

**The American with Disabilities Act**  
**Checklist for Existing Facilities on the Achievable Barrier Removal**  
**Survey Results**  
**Department of Workforce Services Facilities**  
**Updates note as of 9/4/2014**

Survey Conducted during the 2<sup>nd</sup> quarter of 2009 by Cory Moss the Risk Manager and ADA Coordinator along with the Facilities Coordinators and their respective regions. Jason Miller (Eastern, Western and Mountain Lands) and David Brand (Northern, Central and Administration Building)

**\*\*Note (9/4/2014): Since 2011 we have been told that State Risk is working on a new check list and survey guide in order for an ADA Accessibility and Barrier Removal survey to take place. We are still waiting for that tool to fully proceed. However we will note the items that have been addressed so far as it relates to this last assessment.**

**The following are those items listed: I would venture to say that many other items have been taken care of but until we get the new survey tool from State Risk to follow I will only note those things which I know have been addressed since this last report.**

**Updates as of 9/4/14**

**Richfield**

- **Do all ramps longer than 6 feet have railings on both sides?** No
- Note: However the maximum height of ramp is 3 1/2 inches. It was verbally suggested to the DFCM personnel present, that the ramp be removed if possible and a curb cutout put in its place. \*This has been accomplished and is now in compliance.

**Blanding**

- **Do all ramps longer than 6 feet have railings on both sides?** No The ramp that was 6 feet long that needed railings was removed by DFCM and the entrance way from the parking lot was modified so as to be in compliance with ADA standards.

**Price**

- **At each type of counter, is there a portion of the main counter that is no more than 36 inches high?** No, there is not a section of the main counter that is lowered to accommodate a customer in a wheelchair. There has been a remodel and there is now wheelchair accessible work surfaces at the front reception area.

### Emery County (Castledale)

- **Do all ramps longer than 6 feet have railings on both sides?** No, "Rails go up the ramps on the outside of both East and West Ramps leading to the entrance. The building itself is on the inside of the ramp consisting of brick and windows. The landlord has always contended that there doesn't need to be one on the inside due to the building. \*Since this last report the EC was moved to the west end of the building and is using the side entrance as the main entrance now. This ramp is not as wide as the old ramps and has the proper railing to enter.

### Spanish Fork

- **At each type of counter, is there a portion of the main counter that is no more than 36 inches high?** No. \*There is now a lower portion counter for accessibility in place.

### Kanab

- **At each type of counter, is there a portion of the main counter that is no more than 36 inches high?** No. \*With the new design and layout, there is no main counter anymore, only accessible work areas that are in compliance.

### St. George EC

- **If the door has a closer, does it take at least 3 seconds to close?** No, Door closes rapidly just after 2 seconds. Need to adjust. \*This door has been adjusted to stay open longer.

### Cedar City

- \*Note: We realize that the entrance to the Cedar City EC is a problem in many ways, especially in inclement weather. Therefore it has been placed as a priority item for capital improvements and we hope that it will be corrected in the next couple of years.
- **Is the route of travel stable, firm and slip-resistant?** No \*Taken care of through complete makeover.
- **Do curbs on the route have curb cuts at drives, parking and drop-offs?** No, either not there or not well placed from parking area. \*Taken care of through complete makeover

- **Are the slopes of ramps no greater than 1:12?** No \*Taken care of through complete makeover.
- **Do all ramps longer than 6 feet have railings on both sides?** No \*Taken care of through complete makeover.

#### Delta

- **Are the edges securely installed to minimize tripping hazards of the mats laid out in the entrance and lobby area?** No, we found the mats coming up and rippling creating a tripping hazard. We removed one that was the worst. We need to make sure the E.C. recognizes the potential hazard and mitigate it in the future. \*The mats were removed and walk off carpet has been installed taking care of this problem.
- **Are the tops of tables or counters between 28 and 34 inches high?** No, 39" \*Modifications were made and this has been taken care of.

#### Roy EC (We no longer have this office)

#### American Fork (We no longer have this office)

#### Heber City (This is a new office since this report and is in compliance)

#### Tooele

- **Are the slopes of ramps no greater than 1:12?** The ramp is too narrow and needs to be lengthened to get within acceptable standards. \*This ramp was taken care of by the landlord after a complaint and is now in compliance.

#### Logan

- **Are there signs reading "Van Accessible" at van spaces?** Yes, but is placed on the wrong accessible stall, needs to be switched to the opposite side where the properly sized stall is. \*This was taken care of by DFCM.

**Brigham City** (We moved to a different office since this last report) All items will need to be assessed on that building specifically).

- However: The entrance to the new building has a door opener and thus eliminates the concern with the old building entrance doors.

### **Midvale**

- Note: There is concern with the curb ramps put in on the East side of the building with the so-called Van Accessible stalls. (Not correct size for Van Accessible). There are two curb ramps and one in particular is barely 36 inches wide and has a steep drop off at the curb on each side and a 3/4 " lip that makes it somewhat hazardous. Should be fixed. \*DFCM has worked on and modified this ramps and they are a little better, they expect to remove them completely and redo the access to the sidewalk when the parking lot is redone in a couple of years.
- **In the accessible stall, are there grab bars behind and on the side wall nearest to the toilet?** There are grab bars but they are a 21 1/2 inch reach from the toilet on the side. \*The restrooms have all been remodeled and this has been taken care of in the new restrooms.

### **Downtown (We no longer have this office)**

### **End of Updates**

### **2009 Survey**

**The Survey included 4 priority areas:**

<b>Priority 1: Accessible Approach and Entrance</b>	<b>29 possible checklist items reviewed</b>
<b>Priority 2: Access to Goods and Services</b>	<b>43 possible checklist items reviewed</b>
<b>Priority 3: Access to Rest Rooms</b>	<b>18 possible checklist items reviewed</b>
<b>Priority 4: Any other Additional Access Items</b>	<b>13 possible checklist items reviewed</b>

\*\*When noting exterior entrance doors that do not have an automatic opener, the statute is unclear regarding the maximum pounds of force allowable. It states: "*Can doors be opened without too much force (exterior doors reserved; maximum is 5 lbf for interior doors)*".

Therefore we are getting conflicting information as to what is allowed. The only reference I've personally been able to find is found in the 2003 International Building Code, which reads:

1008.1.9 Panic and fire exit hardware. Where panic and fire exit hardware is installed, it shall comply with the following:

1. The actuating portion of the releasing device shall extend at least one-half of the door leaf width.
2. A maximum unlatching force of 15 pounds (67 N).

## **FACILITY SUMMARIES**

### **Richfield E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

#### **P-1**

**Do all ramps longer than 6 feet have railings on both sides?** No

Note: However the maximum height of ramp is 3 1/2 inches. It was verbally suggested to the DFCM personnel present, that the ramp be removed if possible and a curb cutout put in its place. \*This has been accomplished and is now in compliance.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No (They did say that sometimes license plate numbers are written down)

**\*\*Can doors be opened without too much force?** Left door 9.5 lbs force/ Right door 8 lbs force. Preferably would be at around 5 lbs. But may be compliant due to being exterior door.

#### **P-2**

**On the pull side of doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair or crutches can get near to open the door?** No (16") This is close but 2 inches off.

#### **P-3**

**Is there tactile signage identifying rest rooms?** Yes Note: However there is not a tactile sign with Braille leading to the restroom area from the lobby. (see pic)

**Are pictograms or symbols used to identify rest rooms, and, if used, are raised characters and Braille included below them?** No

**Can doors be opened easily (5 lbf maximum force)?** No 9 lbs. men's / 10 lbs. women's

#### **P-4**

**Is there one fountain with its spout no higher than 36 inches from the ground, and another with a standard height spout (or a single "hi-lo" fountain)?** No 42"

\*Note: They have provided a cup dispenser and cups to accommodate.

**If there are four or more public phones in the building, is one of the phones equipped with a text telephone (TT or TDD)?** No

**Is the location of the text telephone identified by accessible signage bearing the International TDD Symbol?** No

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**Blanding E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Do all ramps longer than 6 feet have railings on both sides?** No The ramp that was 6 feet long that needed railings was removed by DFCM and the entrance way from the parking lot was modified so as to be in compliance with ADA standards.

**Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot access aisle)?** Yes and No \*There are the proper number of spaces identified as accessible parking, but 2 of the 3 are 7" short of having the proper 5 feet. This is a minor violation but noted.

**Are accessible spaces marked with the International Symbol of Accessibility? Are there signs reading "Van Accessible" at van spaces?** Yes and No. \*Each stall is marked as an accessible space however the Van Accessible stall does not have the sign reading "Van Accessible" Again a minor infraction but noted.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**\*\*Can doors be opened without too much force?** Left door 10 lbs force/ Right door 10 lbs force. Preferably would be at around 5 lbs. But may be compliant due to being exterior door.

**P-2**

**Can doors be opened without too much force (5 lbf maximum for interior doors)?** No  
\*Hallway access doors were at 9 lbs.

**Is carpeting low-pile, tightly woven, and securely attached along edges?** Yes *\*Note however that there are a couple of areas not in the public area where the carpet has delaminated and poses a hazard to staff.*

**P-3**

**Can doors be opened without too much force (5 lbf maximum for interior doors)?** No  
\*Restroom doors were at 9 lbs.

**P-4**

**Is the phone provided to the customer's hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** No

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Moab E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?** No \*There is a 10 ft wide stall and a 5 ft wide access aisle. Is close but combined footage is 1 foot short of the 16 ft.

**Are accessible spaces marked with the International Symbol of Accessibility? Are there signs reading "Van Accessible" at van spaces?** Yes and No. \*Each stall is marked as an accessible space however the Van Accessible stall does not have the sign reading "Van Accessible" Again a minor infraction but noted.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**P-2**

Nothing Noted

**P-3**

**Is there tactile signage identifying rest rooms? Mount signs on the wall, on the latch side of the door, complying with the requirements for permanent signage.** Yes and No.  
\*There are signs, but they are mounted on the door, there is limited space to the latch side of the door in this case.

**Can doors be opened without too much force (5 lbf maximum for interior doors)?** No  
\*Restroom doors were at 8 lbs.

**P-4**

**Is the phone provided to the customer's hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes \*But don't know decibel range.

**Is the phone with volume control identified with appropriate signage?** No

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Price E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**In the area of accessible parking stalls.** They do have identified 4 parking areas with signs. However, they are not well configured and are parallel to the curb at the front entrance. There are not marked landings or access aisles. There will need to be further study of this situation to see if it meets the minimum requirement.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**P-2**

**Can doors be opened without too much force (5 lbf maximum for interior doors)?** No.  
\*The doors leading into the E.C. from the lobby are at 8 lbs force. However, it should be noted that the doors have always been propped open for easy access for the public. We were told that they are propped open every day during business hours.

**At each type of counter, is there a portion of the main counter that is no more than 36 inches high?** No, there is not a section of the main counter that is lowered to accommodate a customer in a wheelchair. There has been a remodel and there is now wheelchair accessible work surfaces at the front reception area.

**P-3**

**Can rest room doors be opened easily (5 lbf maximum force)?** No (8lb for both Men and Women's).

**Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?** No It's at 27 1/2 inches.

**P-4**

**Is the phone provided to the customer's hearing-aid compatible?** Unknown  
**Is the phone adapted with volume control?** Yes \*But don't know decibel range.  
**Is the phone with volume control identified with appropriate signage?** No  
**Are there TT or TDD text phones available identified by accessible signage?** No

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**Emery County (Castledale) E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Do all ramps longer than 6 feet have railings on both sides?** No, "Rails go up the ramps on the outside of both East and West Ramps leading to the entrance. The building itself is on the inside of the ramp consisting of brick and windows. The landlord has always contended that there doesn't need to be one on the inside due to the building. \*Since this last report the EC was moved to the west end of the building and is using the side entrance as the main entrance now. This ramp is not as wide as the old ramps and has the proper railing to enter.

**Are the accessible spaces marked with the International Symbol of Accessibility?** Yes and No. They are marked only with painted symbol on the ground of each stall. There are no eye level signs indicating the accessible parking stalls.

**Are there signs reading "Van Accessible" at van spaces?** No, they only measure sufficiently but are not marked or striped properly for van accessible identification.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**P-2**

Nothing noted.

**P-3**

**Are pictograms or symbols used to identify rest rooms, and, if used, are raised characters and Braille included below them?** No

**P-4**

**Is the phone provided to the customer's hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** No

**Is the phone with volume control identified with appropriate signage?** No

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Manti E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?** No. Measure wise it's 1 ft short.

\*However since this stall is the last one on the row, there would be sufficient room to lower the ramp on the driveway side of the parking lot.

**Are there signs reading "Van Accessible" at van spaces?** No, there are no "Van Accessible" signs in place.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No, Manager said, that they sometimes call the cops if noted.

**P-2**

**Can doors be opened without too much force (5 lbf maximum for interior doors)?** No. After entering the hallway in the building you must enter the E.C. through a door. The door has a lever handle and after turning the handle the door must be pulled outward. The pull action was around 10 lbs.

**P-3**

\*Note: The Manti E.C. is in a facility shared by multiple agencies. The rest rooms are common areas, so our assessment is for information only, to share with the landlord.

**Can rest room doors be opened easily (5 lbf maximum force)?** No Men's 10 lbs. / Women's 11 lbs.

**P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** No

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Spanish Fork E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Are accessible spaces closest to the accessible entrance?** Yes and No. Two of the three are close, one is at the West side of the building.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**P-2**

**At each type of counter, is there a portion of the main counter that is no more than 36 inches high?** No. \*There is now a lower portion counter for accessibility in place.

**P-3**

Rest Rooms are excellent. No concerns noted.

**P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Kanab E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?** No. Stall is 8 ft Access aisle 5 ft.

**\*\*Can doors be opened without too much force?** Outside door 9 lbs force/ Inside door 8 lbs force. Preferably would be at around 5 lbs. But may be compliant due to being exterior door.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**P-2**

**At each type of counter, is there a portion of the main counter that is no more than 36 inches high?** No. \*With the new design and layout, there is no main counter anymore, only accessible work areas that are in compliance.

**P-3**

**Is there tactile signage identifying rest rooms?** Yes

**Are they mounted on the latch side of the door, complying with the requirements for permanent signage?** No, they are mounted directly on the door and slightly too low.

**Can doors be opened easily ( 5 lbf maximum force)?** No. 7 lbs. for both Men and Women's.

**P-4**

**Is there one fountain with its spout no higher than 36 inches from the ground, and another with a standard height spout (or a single "hi-lo" fountain)?** No 37 1/2 inches high.

**Is each water fountain cane-detectable (located within 27 inches of the floor or protruding into the circulation space less than 4 inches from the wall)?** No. 29 inches.

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Junction**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Is there a Van Accessible parking space identified and properly marked?** No

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

Can doors be opened without too much force (exterior doors reserved; maximum is 5 lbf for interior doors)? No. Door to our services measured 11 lbs force to open.

**P-2**

**Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?** No 24 3/4 inches high.

**P-3**

**Can doors to restroom be opened easily (5 lbf maximum force)?** No. measured at 10 lbs

**P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Panguitch E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Is there a Van Accessible parking space identified and properly marked?** No

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**P-2**

**Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?** No 26 inches

**P-3**

**Can rest room doors be opened easily (5 lbf maximum force)?** No measured 7 lb.

**P-4**

**Is there one fountain with its spout no higher than 36 inches from the ground?** No 39 inches.

**Is water fountain cane detectable (located within 27 inches of the floor or protruding into the circulation space less than 4 inches from the wall)?** No, 33 inches

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**St. George E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Are there signs reading "Van Accessible" at van spaces?** No.

**If the door has a closer, does it take at least 3 seconds to close?** No, Door closes rapidly just after 2 seconds. Need to adjust. \*This door has been adjusted to stay open longer.

**P-2**

**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? B. Mounted on wall adjacent to latch side of door, or as close as possible.** No, they are directly on door.

**P-3**

Restroom signs as noted in P-2 directly on door.

**Can doors be opened easily (5 lbf maximum force)?** No, Mens 10 lbs / Women's 11 ½ lbs.

**Are soap and other dispensers and hand dryers within reach ranges?** No, 58 inches

**P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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## **St. George Admin**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

\*Note items here at St. George Admin are not critical due to the fact that this facility is not customer based.

### **P-1**

**Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans? At least one of every 8 accessible spaces must be van-accessible (with a minimum of one van-accessible space in all cases)?** No. There are no spaces in compliance not marked with proper signage.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

### **P-2**

\*The main problem with this building is the old thumb lever door handles and force needed to open them. Typically above 10 lbs of force. If we were to open this building up for any public services or had an employee with a disability work here, this would have to be addressed. As it stands now, due to the age of this building, unless as stated or a remodel takes place, we will note these items for reference.

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## **Cedar City E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

### **P-1**

\*Note: We realize that the entrance to the Cedar City EC is a problem in many ways, especially in inclement weather. Therefore it has been placed as a priority item for capital improvements and we hope that it will be corrected in the next couple of years.

**Is the route of travel stable, firm and slip-resistant?** No \*Taken care of through complete makeover.

**Do curbs on the route have curb cuts at drives, parking and drop-offs?** No, either not there or not well placed from parking area. \*Taken care of through complete makeover

**Are the slopes of ramps no greater than 1:12?** No \*Taken care of through complete makeover.

**Do all ramps longer than 6 feet have railings on both sides?** No \*Taken care of through complete makeover.

**Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans? At least one of every 8 accessible spaces must be van-accessible (with a minimum of one van-accessible space in all cases)?** No. There are no spaces in compliance

**Are accessible spaces marked with the International Symbol of Accessibility?** No, out of the 3 only one has an eye level sign, although all 3 have ground markings.

**Are there signs reading "Van Accessible" at van spaces?** No

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?** No. West end entrance does not have a sign directing people to the accessible entrance.

#### **P-2**

**Is the accessible route to all public spaces at least 36 inches wide?** No. There is one spot on the pathway heading East along the South pathway in front of the offices that narrows to just under 31 inches. \*However there is an alternative path on the North side. But it would be possible if a certain sized wheelchair came upon this area they would have to reverse and find a place to turn around.

**Can doors be opened without too much force (5 lbf maximum for interior doors)?** No, door leading to west restrooms measured at about 10 lbs.

#### **P-3**

**Can doors to rest rooms be opened easily (5 lbf maximum force)?** No, Men and Women's measured at 11 lbs of force to open. Note: These would be the restrooms most considered as the public restrooms, however there are 2 restrooms on the East side of the building across from the employee break room that have power operated openers on the doors if needed.

**Is the stall door operable with a closed fist? Inside and out?** No

#### **P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Nephi E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Do curbs on the route have curb cuts at drives, parking, and drop-offs?** Yes, however there is a bad  $\frac{3}{4}$  to 1 inch lip that could be a tripping hazard.

**Do all ramps longer than 6 feet have railings on both sides?** No, "Rails go up the ramps on the outside of both Ramps leading to the entrance. The building itself is on the inside of the ramp consisting of brick and windows. This is always in debate.

**Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot access aisle)?** Yes and No \*There are the proper number of spaces (2) identified as accessible parking, however they are striped 12 ft wide with no access aisle marked. Thus making each stall 1 ft short of being able to fix it with a simple painting of the access aisle.

**Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans? At least one of every 8 accessible spaces must be van-accessible (with a minimum of one van-accessible space in all cases)?** No. There are no spaces in compliance

**Are accessible spaces marked with the International Symbol of Accessibility?** No, Both ground markings need to be repainted and one of the eye level signs is missing from its post.

**Are there signs reading "Van Accessible" at van spaces?** No, none identified.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**P-2**

Nothing noted as a concern

**P-3**

**Are restroom signs on the wall, on the latch side of the door and placed at 60 inches to centerline (not on the door itself)?** No. Very minor infraction. They are place at 60 inches to the top of the sign.

**Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?** No. However, we could see that the landlord made a valiant effort to correct this concern. He had laminated another mirror over the previous mirror offsetting it on the bottom to bring it lower. However it's now at 42 ½ inches. Minor infraction.

**P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage? ?**

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Delta E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

Regarding the Accessible Stall. The striped stall (12 ft) and access aisle (6 ft) combined are sufficiently large enough to be considered a van accessibly parking space. In my opinion it would be better to be striped at a 10 ft stall and an 8 ft landing and aisle way. Thus exceeding the stall space by 2 ft of requirement. And by adding signage that states van accessible would make it in full compliance as stated. However, it's also my opinion that this is not a critical item and should only be addressed when the parking lot is to be re-striped. Also a small sign could be added at the bottom of the existing sign saying van accessible only if it would be a lot cheaper to add it to another sign order of the same.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**Are the edges securely installed to minimize tripping hazards of the mats laid out in the entrance and lobby area?** No, we found the mats coming up and rippling creating a tripping hazard. We removed one that was the worst. We need to make sure the E.C. recognizes the potential hazard and mitigate it in the future. \*The mats were removed and walk off carpet has been installed taking care of this problem.

**P-2**

**Are the tops of tables or counters between 28 and 34 inches high?** No, 39"

\*Modifications were made and this has been taken care of.

**P-3**

**Can doors be opened easily (5 lbf maximum force)?** No, 9 ½ lbs.

**Is the lavatory rim no higher than 34 inches?** No, 35 inches

**P-4**

**Is there one fountain with its spout no higher than 36 inches from the ground, and another with a standard height spout (or a single "hi-lo" fountain)?** No, 39 inches. They have tried to correct this with a cup dispenser, however the cup dispenser is not attached and sits to the back of the fountain.

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Beaver E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Is there at least one of every 8 accessible spaces designated as van-accessible (with a minimum of one van-accessible space in all cases).** No. \*Note: there are 2 accessible stalls with access aisles (10 ft stall, 5 ft aisle). They are each 1 ft short in over all width to conform to the 8 ' stall and 8' aisle/landing. I would suggest that when it comes time to re-stripe that one be painted as an 8 ft stall, 8 ft landing/aisle and the 2<sup>nd</sup> one a 9 ft stall and 5 ft aisle.

**Are accessible spaces marked with the international Symbol of Accessibility?** Yes and No. There are eye level signs posted but the ground symbols have either faded away or have be resurfaced and covered. Need to be repainted.

**Are there signs reading "Van Accessible" at van spaces?** No.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**P-2**

**Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?** No, 28 ½ inches.

**P-3**

**Is there tactile signage identifying rest rooms?** No. Basic sign

**Are the signs mounted on the latch side of the door?** No, mounted on the door.

**Is lavatory rim no higher than 34 inches?** No, but very close at 34 ½ "

**Are soap and other dispensers and hand dryers within reach ranges.** No

**Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower? No, again close at 41"**

**P-4**

**Are the controls on the drinking fountain mounted on the front or on the side near the front edge? No.**

**Is the phone provided to the customers hearing-aid compatible? Unknown**

**Is the phone adapted with volume control? Yes**

**Is the phone with volume control identified with appropriate signage? ?**

**Are there TT or TDD text phones available identified by accessible signage? No**

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**Roosevelt**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans? At least one of every 8 accessible spaces must be van-accessible (with a minimum of one van-accessible space in all cases)? No. There are no spaces in compliance**

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it? No**

**Can doors be opened without too much force (exterior doors reserved; maximum is 5 lbf for interior doors)? No. Exterior Doors are at 9 lbs. and 2<sup>nd</sup> set of doors are at 7 lbs.**

**P-2**

**If emergency systems are provided, do they have both flashing lights and audible signals? It would appear so, however we were told by the Manager that they've never seen them go off. When asked how they do drills without the emergency system.**

**P-3**

**Can doors to the rest rooms be opened easily (5 lbf maximum force)? No. Men's 10 lbs / Women's 7 lbs.**

**Is the stall door operable with a closed fist, inside and out? No**

**P-4**

**Is each water fountain cane-detectable (located within 27 inches of the floor or protruding into the circulation space less than 4 inches from the wall)?** No, but close at 28 inches.

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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### **Vernal**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

### **P-1**

**Are the access aisles part of the accessible route to the accessible entrance?** This is subject to interpretation. I would say no, due to the fact that the parking stall aisles have to lead out into the main driveway of the parking lot to access the curb cutout to enter the building. This could be hazardous.

**Are accessible spaces marked with the International Symbol of Accessibility?** No, The first stall has an eye level sign and painted symbol on the ground. However the second has no symbol painted on the ground and the eye level sign is off-set to the left making the 2<sup>nd</sup> stall confusing as to whether it's an accessible space or not.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

### **P-2**

**Can doors be opened without too much force (5 lbf maximum for interior doors)?** No, The glass door leading to the rest rooms is at 7 ½ lbs.

### **P-3**

Minor items. Rest room signs should be raised a few inches so that they're at 60 inches center, not to the top.

**Can doors to the rest rooms be opened easily (5 lbf maximum force)?** No, both measured at 12 lbs.

### **P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Roy E.C. (We no longer have the Roy EC office)**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

\*Note: The ground symbol signs in the accessible parking stalls are badly faded, could use a new paint job.

Although there is automatic door openers, the press plate to open them is placed at the far left of the doors framework, which is quite close to the edge of the sidewalk. There is the potential of someone's wheel chair falling off the edge and getting stuck. Not severe, but a piece of concrete 18" added would be advised when feasible.

**P-2**

**Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?** No. close but measure 28 inches.

**At each type of counter, is there a portion of the main counter that is no more than 36 inches high?** Front counter Yes, Job Connection area No.

**Can doors be opened easily (5 lbf maximum force)?** No. Job Connection doors we are told are always propped open, if not they measured at 11 ½ lbs.

**P-3**

**Are pictograms or symbols used to identify rest rooms, and, if used, are raised characters and Braille included below them?** Pictograms/Symbols Yes, Braille No.

**P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Clearfield E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**P-2**

**Can doors be opened without too much force (5 lbf for interior doors)?** No, the glass door leading to the west rest rooms measure at 9 ½ lbs on the initial push and persisted to 12+ lbs. to open. So although there are auto door openers on the rest rooms it might be difficult to get to them from the main part of the facility.

**P-3**

**Is the toilet seat 17 to 19 inches?** It measures a ½ inch short at 16 ¾ "

**Are the rest room signs mounted on the latch side of the door at 60" to center?** No they are mounted directly on the doors to the rest rooms.

**P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**South Davis (Woods Cross) E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**Does the entrance door have at least 32 inches clear opening (for a double door, at least one 32-inch leaf)?** No. Very close, it would appear that the closing mechanism arm is restricting the door from opening a little further to achieve the 32 inches. It's at 31 inches.

**P-2**

**Can doors be opened without too much force (5 lbf maximum for interior doors)?** No, the Job Connection doors are propped and remain open during business hours we are told. When closed they measure 11 ½ lbs. left side and 12 lbs. right side. Just noted.

**At each type of counter, is there a portion of the main counter that is no more than 36 inches high?** No, measure to 40 inches.

**P-3**

**Is there tactile signage identifying rest rooms mounted on the wall, on the latch side of the door, complying with the requirements for permanent signage?** No, Men's rest room is on right side opposite of the handle or latch side of the door.

**Are pictograms or symbols used to identify rest rooms, and, if used, are raised characters and Braille included below them?** Yes, at the rest rooms, but No from the lobby area to direct you there.

**Is lavatory rim no higher than 34 inches?** No, close at 34 ½ inches.

**Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?** No. again close at 28 ½ inches.

**P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Heber City E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Are there signs reading "Van Accessible" at van spaces?** No, Van Accessible signage, however the accessible space is large enough to qualify.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**Can doors be opened without too much force (exterior doors reserved; maximum is 5 lbf for interior doors)?** Exterior door measured at 11 lbs. (This may suffice)

**P-2**

**On the pull side of doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair or crutches can get near to open the door?** The door leading into the Employment Counselors area, measure just 15 ½ inches next to the handle. However, we were told that the customer doesn't go back to that area on their own, the Counselor escorts them from the lobby, so this shouldn't impose a problem.

**P-3**

Rest rooms signs are mounted 60" to the top instead of to center. Minor

**Can doors be opened easily (5 lbf maximum force)?** No, but very close, doors measured at 6 lbs. very minor.

**P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Park City (Satellite office)**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans? At least one of every 8 accessible spaces must be van-accessible (with a minimum of one van-accessible space in all cases)?** No. There are no spaces in compliance \*NOTE: This is not our building and out of our control. Just noted. No Van accessible parking spaces noted.

**P-2**

There seemed to be no barriers to accessing our services in this small office.

**P-3**

Common rest rooms down the hallway, they looked to be in compliance.

**P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Provo E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Are the slopes of ramps no greater than 1:12?** No. The ramp is 36 ft long and 40 inches high. The slope appears to be reasonable, just long.

**Does the ramp rise no more than 30 inches between landings?** No

**Are accessible spaces marked with the International Symbol of Accessibility?** They are all marked with the ground symbol only 2 have the additional eye level sign on a post. They do not have posts in the pavement to mark the stalls with signs. The 2 in the back for low mobility employees are only marked with ground signs also.

**Are there signs reading "Van Accessible" at van spaces?** No.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?** No.

**P-2**

Nothing found

**P-3**

**Are there signs at inaccessible rest rooms that give directions to accessible ones?** No

**Can rest room doors be opened easily (5 lbf maximum force)?** No. Both Men and Women's measured at 11 lbs.

**Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?** No, measured at 43 inches.

**P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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### **American Fork**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

#### **P-1**

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**Does the entrance door have at least 32 inches clear opening?** There is some question regarding some doors that have a larger crash bar that take the clear path down to 31 inches at that point. I am looking into clarification on this point.

#### **P-2**

Nothing found

#### **P-3**

**Can rest room doors be opened easily (5 lbf maximum force)?** No. Both measure at 10 lbs.

**Is the stall door operable with a closed fist, inside and out?** No

**Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?** No. Measure at 28 inches.

#### **P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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### **Ogden E.C**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

#### **P-1**

**Is the route of travel stable, firm and slip-resistant?** This was hard to assess. Although the incline appears to not be that bad, while we were there and man in a wheelchair went to go in the building. As he first started up the sidewalk on the incline it appeared he struggled a bit and soon his companion came along and helped push him in. so it appears it may be a little too steep without railings. We'll have to investigate further.

We will need to determine if it qualifies ramp status, if so then being longer than 6 ft, it would require railings.

**Are there signs reading "Van Accessible" at van spaces?** No, there is a space sufficiently wide enough but no signage indicating such.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No specific procedure, however the Security Officer at this facility monitors this more closely than other facilities and appears to minimize the improper parking by individuals.

### P-2

**Are the tops of tables or counters between 28 and 34 inches high?** Most of the counters and tabletops were in compliance. There were two noted that were not. The Appointment check-in was at 38 ½ inches and the Customer phone counter was a stand-up counter and measured 42 inches high.

**In the elevator section: Are there both visible and verbal or audible door opening/closing and floor indicators (one tone = up, two tones = down)?** No, there were no audible tones.

**If an emergency intercom is provided, is it usable without voice communication?** No

**Is the emergency intercom identified by Braille and raised letters?** No

### P-3

**Are there signs at inaccessible rest rooms that give directions to accessible ones?** No

**Can rest rooms doors be opened easily (5 lbf maximum force)?** No. measure at 7 lbs.

The designated accessibly rest room was found to be a modified rest room, where the stall was taken out and the entire rest room was for only a single person. The problem is that there was no lock for the door for privacy anyone could walk in on someone. DFCM was told about this and they said it would be addressed.

**Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?** No. 26 ½ inches.

### P-4

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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## **Tooele E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

### **P-1**

**Are the slopes of ramps no greater than 1:12?** The ramp is too narrow and needs to be lengthened to get within acceptable standards. \*This ramp was taken care of by the landlord after a complaint and is now in compliance.

**Are accessible spaces marked with the International Symbol of Accessibility?** They are marked with the ground painted symbol, but no eye level signage to indicate accessible parking.

**Are there signs reading "Van Accessible" at van spaces?** No. Although we have an accessible parking space sufficiently wide enough there is no signage indicating such.

**If door has a closer, does it take at least 3 seconds to close?** No. This is a pressure pad switched door opener, much like you'd find at a grocery store. When it cycles it closes rapidly. There has been occasion that small children have been hurt by this door. The problem seems to be after investigation, is that it is a double door and if a larger person with sufficient weight is on the other side of the 2 doors opening then it remains open, due to standing on an inside pressure mat switch the keep the door open. With experimentation we found that a lighter weight didn't keep the door open.

### **P-2**

**If emergency systems are provided, do they have both flashing lights and audible signals?** Not in main area.

**Are the aisles between fixed seating (other than assembly area seating) at least 36 inches wide?** No, but will be fix right away during reconfiguration of the area.

**Are the spaces for wheelchair seating distributed throughout?** No, not in JC area.

### **P-3**

**Can rest room doors be opened easily (5 lbf maximum force)?** No. 11 lbs

**Does the entry configuration provide adequate maneuvering space for a person using a wheelchair?** Not in the Women's rest room, there is not much space to the side of the handle for maneuvering.

**Is the stall door operable with a closed fist. inside and out?** No, in the men's and there is no lock in the stall door of the women's.

**Is the toilet seat 17 to 19 inches high?** No, old standard 15 ¾ inches.

**Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?** No 27 ¼ inches.

P-4

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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### **West Valley E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

#### **P-1**

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**Does the entrance door have at least 32 inches clear opening?** Yes on door, No on panic bar, which measure 31". Probably not a problem but will check further.

**Can doors be opened without too much force (exterior doors reserved; maximum is 5 lbf for interior doors)?** No, automatic door opener outside switch did not activate door, may need batteries or replacement. Door measures at about 12 lbs.

#### **P-2**

Nothing noted from survey. However, we observed that some brochures for customers where beyond the 48 to 54 inch reach. This could be a concern unless there are duplicates at lower access levels.

#### **P-3**

**Is the lavatory rim no higher than 34 inches?** No. measured at 35"

#### **P-4**

**Is water fountain cane-detectable (located within 27 inches of the floor or protruding into the circulation space less than 4 inches from the wall)?** No. (note measurement noted)

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Logan E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Are there signs reading "Van Accessible" at van spaces?** Yes, but is placed on the wrong accessible stall, needs to be switched to the opposite side where the properly sized stall is. \*This was taken care of by DFCM.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**P-2**

It was noted that the sign identifying the Job Connection Area has a nice but very small lettering sign. This should probably be bigger for visually impaired individuals.

**At each type of counter, is there a portion of the main counter that is no more than 36 inches high?** No, measured at 40 inches.

**P-3**

**Is there tactile signage identifying rest rooms mounted on the wall on the latch side of the door at 60 inches to centerline not on the door itself?** No, it is placed directly on the door. Limited wall space around door.

**Is the toilet seat 17 to 19 inches high?** No, very minor. Measured 19 ½ inches

**P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Brigham City (Moved to a different office since this report was filed)**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?** No

**Are there signs reading "Van Accessible" at van spaces?** No.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**Does the entrance door have at least 32 inches clear opening?** With crash bar handle protruding, it measures 31 inches. This is probably okay but will investigate. \*No longer a problem.

**P-2**

**If mounted above 80 inches, do they have letters at least 3 inches high, with high contrast, and non-glare finish?** No, the sign identifying the J.C. room has letters less than 3 inches. Not a real problem but noted.

**P-3**

**Can doors to the rest rooms be opened easily (5 lbf maximum force)?** No, Men's room 12 lbs / Women's 11 lbs.

**P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Midvale E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

Note: There is concern with the curb ramps put in on the East side of the building with the so-called Van Accessible stalls. (Not correct size for Van Accessible). There are two curb ramps and one in particular is barely 36 inches wide and has a steep drop off at the curb on each side and a 3/4 " lip that makes it somewhat hazardous. Should be fixed. \*DFCM has worked on and modified this ramps and they are a little better, they expect to remove them completely and redo the access to the sidewalk when the parking lot is redone in a couple of years.

**Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?** No. The 2 spaces marked Van Accessible measure 9 ft stalls and 6 ft access aisles.

It is recommended that another sign be placed on the East side that is a little more visible than the one they have indicating that the entrance on that side is for employees only.

**Are edges securely installed to minimize tripping hazards on carpeting or mats?** No, we found 2 mats that were curling up and rippled, creating a tripping hazard.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**P-2**

**At each type of counter, is there a portion of the main counter that is no more than 36 inches high?** Yes, 33 ½ inches. However there is a resource room with no low section. I'm not sure if this would be a concern. When we were there no one was manning that section.

**P-3**

**In the accessible stall, are there grab bars behind and on the side wall nearest to the toilet?** There are grab bars but they are a 21 ½ inch reach from the toilet on the side. \*The restrooms have all been remodeled and this has been taken care of in the new restrooms.

It was noted that the Seat cover protection sheet dispenser is too high, measuring 57 inches

**Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?** No, 41 ½ inches.

**P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**South County E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Do curbs on the route have curb cuts at drives, parking, and drop-offs?** No, there are cut outs at the accessible parking stalls to the right, but not at the drop-off section right in front.

**Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot access aisle)?** No, only 3 were marked and designated with a parking lot of 100 plus.

**Are there 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?** No, there are no Van Accessible stalls identified nor any that are wide enough.

**Are there signs reading "Van Accessible" at van spaces?** No

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**P-2**

**Are tops of the tables or counters between 28 and 34 inches high?** No, very close but measure at 27 ½ inches.

**At each type of counter, is there a portion of the main counter that is no more than 36 inches high?** No, all measure about 40 inches or more.

**Are there both visible and verbal or audible door opening/closing and floor indicators on the elevator (one tone = up, two tones = down)?** There is the same one ding sound, on each floor.

**Do the controls inside the cab of the elevator have raised and Braille lettering?** Floor buttons only, not on the emergency bell or communication.

**Is there a sign on both door jams at every floor identifying the floor in raised and Braille letters?** No.

**If an emergency intercom is provided, is it usable without voice communication?** No

**Is the emergency intercom identified by Braille and raised letters?** No

**P-3**

**Can rest room doors be opened easily (5 lbf maximum force)?** No, Men's 8 lbs / Women's 9 lbs.

**Is the stall door operable with a closed fist, inside and out?** No

**P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Downtown E.C. (We no longer have the Downtown office)**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Do all ramps longer than 6 feet have railings on both sides?** No, this ramp is 60 feet and fairly steep. Should have railings on both sides. We need to verify if it is no greater than a 1:12 ration on the slope.

**Is there a 5-foot-long level landing at every 30-foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?** No, no landings until you get to the top.

**Does the ramp rise no more than 30 inches between landings?** No

**Are there signs reading "Van Accessible" at van spaces?** No

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**P-2**

**Can doors leading to Counselor services be opened without too much force?**  
Customers are always escorted and assisted when going back to offices. Not a problem.

**Are spaces for wheelchair seating distributed throughout?** No

**Are the tops of tables between 28 and 34 inches high?** No measure 27 "

**Are Knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?** No, measure 26" Except for the Computers designated for doing applications only. These are compliant

**P-3**

**Can rest room doors be opened easily (5 lbf maximum force)?** No, Men's 9 lbs. / Women's 9 ½ lbs.

**In the accessible stall, are three grab bars behind and on the side wall nearest to the toilet?** No, only on the side not behind.

**Is the toilet seat 17 to 19 inches high?** No, measured 19 ½ inches.

**P-4**

**Is there one fountain with its spout no higher than 36 inches from the ground?** No

**Are controls mounted on the front or on the side near the front edge, and operable with one closed fist?** No

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No

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**Metro E.C.**

Except for items specifically noted, all other items were found to be in compliance or non applicable by our judgment.

**P-1**

**Is there a 5-foot-long level landing at every 30-foot horizontal length of ramp?** No, it measures only 4 feet.

**Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?** No. We have the stalls that are sufficiently wide, however the ceiling is not 98 inches.

Some of the stalls need to be striped better.

**Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?** No

**P-2**

**Are there both visible and verbal or audible door opening/closing and floor indicators on the elevator (one tone = up, two tones = down)?** There is the same one ding sound, on each floor.

**Do the controls inside the cab of the elevator have raised and Braille lettering?** Floor buttons only, not on the emergency bell or communication.

**Is there a sign on both door jams at every floor identifying the floor in raised and Braille letters?** No.

**P-3**

**Can the rest room doors be opened easily (5 lbf maximum force)?** No Both rest rooms measured at 9 lbs.

**P-4**

**Is the phone provided to the customers hearing-aid compatible?** Unknown

**Is the phone adapted with volume control?** Yes

**Is the phone with volume control identified with appropriate signage?** ?

**Are there TT or TDD text phones available identified by accessible signage?** No