Accessible Retail Spaces and Restaurants

Presenters

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Session Agenda

• Accessible Routes and Parking
• Sales & Service Counters
• Queues and waiting lines
• Food Service Lines
• Check-Out Aisles
• Dressing and Fitting Rooms

Accessible Routes and Parking

§206 & §208
From Site Arrival to Entrance

At least one accessible route to building entrances from each site arrival points provided

Parking - Scoping

- Not required, but if provided, a portion must be accessible
- Based on total number of parking spaces provided
- For every 6 or fraction of 6 spaces provided, 1 must be van accessible
- Accessible spaces must be on shortest accessible route to entrance served relative to other spaces
- Accessible spaces must be dispersed among entrances served
Parking & Passenger Loading

- Space and access aisle width
  - marked to define width
- Access aisle marked to discourage parking
- Accessible parking spaces
  - identified with sign containing ISA
  - van spaces identified “van accessible”
- Passenger loading zone – where provided

What entrances must be accessible?

- Entrances providing direct access from parking structures.
- At least one entrance providing direct access from pedestrian tunnel or elevated walkway.
- At least one restricted entrance.
- If service entrance is only entrance, must be accessible.
- In addition, 60% of public entrances must be accessible.
Connect Entrance with Accessible Spaces in the Building

At least one AR must connect to:

- Each accessible room and space
- Each story (unless an exception applies)
- Each level on a floor required to be accessible
- Each accessible element

Restaurant and Cafeteria Accessible Routes

- Accessible route to all dining areas
  - Including raised or sunken dining areas and outdoor dining areas
- Mezzanines:
  - Must provide access in multi-story buildings not exempt from providing vertical access
  - Must provide access if at least 25 percent of dining area in single story buildings
  - ABA requires access to all mezzanines within dining areas
- Rooftop Dining:
  - Only required when vertical access is required under ADA or ABA
  - Building Code may require accessible means of egress
Where must accessible routes be located?

- Accessible routes must coincide with or be located in the same area as general circulation paths.
- Where circulation paths are interior, required accessible routes must be interior.

Protruding Objects

- Requirements for projections into circulation paths
- Applies to entire circulation path
  - Anywhere people are expected to be walking
  - Not restricted to accessible routes
Components of an Accessible Route

- 36-inch minimum width
- Walking surfaces (slope ≤ 1:20)
- Ramps (slope ≤ 1:12)
- Curb ramps excluding the flared sides
- Doors, Doorways, & Gates
- Elevators
- Platform lifts (where permitted)

Sales & Service Counters

§227 & §904
Examples of Counters Covered

- sales counters (all kinds)
- reception & concierge counters
- information counters
- registration & check-in counters
- counters at ticket or service windows
- customer service counters
- ordering, pick-up & drop-off counters
- other types of service or sales counters
- (display/ exhibit counters covered only if they function as a sales/ service counter)

Minimum Number & Dispersion

- At least 1 of each type of counter
- Each type of function at a counter
- Dispersion where counters are dispersed
**Height & Depth (§904.4)**

Accessible portion must be integral – folding/ pull-out shelves not permitted (new construction or alterations)

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**Short Counters (§904.4.1, Ex.)**

If entire counter < 36” long, full length must comply, but it does not need to be lengthened.
Approach

Access for either a forward or side approach

Side Approach

• The clear floor space is positioned parallel to the counter. Centering the space is advisable but not required.
• Clear floor space must abut the counter’s leading edge.
• Shelves, displays, and other elements cannot obstruct the clear floor space or offset it from the leading edge of the counter.
• If both sides of the clear floor space are obstructed more than 15”, the space must be longer.
Side Approach: Alterations

Exception for alterations where space for the accessible counter is not available

Forward Approach

- Counter width (30” min) and clear floor space
- Clear floor space must underlap counter to provide enough room to pull up to counter
- Knee and Toe Space required
- Maximum depth under an element (25” max)
- Minimum depth under an element where required (17” max)
Knee and Toe Clearance

If both sides of the clear floor space are obstructed more than 24” (half the depth), additional width is required for maneuvering into the space.
Keep accessible portion clear!

Counters as Protruding Objects (§307)

- Counters with leading edges higher than 27” that project into circulation paths must be treated as protruding objects.
- Side panels will permit a forward approach by keeping knee and toe space clear.
Dining and Work Surfaces
§226 & §902

Sales & Service Counters v. Work & Dining Surfaces

Counters
36” max height
forward or side approach

Work & Dining Surfaces
28” – 34” height
forward approach
Dining Surfaces (§226)

- Access to at least 5% of standing and seating spaces
- Dining Surfaces require a forward approach
  - Knee and Toe Space
  - 17” min - 25” max
- Dispersion within space/ facility required
  - Including sunken areas, outdoor areas, and mezzanines
  - Dispersed among areas with different services (e.g., bars, window views, themes)
- Recommended: Integrate accessible seating with other seating

Bar Counters

- Access to tables instead of bars may be possible if:
  - Located in same room or area
  - Equal level of service/ experience
  - Tables are fixed - otherwise, must rely on equivalent facilitation
- Not recommended
- Permitted in alterations
Drink Rails

- Generally used as cupholders rather than as dining surfaces
- do not require a minimum depth of 17 inches or to be placed 28 to 34 inches high
- accessible reach range between 15 to 48 inches

Queues and Waiting Lines

§206, §227.4, & §904.5
Waiting Lines as Accessible Routes

- Must meet requirements for an accessible route
- Required clearances between fixed obstructions
  - Fixed posts
  - Stanchions
  - Partitions
  - Other elements
- 36” minimum width
  - 32” width permitted for lengths up to 24” (separated by at least 48”)

180 Degree Turns

Additional requirements if obstruction less than 48”
Food Service Lines

Food prep and other areas intended to be visible to customers should be equally visible to people with disabilities, but this is not addressed in the standards.

Food Service Counters

Access is required to each type of counter provided.
Tray Slides

Tray slides are not required but must comply where provided.

Self-Service Shelves

At least half of each type of self-service shelf, where provided, must be in accessible reach range

Parallel Reach Range:
- 15” min a.f.f.
- 48” max if less than 10” from leading edge
- 46” max if 10” - 24” from leading edge (over an obstruction 34” max)
**Food & Beverage Dispensing Devices**

Devices for dispensing food & beverages that are fixed must have compliant operable parts.

**Operable parts:**
- Clear floor space
- Within reach range
- Operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist
- 5 pounds of force max

**Tableware, Dishware & Condiments**

Fixed devices that dispense condiments, tableware, or dinnerware must also comply and be within accessible reach range.
Check-Out Aisles

§227.2 & §904.3

Check-Out Aisle Scoping

<table>
<thead>
<tr>
<th>Total (each function)</th>
<th>Min. Accessible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – 4</td>
<td>1</td>
</tr>
<tr>
<td>5 – 8</td>
<td>2</td>
</tr>
<tr>
<td>9 – 15</td>
<td>3</td>
</tr>
<tr>
<td>16 &amp; more</td>
<td>3 + 20% of add. aisles</td>
</tr>
</tbody>
</table>

ISA label (unless all comply)
Check-Out Aisle Counters

Count surface and edge protection heights

2” max

38” max counter surface

Check Writing Surfaces

Check writing surfaces can pull/fold out or pivot

The height is addressed but not the size

28” - 34”
Transaction Devices

- Payment and other transaction devices can be located at an accessible counter.
- Fixed card readers, sale terminals, and similar devices must comply as operable parts and be within reach range.
- Devices that adjust, tilt are easier to use and see (the visibility of these displays are not addressed).

Self-Service Transaction Machines

Resources:
- Specifications for ATMs & Fare Machines (§707)
  - speech output
  - braille instructions
  - privacy (ATMs)
  - input controls
  - display screens
- Section 508 Standards for Federal Information and Communication Technology (ICT)
- criteria for ICT with closed functionality (§402)
Dressing and Fitting Rooms

§222 & §803

Dressing and Fitting Room Components

At least 5% (no fewer than 1) in each cluster must be accessible
- on accessible route
- accessible doors and maneuvering clearance

Turning Space
Door Swings outward
    Unless clear floor space provided beyond arc of door swing

Bench
Provided Coat Hooks and Shelves
- Coat Hooks within reach range
- Shelves 40” min - 48” max a.f.f.
Bencbes

- Clear Floor Space adjacent to side of bench for transfer
- Seat Size and Surface Height
- Back Support (wall can act as support)
- Structural Strength: 250 Pounds applied at any point (both seat and supporting structure)

Questions?

You may type and submit questions in the Q&A Area
(questions submitted in the Chat will not be considered)
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AIA Provider Number: I017
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Course Title: Accessible Detention and Correctional Facilities
Course Number: GL20230105
Date: January 5, 2023

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Questions will be addressed at the conclusion of this presentation.
Thank you for participating in today’s webinar

“Accessible Parking and Passenger Loading Zones”
Next scheduled session:
March 2, 2023

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