



Accessible Retail Spaces and Restaurants

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Presenters



Scott Windley



Josh Schorr

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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

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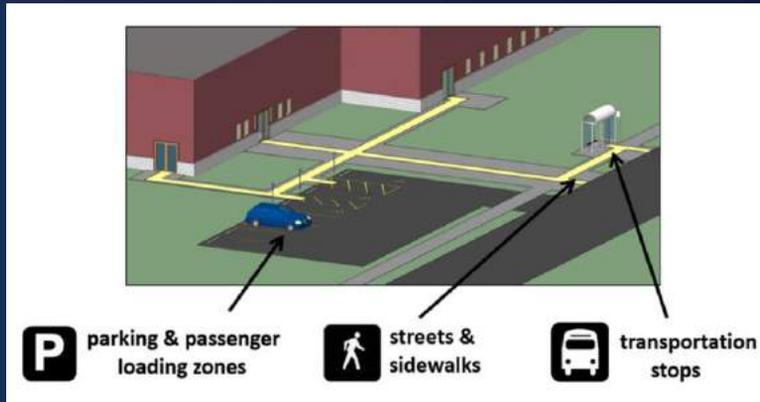
Accessible Routes and Parking

§206 & §208

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From Site Arrival to Entrance



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

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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

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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



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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.

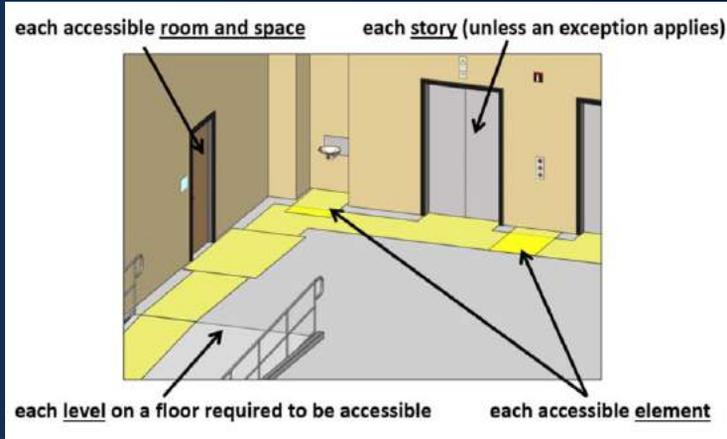


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Connect Entrance with Accessible Spaces in the Building

At least one AR must connect to:



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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



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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.

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Protruding Objects

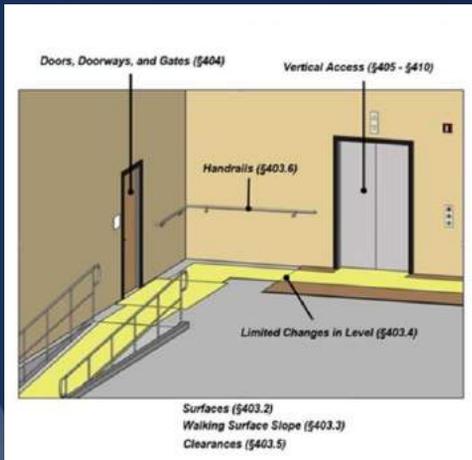


- Requirements for projections into circulation paths
- Applies to entire circulation path
 - Anywhere people are expected to be walking
 - Not restricted to accessible routes

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Components of an Accessible Route



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

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Sales & Service Counters

§227 & §904

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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)

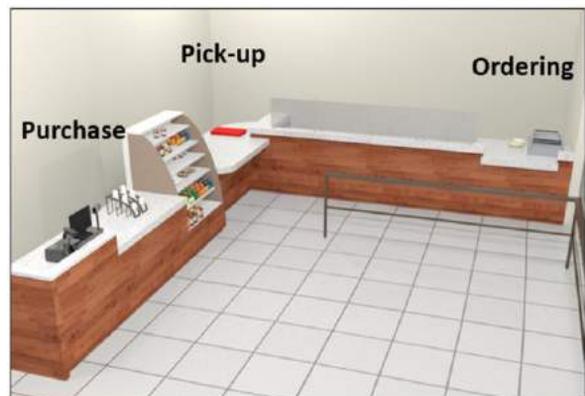


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Minimum Number & Dispersion

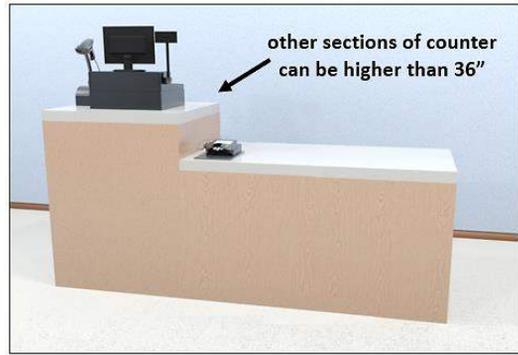
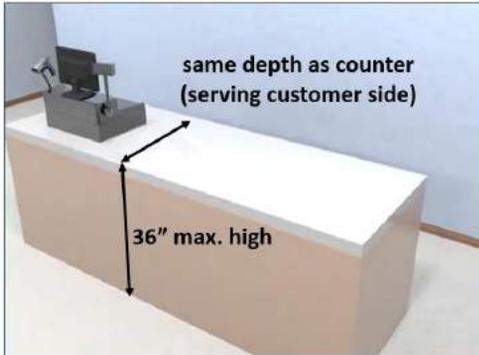
- At least 1 of each type of counter
- Each type of function at a counter
- Dispersion where counters are dispersed



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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.

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Approach



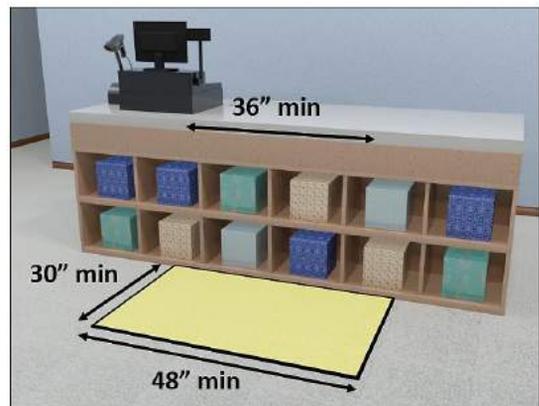
Access for either a forward or side approach

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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.

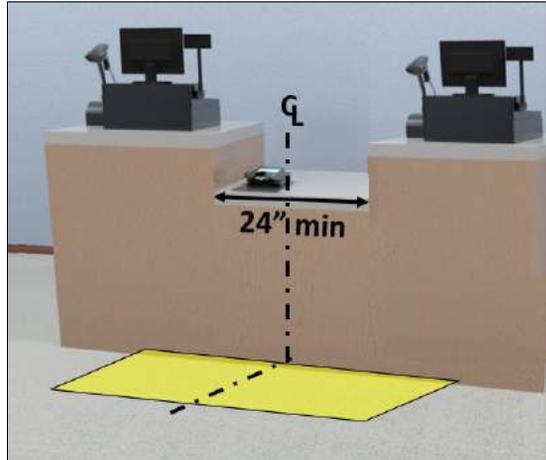


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Side Approach: Alterations

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

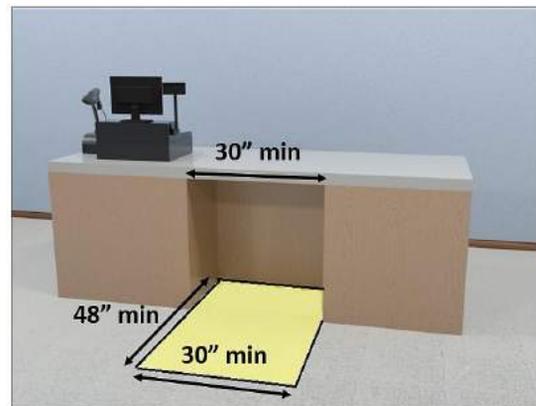


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Forward Approach

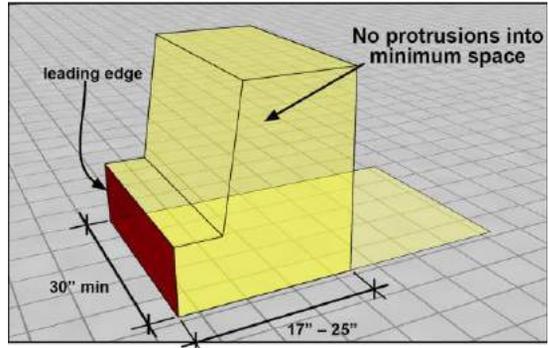
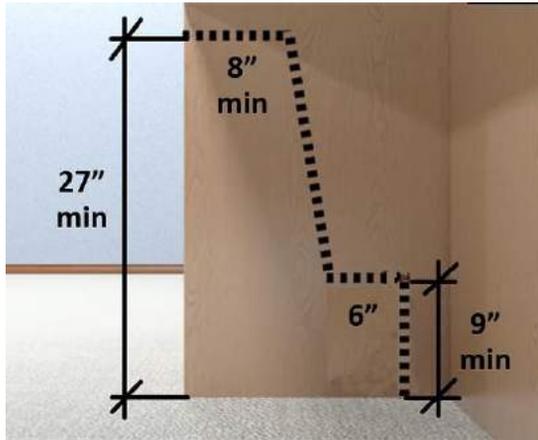
- Counter width (30" min) and clear floor space
- Clear floor space must underlap counter to provide enough room to pull up to counter
- Knee and Toe Space required
- Maximum depth under an element (25" max)
- Minimum depth under an element where required (17" max)



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Knee and Toe Clearance

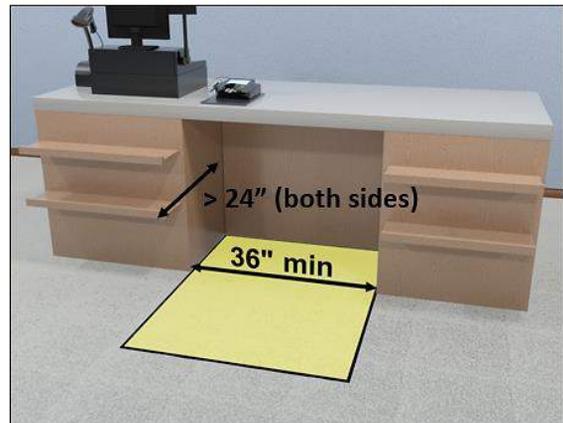


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Forward Approach Obstructed

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.



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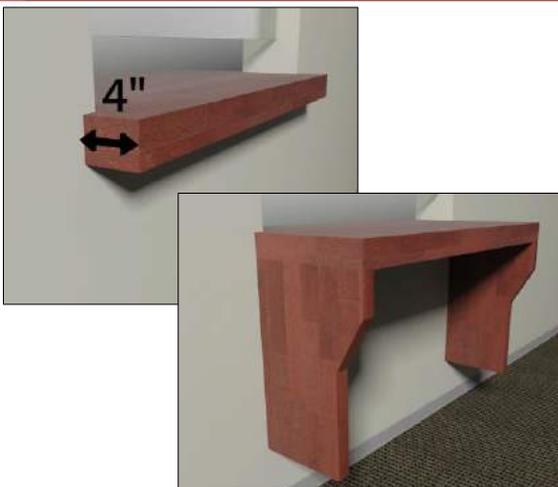
**Keep
accessible
portion clear!**



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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.

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Dining and Work Surfaces

§226 & §902

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Sales & Service Counters v. Work & Dining Surfaces



Counters

36" max height
forward or side approach



Work & Dining Surfaces

28" – 34" height
forward approach

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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



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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

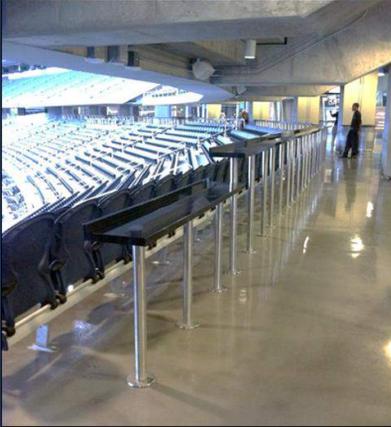


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Drink Rails



- 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

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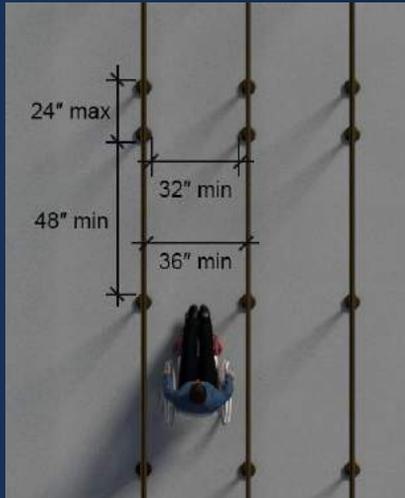
Queues and Waiting Lines

§206, §227.4, & §904.5

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Waiting Lines as Accessible Routes



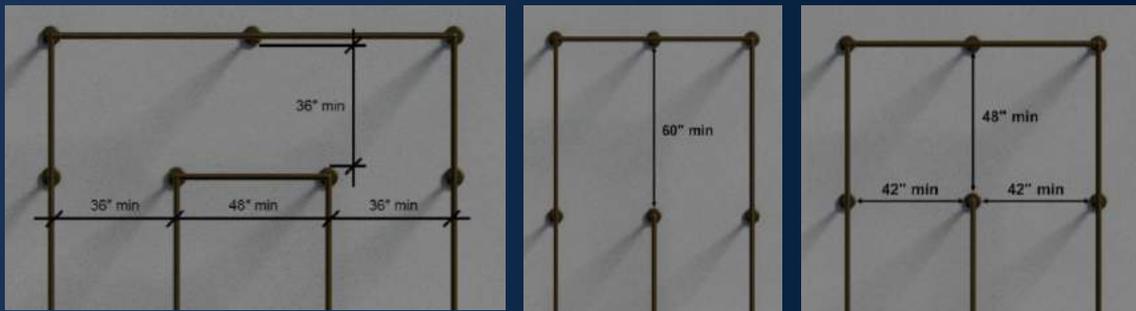
- Must meet requirements for an accessible route
- Required clearances between fixed obstructions
 - Fixed posts
 - Stanchions
 - Partitions
 - Other elements
- 36" minimum width
 - 32" width permitted for lengths up to 24" (separated by at least 48")

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180 Degree Turns

Additional requirements if obstruction less than 48"



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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.



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Food Service Counters

Access is required to each type of counter provided

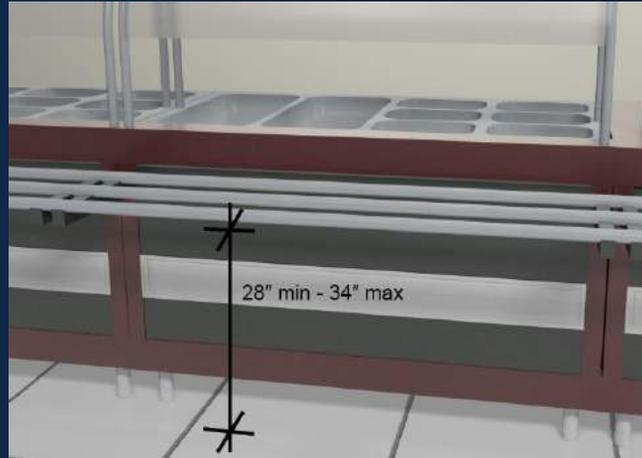


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Tray Slides

Tray slides are not required but must comply where provided.



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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)



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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

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Tableware, Dishware & Condiments



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

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Check-Out Aisles

§227.2 & §904.3

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Check-Out Aisle Scoping



Total (each function)	Min. Accessible
1 – 4	1
5 – 8	2
9 – 15	3
16 & more	3 + 20% of add. aisles

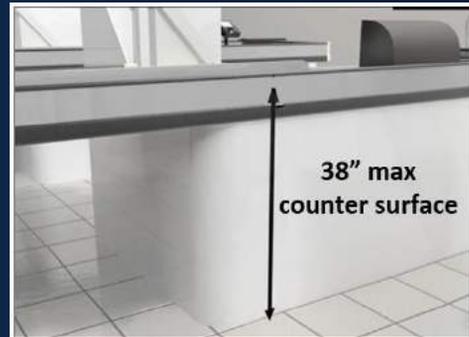
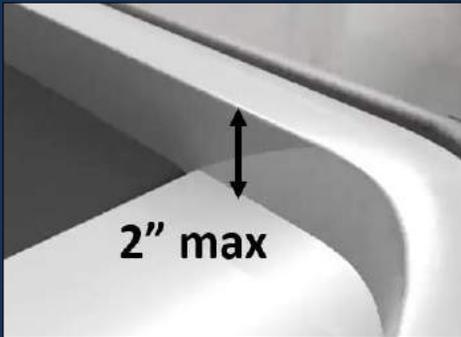


**ISA label
(unless all comply)**

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Check-Out Aisle Counters



Count surface and edge protection heights

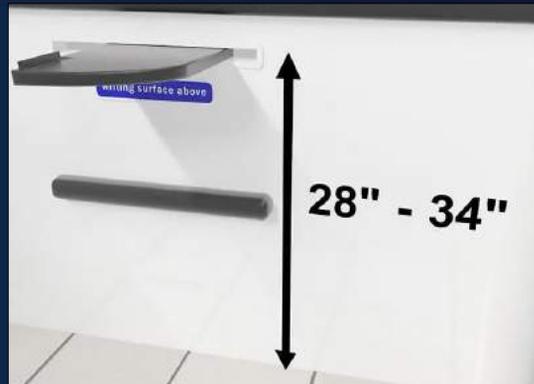
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Check Writing Surfaces



Check writing surfaces can pull/
fold out or pivot



The height is addressed but not
the size

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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).



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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)



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Dressing and Fitting Rooms

§222 & §803

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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

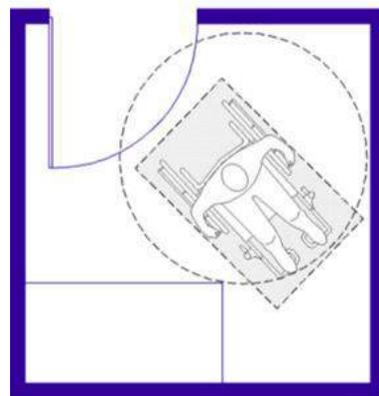
Door Swings outward

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.

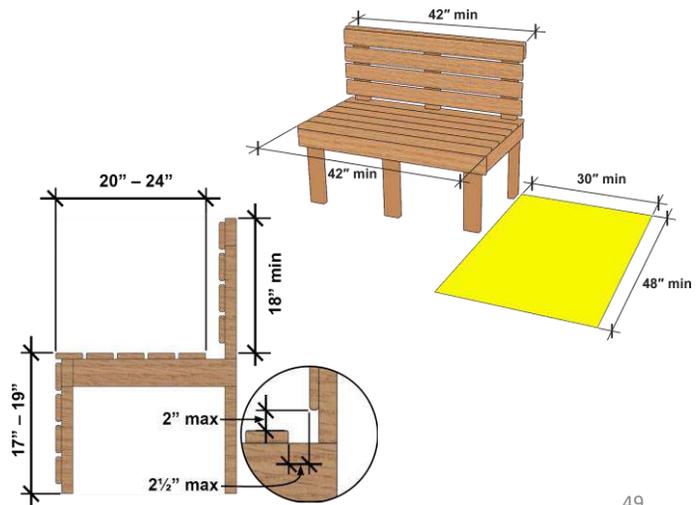


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Benches

- 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)



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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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Advancing Full Access and Inclusion for All



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Technical Guides on the Standards

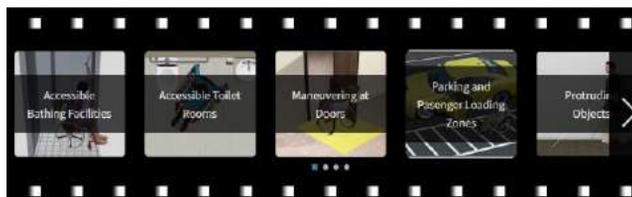
Chapters 1-7 available & Chapter 10

www.access-board.gov

Animations

The image shows three thumbnails of technical guides from the U.S. Access Board. The first is titled 'Lavatories and Sinks' and includes a photo of a sink area. The second is titled 'Signs' and includes a photo of a person in a wheelchair. The third is titled 'Toilet Rooms' and includes a photo of a hallway.

Accessibility Animations



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Access Board Webinar Series

Accessibility Online

- First Thursday of each month (2:30 – 4:00 p.m. ET)
- Archived webinars available on ADA Great Lakes website
- Continuing Education Credits available for both
- Live and Self-Paced webinars

Section 508

- Fourth Tuesday (1:00 – 2:30 p.m. ET)
- Every other month (January, March, May, July, September, November)
- Archived Webinars available on ADA Great Lakes website



Information at:
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Continuing Education



AIA Provider Number: I017

AICP Provider Name: Great Lakes ADA Center

Course Title: Accessible Detention and Correctional Facilities

Course Number: GL20230105

Date: January 5, 2023

Credits earned on completion of this course will be reported to **AIA CES** for AIA members. Certificates of Completion are available upon request.

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Questions will be addressed at the conclusion of this presentation.

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**Thank you for participating in
today's webinar**

“Accessible Parking and Passenger Loading Zones”

Next scheduled session:

March 2, 2023

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