



# ***NO BARRIERS***

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## **Online Site Survey**

**Welcome to the No Barriers on-line site survey!**

Through this survey we are encouraging volunteers and businesses to survey their local shopping centers and other public areas, and then to post the results at our web site for all to consult. The survey provides a comprehensive look at the basic access components of a site: arriving and entering a location, moving around inside the location, rest rooms, drinking fountains, and public telephones. Its design and purpose sets out to describe, not judge a site—to present what exists, not what needs to be changed—and to provide a narrative summary that can be printed or read aloud.

When we began to plan this survey and the **nobarriers.org** web site, we realized that detailed descriptions of facilities that the physically challenged face in day to day life could benefit anyone planning to visit a surveyed site.

While we first wanted to produce a booklet based

on our survey's results, we soon realized that a more flexible solution would be to offer the results through our site at **nobarriers.org**. When Michael was a social studies teacher, he realized the awesome power of enlisting students in a project that would serve to benefit a community. Indeed, the initial work and field testing of this survey was done by students in the Shoreham-Wading River High School, Shoreham, NY.

Since then, Michael has contacted high school community service and architecture classes in our area to enlist their help in this project. Not only students, but scouts, senior citizen groups, business groups, and individuals can all participate in this activity which will, we hope, unleash the power of a resource that physically challenged people can use in living and celebrating life.

This project is helped, in part, by a grant from the Betaseron Multiple Sclerosis Champions of Courage program of Berlex Laboratories, Inc.

**Thanks!**

**No Barriers, Inc.**

**Michael Miner, President**

### **GETTING STARTED**

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- Take a moment to read through the survey. It asks a lot of questions. It needs to.
- The success of this survey depends upon your willingness to be thorough. The more information you gather and the more accurate it is, the more complete the result. If you wish to see how all of these Yes/No questions produce a narrative, check out the [nobarriers.org](http://nobarriers.org) web site. There you can view a sample survey's results. And, if you wish, edit the sample survey yourself to see how different responses are reflected in the narrative description of a site.
- When you wish to enter your results, you will be asked to register as a volunteer. Our site's privacy policy makes it clear that any information you provide will not be shared with anyone. We simply need some way of cataloging the work of volunteers, and a way to thank you for your hard work.

**One proviso:** *This survey is not meant to be used as an official site assessment or tool to determine whether or not a site fulfills the requirements set out in the ADA Accessibility Guidelines, the Uniform Federal Accessibility Standards, or similar regulations. To learn more about ADA requirements, etc., consult a web site such as the one for The U. S. Access Board at <http://www.access-board.gov>, where you can find links to sites related to accessibility issues.*

## Site Surveyed

Name of site: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 City, State, ZIP: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Type of business: \_\_\_\_\_  
 Date completed: \_\_\_\_\_  
 Web Site: \_\_\_\_\_

## Survey completed by:

Name: \_\_\_\_\_  
 Organization: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State, ZIP: \_\_\_\_\_  
 Contact: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

### PRIORITIES CHECKLIST

**The following is found in "Checklist for Existing Facilities" version 2.1 composed by Adaptive Environments, Inc.: "This checklist is based on the four priorities recommended by the Americans with Disabilities Act, Title III regulations for planning readily achievable barrier removal projects."**

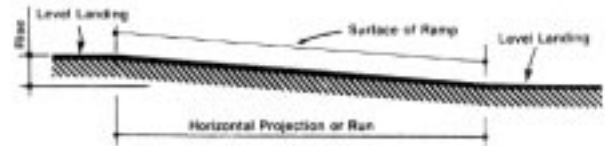
#### PRIORITY 1: ACCESSIBLE APPROACH AND ENTRANCE

	YES	NO
<b>1.1 Route of travel</b>		
a. Is there a route of travel that does not require the use of stairs?	<input type="checkbox"/>	<input type="checkbox"/>
b. Is the route of travel stable, firm and slip resistant? (If you answer no for any one of these 3 conditions, then check off "no" for your answer.)	<input type="checkbox"/>	<input type="checkbox"/>
<i>You can tell if it is slip resistant by simple visual observation, basing your answer on the texture it exhibits, its degree of rise, etc.</i>		
c. Is the route at least 3' wide?	<input type="checkbox"/>	<input type="checkbox"/>
d. Can all objects protruding into the circulation paths be detected by a person with a visual disability using a cane?	<input type="checkbox"/>	<input type="checkbox"/>
<i>In order to be detected using a cane, an object must be located within 27" of the floor or higher than 80", or protrude less than 4" from the wall in order to provide clearance overhead.</i>		
e. Do curbs on the route have curb cuts at drives, parking and drop-offs?	<input type="checkbox"/>	<input type="checkbox"/>

#### 1.2 Ramps

a. Are ramps used for building access?	<input type="checkbox"/>	<input type="checkbox"/>
<b>If YES, then answer b through h.</b>		
b. Are the slopes of ramps no greater than 1:12?	<input type="checkbox"/>	<input type="checkbox"/>
<i>To measure slope: measure the height rise, and divide by the length of the ramp.</i>		
c. Do all ramps longer than 6' have railings on both sides?	<input type="checkbox"/>	<input type="checkbox"/>

- d. Are railings **sturdy** and **between 34" and 38" high**? (If you answer no for either one of the two conditions (sturdiness, height), then check off "no" for your answer.) Y  N
- e. Is the width of the ramp between its railings or curbs at least 36"? Y  N
- f. Are ramps non-slip? Y  N
- g. Is there a 5' long **level landing** at every 30' horizontal length of ramp, at the **top** and **bottom** of ramps and at **switchbacks**? (See picture below.) Y  N



- h. Does the ramp rise no more than 30 inches between landings? Y  N

#### 1.3 Parking and Drop Off Areas

- a. Are an adequate number of accessible parking spaces available (8' wide for car plus 5' access aisle)? Y  N

##### Number of accessible spaces

<u>Out of Spaces Given</u>	<u># of Accessible</u>
For 1 to 25	1 space
For 26 to 50	2 spaces
For 51 to 75	3 spaces
For 76 to 100	4 spaces

- b. Are 8' wide spaces with minimum 8' wide access aisles and 98" of vertical clearance available for life-equipped vans? Y  N

**At least one of every 8 accessible spaces must be van accessible (with a minimum of one van accessible space in all cases).**

- c. Are the access aisles part of the accessible route to the accessible entrance? Y  N
- d. Are the accessible spaces closest to the accessible entrance? Y  N
- e. Are accessible spaces marked with the International Symbol of Accessibility? Y  N
- f. Are there signs reading "Van Accessible" for van spaces? Y  N
- g. Is there an enforcement procedure to ensure that accessible parking is used only by those who need it? Y  N

**1.4 Entrance**

**DO NOT SURVEY A SERVICE ENTRANCE AS AN ACCESSIBLE ENTRANCE UNLESS THERE IS NO OTHER OPTION.**

- a. Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?  Y  N
- b. Can the alternative accessible entrance be used independently?  Y  N
- c. Does the entrance door have at least a 32" clear opening?  Y  N
- d. Is there at least 18" of clear wall space on the pull side of the door next to the handle?  Y  N

**NOTE: A person using a wheelchair or crutches needs this space to get close enough to open the door.**

- e. Is the threshold edge (the difference in floor levels at the entrance of a room) 1/4" high or less, or if beveled edge, no more than 3/4"?  Y  N
- f. If provided, are carpeting or mats a maximum of 1/2" high?  Y  N
- g. Are edges securely installed to minimize tripping hazards?  Y  N
- h. Is the door handle no higher than 48" and operable with a closed fist? (Answer "Yes" for automatic doors.)  Y  N

**The "closed fist" test for handles and controls: Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.**

- i. Can doors be opened without too much force?  Y  N
- j. If the door has a closer, does it take at least 3 seconds to close?  Y  N

**PRIORITY 2: ACCESS TO GOODS AND SERVICES**

**Ideally, the layout of the building should allow people with disabilities to obtain materials or services without assistance.**

**2.1 Horizontal Circulation**

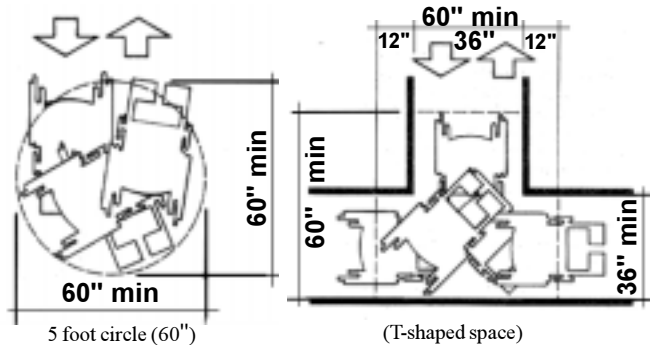
- a. Does the accessible entrance provide direct access to the main floor, lobby, or elevator?  Y  N
- b. Are all public spaces on an accessible route of travel?  Y  N
- c. Is the accessible route to all public spaces at least 36" wide?  Y  N
- d. Is there a 5' circle or a T shaped space for a person using a wheelchair to reverse direction?  Y  N

**2.2 Doors**

- a. Do doors into public spaces have at least a 32" clear opening?  Y  N
- b. On the pull side of doors, next to the handle, is there at least 18" of clear wall space so that a person using a wheelchair or crutches can get near to open the door?  Y  N
- c. Can doors be opened without too much force?  Y  N
- d. Are door handles 48" high or less and operable with a closed fist?  Y  N
- e. Are all threshold edges 1/4" high or less, or if beveled edge, no more than 3/4" high?  Y  N

**2.3 Rooms and Spaces**

- a. Are all aisles and pathways to materials and services at least 36" wide?  Y  N
- b. Is there a 5' circle or T-shaped space for turning a wheelchair completely?  Y  N
- c. Is there carpeting? (If No, then skip d.)
- d. Is carpeting low-pile, tightly woven, and securely attached along edges?  Y  N
- e. In circulation paths through public areas, are all obstacles cane-detectable; i.e., located within 27" of the floor or higher than 80" or protruding less than 4" from the wall?  Y  N



**2.4 Emergency Egress**

- a. Are emergency systems provided?  Y  N  
(If No, then skip b.)
- b. The systems have:  1. audible signals  
(Check only one choice.)  2. flashing lights  
 3. both

**2.5 Signs for Goods and Services**

- a. If provided, do signs and room numbers designating permanent rooms and spaces where goods and services are provided comply with the appropriate requirements for such signage? (See checklist below.)  Y  N
  1. Signs mounted with centerline 60" from floor.
  2. Mounted on wall adjacent latch side door, or as close as possible.
  3. Are the raised characters (letters) sized between 5/8" and 2" high, with high contrast (for room numbers, restrooms, exits)?
  4. Is there braille text of the same information?
  5. Is a picture depicting the service used?
  6. Is the picture accompanied by the same information in raised characters and Braille?

**2.6 Directional and Informational Signs**

**The following questions apply to directional and informational signs that fall under Priority 2.**

- a. If mounted above 80", do they have letters at least 3" high, with high contrast, and non-glare finish?  Y  N
- b. Do directional and informational signs comply with legibility requirements? (See checklist above.)  Y  N

**To be legible, the letters must be sized according to viewing distance and must not have a glare surface. (Building directories or temporary signs need not comply.)**

**2.7 Controls**

**Ranges for Accessible Heights: The maximum height for a side reach is 54"; for a forward reach, 48". The minimum reachable height for a front approach is 15"; for a side approach, 9".**

- a. Are all controls that are available for use by the public (including electrical, mechanical, cabinet, game, and self-service controls) located at an accessible height?  Y  N
- b. Are they operable with a closed fist?  Y  N

**2.8 Seats, Tables, & Counters**

- a. Are the aisles between fixed seating (other than area seating) at least 36" wide?  Y  N
- b. Are the spaces for wheelchair seating distributed throughout?  Y  N
- c. Are the tops of tables or counters between 28" and 34" high?  Y  N
- d. Are knee spaces at accessible tables at least 27" high, 30" wide, and 19" deep?  Y  N
- e. At each type of cashier counter, is there a portion of the main counter that is no more than 36" high?  Y  N
- f. Is there a portion of food ordering or other service counters that is no more than 36" high, or is there space at the side for passing items to customers who have difficulty reaching over a high counter?  Y  N

**2.9 Vertical Circulation**

- a. Is there more than one public level? (If **No**, skip **b** and **c** and all of **2.10 STAIRS**, **2.11 ELEVATORS**, and **2.12 LIFTS**.)  Y  N
- b. Are there ramps, lifts, or elevators to these public levels?  Y  N
- c. On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible route?  Y  N

**2.10 Stairs**

- a. For access to levels without a ramp, elevator, or lift, are there stairs? (If **No**, then skip **b** and **c**.)  Y  N
- b. Do treads have a non-slip surface?  Y  N
- c. Do stairs have continuous rails on both sides, with extensions beyond the top and bottom stairs?  Y  N

**2.11 Elevators**

- a. Are there elevators? (If **No**, then skip **b** through **g**.)  Y  N
- b. Are there both visible and verbal or audible door opening/closing and floor indicators (one tone = **up**, two tones = **down**)?  Y  N
- c. Are the call buttons in the hallway no higher than 42"?  Y  N
- d. Do the controls inside the cab have raised and Braille lettering?  Y  N
- e. Is there a sign on both door jambs at every floor identifying the floor in raised and Braille letters?  Y  N

- f. Is there an emergency intercom?  Y  N
- g. Is it usable without voice communication?  Y  N
- h. Is the emergency intercom identified by Braille and raised letters?  Y  N

**2.12 Lifts**

- a. Is there a lift available? (If **No**, then skip **b-e**.)  Y  N
- b. Can the lift be used without assistance?  Y  N
- c. If not, is a call button provided?  Y  N
- d. Is there at least 30" by 48" of clear space for a person in a wheelchair to approach to reach the controls and use the lift?  Y  N
- e. Are controls between 15" and 48" high (up to 54" if a side approach is possible)?  Y  N

**PRIORITY 3: ACCESS TO RESTROOMS; USABILITY OF RESTROOMS**

*When rest rooms are open to the public, they should be accessible to people with disabilities.*

**3.0 Availability of Restrooms**

- a. Are public restrooms available?  Y  N  
If **NO**, then skip 3.1 through 3.4.

**3.1 Getting to the Restrooms**

- a. Is at least one restroom (either one for each sex or unisex) fully accessible?  Y  N
- b. Are there signs at inaccessible restrooms that give directions to accessible ones?  Y  N

**3.2 Doorways and Passages**

- a. Is there tactile signage (signs that are touched rather than seen) identifying restrooms?  Y  N
- b. Are pictograms or symbols used to identify restrooms, and, if used, are raised characters and Braille included below them?  Y  N
- c. Is the doorway at least 32" clear?  Y  N
- d. Are doors equipped with accessible handles (operable with a closed fist) 48" high or less?  Y  N
- e. Can doors be opened easily (5 lb. maximum force)?  Y  N
- f. Does the entry configuration provide adequate maneuvering space for a person using a wheelchair?  Y  N

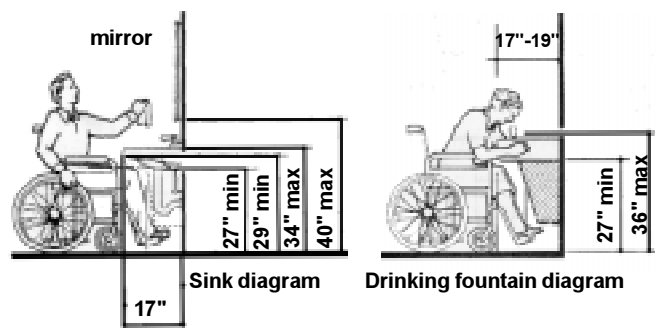
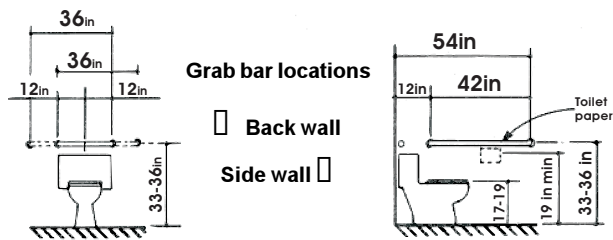
**See diagram at 2.3. A minimum distance of 48" clear of the door swing is needed between the two doors of an entry vestibule.**

- g. Is there a 36" wide path to all fixtures?  Y  N

**3.3 Stalls**

- a. Is the stall door operable with a closed fist inside and out?  Y  N
- b. Is there an accessible stall that has a clear floor space area suitable for **front**, **diagonal**, or **side transfers**. See **Clear Floor Space diagram** on page 4. (If **Yes**, then skip **c**.)  Y  N
- c. Is there a stall that is less accessible, but that provides greater access than a typical stall (either by 36" by 69" or 48" by 69")?  Y  N

- d. Are there grab bars in the accessible stall?  Y  N  
(If Yes, then check only e, or f, or g.)
- e. Is a grab bar located **only behind** the toilet?
- f. Is a grab bar located **only on the side wall** nearest the toilet?
- g. Are grab bars located **both behind AND on the side wall** nearest the toilet?
- h. Is the toilet seat 17" to 19" high?  Y  N



**3.4 Lavatories ("Sinks")**

- a. Does one sink have a 30" wide by 48" deep clear space in front?  Y  N  
**Up to 19" of the required space in front may be under the sink.**
- b. Is the top of the sink no higher than 34 in. from the ground?  Y  N
- c. Is there at least 29" from the floor to the bottom of the sink, excluding pipes?  Y  N
- d. Can the faucet be operated with one closed fist?  Y  N
- e. Are soap and other dispensers and hand dryers within ranges (see page 3, section 2.7) and usable with one closed fist?  Y  N
- f. Is the mirror mounted with the bottom edge of the reflecting surface 40" high or lower?  Y  N

**PRIORITY 4: ANY OTHER MEASURES NECESSARY: ADDITIONAL ACCESS**

Note that this priority is for items not required for the basic access described in the first three priorities. When amenities such as drinking fountains and public telephones are provided, they should also be accessible to people with disabilities.

**4.1 Drinking Fountains**

- a. Are public drinking fountains available? (If No, then skip b through e.)  Y  N
- b. Is there at least one fountain with clear floor space of at least 30" by 48" in front?  Y  N
- c. Is there one fountain with its spout no higher than 36" from the ground, and another with a standard height spout (or a single "hi-lo" fountain)?  Y  N
- d. Are controls mounted on the front or on the side near the front edge, and operable with one closed fist?  Y  N
- e. Is each water fountain cane-detectable (located within 27" of the floor or protruding into the circulation space less than 4" from the wall)?  Y  N

**4.2 Telephones**

- a. Is a pay or public use phone provided? (If No, skip b through j.)  Y  N
- b. If pay or public use phones are provided, is there clear floor space of at least 30" by 48" in front of at least one?  Y  N
- c. Is the highest operable part of the phone no higher than 48" (up to 54" if a side approach is possible)?  Y  N
- d. Does the phone protrude no more than 4 in. into the circulation space?  Y  N
- e. Does the phone have push button controls?  Y  N
- f. Is the phone hearing-aid compatible?  Y  N
- g. Is the phone adapted with volume control?  Y  N
- h. Is the phone with volume control identified with appropriate signage?  Y  N
- i. If there are four or more public phones in the building, is one of the phones equipped with a text telephone (TT or TDD)?  Y  N
- j. Is the location of the text telephone identified by accessible signage bearing the International TDD Symbol?  Y  N

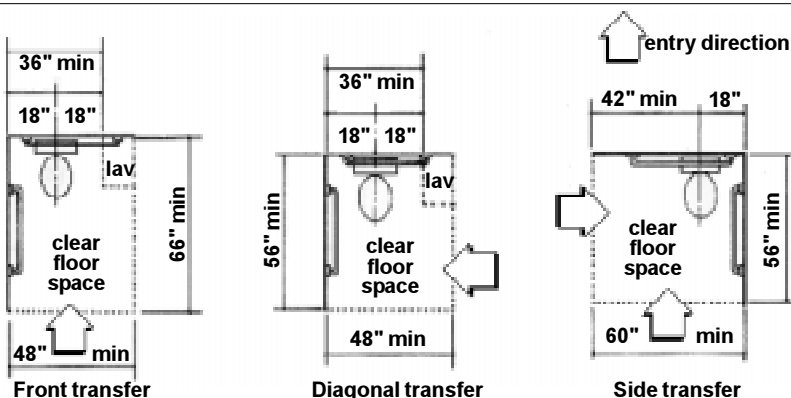
**Clear Floor Space at Water Closets**

For a **front transfer** to the water closet, the minimum clear floor space at the water closet is a minimum 48" x 66" (W x L).

For a **diagonal transfer** to the water closet, the minimum clear floor space is a minimum of 48" x 56".

For a **side transfer** to the water closet, the minimum clear floor space is a minimum of 60" x 56".

See diagram at right.



# Tips on completing the site survey

## THE SURVEY'S PURPOSE

This survey is meant to provide an online narrative description of a destination for a person requiring assistance. The survey is not meant to criticize, require corrections, or rate a destination. Rather, it describes what exists. The survey's responses are converted into plain English paragraphs that summarize all responses. Further, this survey does not cover all of the conditions for an accessible building, all possible barriers, or all types of public businesses. For example, the survey does not yet address hotels, motels, airports, or public parks. Additionally, although we have done our best to keep up with new regulations, it may not reflect the latest changes in the ADA laws. Its goal is descriptive, not prescriptive.

No Barriers, Inc., a New York State educational, not-for-profit corporation, would like to thank Adaptive Environments Center, Inc., for permission to use their *Checklist for Existing Facilities, version 2.1*, as well as Michael Montenare and Jason Jendrewski, two students at Shoreham-Wading River High School, Shoreham, NY, who field tested and revised portions of this survey as part of their Community Service class.

## HOW TO SURVEY A SITE

- **This survey covers four priorities:**
  1. Arriving at and entering a destination
  2. Moving around inside a destination
  3. Restrooms
  4. Drinking fountains and telephones
- **Preparing for the survey:**
  1. Determine some basic body dimensions. These can help you to estimate dimensions if you should not have a tape measure with you.
    - Height \_\_\_\_\_ inches
    - Reach forward \_\_\_\_\_ inches
    - Distance to waist \_\_\_\_\_ inchesYour arms outstretched parallel to the ground will equal your height.
  2. Fill out the address information of the site to be surveyed and the information of the person completing the survey.
  3. Bring a clipboard, a pen or pencil, and a flexible steel tape measure.
  4. You may wish to work with one or more other people.
- **Conducting the survey:**
  1. Be sure to contact the business owner or manager and inform that person of what you will be doing. Offer to review the results before you leave the site or volunteer to send them a copy of the survey before you post it to the web site so that they review it. Remember: This survey is meant to be descriptive only. Its intent is not to rate or criticize an establishment.
- **Completing the Survey:**
  1. Log in to the [www.nobarriers.org](http://www.nobarriers.org) web site and register as a user.
  2. Transcribe the results of the survey. The site has a form that duplicates (without graphics) the survey's questions.
  3. Any questions or problems? Contact Michael via [info@nobarriers.org](mailto:info@nobarriers.org).
- **Do a brief walk-through of the site to determine whether or not all of the survey's questions need to be completed.** For example, if a site has no public restrooms, then you need to complete only one question in section 3 of the survey. Similarly, if a site has only one level, you will not need to complete the questions on elevators, escalators, or lifts. And so on.
- **Begin the survey outside, and walk through the site as if you were going to use its facilities.** The survey questions will remind you to survey all aspects of a facility that someone would normally encounter on a visit.
- **When you speak with the business owner or manager before you leave, inform them of when the survey's results will be posted at the [www.nobarriers.org](http://www.nobarriers.org) web site.** If they have a web site, ask if they'd like a link from the survey results to their site, or if they would be willing to place a link to [www.nobarriers.org](http://www.nobarriers.org) at their site. If so, the No Barrier site's webmaster will contact them to set up the links.

To file this completed survey, go to the No Barriers, Inc., web site at [www.nobarriers.org](http://www.nobarriers.org) and complete the data entry pages located there. Using the web site to file a survey makes it easier to update and maintain our database of site information. Thanks for your help! Michael ([information@nobarriers.org](mailto:information@nobarriers.org))

## Further Notes on any aspect of the survey:

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