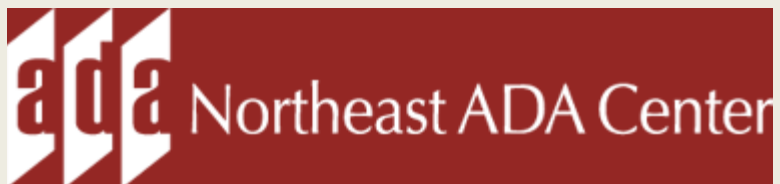


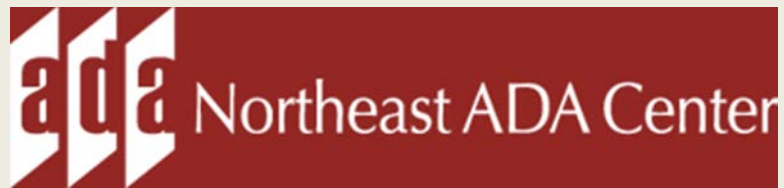


What's Your Plan?

Barrier Removal & Title III Entities: Part 4

May 16, 2014





The Northeast ADA Center is a member of the National Network of ADA Centers funded by the National Institute for Disability and Rehabilitation Research (NIDRR), a division of the U.S. Department of Education (Grant number H133A110020). Our mission is to provide information, referrals, resources and training on equal opportunity for individuals with disabilities and on the Americans with Disabilities Act to individuals and organizations in New York, New Jersey, Puerto Rico, and the U.S. Virgin Islands. Our staff consists of people with disabilities and people with professional experience in the disability field.

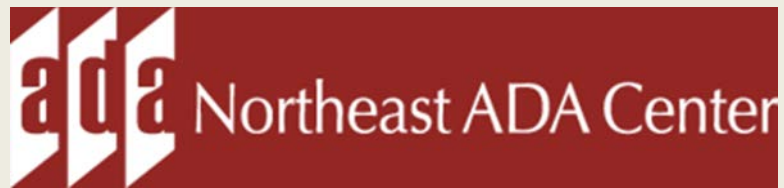
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“Recap” of Part 1 (November 15, 2013) & Part 2 (January 17, 2014)

- Title III entities (places of public accommodation) have an obligation to remove barriers that are deemed *readily achievable*.
- This is an on-going obligation that has limits. *Readily Achievable* is defined as “Easily accomplishable without much difficulty or expense”.
- The Barrier Removal standard applies to facilities built prior to 1993 and certain features of facilities that are now required to comply with the 2010 ADA Standards for Accessible Design (i.e. Recreational Facilities).
- Alterations* to existing facilities trigger a *higher level* of accessibility compliance, as compared to barrier removal efforts that are undertaken for the sole purpose of improving accessibility.
- Part 2 specifically reviewed the site assessment process for facilities, including exterior and interior accessible routes, accessible parking, entrances, assembly areas and dining & work surfaces.

“Recap” of Part 3 (March 21, 2014)

- Part 3 specifically reviewed the site assessment process for toilet rooms and provided an overview of the new accessibility requirements for certain recreational facilities.
- Part 3 concluded with a review of the 7 Steps to developing a Barrier Removal Plan that are considered “Best Practices”.

Part 4 Agenda:

- Review the 7 Steps to Developing an effective Barrier Removal Plan
- Use a Case Study approach to review how a Title III entity developed a Barrier Removal Plan using the 7 Steps mentioned above.
- Questions & Answers

Note:

All citations throughout this presentation are from the 2010 ADA Standards unless indicated otherwise

www.ada.gov



ADA Title III-Existing Facilities & Barrier Removal Plans

Summary

- The goal of the Barrier Removal Plan is to identify solutions for physical accessibility, that includes recommendations for structural modifications (where necessary) for access that balances user needs with:
 - Constraints of existing conditions
 - Available resources
- The Plan should also be a living, breathing document that is updated as needed and referenced periodically to ensure that readily achievable modifications are implemented in accordance with the schedule that is developed for these modifications.

DOJ Guidance: Priorities for Barrier Removal



Priority #1: Accessible approach and entrance

Businesses are urged to provide access from public sidewalks, public transportation stop's and accessible parking areas.

Priority #2: Access to goods and services

Businesses are urged to provide access to those areas that goods and services are made available to customers.

Priority #3: Access to public toilet rooms

Businesses are urged to provide access to toilet room facilities and remove barriers that prevent access (i.e. removing furniture/storage items, widening doors, installing directional signage, etc...)

Priority #4: Access to other miscellaneous items

(i.e. drinking fountains and public telephones (if provided)).

ADA - Barrier Removal vs. Alterations – What is the difference?

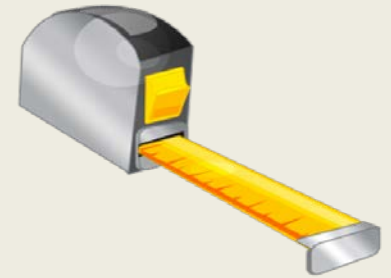


Barrier Removal is done by a place of public accommodation to remove specific barriers that limit or prevent people with disabilities from obtaining access to the goods and services offered to the public. This is an ongoing obligation for the business that has limits determined by resources, size of the company and other factors.

An **Alteration** is replacement, renovation or addition to an element or space of a facility. Generally alterations are done to improve the function of the business, to accommodate a change or growth in services, or as part of a general renovation. The requirements for alterations are greater than those for barrier removal because the alteration is part of a larger construction or replacement effort.

Barrier Removal Planning Steps

- **Step 1:** Conduct the Accessibility Survey
- **Step 2:** Summarize your findings in a report
 - Report should include all barriers to accessibility noted during the survey.

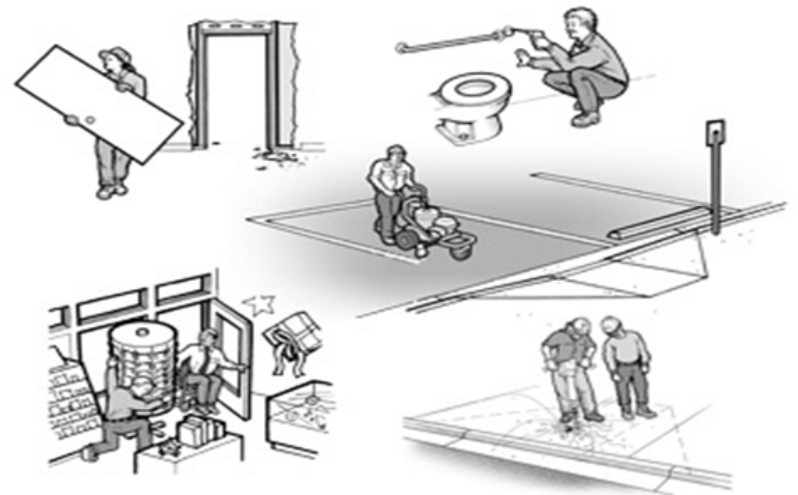
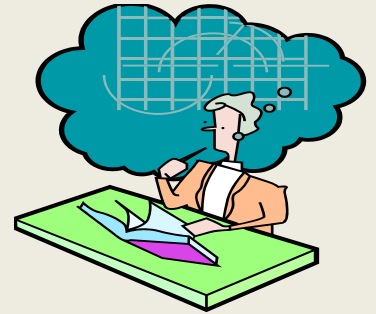


Barrier Removal Planning Steps

- **Step 3: Research accessibility improvements-**

- As you summarize your findings in the report, begin to formulate recommended accessibility improvements for areas noted in the survey. Consult local resources (i.e. Northeast ADA Center) for assistance if necessary.

- *Additional Resources are included at the end of this presentation*



Barrier Removal Planning Steps



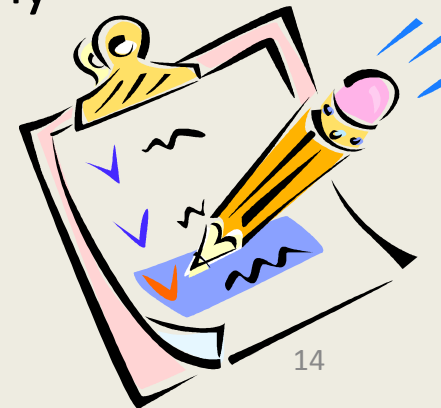
- **Step 4: Finalizing the Barrier Removal Plan**
 - Review the summary report you have developed and recommendations for increased accessibility with appropriate decision makers.
 - Decide which solutions will best eliminate barriers at a reasonable cost.
 - Prioritize the items you decide upon and make a timeline for carrying them out.
- Note that where the removal of barriers is not readily achievable, you must consider whether there are alternative methods for providing access that are readily achievable (i.e. relocating the service to an accessible location, providing home visits, curbside service, etc...) and indicate those alternatives in the Barrier Removal Plan.

Barrier Removal Planning Steps



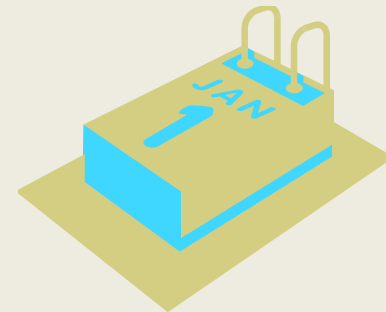
- **Step 5: Maintain Documentation-**
 - Keep your survey, notes, summary, record of work completed, and plans for alternative methods on file.

- **Step 6: Make Changes-**
 - Implement changes as planned. Always refer directly to the 2010 ADA Standards for Accessible Design (www.ada.gov) and your state and local building codes for complete technical requirements before making any accessibility improvements.



Barrier Removal Planning Steps

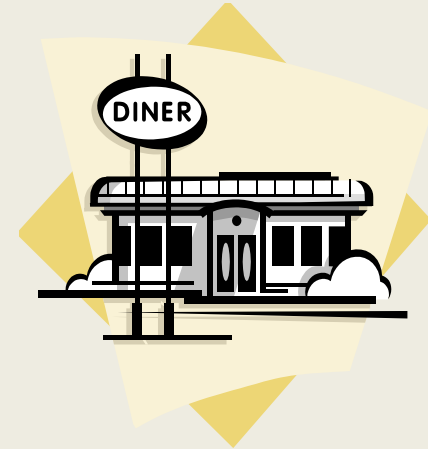
- **Step 7: Follow Up!**
 - Review your Barrier Removal Plan annually to re-evaluate whether more accessibility improvements have become *readily achievable*.



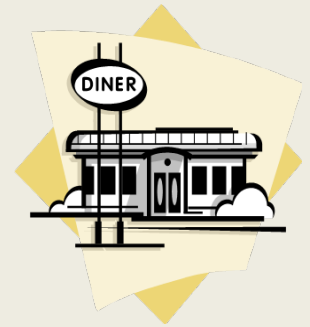
Let's walk through the Process together...

Background Information: The Hometown Diner

- The Hometown Diner, located in upstate New York, has been in business since 1989.
- The restaurant is located in a building that was built pre-ADA (1985).
- No alterations have occurred within the restaurant that would have triggered accessibility improvements under the Building Code of New York State or the ADA. In other words, no significant alterations have occurred since 1989 within the building.

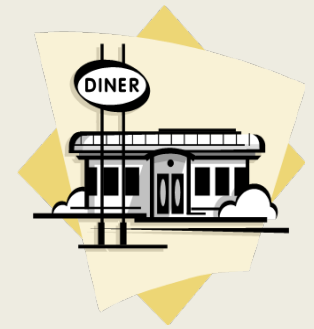


Additional Background Information



- The Hometown Diner is a family owned and operated business and is considered a place of public accommodation under Title III of the ADA.
- The diner is located in a one story building that has a parking lot for customers, an entrance that has 2 steps, a dining area for patrons, and men's and women's toilet rooms with multiple stalls.
- The restaurant has undertaken certain cosmetic improvements in the past (i.e. painting and wallpapering) but they have not altered the toilet rooms, entrances or dining area.

Additional Background Information



- Recently one of the Diner's valued customers began using a wheelchair for mobility, and the owner now recognizes that his restaurant has barriers to accessibility that he would like to address.
- In conducting research on ADA Accessibility, he contacted the Northeast ADA center to gather information about where to begin the process of making his diner accessible, given the existing site constraints of the building and his limited budget, to determine how to best proceed.

Question



- Should the owner of the Hometown Diner have evaluated the accessibility of the restaurant prior to now (2014), and if so, why?

Answer



- Yes.
- The Barrier Removal Standard requires ADA Title III entities to continually re-evaluate their facilities and services to determine if barriers to accessibility can be eliminated.
- This is one of the biggest differences between the ADA and the Building Code. Business owners should not rely on local code enforcement personnel to advise you of your obligation to remove barriers (if it is readily achievable to do so) under the ADA.
- Remember that the ADA is a federal civil rights law that is enforced by the U.S. Department of Justice.

Step 1: Conduct the Accessibility Survey

- Mr. Smith (owner of the Hometown Diner) determined that the first step to improving access is to conduct an accessibility survey of his property in order to understand what barriers to accessibility exist at the restaurant.
- As he has limited funds to hire a professional architect or engineer, he decided to rely on the checklists that are available on-line to assess his property. He decided that for now he would perform his own site survey, and if changes are necessary, he will contact an architect or other necessary professional to obtain cost estimates for any improvements that are needed.
- He downloaded and used the *ADA Checklist for Readily Achievable Barrier Removal* (2010 ADA Standards) located at <http://www.adachecklist.org> and engaged one of his staff members to assist him with performing the site assessment of the restaurant.

Step 1: Conduct the Accessibility Survey

- In May, 2014, Mr. Smith Evaluated the following areas of the restaurant using the checklist instructions:
 - Parking Area
 - Entrance
 - Dining Area
 - Toilet Rooms
- He took notes and photos of the process to use for his report that he developed after completing the accessibility survey.

Note: The Diner does not have public telephones or drinking fountains on site.

Step 1: Conduct the Accessibility Survey

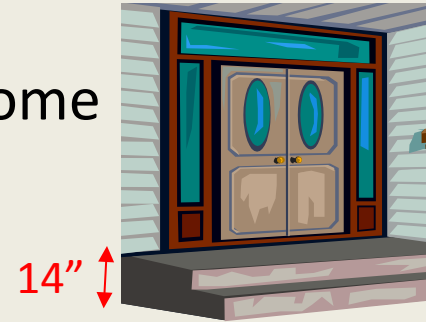
Parking Area:

- The diner has 55 parking spaces.
- Only 1 accessible parking space is attempted, and the space does not have an access aisle or compliant signage. The ISA is mounted at 36 inches above grade measured to the bottom of the sign.
- The accessible parking space is not located on the shortest accessible route of travel to the entrance.
- The ground surface of the accessible parking space is in disrepair (cracks in asphalt, etc...)

Step 1: Conduct the Accessibility Survey

Entrance:

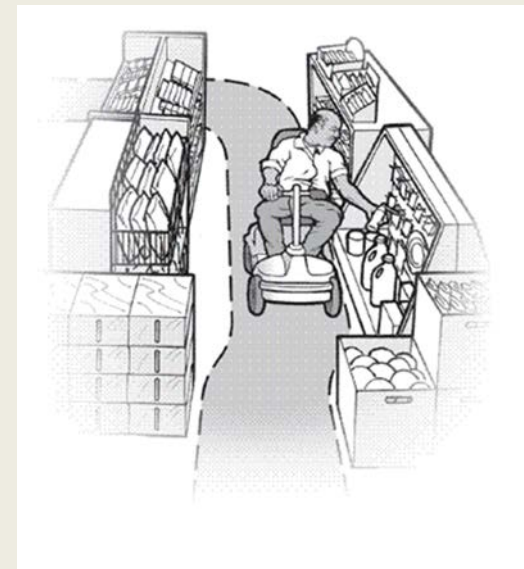
- There are 2 steps to enter the restaurant that overcome an approximately 14 inch rise.
- There are double leaf doors that provide 32 inches of clear width at the entrance. There is no compliant maneuvering clearance on the exterior side of the entrance door. Once inside the restaurant, the “push side” of the door has compliant maneuvering clearance.
- There is sufficient space to install a ramp built at a slope not to exceed 1:12 (approximately 14 feet of ramp is needed at 1:12).
- There is no curb ramp provided to access the sidewalk at the entrance.



Step 1: Conduct the Accessibility Survey

Dining Area

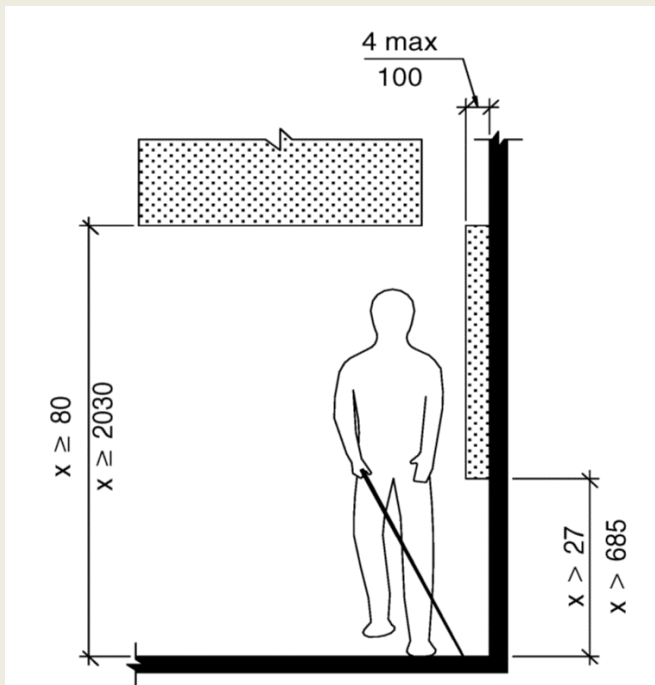
- There are 26 patron seating tables within the diner.
- No accessible tables are provided. The tables provided have pedestal style legs that do not provide compliant knee clearance.
- At the entrance of the diner, there are several racks of merchandise on display. The merchandise and shelving narrow the width of the accessible route to 32 inches for a distance of 4 feet.



Step 1: Conduct the Accessibility Survey

Dining Area:

- There are four (4) decorative wall sconces that protrude into the circulation path more than 4 inches with leading edges higher than 27 inches above the floor.



Step 1: Conduct the Accessibility Survey

Toilet Rooms:

Note: *Mr. Smith has been planning to renovate the toilet rooms within the next 1-2 years, not solely because of accessibility, but because the rooms are in need of general renovation as well.*

- There are 3 toilet compartments and 1 urinal in the Men's toilet room. There is one accessible stall that complies with 1991 ADAAG Figure 30 (a). The urinal is not accessible.
- There are 4 toilet compartments in the Women's toilet room. One compartment complies with the 1991 ADAAG Alternate Stall layout, Figure 30 (b).
- Neither toilet room has signage with raised and Braille characters. The signs provided are located directly on the doors.

Step 1: Conduct the Accessibility Survey

Toilet Rooms (Continued):


- The mirror in both toilet rooms is mounted with the bottom edges of the reflecting surface at 45 inches above the floor.
- The paper towel dispensers in both rooms have operable parts located at 56 inches above the floor.
- The doors to enter both toilet rooms have inaccessible door knob style hardware.
- The top of the lavatory rim in both toilet rooms is mounted at 36 inches above finish floor.
- The lavatory hot water and drain pipes are not protected with insulation.
- The lavatory faucets are inaccessible and require tight grasping, pinching and twisting of the wrist to operate.

Step 2: Summarize your findings in a report

- Mr. Smith translated his notes into a report and inserted photographs of areas of concern that he observed when doing the accessibility survey.
- His approach to the report (his approach is not mandatory) was to use a Table format and insert the barriers to accessibility that he observed (with photos) into one column, and once he reviews possible solutions, and costs for these solutions, he will insert those recommendations into the next column. As a last step in the process, he plans to add a column that indicates a timeframe for the completion of barrier removal items that he plans to undertake.
- He begins formulating (**DRAFT I**) of the Barrier Removal Plan.



- The following SAMPLE Barrier Removal Plan is meant to be illustrative only.
- The methods used to develop this Plan are unique to this example.
- Remember that no two Barrier Removal Plans are identical, as all facilities and owners are not typical.

DRAFT I Existing Condition	Recommendation	Estimated Completion Date	Estimated Cost
<p>Accessible Parking – US DOJ Priority I</p> <ul style="list-style-type: none"> -The diner has 55 parking spaces. -Only 1 accessible parking space is attempted, and the space does not have an access aisle or compliant signage. -The ISA is mounted at 36 inches above grade measured to the bottom of the sign. -The accessible parking space is not located on the shortest accessible route of travel to the entrance. -The ground surface of the accessible parking space is in disrepair (cracks in asphalt, etc...) 	<ul style="list-style-type: none"> -Restripe the parking lot to provide 3 accessible parking spaces that are at least 8 feet wide. (3 accessible spaces are needed since the lot has 55 spaces). -Relocate these spaces so that they are proximate to the entrance and to where the new ramp (see below) will be installed at the entrance. -As the NYS Building Code requires all access aisles to be at least 8 feet wide, provide 8 feet wide access aisles that serve all 3 spaces. 2 spaces can share one access aisle. -To the maximum extent feasible, provide a firm and stable ground surface within the accessible spaces and access aisles. -Post Signs in the access aisles that say “No Parking Anytime” as this is required by the Building Code of NYS. -Post the ISA at each of the 3 accessible parking spaces. -Signs shall be permanently installed at a clear height of between 60 inches and 84 inches above grade as required by the NYS Building Code. 		<p>Not known yet. Will contact paving company to obtain cost estimate.</p>
<p>Curb Ramp</p>			
<ul style="list-style-type: none"> -There is no curb ramp provided to access the entrance. 	<ul style="list-style-type: none"> -Install a curb ramp proximate to the bottom landing of the new ramp (see below) and the newly created access aisles at the accessible parking spaces. <i>*Consult architect for design details of curb ramp</i> 		<p>Not known yet. Will contact architect or contractor to obtain cost estimate. 31</p>

DRAFT I Existing Condition	Recommendation	Estimated Completion Date	Estimated Cost
Entrance – US DOJ Priority I			
<p>-There are 2 steps to enter the restaurant that overcome an approximately 14 inch rise.</p> <p>-There is sufficient space to install a ramp built at a slope not to exceed 1:12 (approximately 14 feet of ramp is needed at 1:12).</p>	<p>-Contact architect to gain information on the cost of installing a ramp to overcome the 14 inch rise at the entrance.</p>		<p>Not known yet. Will contact architect to obtain cost estimate.</p>
<p>-There are double leaf doors that provide 32 inches of clear width at the entrance. There is no compliant maneuvering clearance on the exterior side of the entrance door. Once inside the restaurant, the “push side” of the door has compliant maneuvering clearance.</p>	<p>-Ask architect to provide information on how to address the maneuvering clearance at the exterior entrance door(s) when the ramp is added.</p>		<p>Not known yet. Will contact architect to obtain cost estimate.</p>

DRAFT I Existing Condition	Recommendation	Estimated Completion Date	Estimated Cost
Dining Area – US DOJ Priority II			
<p>-There are 26 patron seating tables within the diner.</p> <p>-No accessible tables are provided. The tables provided have pedestal style legs that do not provide compliant knee clearance.</p>	<p>-Provide 5% of the tables (2 tables) that have compliant knee clearance. Provide at least 30 inches of width between the legs of the table; Provide at least 27 inches of knee clearance underneath the table and the table top height should be between 28 inches and 34 inches above the floor.</p>		\$500
<p>-At the entrance of the diner, there are several racks of merchandise on display. The merchandise and shelving narrow the width of the accessible route to approximately 32 inches for a distance of approximately 4 feet.</p>	<p>-Rearrange the merchandise display area to ensure that a clear width of 36 inches is maintained at the entrance of the diner.</p>		<p>N/A</p> <p>Mr. Smith and Staff will do this work.</p>
<p>-There are four (4) decorative wall sconces that protrude into the circulation path more than 4 inches with leading edges higher than 27 inches above the floor.</p>	<p>-Remove these decorative wall sconces. If replaced in the future, provide new sconces that do not protrude more than 4 inches into the circulation path.</p>		<p>N/A</p> <p>Mr. Smith and Staff will do this work.</p>

DRAFT I Existing Condition	Recommendation	Estimated Completion Date	Estimated Cost
Toilet Rooms – US DOJ Priority III			
<p>-There are 3 toilet compartments and 1 urinal in the Men’s toilet room. There is one stall that complies with 1991 ADAAG Figure 30 (a). The urinal is not accessible.</p> <p>-There are 4 toilet compartments in the Women’s toilet room. One compartment complies with the 1991 ADAAG Alternate Stall layout, Figure 30 (b).</p>	<p>-Review with architect the cost to renovate toilet rooms and incorporate a fully accessible toilet stall in each toilet room as part of planned renovation project.</p>		<p>Not known yet. Will contact architect to obtain cost estimate.</p>
<p>-Neither toilet room has signage with raised and Braille characters. The signs provided are located directly on the doors.</p>	<p>-Provide compliant signage with Raised and Braille characters and the ISA on the wall adjacent to the latch side of the doors.</p>		<p>\$120 Mr. Smith and Staff can do this work.</p>
<p>-The mirror in both toilet rooms is mounted with the bottom edges of the reflecting surface at 45 inches above the floor.</p>	<p>-Lower the mirror in each toilet room so that the bottom edge of the reflecting surface is no higher than 40 inches above the floor OR provide a full length mirror in the toilet rooms.</p>		<p>\$200 Mr. Smith and Staff can do this work.</p>
<p>-The paper towel dispensers in both rooms have operable parts located at 56 inches above the floor.</p>	<p>-Lower the dispensers so that the operable parts are no higher than 48 inches above the floor.</p>		<p>N/A Mr. Smith and Staff will do this work.</p>
<p>-The doors to enter both toilet rooms have inaccessible door knob style hardware.</p>	<p>-Replace the door knobs with accessible, lever style hardware.</p>		<p>\$150</p>

DRAFT I Existing Condition	Recommendation	Estimated Completion Date	Estimated Cost
Toilet Rooms – US DOJ Priority III			
-The top of the lavatory rim in both toilet rooms is mounted at 36 inches above finish floor.	-Lower one lavatory in each toilet room so that the top of the rim is no higher than 34 inches above the floor with at least 27 inches of knee clearance underneath the lavatory.		Not known yet. Will contact architect to obtain cost estimate.
-The lavatory hot/cold water and drain pipes are not protected with insulation.	-Provide insulation on the hot/cold water and drain pipes at one lavatory in each toilet room.		\$50 Mr. Smith and Staff can do this work.
-The sink faucets are inaccessible and require tight grasping, pinching and twisting of the wrist to operate.	-Replace the faucets at one lavatory in each toilet room with accessible, lever style hardware.		\$150


Step 3: Research accessibility improvements

- Mr. Smith contacts a local architect to discuss the costs associated with the barrier removal items that he requires assistance with. These include the costs associated with the ramp and curb ramp installation at the entrance and providing compliant maneuvering clearance at the entrance, and, obtaining cost estimates to renovate the toilet rooms, including the accessible stalls in each toilet room.

Note: Mr. Smith has planned on renovating the toilet rooms in 2016. He wants to determine what the costs will be to renovate the toilet rooms, and at that time, improve accessibility to comply with the 2010 ADA Standards.

Step 3: Research accessibility improvements

- After consulting with the architect, Mr. Smith obtains the additional cost estimates he needs to update the Barrier Removal Plan (**DRAFT II**).
- Now that he has obtained the additional cost estimates, and after reviewing the US DOJ Priorities for Barrier Removal Items, Mr. Smith completes the “Estimated Completion Date” and “Cost Estimates” columns in the Barrier Removal Plan.

DRAFT II Existing Condition	Recommendation	Estimated Completion Date	Estimated Cost
<p>Accessible Parking – US DOJ Priority I</p> <ul style="list-style-type: none"> -The diner has 55 parking spaces. -Only 1 accessible parking space is attempted, and the space does not have an access aisle or compliant signage. -The ISA is mounted at 36 inches above grade measured to the bottom of the sign. -The accessible parking space is not located on the shortest accessible route of travel to the entrance. -The ground surface of the accessible parking space is in disrepair (cracks in asphalt, etc...) 	<ul style="list-style-type: none"> -Restripe the parking lot to provide 3 accessible parking spaces that are at least 8 feet wide. (3 accessible spaces are needed since the lot has 55 spaces). -Relocate these spaces so that they are proximate to the entrance and to where the new ramp (see below) will be installed at the entrance. -As the NYS Building Code requires all access aisles to be at least 8 feet wide, provide 8 feet wide access aisles that serve all 3 spaces. 2 spaces can share one access aisle. -To the maximum extent feasible, provide a firm and stable ground surface within the accessible spaces and access aisles. -Post Signs in the access aisles that say “No Parking Anytime” as this is required by the Building Code of NYS. -Post the ISA at each of the 3 accessible parking spaces. -Signs shall be permanently installed at a clear height of between 60 inches and 84 inches above grade as required by the NYS Building Code. 	<p>August, 2014</p>	<p>\$2,000</p>
<p>Curb Ramp – US DOJ Priority I</p> <ul style="list-style-type: none"> -There is no curb ramp provided to access the entrance. 	<ul style="list-style-type: none"> -Install a curb ramp proximate to the bottom landing of the new ramp (see below) and the newly created access aisles at the accessible parking spaces. 	<p>August, 2014</p>	<p>\$1,500</p>

DRAFT II Existing Condition	Recommendation	Estimated Completion Date	Estimated Cost
Entrance – US DOJ Priority I			
<p>-There are 2 steps to enter the restaurant that overcome a 14 inch rise.</p> <p>-There is sufficient space to install a ramp built at a slope not to exceed 1:12 (approximately 14 feet of ramp is needed at 1:12).</p>	<p>-Architect is going to design a straight run ramp that follows the front of the building at a slope no steeper than 1:12 with compliant landings, handrails and edge protection.</p>	August, 2014	\$3,000
<p>-There are double leaf doors that provide 32 inches of clear width at the entrance. There is no compliant maneuvering clearance on the exterior side of the entrance door. Once inside the restaurant, the “push side” of the door has compliant maneuvering clearance.</p>	<p>-Architect will design the top ramp landing to also serve as an area with compliant door maneuvering clearance on the pull side of the entrance door(s).</p>	August, 2014	Included in cost for ramp above

DRAFT II Existing Condition	Recommendation	Estimated Completion Date	Estimated Cost
Dining Area – US DOJ Priority II			
<p>-There are 26 patron seating tables within the diner.</p> <p>-No accessible tables are provided. The tables provided have pedestal style legs that do not provide compliant knee clearance.</p>	<p>-Provide 5% of the tables (2 tables) that have compliant knee clearance. Provide at least 30 inches of width between the legs of the table; Provide at least 27 inches of knee clearance underneath the table and the table top height should be between 28 inches and 34 inches above the floor.</p>	October, 2014	\$500
<p>-At the entrance of the diner, there are several racks of merchandise on display. The merchandise and shelving narrow the width of the accessible route to approximately 32 inches for a distance of approximately 4 feet.</p>	<p>-Rearrange the merchandise display area to ensure that a clear width of 36 inches is maintained at the entrance of the diner.</p>	May, 2014	<p>N/A</p> <p>Mr. Smith and Staff will do this work.</p>
<p>-There are four (4) decorative wall sconces that protrude into the circulation path more than 4 inches with leading edges higher than 27 inches above the floor.</p>	<p>-Remove these decorative wall sconces. If replaced in the future, provide new sconces that do not protrude more than 4 inches into the circulation path.</p>	May, 2014	<p>N/A</p> <p>Mr. Smith and Staff will do this work.</p>

DRAFT II Existing Condition	Recommendation	Estimated Completion Date	Estimated Cost
Toilet Rooms – US DOJ Priority III			
<p>-There are 3 toilet compartments and 1 urinal in the Men’s toilet room. There is one stall that complies with 1991 ADAAG Figure 30 (a). The urinal is not accessible.</p> <p>-There are 4 toilet compartments in the Women’s toilet room. One compartment complies with the 1991 ADAAG Alternate Stall layout, Figure 30 (b).</p>	<p>-Architect is design plans to renovate both toilet rooms and provide fully accessible features in both toilet rooms in compliance with the 2010 ADA Standards and the NYS Building Code.</p>	<p>Mid 2016</p>	<p>\$10,000 to renovate both toilet rooms.</p>
<p>-Neither toilet room has signage with raised and Braille characters. The signs provided are located directly on the doors.</p>	<p>-Provide compliant signage with Raised and Braille characters and the ISA on the wall adjacent to the latch side of the doors.</p>	<p>October, 2014</p>	<p>\$120</p>
<p>-The mirror in both toilet rooms is mounted with the bottom edges of the reflecting surface at 45 inches above the floor.</p>	<p>-Lower the mirror in each toilet room so that the bottom edge of the reflecting surface is no higher than 40 inches above the floor OR provide a full length mirror in the toilet rooms.</p>	<p>October, 2014</p>	<p>\$200</p>
<p>-The paper towel dispensers in both rooms have operable parts located at 56 inches above the floor.</p>	<p>-Lower the dispensers so that the operable parts are no higher than 48 inches above the floor.</p>	<p>May, 2014</p>	<p>N/A Mr. Smith and Staff will do this work.</p>
<p>-The doors to enter both toilet rooms have inaccessible door knob style hardware.</p>	<p>-Replace the door knobs with accessible, lever style hardware.</p>	<p>October, 2014</p>	<p>\$150</p>

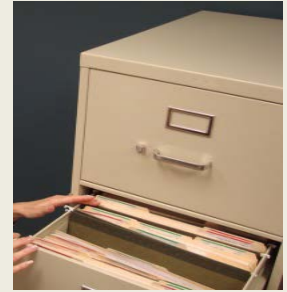
DRAFT II Existing Condition	Recommendation	Estimated Completion Date	Estimated Cost
Toilet Rooms – US DOJ Priority III			
-The top of the lavatory rim in both toilet rooms is mounted at 36 inches above finish floor.	-Lower one lavatory in each toilet room so that the top of the rim is no higher than 34 inches above the floor with at least 27 inches of knee clearance underneath the lavatory.	Mid 2016	\$2,600
-The lavatory hot/cold water and drain pipes are not protected with insulation.	-Provide insulation on the hot/cold water and drain pipes at one lavatory in each toilet room.	May, 2014	\$50
-The sink faucets are inaccessible and require tight grasping, pinching and twisting of the wrist to operate.	-Replace the faucets at one lavatory in each toilet room with accessible, lever style hardware.	October, 2014	\$175

Step 4: Finalizing the Barrier Removal Plan

- Mr. Smith reviews DRAFT II of the Barrier Removal Plan with his advisors and they finalize the recommended accessibility improvements and begin to implement those changes that can be done immediately with little cost.
- Mr. Smith finalizes the plans with the appropriate design professionals to plan for the entrance ramp and toilet room renovations. They also contact a paving company to implement the accessible parking improvements and locate a contractor to provide a curb ramp at the entrance.

- **Step 5: Maintain Documentation-**

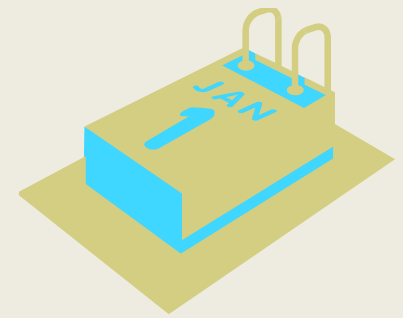
- Mr. Smith keeps a copy of his notes from the accessibility survey, photos, drafts of the Barrier Removal Plan, and cost estimates obtained from contractors and design professionals.



- **Step 6: Make Changes-**

- Mr. Smith begins to implement the changes as planned for in the Barrier Removal Plan.





- **Step 7: Follow Up!**

- Mr. Smith reviews the Barrier Removal Plan every 6 months to ensure that he is on target to remove the barriers to accessibility in a timely fashion.
- As needed, Mr. Smith updates the Plan if delays or unforeseen circumstances impact the Estimated Completion Date(s) for Barrier Removal items.

Conclusion

- Mr. Smith followed the US DOJ Priorities for Barrier Removal to improve accessibility features at his diner.
- He will remove those barriers to accessibility that are readily achievable immediately.
- His planning and research has ultimately enabled him to develop an “Action Plan” to provide access to those areas that are not readily achievable immediately. His Action Plan balances the costs of the remaining modifications to improve access, with his available resources.



DOJ Guidance: Priorities for Barrier Removal



Priority #1: Accessible approach and entrance

Businesses are urged to provide access from public sidewalks, public transportation stop's and accessible parking areas.

Priority #2: Access to goods and services

Businesses are urged to provide access to those areas that goods and services are made available to customers.

Priority #3: Access to public toilet rooms

Businesses are urged to provide access to toilet room facilities and remove barriers that prevent access (i.e. removing furniture/storage items, widening doors, installing directional signage, etc...)

Priority #4: Access to other miscellaneous items

(i.e. drinking fountains and public telephones (if provided)).

Resources

- US DOJ ADA Website

www.ada.gov

- [US DOJ - On Line course “Reaching Out to Customers with Disabilities”](http://www.ada.gov/reachingout/intro1.htm)

<http://www.ada.gov/reachingout/intro1.htm>

- ADA Checklist for Readily Achievable Barrier Removal (2010 ADA Standards)

<http://www.adachecklist.org>

Developed by:

-Institute for Human Centered Design

-ADA National Network

- ADA Checklist for Readily Achievable Barrier Removal (1991 ADA Standards)

<http://www.ada.gov/racheck.pdf>

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-Barrier Free Environments, Inc.

Thank You for Attending!

- Questions?



- This concludes the “What’s Your Plan: Barrier Removal & Title III Entities” webinar series.
- The webinar series will be posted to the Northeast ADA Center’s website under the *Archived Webinars* page for future reference.

Thank You to our Sponsor!



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