center, homeless shelter, food bank, adoption agency, or other social service center establishment; gymnasium, health spa, bowling alley, golf course, or other place of exercise or recreation.

⁵We also conducted observations in three airports, another frequently mentioned place of barriers to accessibility. We judged the three airports to be too small a set of observations to report separately, but we did include the airport observations in aggregate analyses.

⁶T.M. Holbrook and S.L. Percy, "Exploring Variations in State Laws Providing Protections for Persons With Disabilities," *Western Political Quarterly*, 45 (1992), pp. 291-320.

protection laws, the proportion of employers regulated by these laws, the comprehensiveness of the definition used to define disability, the proportion of buildings covered by architectural accessibility provisions, the extent of protections offered in public accommodations, and the extent of protections offered in housing. States received total scores ranging from 5.08 (most protective) to -9.61 (least protective).

We selected for our work the three GAO regions with the most low-scoring states, producing a list of 11 states. Five selected states had scores in the negative numbers, three were in the bottom half of the list but had positive scores, and three were at the bottom of the top half of states. We then selected one city to visit per state, using two criteria. First, we tried to identify older communities, because we expected barriers to be most prevalent there. Second, we selected cities that were large enough to have a number of businesses or government agencies of the types to be observed. From all these steps, our final sample included 11 cities in three different geographic areas: Southeast (Atlanta, Ga.; Tallahassee, Fla.; Birmingham, Ala.; and Memphis, Tenn.), Rocky Mountains (Denver, Colo.; Cheyenne, Wyo.; and Salt Lake City, Utah), and New England (Boston, Mass.; Portland, Me., Burlington, Vt., and Providence, R.I.).

Observation Checklist

To construct a data collection instrument to assess a facility's accessibility, we turned to a number of sources. First, we examined an instrument previously used in a similar assessment of federally funded public buildings.⁷ Second, we examined the prior federal standards for accessibility from the American National Standards Institute (ANSI), the Uniform Facilities Accessibility Standards (UFAS), and the ADA Accessibility Guidelines.⁸ The ADAAG sets guidelines for accessibility in new construction and alteration of covered businesses and government agencies. These guidelines therefore focus mostly on aspects of a facility that could present physical or communication barriers. We also reviewed accessibility checklists developed by private consulting firms. Our accessibility checklist is reproduced in appendix II.

⁷U.S. General Accounting Office, *Further Action Needed to Make All Public Buildings Accessible to the Physically Handicapped*, GAO/FPCD-75-166 (Washington, D.C.: July 1975).

⁸The UFAS standards are based on minimum guidelines developed by the ATBCB and were the first guidelines adopted, in consultation with the Secretary of Health and Human Services, by all four standard-setting agencies (General Services Administration, Housing and Urban Development, Postal Service, and Department of Defense) under the Architectural Barriers Act of 1968 (P.L. 90-480).

Local Sampling and Site Visit Procedures

We identified the universe of entities to be sampled from the yellow pages and government sections of the local telephone books in each of the 11 cities. We focused our work only on those businesses for which title III had provided civil penalties in the first 6 months after January 26, 1992; that is, businesses with more than 25 employees or gross receipts in excess of \$1 million. We believed that most such businesses would be listed in the directories, and we had no reason to believe that any systematic bias would be introduced by the exclusion of those not so listed. We randomly selected four examples of each type of establishment and completed as many of these visits as was possible in our 1-month observation period. In the case of some businesses (such as grocery stores, hotels, clothing stores, and restaurants), we arranged our selection method to ensure that we visited examples of both national chains and local or regional outlets, which we expected to differ in the amount of resources available to devote to learning about and responding to the requirements of the ADA.

We contacted the managers or owners of all selected establishments, described the purpose of our visit (and promised confidentiality), and scheduled an appointment for the visit. (In the initial contact, we made sure the business was large enough to meet our eligibility requirements.) Participation was voluntary, but the refusal rate was low. We have no reason to suspect a bias stemming from differences between those who allowed our visit and those who did not.

Interviews of Owners and Managers

At the same time we observed a facility, we also interviewed the manager or owner about his or her knowledge about the ADA, the nature and costs of barrier-removal efforts that the facility had recently made, the burdens and benefits resulting from the removal of architectural barriers, plans for further barrier removal, and any assistance provided to the public in areas that are not fully accessible.⁹ Including the interview, our site visits lasted from 1 to 3 hours.

We completed a total of 231 observational assessments and interviews in January 1992.¹⁰ Table I.1 describes three categories of characteristics of the 231 facilities.

⁹We present no findings on the costs of barrier removal because few of those interviewed were able to report the actual costs of completed barrier-removal efforts.

¹⁰We are extremely grateful to all the owners and managers who assisted with the observations and interviews, not only giving of their time, but also opening their establishments to us.

Table I.1: Characteristics of Establishments Observed

Category	Characteristic	Number
Type of facility	Restaurant	37
	Shopping mall	36
	Grocery store	35
	State and local government office	34
	Hotel	33
	Clothing store	21
	Theater	18
	Department store	14
	Airport	3
	Nature of establishment	National chain
Local or regional		153
Unknown		7
City	Atlanta, Ga.	15
	Tallahassee, Fla.	23
	Birmingham, Ala.	25
	Memphis, Tenn.	28
	Denver, Colo.	24
	Cheyenne, Wyo.	25
	Salt Lake City, Utah	27
	Boston, Mass.	16
	Portland, Me.	20
	Burlington, Vt.	17
Providence, R.I.	11	

Survey of Persons With Disabilities

Our survey, presented in appendix III, asked about both potential barriers that are observable and those that are not. Thus we drew many survey items from barriers we looked for in our observations, but we also included a number of items that persons with disabilities had mentioned to us as creating barriers, especially those that are not readily observable. For example, we asked respondents if they had ever been refused service (such as a blind person with a guide dog being refused entry to a restaurant).

In deciding which individuals to survey, we focused our attention on persons most likely to encounter the variety of barriers commonly found in places of public service and public accommodation. The majority of these barriers are architectural; thus, we focused on persons with such

disabilities as spinal cord injury, multiple sclerosis, cerebral palsy, blindness, low vision, deafness, and hearing impairments. While this list certainly does not include all types of disabilities, it covers many of the larger groups of persons with disabilities who encounter barriers to access.¹¹

We could find no comprehensive listing of persons with disabilities to use in drawing a sample for our survey; as a substitute we used national organizations' mailing lists. In early January 1992, we mailed surveys to 2,262 individuals with disabilities, randomly selected from the membership and mailing lists of relevant disability-specific organizations.¹² Most of the organizations had agreements of confidentiality with their members and therefore could not provide us with the names and addresses of those selected. However, each agreed to randomly select names, to make copies of mailing labels, and to keep a record of these names (since we needed to follow up with individuals if they did not respond and we also planned two later surveys of these same individuals). For those organizations that could not release the names, we provided pre-stuffed, sealed, and stamped envelopes containing the surveys, and they applied the mailing labels. We followed the same procedures for those organizations that allowed us to conduct the mailing directly.¹³ Where necessary, we sent a follow-up mailing 3 weeks after the first mailing and a follow-up postcard 2 weeks after the second. We recorded a reading of the text of the survey on audio tape and sent a cassette in addition to the printed survey to individuals contacted through the American Council for the Blind.¹⁴

By coding each survey to indicate the organization through which an individual was selected, we could track responses and also be confident that the mailings were completed. We could not, however, ensure that the names were selected randomly.

¹¹Assistant Secretary for Planning and Evaluation, Department of Health and Human Services, Task I: Population Profiles of Disability (Washington, D.C.: October 1989). M.P. LaPlante, Data on Disability from the National Health Interview Survey, 1983-1985, An Info Use Report (Washington, D.C.: National Institute on Disability and Rehabilitation Research, 1988).

¹²We selected individuals from the following organizations (the number of individuals selected follows in parentheses): Paralyzed Veterans of America (200), American Paralysis Association (200), National Spinal Cord Injury Association (200), National Multiple Sclerosis Society (400), United Cerebral Palsy Associations (471), American Council for the Blind (300), National Association of the Deaf (200), National Fraternal Society for the Deaf (91), and Deafpride (200).

¹³We are extremely grateful for the cooperation we received from all of the organizations that assisted with this cumbersome data collection task. We are also indebted to the individuals with disabilities who completed our survey.

¹⁴All individuals were invited to respond to the survey by audiotape, in Braille, or by writing on separate pages if necessary.

We received 1,596 responses, for a response rate of 71 percent. However, 403 of these were not valid for several reasons: the individual did not have a disability, had moved and could not be located, was unable to complete the survey (either because of age or the severity of disability), was housebound and therefore did not use public services or accommodations, was deceased, or responded indicating a lack of interest in participating. Subtracting those numbers from the original sample, we recalculated the response rate to be 64 percent. The number of responses for each membership organization is presented in table I.2 and the characteristics of the 1,193 respondents with valid surveys are listed in table I.3.

**Table I.2: Number of Responses
Across Membership Organizations**

Organization	Number of valid responses	Percent of adjusted possible sample
National Spinal Cord Injury Association	150	84
American Paralysis Association	136	74
Paralyzed Veterans of America	135	77
United Cerebral Palsy Associations	254	57
National Multiple Sclerosis Society	174	62
American Council for the Blind	122	61
National Association of the Deaf	112	86
National Fraternal Society for the Deaf	65	84
Deafpride	45	24

**Table I.3: Characteristics of Persons
With Disabilities Surveyed**

Category	Characteristic	Percent
Employment status	Not employed	56
	Employed part-time	14
	Employed full-time	29
Gender	Male	57
	Female	43
Age	Under 20	1
	From 20 to under 30	12
	From 30 to under 40	23
	From 40 to under 50	27
	From 50 to under 60	18
	Over 60	19

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All response frequencies are reported in percentages. These were rounded to the nearest whole number; thus, total percentages for individual questions may be greater than 100 percent.

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Survey Form 1: PARKING

Facility Name _____

Total Parking in lot	Required Minimum Number of Accessible Spaces
1 to 25	1
26 to 50	2
51 to 75	3
76 to 100	4
101 to 150	5
151 to 200	6
201 to 300	7
301 to 400	8
401 to 500	9
501 to 1000	2 percent of total
1001 and over	20 plus 1 for each 100 over 1000

1. Are the required number of designated parking spaces provided? (Note: The total number of designated parking spaces may be distributed among parking lots if greater accessibility is achieved.) Yes 36 No 64 N 193

2. Are accessible parking spaces the closest spaces to the building's accessible entrance? Yes 74 No 26 N 179

3. Are accessible parking spaces at least 96 inches wide with a demarcated adjacent access aisle of 60 inches? (Two spaces may share a common aisle.) Yes 19 No 81 N 182

4. Does the access aisle connect directly to the accessible route? Yes 88 No 12 N 117

5. Are the spaces and aisles level with no slope greater than 1:50? (This means a curb ramp cannot project into the access aisle.) Yes 71 No 29 N 175

6. Are 1 out of 8 spaces, but not less than 1, designated as "van accessible"? Yes 1 No 100 N 187

7. If the parking space is designated as a van space, is the adjacent aisle at least 96 inches wide? Yes 25 No 75 N 3

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8. Do parking spaces designated as van spaces have a vertical clearance of at least 132 inches? Yes _____ No _____ N 0
9. Does each accessible parking space have a vertical sign that is unobscured by a parked vehicle and shows the universal symbol of accessibility? Yes 30 No 70 N 181
10. Are the required number of fully accessible parking spaces provided? (Note: The total number of accessible parking spaces may be distributed among parking lots if greater accessibility is achieved.) Yes 8 No 92 N 190

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Survey Form 2: PATHWAYS (GETTING INTO THE FACILITY)

Facility Name _____

1. Is there an accessible route free of steps from accessible parking and passenger loading zones? Yes 94 No 7 N 216
2. Is there an accessible route free of steps from public streets and sidewalks? Yes 90 No 10 N 203
3. If the accessible route is not the only entrance into the facility, is there a sign indicating the location of the accessible route? Yes 36 No 64 N 86

Design of Route:

4. Is the accessible pathway at least 36 inches wide? (Pathways may have occasional instances of 32 inches wide) Yes 99 No 1 N 224
5. If the pathway is less than 60 inches wide, are there passing spaces at least 60 inches wide and 60 inches long at reasonable intervals not exceeding 200 feet? Yes 90 No 10 N 52
6. Are there 5 foot square level landings placed every 30 feet of ramped entrance? Yes 65 No 35 N 34
7. Is there a level landing at the top and bottom of each run? Yes 88 No 12 N 67
8. Is each landing at least as wide as the ramp and 60 by 60 inches? Yes 79 No 22 N 65
9. Where the ramp changes direction, is the landing at least 60 by 60 inches? Yes 57 No 43 N 21
10. If a ramp or landing has a drop off, does it have a 2 inch curb, a wall, railings or projecting surfaces which prevent people from falling off? Yes 46 No 54 N 57
11. Are ramps designed so that water will not accumulate on walking surfaces? Yes 95 No 5 N 74
12. Is there at least 80 inches clear head room along the pathway? Yes 99 No 1 N 219

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13. If head room is less than 80 inches in a space next to an accessible pathway, is there a cane detectable barrier within 27 inches of the ground? Yes 50 No 50 N 2
14. If objects mounted to the wall have bottom edges between 27 and 80 inches from the floor, do they project less than 4 inches into the pathway? (Wall mounted objects with bottom edges below 27 inches may project any amount so long as they do not reduce the required clear width of an accessible route of travel.) Yes 69 No 31 N 35
15. If an object mounted on a post (such as a sign or a telephone) has a bottom edge between 27 and 80 inches from the ground, does the object project less than 12 inches into the path of travel? Yes 54 No 46 N 37
16. Is the accessible pathway at least 36 inches wide alongside the protruding object? Yes 94 No 6 N 54
- Handrails:**
17. If the ramp rises more than 6 inches or is longer than 72 inches, does it have a handrail on each side? Yes 46 No 54 N 54
18. On dogleg or switchback ramps, is the inside handrail continuous? Yes 77 No 23 N 13
19. Is the gripping surface of the handrail continuous? Yes 81 No 20 N 41
20. Are handrails fixed so that they do not rotate within their fittings? Yes 98 No 2 N 41
21. At ends of handrails, is there at least 12 inches of level handrail beyond the top and bottom of the ramp segment? Yes 23 No 78 N 40
22. Are the ends of handrails rounded or returned smoothly to the floor, wall, or post? Yes 60 No 41 N 42
23. Is the diameter of the handrail between 1-1/4 inches and 1-1/2 inches of does the shape provide an equivalent gripping surface? Yes 37 No 63 N 41

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24. At wall mounted handrails, is there exactly 1-1/2 inches between the handrail and the wall?	Yes <u>6</u> No <u>94</u> N <u>16</u>
Surface:	
25. Are accessible pathway surfaces stable, firm and slip-resistant?	Yes <u>96</u> No <u>4</u> N <u>224</u>
Slope of Route:	
26. Is the slope of the accessible pathway no greater than 1:20?	Yes <u>83</u> No <u>17</u> N <u>209</u>
27. If there is a cross slope of accessible pathway, is it not easily detectible?	Yes <u>63</u> No <u>37</u> N <u>102</u>
28. Are changes in level between 1/4 and 1/2 inch beveled?	Yes <u>72</u> No <u>28</u> N <u>128</u>
29. Are changes in level greater than 1/2 inch ramped?	Yes <u>73</u> No <u>27</u> N <u>109</u>
Curb Ramps:	
30. Is there a curb ramp wherever an accessible pathway meets a curb?	Yes <u>91</u> No <u>9</u> N <u>160</u>
31. Are curb ramps located or protected so that they will not be obstructed by parked vehicles?	Yes <u>76</u> No <u>24</u> N <u>156</u>
32. Are curb ramps at crosswalks wholly contained within the crosswalk lines, except for the flared sides?	Yes <u>62</u> No <u>38</u> N <u>45</u>
33. Is the slope of the curb ramp 1:12 or less?	Yes <u>61</u> No <u>39</u> N <u>154</u>
34. Is the transition from the curb ramp to the walkway, road or gutter flush and free of abrupt changes?	Yes <u>77</u> No <u>23</u> N <u>156</u>
35. Is the width of the curb ramp, not including the flared sides, at least 36 inches?	Yes <u>97</u> No <u>3</u> N <u>156</u>
36. Do the flared sides of the curb ramp have a slope of 1:10 or less?	Yes <u>37</u> No <u>63</u> N <u>126</u>

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37. Are there detectable warnings at curb cuts entering hazardous vehicular areas?

Yes 2 No 98 N 154

38. Do detectable warnings consist of raised domes with a diameter of nominal 0.9, a height of nominal 0.2, and a center to center spacing of nominal 2.35?

Yes 0 No 100 N 3

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Survey Form 3: STAIRS

Facility Name _____

1. In any one flight do all the steps have uniform riser height and tread width? Yes 94 No 6 N 105
2. Are the risers closed? Yes 88 No 12 N 106
3. Are the treads a minimum of 11 inches measured from nosing to nosing? Yes 85 No 15 N 106
4. If the nosings do project, are the undersides beveled to prevent someone from tripping? Yes 58 No 42 N 52
5. Do the nosings project no more than 1-1/2 inches? Yes 91 No 9 N 56
6. Are outdoor stairs designed so that water does not accumulate on walking surfaces? Yes 72 No 28 N 46
7. Do stairways have continuous handrails at both sides of all steps? Yes 61 No 39 N 107
8. On dogleg or switchback stairs, is the inside handrail continuous? Yes 60 No 40 N 62
9. At ends of handrails, is there at least 12 inches of level handrail beyond the top riser? Yes 23 No 77 N 106
10. At ends of handrails, is there at least one tread width of sloping handrail beyond the bottom riser plus at least 12 inches of level handrail? Yes 8 No 92 N 105
11. At wall mounted handrails, is there exactly 1-1/2 inches between the handrail and the wall? Yes 27 No 73 N 67
12. Is the gripping surface uninterrupted by newel posts or other obstructions? Yes 78 No 22 N 105
13. Are the ends of handrails rounded or returned smoothly to the floor, wall or post? Yes 56 No 44 N 106
14. Are handrails fixed so that they do not rotate within their fittings? Yes 98 No 2 N 106

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15. Is the diameter of the handrail between 1-1/4 inches and 1-1/2 inches or provide an equivalent gripping surface? Yes 39 No 62 N 104
16. If there is an accessible alternative pathway (such as a ramp or stairs), is its location indicated with a sign? Yes 13 No 87 N 68

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Survey Form 4: LIFTS

Facility Name _____

1. Can the platform lift be used without assistance? Yes 0 No 100 N 2
2. Is there at least a 30 x 48 inch clear space positioned for a person in a wheelchair to reach the controls and enter the lift? Yes 100 No 0 N 2
3. Is the lift platform at least 30 x 48 inches? Yes 50 No 50 N 2
4. If the clear space allows for a forward reach, is the height of the lift control 48 inches or less -OR- if the clear space allows for a side reach, is the height of the lift control 54 inches or less? Yes 100 No 0 N 1
5. Are the controls operable with one hand? Yes 100 No 0 N 1
6. Are they operable without tight grasping, pinching, or twisting of the wrist? Yes 100 No 0 N 1
7. Is the surface on the lift and on the accessible route of travel to which it connects stable, firm and slip-resistant? Yes 50 No 50 N 2
8. If there is a change in level of between 1/4 inch and 1/2 inch, is the edge beveled with a slope of 1:2 or less? Yes 100 No 0 N 1

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Survey Form 5: ENTRANCES, DOORS AND GATES

Facility Name _____

Design:

1. If a revolving door or turnstile is used on an accessible route, is an accessible door or gate provided to facilitate the same use pattern? Yes 71 No 29 N 7
2. Does the doorway (or at least one active leaf) provide a 32 inch clear opening width? Yes 86 No 14 N 214
3. If the door is not automatic or power assisted, does it have maneuvering space relative to the direction of approach as shown in Figure 25? Yes 92 No 8 N 172
4. Is the floor level and clear within the required maneuvering space? Yes 94 No 6 N 209

Vestibules:

5. If there are two doors in series, is the clear space between the walls at either end of the vestibule at least 48 inches plus the width of the door -OR- or the doors in the series swing in either the same direction or away from the space between them? Yes 86 No 15 N 110

Thresholds:

6. If there is a raised threshold, is it beveled at 1:2 or less? Yes 82 No 18 N 182
7. Is the threshold no higher than 1/2 inch? (Exception: An exterior sliding door can have a 3/4 inch threshold.) Yes 81 No 19 N 184

Hardware:

8. Are all handles, locks, and latches operable with one hand? Yes 94 No 6 N 176
9. Are they operable without tight pinching, tight grasping or twisting of the wrist? Yes 55 No 45 N 176
10. Is the hardware mounted no higher than 48 inches above floor level? Yes 97 No 3 N 174

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11. If there are sliding doors, is the operating hardware exposed and usable from both sides when the doors are fully open? **Yes 83 No 17 N 6**

Opening and Closing:

12. Do doors open with little force? **Yes 42 No 58 N 186**
13. If the door has a closer, does it take at least three seconds to move from 70 degrees open to a point 3 inches from the latch? **Yes 69 No 31 N 165**

Surface:

14. Are doors to hazardous areas identifiable to the touch by a textured surface on the door handle, knob, pull, or other operating hardware? **Yes 13 No 87 N 23**
15. Is this texturing not used on any doors other than those that lead to hazardous areas? **Yes 100 No 0 N 4**

Entrances:

16. Is the accessible entrance to the building not a service entrance unless the only entrance to the building is a service entrance? **Yes 98 No 2 N 212**
17. Within the boundaries of the site, is the accessible entrance connected by an accessible route to existing public transportation stops, accessible parking and passenger loading zones, and to public streets or sidewalks? **Yes 88 No 12 N 206**
18. Is the accessible entrance connected by an accessible route to all accessible elements or spaces within the building or facility? **Yes 87 No 14 N 208**

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Survey Form 6: BUILDING INTERIORS (LOBBIES, CORRIDORS, ROOMS AND SPACES)

Facility Name _____

Egress:

1. Is the means of egress accessible? Yes 83 No 18 N 212
2. If only one means of egress in a multi-story building is accessible, are safe areas of refuge provided on each floor? Yes 74 No 26 N 53

Design:

3. Is the accessible route at least 36 inches wide except at doorways? Yes 92 No 8 N 210
4. Are doorways at least 32 inches in clear opening width? Yes 89 No 12 N 200
5. Where the accessible route makes a U-turn around an obstacle which is less than 48 inches wide, does the pathway width increase to at least 42 inches on the approach and 48 inches in the turn? (Figure 7) Yes 75 No 26 N 51
6. If the accessible route is less than 60 inches wide, are there passing spaces at least 60 inches wide and 60 inches long within reasonable intervals not exceeding 200 feet? Yes 75 No 25 N 61
7. If objects mounted to the wall have bottom edges between 27 and 80 inches from the floor, do they project less than 4 inches into the space? Yes 41 No 59 N 81
8. Do free standing objects mounted on posts with bottom edges between 27 and 80 inches high project less than 12 inches into the route of travel? Yes 56 No 44 N 72
9. Is there an accessible path of at least 36 inches clear alongside the protruding object? Yes 86 No 14 N 97
10. Is there at least 80 inches clear head room? Yes 98 No 2 N 206

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11. If there is not at least 80 inches of clear head room, is the barrier within 27 inches of the ground so that it is cane-detectable? Yes 54 No 46 N 41
 12. Are changes of level greater than 1/2 inch treated with a ramp? Yes 89 No 11 N 65
 13. Is the slope of the route no greater than 1:20 except at ramps? Yes 96 No 4 N 169
 14. If there is a cross slope, is it not obvious? Yes 91 No 9 N 33
 15. Are the floors in all accessible areas and routes stable, firm, and slip-resistant? Yes 84 No 16 N 202
 16. If carpet or carpet tile is used on the floor, is it securely attached? Yes 94 No 6 N 128
 17. Is it a level, low pile type of carpet with a firm pad or no pad at all underneath it? Yes 100 No 0 N 127
- Signage:
18. On room signs, do the letters and numbers have a width to height ratio between 3:5 and 1:1? Yes 86 No 14 N 128
 19. Does the color of the characters and symbols contrast with the color of the background? Yes 86 No 14 N 132
 20. Do signs providing permanent identification of rooms and spaces have raised letters? Yes 15 No 85 N 124
 21. Are the characters and symbols on signs raised 1/32 inch? Yes 20 No 80 N 69
 22. Are they mounted on the wall at the latch side of the door between 54 and 66 inches above the floor? Yes 11 No 89 N 108
 23. Are the raised characters or symbols between 5/8 inch and 2 inches tall? Yes 53 No 47 N 49

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Seating, Tables and Work Surfaces:

24. Do these seating spaces which are provided for people in wheelchairs have a 30 x 48 inch clear space which overlaps an accessible route? Yes 90 No 11 N 86
25. Is no more than 19 inches of the 30 x 48 inch clear space measured under the table? (Figure 45) Yes 93 No 7 N 74
26. Is the knee space at least 27 inches high, 30 inches wide, and 19 inches deep? (Figure 45)? Yes 36 No 64 N 77
27. Is the top of the table or work surface between 28 and 34 inches from the floor? Yes 95 No 5 N 75
28. Are the aisles between tables at least 36 inches wide? Yes 88 No 12 N 66
29. Do 5% (but not less than one) of the built-in or fixed seating tables and work surfaces meet the above requirements? Yes 42 No 59 N 65

Controls:

30. Are light switches, thermostatic controls, electrical receptacles and similar devices between 15 and 54 inches from the floor when the clear floor space allows a parallel approach -OR- are they between 15 and 48 inches when the clear floor space allows only a forward approach? Yes 62 No 38 N 29

Interior Ramps:

31. Are there 5 foot square level landings placed every 30 feet of ramped entrance? Yes 50 No 50 N 8
32. Is there a level landing at the top and bottom of each run? Yes 100 No 0 N 13
33. Is each landing at least as wide as the ramp and 60 by 60 inches? Yes 77 No 23 N 13
34. Where the ramp changes direction, is the landing at least 60 by 60 inches? Yes 60 No 40 N 5

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35. If a ramp or landing has a drop off, does it have a 2 inch curb, a wall, railings or projecting surfaces which prevent people from falling off? Yes 100 No 0 N 3

Handrails:

36. If the ramp rises more than 6 inches or is longer than 72 inches, does it have a handrail on each side? Yes 54 No 46 N 13

37. On dogleg or switchback ramps, is the inside handrail continuous? Yes 100 No 0 N 2

38. Is the gripping surface of the handrail continuous? Yes 80 No 20 N 10

39. Are handrails fixed so that they do not rotate within their fittings? Yes 80 No 20 N 10

40. Is the top of the handrail between 30 and 34 inches above their fittings? Yes 30 No 70 N 10

41. At ends of handrails, is there at least 12 inches of level handrail beyond the top and bottom of the ramp segment? Yes 11 No 89 N 9

42. Are the ends of handrails rounded or returned smoothly to the floor, wall, or post? Yes 67 No 33 N 9

43. Is the diameter of the handrail between 1-1/4 inches and 1-1/2 inches and does the shape provide an equivalent gripping surface? Yes 44 No 56 N 9

44. At wall mounted handrails, is there exactly 1-1/2 inches between the handrail and the wall? Yes 25 No 75 N 8

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Survey Form 7: ELEVATORS

Facility Name _____

Hallway Call Buttons:

1. Are the hallway call buttons centered at 42 inches above the floor? Yes 45 No 54 N 73
2. Are the call buttons at least 3/4 inches in the smallest dimension? Yes 100 No 0 N 74
3. Do they have visual signals to indicate when each call is registered and answered? Yes 92 No 8 N 74
4. Is the button designating the up direction above the down button? Yes 98 No 2 N 58
5. If there is an object below the buttons, does it project no more than 4 inches into the elevator lobby? Yes 48 No 52 N 21
6. Is there a visible and audible signal at each hoistway entrance to indicate which car is answering a call? Yes 54 No 46 N 61
7. Do audible signals sound once for up and twice for down, or do they have verbal annunciators that say "up" or "down"? Yes 48 No 52 N 54
8. Are the visual signals mounted at least 72 inches above the floor? Yes 82 No 18 N 56
9. Are they at least 2-1/2 inches in the smallest dimension? Yes 54 No 46 N 52

Door Jamb and Threshold:

10. Does each elevator hoistway entrance have a raised and Braille floor designation on each door jamb centered 60 inches from the floor? Yes 37 No 64 N 74
11. Are the numbers 2 inches in height? Yes 69 No 31 N 51
12. Do the numbers on the floor designation sign have a width-to-height ratio between 3:5 and 1:1? Yes 58 No 42 N 48
13. Does the color of the numbers contrast with the color of the background? Yes 78 No 22 N 51

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14. Are the numbers raised at least 1/32 of an inch? Yes 76 No 24 N 54

Doors:

15. Do the elevator doors open and close automatically? Yes 100 No 0 N 74

16. Do they re-open automatically without contact if they become obstructed? Yes 74 No 26 N 74

17. Is the time from when the elevator's arrival is signaled until the doors begin to close at least 5 seconds? Yes 89 No 11 N 66

18. Do the elevators doors remain fully open for a minimum of 3 seconds? Yes 96 No 4 N 74

Elevator Floor:

19. Does the floor area of the car allow maneuvering room for wheelchair users to enter the car, reach the controls, and exit? (Figure 22) Yes 81 No 19 N 73

20. Are the floors in and adjacent to the elevator stable, firm, and slip-resistant? Yes 95 No 5 N 74

Elevator Control Panels:

21. Are the control buttons at least 3/4 inches in their smallest dimensions? Yes 100 No 0 N 73

22. Are the controls designated by raised characters or symbols at least 1/32 of an inch high placed immediately to the left of the buttons? Yes 61 No 39 N 74

23. Do the signs have a width-height ratio between 3:5 and 1:1? Yes 81 No 19 N 64

24. Does the color of the numbers contrast with the color of the background? Yes 90 No 10 N 71

25. Is the button for the main entry floor designated by a raised star? Yes 40 No 60 N 72

26. Do the floor buttons have visual indications to show when each call is registered? Yes 93 No 7 N 74

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27. Are the emergency buttons grouped at the bottom of the panel with centerlines no less than 35 inches above the floor? Yes 61 No 39 N 74
28. Are the controls located on the front wall if center doors -OR- front or side wall next to the door if side-opening doors? Yes 99 No 1 N 74
29. Are the controls placed so that no control is mounted higher than 48 inches from the floor? Yes 64 No 37 N 74
30. Is there a visual car position indicator above the car control panel or over the door to indicate the floor level? Yes 84 No 16 N 74
31. Do the numerals illuminate and does an audible signal sound as the car passes or stops at a floor? Yes 53 No 47 N 64
32. Are the numerals at least 1/2 inch high? Yes 98 No 2 N 62
- Emergency Communications:**
33. Is there an emergency two-way communication system between the elevator and a point outside the hoistway? Yes 75 No 25 N 73
34. Is the communication system identified by a raised symbol or lettering? Yes 53 No 47 N 62
35. Is the highest operable part of a two-way communication system 48 inches above the floor or less? Yes 89 No 12 N 61
36. If the system uses a handset, is the length of the cord from the panel to the handset at least 29 inches? Yes 78 No 22 N 51
37. If the system is in a closed compartment, is the hardware on the compartment door operable with one hand, and does its operation not require tight grasping, pinching, or twisting of the wrist? Yes 30 No 70 N 57
38. Is the emergency intercommunication usable without voice communication? Yes 30 No 70 N 57

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Survey Form 8: TOILET ROOMS

Facility Name _____

1. Are the toilet rooms located on an accessible route? Yes 89 No 11 N 183
2. Is there an unobstructed turning space (a 60 inch diameter circle or T-shaped space) in the toilet room? Yes 74 No 26 N 182
3. If not the only toilet room, is the location of the accessible toilet room indicated with a sign? Yes 51 No 49 N 61

Doors to Toilet Room:

3. Does no door swing into a required clear floor space at an accessible fixture? Yes 85 No 15 N 175
4. Does the doorway (or at least one active leaf) provide a 32 inch clear opening width? Yes 70 No 30 N 182
5. If the door is not automatic or power assisted, does it have maneuvering space relative to the direction of approach as shown in Figure 25? Yes 68 No 33 N 169
6. Is the floor level and clear within the required maneuvering space? Yes 98 No 2 N 180
7. If there are two doors in series, is the clear space between the walls at either end of the vestibule at least 48 inches plus the width of the door -OR- do the doors in the series swing in either the same direction or away from the space between them? Yes 68 No 32 N 34
8. If there is a raised threshold, is it beveled at 1:2 or less? Yes 73 No 27 N 63
9. Is the threshold no higher than 1/2 inch? (Exception: An exterior sliding door can have a 3/4 inch threshold.) Yes 84 No 16 N 63
10. Are all handles, locks, and latches operable with one hand? Yes 93 No 7 N 173
11. Are they operable without tight pinching, tight grasping or twisting of the wrist? Yes 42 No 58 N 173

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12. Is the hardware mounted no higher than 48 inches above floor level? Yes 98 No 2 N 171
13. Do doors open with little force? Yes 57 No 43 N 175
14. If the door has a closer, does it take at least three seconds to move from 70 degrees open to a point 3 inches from the latch? Yes 48 No 52 N 130

Accessible Toilets:

15. Is the centerline of the toilet 18 inches from a wall or partition which is prepared for the installation of a grab bar? Yes 38 No 63 N 176
16. Is the top of the toilet seat between 17 and 19 inches from the floor? Yes 40 No 60 N 178
17. Is the seat a type that does not automatically spring back to an open position? Yes 98 No 2 N 173
18. Are the grab bars mounted horizontally between 33 and 36 inches above the floor? Yes 45 No 55 N 181
19. Is the diameter of the grab bar between 1-1/4 inch and 1-1/2 inch or does the shape provide an equivalent surface? Yes 92 No 8 N 144
20. Is the space between the grab bar and the wall exactly 1-1/2 inches? Yes 44 No 56 N 143
21. Are the grab bars secured so that they do not rotate within their fittings? Yes 93 No 7 N 144
22. Is the grab bar and the wall adjacent to it free of any sharp or abrasive elements? Yes 85 No 15 N 143
23. Are the grab bars mounted on the wide side of the toilet area? Yes 65 No 35 N 97
24. Are flush controls automatic or operable with one hand without excessive force? Yes 97 No 3 N 180
25. Are the flush controls operable without tight grasping, pinching or twisting of the wrist? Yes 99 No 1 N 180
26. Are the flush controls operable without much pressure? Yes 97 No 3 N 176
27. Is the paper dispenser mounted no more than 36 inches from the back wall and at least 19 inches from the floor? Yes 78 No 22 N 175

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28. Does the paper dispenser not obstruct use of the grab bar? Yes 79 No 21 N 139

29. Does the dispenser allow continuous paper delivery? Yes 97 No 4 N 172

Toilet Rooms:

30. If the toilet is approached from the front is there a clear floor space at least 48 inches wide by 66 inches long -OR- if the toilet is approached from the side is there a clear floor space at least 60 inches wide by 56 inches long (Figure 28)? Yes 58 No 42 N 43

31. If the toilet is not located in a stall, is the back grab bar at least 36 inches long with one end mounted at least 12 inches from the centerline of the toilet -AND- a side bar at least 42 inches long with the front end 54 inches from the back wall? (Fig. 29) Yes 7 No 94 N 31

Doors to Toilet Stalls:

32. Does no door swing into a required clear floor space at an accessible fixture? Yes 76 No 24 N 134

33. When the stall door is open 90 degrees, is there a clear opening of at least 32 inches measured between the face of the door and the edge of the partition on the latch side? Yes 52 No 48 N 137

34. Are all handles, locks, and latches operable with one hand? Yes 93 No 7 N 133

35. Are they operable without tight pinching, tight grasping or twisting of the wrist? Yes 55 No 46 N 132

36. Is the hardware mounted no higher than 48 inches above floor level? Yes 99 No 1 N 132

37. Do doors open with little force? Yes 100 No 0 N 134

Accessible Toilet Stalls:

38. Does the size and arrangement of the accessible toilet stalls comply with the standard stall shown in Figure 30(a)? (Arrangements may be reversed.) Yes 10 No 90 N 138

39. Is the stall at least 60 inches wide? Yes 14 No 86 N 137

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40. If the toilet is wall mounted, is the stall at least 56 inches deep -OR- if the toilet is a floor mounted model, is the stall at least 59 inches deep? Yes 73 No 27 N 134
41. Is the stall door located at the "open" side of the toilet? Yes 55 No 46 N 88
42. If the stall is less than 60 inches deep, does the front partition and at least one side partition have toe clearances of at least 9 inches above the floor? Yes 85 No 15 N 60
43. If the stall door swings into the stall, is there at least 36 inches additional depth in the stall? (Figure 30 (a-1)) Yes 29 No 71 N 34
44. If the stall door swings out and the approach is from the latch side, is the aisle approaching the stall at least 42 inch wide -OR- if the stall door swings out and the approach is from the hinge side, is the aisle approaching the stall at least 48 inch wide? Yes 81 No 19 N 98
45. If the stall door opens out at the end of an aisle, is there at least 18 inches of maneuvering space at the latch side of the stall door? Yes 65 No 36 N 93
46. If the toilet has a tank, is the back grab bar at least 36 inches long with one end mounted at least 12 inches from the centerline of the toilet -AND- a side bar at least 42 inches long with the front end 54 inches from the back wall? (Fig. 29) Yes 3 No 97 N 30
47. If the toilet does not have a tank, are the grab bars placed as shown in Figure 30a, a-1, c or d? Yes 18 No 82 N 93
- Urinals:
48. Does the urinal have an elongated rim no more than 17 inches above the floor? Yes 16 No 85 N 116
49. Is there a clear floor space 30 by 48 inches which allows a forward approach to the urinal? Yes 79 No 21 N 117
50. Does the clear floor space adjoin or overlap an accessible route? Yes 83 No 17 N 112

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51. If urinal shields are provided, do they allow a minimum of 29 inches between the two panels and not extend beyond the front edge of the urinal rim? Yes 6 No 94 N 32
52. Are the flush controls automatic or operable with one hand without tight grasping, pinching, or twisting of the wrist? Yes 97 No 3 N 117
53. Are the controls mounted no more than 44 inches above the floor? Yes 36 No 64 N 116
54. Where urinals are provided, does at least one meet the above requirements? Yes 8 No 92 N 117
- Lavatory:
55. Is the lavatory rim or counter surface no higher than 34 inches above the finished floor? Yes 90 No 10 N 183
56. Is there a clearance of at least 29 inches from the floor to the bottom of the apron? Yes 35 No 65 N 180
57. Do the toe and knee clearances comply with Figure 31? Yes 32 No 68 N 180
58. Is there a clear floor space at least 30 by 48 inches in front of the lavatory allowing a forward approach? Yes 86 No 14 N 183
59. Is not more than 19 inches of this clear floor space measured underneath the lavatory? Yes 98 No 2 N 170
60. Does the clear floor space adjoin or overlap an accessible route? Yes 85 No 15 N 177
61. Are the controls which operate the faucet within 24 inches from the front of the lavatory? Yes 100 No 0 N 180
62. Are hot water pipes and drain pipes insulated or otherwise covered? Yes 14 No 87 N 178
63. Is the area below the lavatory free of sharp or abrasive surfaces? Yes 66 No 34 N 180
64. Can the faucet be operated with one hand without tight grasping, pinching, or twisting of the wrist? Yes 50 No 51 N 182

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65. If the valve is self closing, does it remain open for at least 10 seconds? Yes 40 No 60 N 20

66. Does at least one lavatory meet the above requirements? Yes 2 No 98 N 181

Mirrors:

67. Does at least one mirror have a bottom edge of the reflecting surface no higher than 40 inches from the floor? Yes 32 No 68 N 180

68. Is at least one mirror slanted to provide for viewing from a wheelchair? Yes 7 No 93 N 151

Dispensers:

69. Is there a 30 x 48 inch clear space which allows either a forward or a parallel approach to the dispensers? (Reaching over a sink 24 inches from a forward approach is acceptable) Yes 82 No 18 N 181

70. If a forward approach is provided, is the highest operable part no higher than 48 inches or if a side approach is provided, is the highest operable part no higher than 54 inches? Yes 73 No 27 N 175

71. Can the dispenser be operated with one hand without any tight grasping, pinching, or twisting of the wrist? Yes 78 No 23 N 182

72. Is at least one of each dispenser type accessible and on an accessible route? Yes 54 No 46 N 181

Medicine Cabinet:

73. If medicine cabinets are provided, does at least one have a usable shelf no higher than 44 inches from the floor? Yes 0 No 100 N 1

74. If medicine cabinets are provided, can it be opened with one hand without tight grasping, pinching or twisting of the wrist? Yes No N 0

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Survey Form 9: DRINKING FOUNTAINS

Facility Name _____

1. If the unit is free-standing or built in and does not have a clear space underneath it, does it have a clear floor space alongside it at least 30 by 48 inches which allows a wheelchair user to make a parallel approach? Yes 87 No 13 N 39
2. If the unit is wall or post mounted is there a clear knee space between the bottom of the apron and the ground which is at least 27 inches high, 30 inches wide and 17 inches deep? Yes 23 No 77 N 106
3. Is the spout outlet no higher than 36 inches from the ground? Yes 51 No 49 N 120
4. Is the spout at the front of the unit, with a water flow parallel or nearly parallel to the front edge? Yes 69 No 31 N 119
5. Is the water stream at least 4 inches high to allow the insertion of a cup under the stream? Yes 79 No 21 N 118
6. Are the controls located near the front edge? Yes 83 No 18 N 120
7. Are the controls operable with one hand? Yes 99 No 1 N 119
8. Are the controls operable without tight grasping, pinching, or twisting of the wrist? Yes 94 No 6 N 120
9. Are the controls operable without much force? Yes 75 No 25 N 118
10. Do at least 50% (but not less than one) of the drinking fountains meet the above requirements? Yes 16 No 84 N 119

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Survey Form 10: TELEPHONES

Telephone Location _____

1. Does the accessible phone have a 30 by 48 inch clear ground space that allows either a forward or parallel approach by a person using a wheelchair? Yes 91 No 9 N 153
2. If the clear ground space allows only a forward approach, then is the highest operable part of the phone no more than 48 inches from the ground -OR- if the clear ground space allows only a side approach, then is the highest operable part no more than 54 inches from the ground? Yes 45 No 55 N 146
3. If there are telephone books, are they also within these reach ranges? Yes 96 No 4 N 116
4. Is the accessible phone location indicated by a sign if not in the main bank of phones? Yes 26 No 74 N 46
5. Is volume control provided on the telephone? Yes 16 No 84 N 154
6. Does the telephone have push button controls unless such service is unavailable? Yes 97 No 3 N 152
7. Is the cord from the telephone to the handset at least 29 inches long? Yes 54 No 46 N 155
8. Is there a TTY (either permanent or portable, provided by the facility)? Yes 5 No 95 N 153
9. Is the TTY indicated by a sign? Yes 11 No 89 N 9
10. If there is one phone or one bank of phones (with two or more phones) on each floor, does at least one phone meet the requirements for wheelchair accessibility -OR- if there are two or more banks of phones on each floor, does at least one phone per bank meet these requirements? Yes 12 No 88 N 146

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11. If there are four or more phones (interior and exterior) and at least one is interior, is there at least one telephone equipped for or with a TTY (as in #8 above) -OR- if in a stadium, arena, covention center, hotel with a convention center, or covered mall, is at least one phone so equipped? Yes 11 No 89 N 47
12. If the interior bank has three or more phones, at least one equipped with a shelf with a 6 inch verticle clearance and an outlet, and the ability to place the handset fluch on the surface of the shelf? Yes 27 No 73 N 44

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Survey Form 11: ASSEMBLY ROOMS

Facility Name _____

Capacity Seating	Number of Required Wheelchair Locations
50 to 75	3
76 to 100	4
101 to 150	5
151 to 200	6
201 to 300	7
301 to 400	8
401 to 500	9
501 to 1,000	2% of total
over 1,000	20 plus 1 for each 100 over 1,000

1. Is the required number of wheelchair locations in assembly spaces provided? Yes 63 No 38 N 40

2. Is the space for 2 wheelchairs 66 inches wide? (Please note: There is no requirement that wheelchair spaces must be paired.) Yes 95 No 5 N 37

3. If people must wheel into the space from the side, are the spaces at least 60 inches deep? Yes 79 No 21 N 28

4. If people can wheel into the space from in front or behind the space, are the spaces 48 inches deep? Yes 93 No 7 N 30

5. Is the wheelchair seating spacing an integral part of the seating plan? Yes 54 No 46 N 41

6. Is the wheelchair distributed across a range of seating prices and lines of sight? Yes 67 No 33 N 30

7. Is there a companion seat provided next to the wheelchair seating spaces? Yes 83 No 17 N 35

8. Is the wheelchair seating dispersed throughout the seating area? (Exception: Accessible viewing positions may be clustered for bleachers, balconies, and other areas having sight lines which require slopes greater than 5%.) Yes 68 No 32 N 37

9. Do they adjoin an accessible route that also serves as a means of egress in an emergency? Yes 98 No 2 N 41

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10. Are the sightlines from these seating areas comparable to those for all viewing areas? Yes 82 No 18 N 39
11. Is there an accessible route connecting wheelchair seating locations and performance areas including stages, arena floors, dressing rooms, locker rooms, and other spaces used by performers? Yes 71 No 29 N 14
12. Do these seats have a complete view of the stage or playing area? Yes 96 No 4 N 26

Audio Amplification:

13. If the assembly area has an audio-amplification system, is there a listening system for persons with severe hearing loss? Yes 20 No 80 N 15
14. If the area is used primarily as meeting or conference space or has no amplification system, is there a permanently installed or portable listening system? Yes 8 No 92 N 26
15. If the listening system serves individual fixed seats, are these seats located within a 50 foot viewing distance of the stage or playing area? Yes 50 No 50 N 4

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Survey Form 12: HOTELS

Facility Name _____

Number of Rooms	Number of Accessible Rooms	Rooms with Roll-in Shower
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 100 over 400
501 to 1,000 over 1,000	2% of total 20 plus 1 for each 100 over 1,000	

Number of Rooms	Number of Accessible Elements (visual alarms, notification devices, and telephones)	Rooms with
1 to 25	1	
26 to 50	2	
51 to 75	3	
76 to 100	4	
101 to 150	5	
151 to 200	6	
201 to 300	7	
301 to 400	8	
401 to 500	9	
501 to 1,000 over 1,000	2% of total 20 plus 1 for each 100 over 1,000	

Rooms:

1. Does the number of sleeping rooms accessible for wheelchairs comply with the first table above? Yes 6 No 94 N 33

2. Does the number of sleeping rooms accessible for persons with hearing impairments comply with the second table above? Yes 9 No 91 N 33

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Bathtubs:

- | | |
|------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| 3. Does the clear floor space which depends on the direction of approach comply with Figure 33? | Yes <u>59</u> No <u>41</u> N <u>32</u> |
| 4. Is an in-tub seat or a seat at the head of the tub provided? | Yes <u>28</u> No <u>72</u> N <u>32</u> |
| 5. Is the seat mounted securely so that it will not slip during use? | Yes <u>86</u> No <u>14</u> N <u>7</u> |
| 6. Are grab bars provided as shown in Figures 33 and 34? | Yes <u>40</u> No <u>60</u> N <u>30</u> |
| 7. Is the diameter of the grab bar between 1-1/4 inches and 1-1/2 inches or does the shape provide for an equivalent gripping surface? | Yes <u>76</u> No <u>24</u> N <u>29</u> |
| 8. Is the space between the grab bar and the wall exactly 1-1/2 inch? | Yes <u>50</u> No <u>50</u> N <u>28</u> |
| 9. Is the grab bar secured so that it does not rotate within the fittings? | Yes <u>86</u> No <u>14</u> N <u>29</u> |
| 10. Is the grab bar and wall adjacent to it free of any sharp or abrasive elements? | Yes <u>86</u> No <u>14</u> N <u>28</u> |
| 11. Can faucets and other controls be operated with one hand without any tight grasping, pinching, or twisting of the wrist? | Yes <u>69</u> No <u>31</u> N <u>32</u> |
| 12. Are they located within the area shown in Figure 34? | Yes <u>60</u> No <u>40</u> N <u>30</u> |
| 13. Is there a shower spray unit with a hose at least 60 inches long? | Yes <u>29</u> No <u>71</u> N <u>31</u> |
| 14. Can the shower spray unit be both hand held and fixed to the wall? | Yes <u>52</u> No <u>48</u> N <u>23</u> |
| 15. If provided, are bathtub enclosures located so that they do not obstruct the controls or transfer from a wheelchair onto the bathtub seat? | Yes <u>52</u> No <u>48</u> N <u>23</u> |
| 16. If the enclosure is mounted on the bathtub, is there no track mounted on the rim? | Yes <u>67</u> No <u>33</u> N <u>3</u> |

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Showers:

17. Does the shower stall size and clear floor space comply with either Figure 35(a) for a transfer type shower or 35(b) for a roll-in shower? Yes _____ No _____ N O _____

Transfer Type Shower as shown in Figure 35(a):

18. If the shower stall is the type shown in Figure 35(a), is it exactly 36 x 36 inches? Yes _____ No _____ N O _____

19. Is there a clear floor space 36 x 48 inches outside the stall with 12 inches extending beyond the seat wall? (Fig. 35(a)) Yes _____ No _____ N O _____

20. Is there a seat mounted between 17 and 19 inches from the floor? Yes _____ No _____ N O _____

21. Does the seat extend the full depth of the stall? Yes _____ No _____ N O _____

22. Is the seat on the wall opposite the controls? Yes _____ No _____ N O _____

23. Are grab bars provided along the control wall and half the back wall, but not behind the seat? Yes _____ No _____ N O _____

24. If curbs are provided, are they no higher than 1/2 inch? Yes _____ No _____ N O _____

25. If provided, is a shower stall enclosure located so that it does not obstruct the controls or prohibit transfer from the wheelchair onto the shower seat? Yes _____ No _____ N O _____

26. Are the controls located within the area shown in Figure 37(a)? Yes _____ No _____ N O _____

27. Are grab bars provided as shown in Figure 37(a)? Yes _____ No _____ N O _____

Roll-in Type Shower as shown in Figure 35(b):

28. Is the roll-in shower at least 30 x 60 inches as shown in Figure 35(b)? Yes _____ No _____ N O _____

29. Is there a 36 x 60 inch clear floor space alongside the shower as shown in Figure 35(b)? Yes _____ No _____ N O _____

30. Does a grab bar extend around three sides as shown in Figure 35(b) and Figure 37(b)? Yes _____ No _____ N O _____

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31. Is there no curb at all in the roll-in shower? Yes _____ No _____ N 0 _____

32. Are the controls located on the end wall within the area shown in Figure 37(b)? Yes _____ No _____ N 0 _____

Both Types of Shower:

33. Is the diameter of the grab bar between 1-1/4 inch and 1-1/2 inch or does the shape provide an equivalent gripping surface? Yes _____ No _____ N 0 _____

34. Is the space between the grab bars and the wall exactly 1-1/2 inches? Yes _____ No _____ N 0 _____

35. Is the grab bar secured so that it does not rotate within the fittings? Yes _____ No _____ N 0 _____

36. Is the grab bar and the wall adjacent to it free of any sharp or abrasive elements? Yes _____ No _____ N 0 _____

37. Can the controls be operated with one hand without tight grasping, pinching, or twisting of the wrist? Yes _____ No _____ N 0 _____

38. Does the shower spray unit have a hose at least 60 inches long? Yes _____ No _____ N 0 _____

39. Can the shower spray unit be both hand held and fixed to the wall? Yes _____ No _____ N 0 _____

Sinks

40. Do sinks provide a knee clearance of 27 inches high, 30 inches wide, and 19 inches deep? Yes 36 No 64 N 28 _____

41. Are sinks not more than 6 1/2 inches deep? Yes 76 No 24 N 29 _____

Storage

42. Is there a clear floor space 30 by 48 inches at storage facilities which allow for either a side or forward approach? Yes 97 No 3 N 29 _____

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43. If a side approach is provided, is the storage space between 9 and 54 inches from the floor -OR- if a front approach is provided, is the storage space between 15 and 48 inches from the floor? Yes 89 No 11 N 28
44. Are clothes rods a maximum of 54 inches from the floor -OR- if the distance to the rod or shelf exceeds 10 inches (doors not accessible), the height is does not exceed 48 inches? Yes 30 No 70 N 30
- Hotel Room:
45. Is the accessible route at least 36 inches wide except at doorways? Yes 95 No 5 N 21
46. Are doorways at least 32 inches in clear opening width? Yes 100 No 0 N 21
47. Where the accessible route makes a U-turn around an obstacle which is less than 48 inches wide, does the pathway width increase to at least 42 inches on the approach and 48 inches in the turn? (Figure 7) Yes 100 No 0 N 4
48. If the accessible route is less than 60 inches wide, are there passing spaces at least 60 inches wide and 60 inches long within reasonable intervals not exceeding 200 feet? Yes 100 No 0 N 3
49. If objects mounted to the wall have bottom edges between 27 and 80 inches from the floor, do they project less than 4 inches into the space? Yes 100 No 0 N 6
50. Do free standing objects mounted on posts with bottom edges between 27 and 80 inches high project less than 12 inches into the route of travel? Yes 0 No 100 N 3
51. Is there an accessible path of at least 36 inches clear alongside the protruding object? Yes 86 No 14 N 7
52. Is there at least 80 inches clear head room? Yes 100 No 0 N 20
53. Are changes of level greater than 1/2 inch treated with a ramp? Yes 0 No 100 N 2

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54. Is the slope of the route no greater than 1:20 except at ramps? Yes 100 No 0 N 15
55. If there is a cross slope, is it not obvious? Yes 100 No 0 N 1
56. Are the floors in all accessible areas and routes stable, firm, and slip-resistant? Yes 100 No 0 N 19
57. If carpet or carpet tile is used on the floor, is it securely attached? Yes 100 No 0 N 20
58. Is it a level, low pile type of carpet with a firm pad or no pad at all underneath it? Yes 95 No 5 N 20
- Hotel Room Toilet Room:
59. Is there an unobstructed turning space (a 60 inch diameter circle or T-shaped space) in the toilet room? Yes 70 No 30 N 27
60. Does no door swing into a required clear floor space at an accessible fixture? Yes 72 No 28 N 25
61. Does the doorway (or at least one active leaf) provide a 32 inch clear opening width? Yes 71 No 29 N 28
62. If the door is not automatic or power assisted, does it have maneuvering space relative to the direction of approach as shown in Figure 25? Yes 77 No 23 N 26
63. Is the floor level and clear within the required maneuvering space? Yes 100 No 0 N 28
64. If there are two doors in series, is the clear space between the walls at either end of the vestibule at least 48 inches plus the width of the door -OR- do the doors in the series swing in either the same direction or away from the space between them? Yes _____ No _____ N 0
65. If there is a raised threshold, is it beveled at 1:2 or less? Yes 78 No 22 N 18
66. Is the threshold no higher than 1/2 inch? (Exception: An exterior sliding door can have a 3/4 inch threshold.) Yes 94 No 6 N 17

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67. Are all handles, locks, and latches operable with one hand? Yes 93 No 7 N 28
68. Are they operable without tight pinching, tight grasping or twisting of the wrist? Yes 59 No 41 N 27
69. Is the hardware mounted no higher than 48 inches above floor level? Yes 100 No 0 N 28
70. Do doors open with little force? Yes 96 No 4 N 28
71. If the door has a closer, does it take at least three seconds to move from 70 degrees open to a point 3 inches from the latch? Yes 100 No 0 N 1
72. Is the centerline of the toilet 18 inches from a wall or partition which is prepared for the installation of a grab bar? Yes 33 No 67 N 27
73. Is the top of the toilet seat between 17 and 19 inches from the floor? Yes 52 No 48 N 27
74. Is the seat a type that does not automatically spring back to an open position? Yes 96 No 4 N 25
75. Are the grab bars mounted horizontally between 33 and 36 inches above the floor? Yes 58 No 42 N 26
76. Is the diameter of the grab bar between 1-1/4 inch and 1-1/2 inch or does the shape provide an equivalent surface? Yes 73 No 27 N 26
77. Is the space between the grab bar and the wall exactly 1-1/2 inches? Yes 38 No 63 N 24
78. Are the grab bars secured so that they do not rotate within their fittings? Yes 85 No 15 N 26
79. Is the grab bar and the wall adjacent to it free of any sharp or abrasive elements? Yes 80 No 20 N 25
80. Are the grab bars mounted on the wide side of the toilet area? Yes 70 No 30 N 20
81. Are flush controls automatic or operable with one hand without excessive force? Yes 100 No 0 N 26
82. Are the flush controls operable without tight grasping, pinching or twisting of the wrist? Yes 100 No 0 N 26

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83. Are the flush controls operable without much pressure? Yes 100 No 0 N 26
84. Is the paper dispenser mounted no more than 36 inches from the back wall and at least 19 inches from the floor? Yes 84 No 16 N 25
85. Does the paper dispenser not obstruct use of the grab bar? Yes 96 No 4 N 24
86. Does the dispenser allow continuous paper delivery? Yes 96 No 4 N 26
87. If the toilet is approached from the front is there a clear floor space at least 48 inches wide by 66 inches long -OR- if the toilet is approached from the side is there a clear floor space at least 60 inches wide by 56 inches long (Figure 28)? Yes 44 No 56 N 27
88. If the toilet is not located in a stall, is the back grab bar at least 36 inches long with one end mounted at least 12 inches from the centerline of the toilet -AND- a side bar at least 42 inches long with the front end 54 inches from the back wall? (Fig. 29) Yes 13 No 88 N 24
- Hotel Room Lavatory:**
89. Is the lavatory rim or counter surface no higher than 34 inches above the finished floor? Yes 85 No 15 N 26
90. Is there a clearance of at least 29 inches from the floor to the bottom of the apron? Yes 31 No 69 N 26
91. Do the toe and knee clearances comply with Figure 31? Yes 46 No 54 N 26
92. Is there a clear floor space at least 30 by 48 inches in front of the lavatory allowing a forward approach? Yes 81 No 19 N 26
93. Is not more than 19 inches of this clear floor space measured underneath the lavatory? Yes 96 No 4 N 26
94. Does the clear floor space adjoin or overlap an accessible route? Yes 100 No 0 N 25

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95. Are the controls which operate the faucet within 24 inches from the front of the lavatory? Yes 100 No 0 N 26
96. Are hot water pipes and drain pipes insulated or otherwise covered? Yes 23 No 77 N 26
97. Is the area below the lavatory free of sharp or abrasive surfaces? Yes 50 No 50 N 26
98. Can the faucet be operated with one hand without tight grasping, pinching, or twisting of the wrist? Yes 73 No 27 N 26
99. If the valve is self closing, does it remain open for at least 10 seconds? Yes 100 No 0 N 1
- Hotel Room Mirrors:**
100. Does at least one mirror have a bottom edge of the reflecting surface no higher than 40 inches from the floor? Yes 85 No 15 N 26
101. Is at least one mirror slanted to provide for viewing from a wheelchair? Yes 0 No 100 N 18
- Hotel Room Dispensers:**
102. Is there a 30 x 48 inch clear space which allows either a forward or a parallel approach to the dispensers? (Reaching over a sink 24 inches from a forward approach is acceptable) Yes 94 No 6 N 18
103. If a forward approach is provided, is the highest operable part no higher than 48 inches or if a side approach is provided, is the highest operable part no higher than 54 inches? Yes 83 No 17 N 18
104. Can the dispenser be operated with one hand without any tight grasping, pinching, or twisting of the wrist? Yes 78 No 22 N 18
105. Is at least one of each dispenser type accessible and on an accessible route? Yes 72 No 28 N 18

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Observational Findings

Survey Form 13: RESTAURANTS AND CAFETERIAS

Facility Name _____

1. Are all aisles between fixed tables at least 36 inches wide except at doors? Yes 79 No 21 N 56
2. Where practical, are accessible tables distributed throughout the space facility? Yes 78 No 22 N 59
3. Where there are mezzanine levels, loggias or raised platforms, are the same service and decorative character provided elsewhere in spaces located on accessible routes? Yes 78 No 22 N 18

Food Service Lines:

4. Do food service lines have a clear width of 36 inches or more? Yes 83 No 17 N 30
5. Are tray slides no more than 34 inches above the floor? Yes 48 No 52 N 21
6. If self-service shelves are provided, are they no more than 54 inches above the floor? Yes 72 No 28 N 25
7. If self-service shelves are provided, are items within 24 inches from the end of the counter? Yes 77 No 23 N 26

Seating and Tables:

8. Do seating spaces provided for people in wheelchairs have a 30 x 48 inch clear floor space which overlaps an accessible route? Yes 88 No 12 N 73
9. Is no more than 19 inches of the 30 x 48 inch clear space measured under the table? (Figure 45) Yes 94 No 6 N 69
10. Is the knee space at least 27 inches high, 30 inches wide, and 19 inches deep? (Figure 45) Yes 48 No 52 N 71
11. Is the top of the table between 28 and 34 inches from the floor or ground? Yes 99 No 1 N 71
12. Do at least 5% of all fixed seats or tables (but not less than 1) meet the above requirements? Yes 41 No 59 N 68

Appendix II
Observational Findings

13. Is there a 36 inch pathway to the accessible seating? Yes 91 No 9 N 69

Vending Machines:

14. Is there a 30 x 48 inch clear space at the vending machine which allows either a forward or a parallel approach? Yes 93 No 7 N 83

15. If a forward approach is provided, are the operating parts of the machine including the coin slots between 15 and 48 inches from the floor? Yes 28 No 72 N 65

16. If a parallel approach is provided, are the operating parts of the machine including the coin slots between 9 and 54 inches from the floor? Yes 60 No 40 N 73

17. Are they operable with one hand? Yes 93 No 7 N 82

18. Are they operable without tight grasping, pinching, or twisting of the wrist? Yes 44 No 56 N 82

**Appendix II
Observational Findings**

Survey Form 14: RETAIL OR SERVICE LOCATIONS

Facility Name _____

Number of Each Type	Number Accessible
1 to 4	1
5 to 8	2
9 to 15	3
over 15	3 plus 20% of the total additional

1. Do the number of accessible check out aisles conform with the table above? (Each type might include regular versus express lanes) Yes 67 No 33 N 72

2. Are these accessible check out aisles at least 36 inches wide with adjoining counters at a maximum height of 38 inches? Yes 46 No 54 N 65

3. Are service or distribution counters at least 36 inches wide and no higher than 36 inches? Yes 19 No 82 N 135

4. If there is a preventive method for keeping shopping carts on the premises, does this allow the entrance and exit of persons in wheelchairs? (An alternate entry that is equally convenient is acceptable.) Yes 80 No 20 N 20

5. Are there dressing rooms designated as accessible? Yes 23 No 77 N 35

6. Does the dressing room have a clear floor space of 60 inches square? Yes 15 No 85 N 34

7. Are the benches in dressing rooms 24 inches by 48 inches, mounted between 17 and 19 inches high? Yes 95 No 5 N 21

8. Do the doors on the dressing room meet all of the specifications for doors? Yes 24 No 76 N 33

9. Do the dressing rooms have mirrors at least 18 inches wide and 54 inches high and affording a view to a person on the bench or standing? Yes 71 No 29 N 34

Survey Findings

United States General Accounting Office

GAO

Survey of Accessibility for Persons with Disabilities

The U.S. General Accounting Office (GAO), an agency of the U.S. Congress, is conducting a study of accessibility of public services and public accommodations for persons with disabilities. Congress has asked GAO to learn more about accessibility to understand the impact of the Americans With Disabilities Act (ADA). The survey is limited to architectural, physical, and communication barriers, as well as barriers that may be encountered when assistance is required. It does not, however, include barriers associated with negative attitudes of persons you may encounter.

This questionnaire is being sent to persons with disabilities around the country. Your answers are entirely confidential. Your name and individual responses will not be released to anyone. Your answers will be combined with others to show the pattern of barriers across the nation. We will ask you to complete this survey again later this year.

You were picked at random from the mailing list of a national advocacy group for persons with disabilities. Since this is a scientifically designed sample, we must hear from nearly everyone we have contacted. This is not required, but we are asking for your help. Otherwise our findings will be limited.

HOW TO COMPLETE THIS SURVEY

This survey should be completed by the person it was mailed to because we believe this person has a disability affecting speech, hearing, vision, or mobility. If you do not fit this description, please indicate on the front page and return the survey with your name so we can avoid sending you future mailings. It should take 30 minutes to complete the questionnaire. Most questions can be answered quickly by checking the boxes or filling in the blanks.

A version of this survey is available on audio cassette. If you require a copy, please call the phone number listed below. If you have difficulty checking the boxes or filling in the blanks, please feel free to record your answers on a separate page (in print or Braille) or on audio cassette, being sure to indicate all question and item numbers (e.g. question 1 has 5 items). If none of these options are feasible, please call to arrange for a telephone interview.

Please return the completed questionnaire within 10 days of receipt. If you have any questions, please call Carolyn Feis, collect, at (202) 275-1864 (voice) or (202) 275-7034 (TDD). If the enclosed envelope is misplaced, please send your completed questionnaire to:

Carolyn Feis
U.S. General Accounting Office
PEMD - Room 5729
441 G Street, N.W.
Washington, D.C. 20548

**Appendix III
Survey Findings**

PART ONE: BARRIERS

1. Consider the times you have used parking facilities of a public establishment in the past 6 months. How often, if at all, have you encountered the following barriers? (Check one column per barrier).

BARRIERS	Seldom if ever	Sometimes	Often	Very often	Always or almost always	Not applicable	Mean
1. There are too few parking spaces designated for use by persons with disabilities.							2.93
2. The aisle next to the parking spaces is too narrow. The slope of the parking space and/or accessible aisle is too steep.							2.94
3. There is debris (leaves, snow, etc.) in the parking space and/or accessible aisle.							2.11
4. The curb cuts and/or ramped entrances are blocked by the parking space.							2.32
5. The designated parking spaces are not those closest to the accessible entrance.							2.33
6. Other (please specify):							
7. Other (please specify):							

**Appendix III
Survey Findings**

2. Consider the times you have used pathways of a public establishment in the past 6 months. How often, if at all, have you encountered the following barriers? (Check one column per barrier).

BARRIERS	Seldom if ever	Sometimes	Often	Very often	Always or almost always	Not applicable	Mean
1. There is no entrance that is accessible by wheelchair.							2.43
2. The pathway is too narrow.							2.45
3. The slope of the ramps is too steep.							2.43
4. There is no handrailing on ramped pathways.							2.76
5. There is no level platform in front of doors on a ramped entrance.							2.35
6. There is an obstacle in the pathway or curb cut.							2.25
7. The surface of the pathways is slippery.							2.00
8. The surface of the pathway is rough (e.g. cobblestones, brick, or irregular pavement).							2.14
9. The lips at the bottom of ramps and/or curb cuts are too big.							2.42
10. There are too few places to rest on long pathways.							2.42
11. There are no detectible warnings at curb cuts.							2.75
12. There are low-hanging objects undetectable by canes.							2.00
13. Other (please specify):							
14. Other (please specify):							

**Appendix III
Survey Findings**

3. Consider the times you have used entrances and doors of a public establishment in the past 6 months. How often, if at all, have you encountered the following barriers? (Check one column per barrier).

BARRIERS	Seldom if ever	Sometimes	Often	Very often	Always or almost always	Not applicable	Mean
1. The doors are too heavy.							3.28
2. The hardware (e.g. knobs) on the door is difficult to operate.							2.77
3. The door (or single leaf of a double door) is not wide enough.							2.64
4. Electronic door openers are not in the right location.							1.94
5. Electronic doors close too quickly.							2.12
6. The only doors are pocket doors or sliding doors.							1.78
7. The only doors are revolving doors.							1.48
8. There is not enough room between two doors in a series (e.g. vestibules).							2.45
9. Security systems are accessible only through voice communication.							2.22
10. Security system cannot be operated by a person with a visual impairment.							2.58
11. Security system controls are mounted too high.							2.43
12. Doors controlled by a security system close too quickly.							2.32
13. Other (please specify):							
14. Other (please specify):							

**Appendix III
Survey Findings**

4. Consider the times you have used stairs of a public establishment in the past 6 months. How often, if at all, have you encountered the following barriers? (Check one column per barrier).

BARRIERS	Seldom if ever	Sometimes	Often	Very often	Always or almost always	Not applicable	Mean
1. The stairs have open risers (that is, they have open backs).							1.98
2. The stairs have protruding nosings that my toes get caught on.							2.01
3. The stairs do not have uninterrupted handrails on both sides.							2.60
4. The stairs are too steep.							2.37
5. The stairs are too narrow.							2.15
6. The presence of stairs is difficult to detect with proper caning.							2.17
7. Other (please specify):							
8. Other (please specify):							

**Appendix III
Survey Findings**

5. Consider the times you have used **building hallways, rooms, and retail spaces** of a public establishment in the past 6 months. How often, if at all, have you encountered the following barriers? (Check one column per barrier).

BARRIERS	Seldom if ever	Sometimes	Often	Very often	Always or almost always	Not applicable	Mean
1. Pathways are too narrow.							2.75
2. There are obstacles in the hallways.							2.72
3. Carpet pile is too thick.							2.33
4. Carpet pile or padding does not allow straight tracking in a wheelchair.							2.65
5. Carpet pile catches canes.							2.23
6. Aisles in stores are too narrow.							3.18
7. There are low-hanging objects undetectable by canes.							2.26
8. Drinking fountains cannot be accessed from a wheelchair.							3.05
9. There are not enough signs indicating the location of accessible features (elevators, telephones, restrooms, etc.).							3.14
10. Signs are not large enough to read.							2.41
11. The contrast of the signs is not sharp enough to read.							2.25
12. There are not enough signs with raised print or Braille.							3.40
13. Service counters are too high.							3.20
14. Service counters are too narrow.							2.66
15. Other (please specify):							
16. Other (please specify):							

**Appendix III
Survey Findings**

6. Consider the times you have used seating in a public establishment in the past 6 months. How often, if at all, have you encountered the following barriers? (Check one column per barrier).

BARRIERS	Seldom if ever	Sometimes	Often	Very often	Always or almost always	Not applicable	Mean
1. Accessible seating is not integrated throughout the business.							2.99
2. Accessible seating does not permit seating next to a person who does not have a disability.							2.71
3. Tables are not high enough.							2.57
4. Tables legs get in the way of full entry under the table.							3.30
5. Bars are too high.							3.53
6. Other (please specify):							
7. Other (please specify):							

7. Consider the times you have used elevators in a public establishment in the past 6 months. How often, if at all, have you encountered the following barriers? (Check one column per barrier).

BARRIERS	Seldom if ever	Sometimes	Often	Very often	Always or almost always	Not applicable	Mean
1. The elevators are broken.							1.58
2. The elevator buttons are too high to reach.							2.04
3. The elevator buttons are obstructed.							1.55
4. The elevator buttons are hard to read (and there is no raised print or Braille lettering).							2.23
5. There is no audible signal to indicate elevator location.							2.88
6. There is no raised print or Braille on the wall next to the elevator doors to indicate elevator location.							3.14
7. The doors close too quickly.							2.89
8. The floor of the elevator is slippery.							1.56
9. Other (please specify):							
10. Other (please specify):							

**Appendix III
Survey Findings**

8. Consider the times you have used the public restrooms of a public establishment in the past 6 months. How often, if at all, have you encountered the following barriers? (Check one column per barrier).

BARRIERS	Seldom if ever	Sometimes	Often	Very often	Always or almost always	Not applicable	Mean
1. The bathroom or stall is too small.							3.29
2. The toilet is located too far from the grab bars.							2.56
3. There is not enough room to close the door behind you.							3.23
4. The toilet seat is too low.							2.55
5. The hardware on the door is difficult to operate.							2.66
6. The dispensers are not accessible.							2.75
7. The hardware on the sink is difficult to operate.							2.60
8. The sink is not accessible.							2.55
9. Other (please specify):							
10. Other (please specify):							

9. Consider the times you have used telephones of a public establishment in the past 6 months. How often, if at all, have you encountered the following barriers? (Check one column per barrier).

BARRIERS	Seldom if ever	Sometimes	Often	Very often	Always or almost always	Not applicable	Mean
1. There are not enough wheelchair-accessible public telephones.							3.26
2. Signage on phones (e.g., which accept coins versus calling cards) is difficult to read.							2.73
3. There are not enough public phones with amplification systems.							3.50
4. There are not enough public TTYs.							3.71
5. Businesses do not have TTY numbers to call for information.							3.60
6. Other (please specify):							
7. Other (please specify):							

**Appendix III
Survey Findings**

10. Consider the times you have used hotel rooms in the past 6 months. How often, if at all, have you encountered the following barriers? (Check one column per barrier).

BARRIERS	Seldom if ever	Sometimes	Often	Very often	Always or almost always	Not applicable	Mean
1. Switches and controls are mounted too high.							2.62
2. Toilets are not accessible for wheelchairs.							3.35
3. Sinks are not accessible for wheelchairs.							3.33
4. Showers and/or bathtubs are not accessible for wheelchairs.							3.84
5. There are no assistive devices for the deaf (fire alarm, phone indicator, alarm clock, door knocker, TTY).							3.90
6. There are no maps of rooms or room location in raised print.							3.70
7. Other (please specify):							
8. Other (please specify):							

**Appendix III
Survey Findings**

11. Consider the times you needed service assistance in a public establishment in the past 6 months. How often, if at all, have you encountered the following barriers? (Check one column per barrier).

BARRIERS	Seldom if ever	Sometimes	Often	Very often	Always or almost always	Not applicable	Mean
1. Services refuse to pay for sign language interpreters.							3.16
2. Sign language interpreters are not available when needed.							3.20
3. I'm refused service because of my disability.							1.49
4. Personal assistance is required (e.g. locating or retrieving items at a grocery store or other retail store, reading a menu, locating different departments or features of the site, etc.).							2.65
5. The wait for personal assistance is too long.							2.38
6. Personal assistance is provided incorrectly.							2.06
7. Requests for personal assistance are refused.							1.48
8. There is not enough information available in large print, Braille, or on cassette (e.g., museum brochures, hospital information, transit schedules, ect.).							3.32
9. Other (please specify):							
10. Other (please specify):							

**Appendix III
Survey Findings**

12. Consider the times you have used public transit in the past 6 months. How often, if at all, have you encountered the following barriers? (Check one column per barrier).

BARRIERS	Seldom if ever	Sometimes	Often	Very often	Always or almost always	Not applicable	Mean
1. There are not enough accessible cars on subways, or buses with lifts.							3.48
2. Public address announcements are not also provided in a visible format.							3.36
3. Written announcements are not also provided in a clear audible format.							3.19
4. Buses do not stop at accessible locations.							2.75
5. Buses only stop if signaled from the street.							2.32
6. Buses do not announce stops when requested.							2.43
7. Transit schedules are not available in large print, Braille, or on cassette.							3.57
8. Transit systems do not have TTY numbers to call to request scheduling or other information.							2.76
9. Other (please specify):							
10. Other (please specify):							

**Appendix III
Survey Findings**

PART TWO: PUBLIC ESTABLISHMENTS WHERE BARRIERS MAY EXIST

13. Consider the various places of public establishment listed in rows 1 through 19 below. Please identify the particular barriers to accessibility that you encounter very often in each of these public establishments. Identify these barriers by checking the appropriate column(s) 1-11, for each row. If you do not very often encounter a barrier at that particular establishment or service, leave the row blank. If you rarely use an establishment or service, place a check in the column marked "not applicable". If you rarely use a particular feature (such as stairs, because you use a wheelchair), mark "N/A" in that column and draw a line down. (Check all that apply).

PUBLIC ESTABLISHMENTS

1. Hotel, motel, inn, or other place of lodging
2. Restaurant, bar or other establishment serving food or drink
3. Movie theatre, concert hall, stadium, or other place of exhibition or entertainment
4. Auditorium, convention center, lecture hall, or other place of public gathering
5. Bakery, grocery store, clothing store, shopping center or other sales or rental establishment
6. Banks and automatic teller machines (ATM)
7. Doctors' and medical offices (not hospitals)
8. Lawyers' and accountants' offices
9. Laundromat, dry cleaner, barber shop, beauty shop, travel service, shoe repair service, funeral parlor, gas station, pharmacy, insurance office, hospital, or other service establishment
10. Terminal depot or other station used for specified public transportation
11. Museum, library, gallery, or other place of public display or collection
12. Park, zoo, amusement park, or other place of recreation
13. School or other place of education
14. Day care center, homeless shelter, food bank, adoption agency, or other social service center establishment
15. Gymnasium, health spa, bowling alley, golf course, or other place of exercise or recreation
16. State or local government buildings
17. Federal government buildings
18. Bus, rail, and other public transportation systems
19. General office buildings

**Appendix III
Survey Findings**

Not applicable (1)	Parking (2)	Pathways (3)	Entrances and doors (4)	Stairs (5)	Hallways, rooms and retail spaces (6)	Seating (7)	Elevators (8)	Public restrooms (9)	Telephones (10)	Service Assistance (11)	
											1.
											2.
											3.
											4.
											5.
											6.
											7.
											8.
											9.
											10.
											11.
											12.
											13.
											14.
											15.
											16.
											17.
											18.
											19.

PART THREE: GENERAL INFORMATION

14. What age bracket are you in? *(check one)*

1. under 20 years of age
2. from 20 to under 30
3. from 30 to under 40
4. from 40 to under 50
5. from 50 to under 60
6. over 60

15. What is your gender? *(check one)*

1. Male
2. Female

16. Which best describes the nature of your disability *(check all that apply)*:

1. Blind or low vision
2. Deaf or hard of hearing
3. Speech difficulties
4. Spinal cord injury *(Paraplegic)*
5. Spinal cord injury *(Quadraplegic)*
6. Multiple sclerosis *(Walk most of the time)*
7. Multiple sclerosis *(Use wheelchair or scooter most of the time)*
8. Cerebral palsy *(Walk most of time)*
9. Cerebral palsy *(Use wheelchair or scooter most of the time)*
10. Other *(Please specify):* _____

17. What state do you live in? _____

**Appendix III
Survey Findings**

18. What is your current employment status? (*check one*)

- 1. not employed
- 2. employed part-time
- 3. employed full-time

19. Please give us your name and address so that we may send you a copy of our report when it is completed. Please also give us your phone number in case we need to contact you to clarify any response. Your name will NOT be included in the report. (*Optional*)

Name _____

Address _____

Phone Number _____

20. If you have any additional comments about questions asked in the survey, please write them in the space below.

Federally Funded Resources

Questions about ADA compliance and requests for additional information about architectural barriers may be directed to one of the numbers listed below.

U.S. Department of Justice
Civil Rights Division
Coordination and Review Section
P.O. Box 66118
Washington, DC 20035-6118
(202) 514-0301 Voice
(202) 514-0381 TDD
(202) 514-0383 TDD

U.S. Architectural and Transportation Barriers Compliance Board
1331 F Street, N.W.
Suite 1000
Washington, D.C. 20004-1111
(800) USA-ABLE Voice
(202) 272-5449 TDD

Regional Disability and Business Technical Assistance Centers
(800) 949-4232 Voice/TDD

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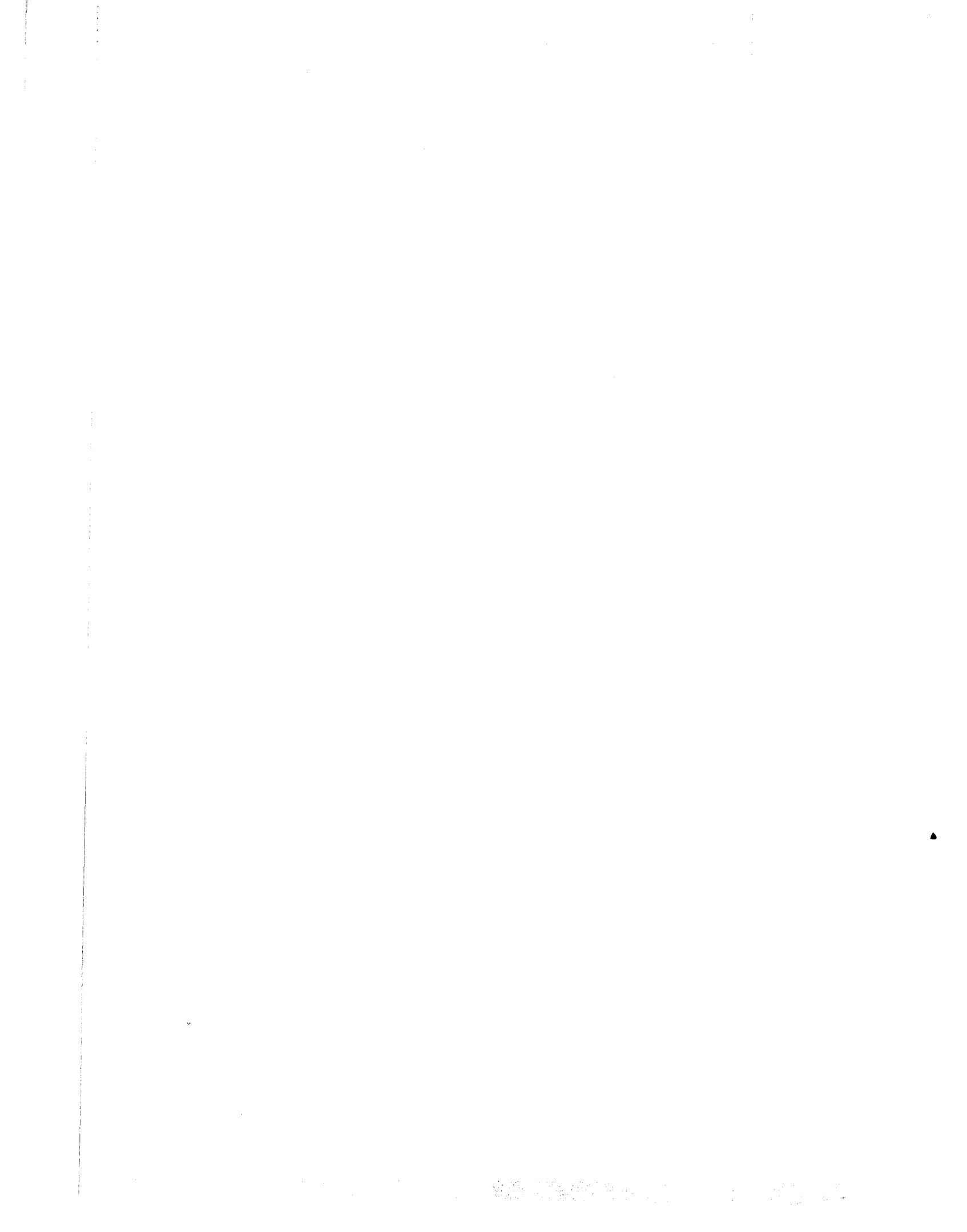
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