

# Welcome to the AccessibilityOnline Webinar Series



A collaborative program between the  
ADA National Network and the  
U.S. Access Board



**The Session is Scheduled to begin at 2:30pm Eastern Time**  
**We will be testing sound quality periodically**

**Audio and Visual are provided through the on-line webinar system. This session is closed captioned.** Individuals may also listen via telephone by dialing 1-712-432-3100 code 930098 (This is **not** a Toll Free number)

The content and materials of this training are property of the US Access Board and the Great Lakes ADA Center and cannot be used and/or distributed without permission. This program is funded through a contract agreement with the U.S. Access Board. For permission to use training content or obtain copies of materials used as part of this program please contact us by email at [adata@adagreatlakes.org](mailto:adata@adagreatlakes.org) or toll free (877)232-1990 (V/TTY)

[www.AccessibilityOnline.org](http://www.AccessibilityOnline.org)



## Listening to the Webinar



- The audio for today's webinar is being broadcast through your computer. Please make sure your speakers are turned on or your headphones are plugged in.
- You can control the audio broadcast via the Audio & Video panel. You can adjust the sound by "sliding" the sound bar left or right.
- If you are having sound quality problems check your audio controls by going through the Audio Wizard which is accessed by selecting the microphone icon on the Audio & Video panel



2



## Listening to the Webinar, *continued*

If you do not have sound capabilities on your computer or prefer to listen by phone, dial:

**1-712-432-3100**

**Pass Code:  
930098**

This is **not** a Toll Free number

3



## Listening to the Webinar, *continued*

**MOBILE Users (iPhone, iPad, or Android device and Kindle Fire HD)**

Individuals may listen\*\* to the session using the Blackboard Collaborate Mobile App (Available Free from the Apple Store, Google Play or Amazon)



\*\*Closed Captioning is not visible via the Mobile App and limited accessibility for screen reader/Voiceover users

4



## Captioning

- Real-time captioning is provided during this webinar.
- The caption screen can be accessed by choosing the  icon in the Audio & Video panel. ↓



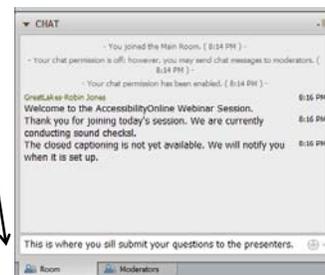
- Once selected you will have the option to resize the captioning window, change the font size and save the transcript.

5



## Submitting Questions

- You may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area
- If you are connected via a mobile device you may submit questions in the chat area within the App
- If you are listening by phone and not logged in to the webinar, you may ask questions by emailing them to [webinars@accessibilityonline.org](mailto:webinars@accessibilityonline.org)



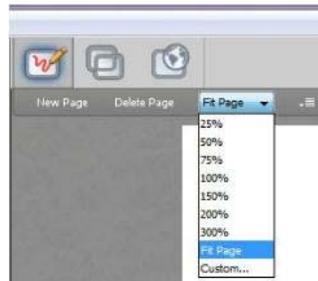
**Please note:** This webinar is being recorded and can be accessed on the AccessibilityOnline website at [www.accessibilityonline.org/Archives](http://www.accessibilityonline.org/Archives) within 24 hours after the conclusion of the session.

6



## Customize Your View

- Resize the Whiteboard where the Presentation slides are shown to make it smaller or larger by choosing from the drop down menu located above and to the left of the whiteboard. The default is “fit page”



7



## Customize Your View *continued*

- Resize/Reposition the Chat, Participant and Audio & Video panels by “detaching” and using your mouse to reposition or “stretch/shrink”. Each panel may be detached using the  icon in the upper right corner of each panel.

8

## Setting Preferences

- Depending on your system settings you may receive visual and audible notifications when individuals enter/leave the webinar room or when other actions are taken by participants. This can be distracting.
- To turn off notifications (audible/visual)
  - Select “Edit” from the tool bar at the top of your screen
  - From the drop down menu select “Preferences”
  - Scroll down to “General”
    - Select “Audible Notifications” Uncheck anything you don’t want to receive and “apply”
    - Select “Visual Notifications” Uncheck anything you don’t want to receive and “apply”
  - For Screen Reader User – Set preferences through the setting options within the Activity Window (Ctrl+slash opens the activity window)

9



## Technical Assistance



- If you experience any technical difficulties during the webinar:
  1. Send a private chat message to the host by double clicking “Great Lakes ADA” in the participant list. A tab titled “Great Lakes ADA” will appear in the chat panel. Type your comment in the text box and “enter” (Keyboard - F6, Arrow up or down to locate “Great Lakes ADA” and select to send a message ); or
  2. Email [webinars@accessibilityonline.org](mailto:webinars@accessibilityonline.org) ; or
  3. Call 877-232-1990 (V/TTY)

10

# Common Errors and Omissions

11

## Presenters U.S. Access Board



**Rex J Pace**



**Scott J Windley**

12

# Session Agenda

- Scoping
- Building Blocks
- Accessible Routes
- General Site & Building Elements
- Plumbing Elements & Facilities
- Communication Elements & Features
- Special Rooms, Spaces, & Elements
- Built-in Elements
- Maintenance & Policy
- Questions?

13

## Introduction

- The errors and omissions presented today are by no means definitive.
- What is presented here are common errors that we have experienced in:
  - Technical Assistance questions
  - Questions during training sessions

14

# Chapter 2: Scoping Chapter 3: Building Blocks

15

## Elevator Exception § 206.2.3



Less than 3 stories



OR

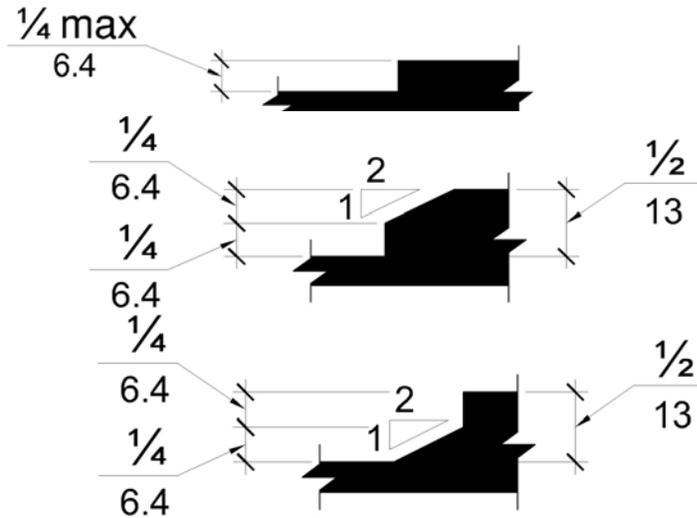


Less than 3000 sq. ft./story

- The elevator exception is mistakenly thought to be an **AND** condition instead of an **OR** condition.

16

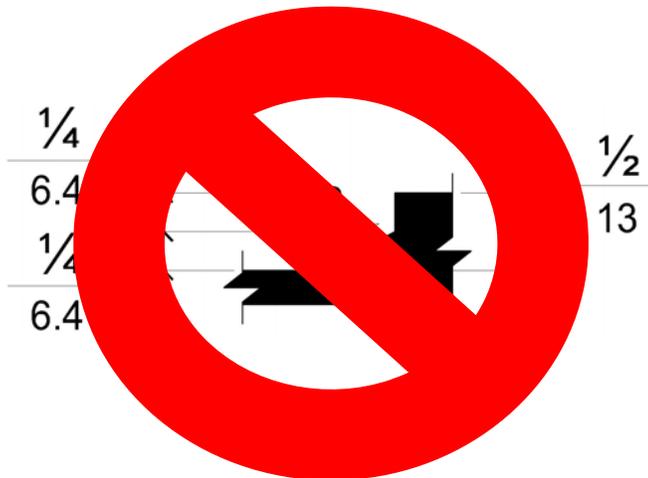
## Level Changes § 303



One of these threshold configurations is not correct.

17

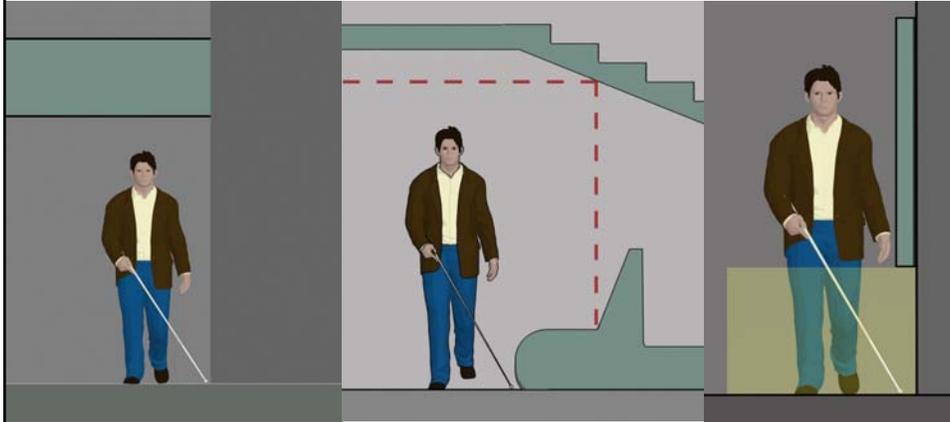
## Level Changes § 303



The one with the abrupt edge at the top is incorrect.

18

## Protruding Objects § 307

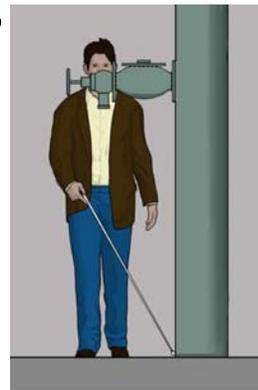


### Overhead Objects and Wall Mounted Objects

- 80 inches above head
- 0 to 27 inches are within can sweep

19

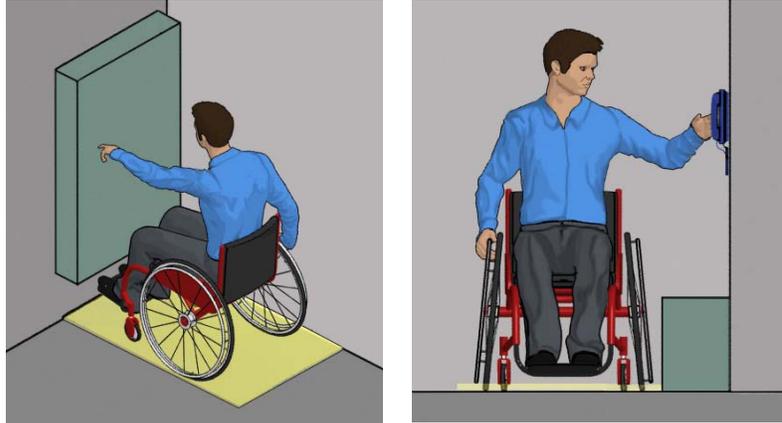
## Protruding Objects § 307



Many things can become protruding objects that were not intended to be; or were not when first installed.

20

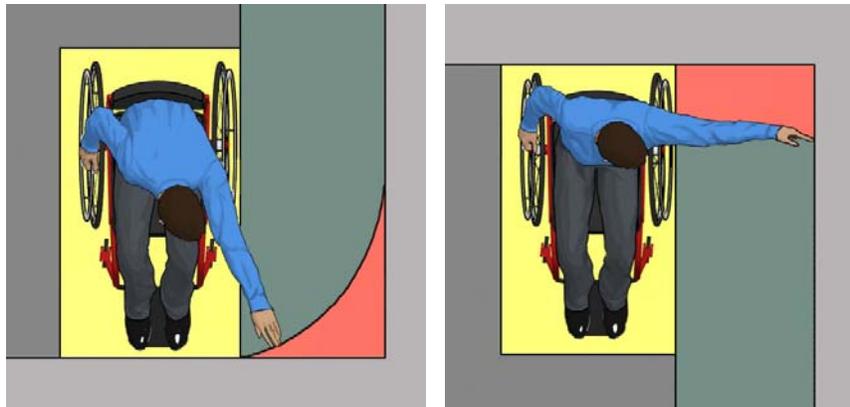
## Reach Ranges § 308



The thing to remember with reach is to think about it from a seated position by someone who is not able to bend their body into strange angles.

21

## Reach Ranges § 308



Many designers are not aware of the horizontal aspect of reach limits (which can be even more limited depending on an individual persons abilities).

22

## Reach Ranges § 308

Many times reach ranges for accessibility are not thought of when some equipment or devices are installed.

Example: gas pumps

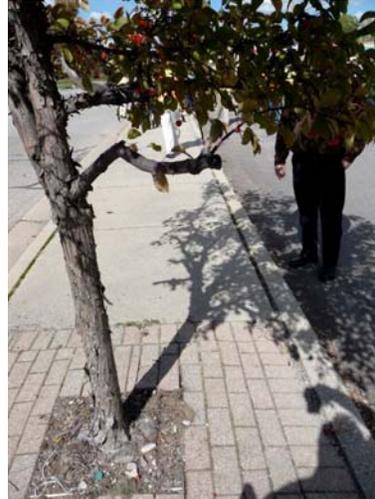


23

# Chapter 4: Accessible Routes

24

## Accessible Routes § 403.5.1



- Items impeding the accessible route: signs, utility poles, street trees, structural columns etc.

25

## Curb Ramp Landing § 406.4



**No landing at the top of perpendicular curb ramps**

- No space available (grass or a building)
- Object at top of ramp (fire hydrant, utility, etc.)

26

## Or how to make your curb ramp completely unusable



27

## Curb Ramps with Handrails?



- Curb ramps should never need handrails even when they are longer than 6 feet.

28

## Temporary Routes



Many temporary routes do not provide for the needs of all users like:

- No curb ramp on or off sidewalk
- No delineated route or accessible signage

29

## Temporary Routes



- Examples of temporary curb ramp and good delineation of a route

30

## Door Opening Force § 404.2.9



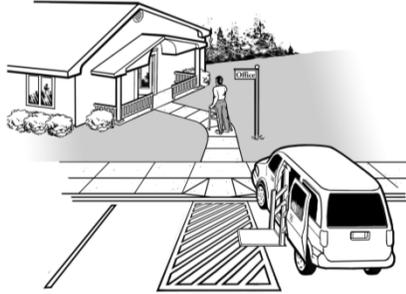
- Interior door closers must be adjustable to 5 pounds of force or less

31

# Chapter 5: General Site and Building Elements

32

## Accessible Parking on Shortest Accessible Route § 208.3.1



**There may be shorter pedestrian routes that are not accessible.**

33

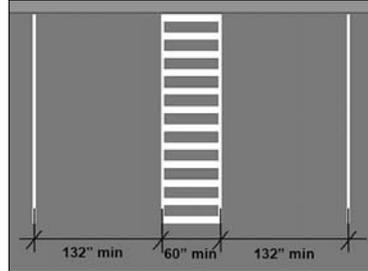
## Van Parking Spaces § 208.2.4



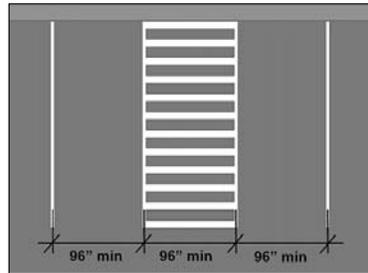
**Insufficient space to deploy lift at car only space**

34

## Van Parking Spaces § 208.2.4

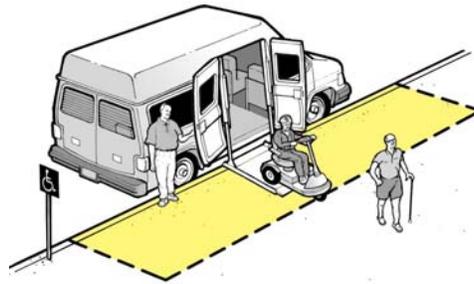


1 for every 6 accessible spaces or fraction of



35

## Passenger Loading Zone § 503.4



Loading zone not at same level as vehicle pull-up space

36

## Passenger Loading Zone § 503.4

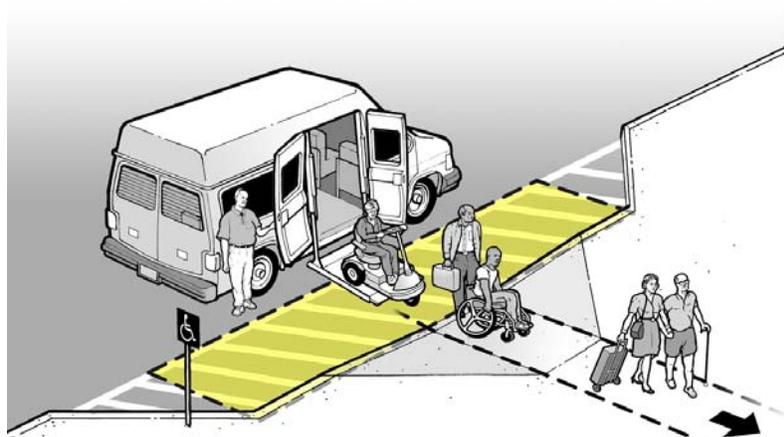
### Rear lifts

Transfers to and from cars



37

## Passenger Loading Zone § 503.4



Loading zone at SAME level as  
vehicle pull-up space

38

# Chapter 6: Plumbing Elements and Facilities

39

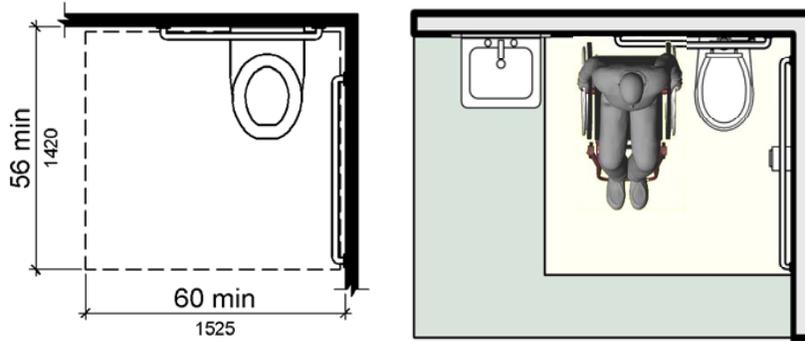
## Insufficient Space Beside Accessible Water Closet



Lavatory overlap no  
longer permitted §604.3

40

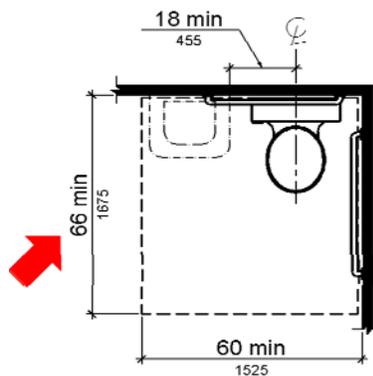
## Water Closet Clearance § 604.2



Allows space for side transfers

41

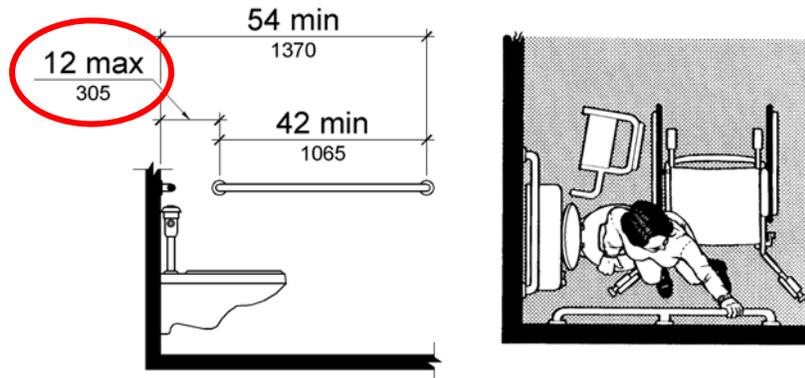
## Water Closet Clearance § 604.3.2



Exception for residential units still permits encroachment

42

## Side Wall Grab Bar at Water Closets § 604.5.1



Both dimensions from rear wall are critical.

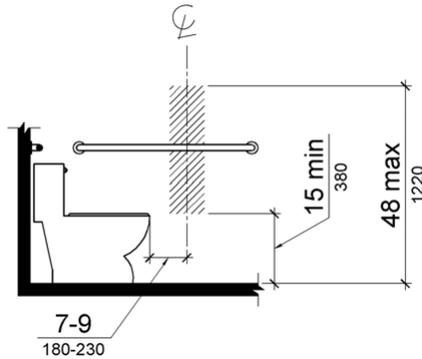
43

## Large Roll Toilet Dispensers Obstruct Use § 604.7 & § 609.3

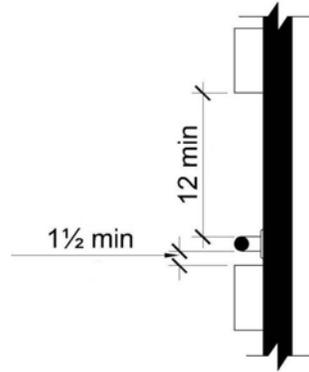


44

# Provisions Affecting Dispensers Locations



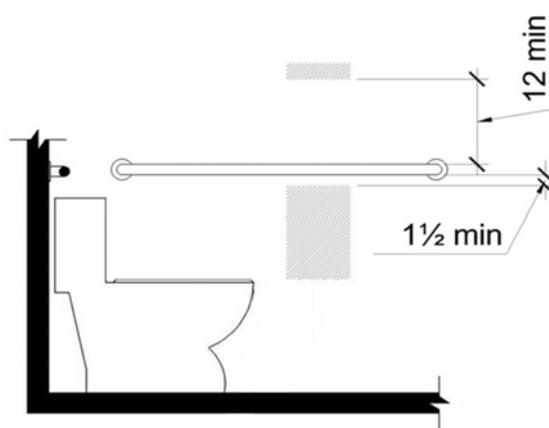
**Dispenser Outlet Location**  
§ 604.7



**Spacing of Grab Bars**  
§ 609.3

45

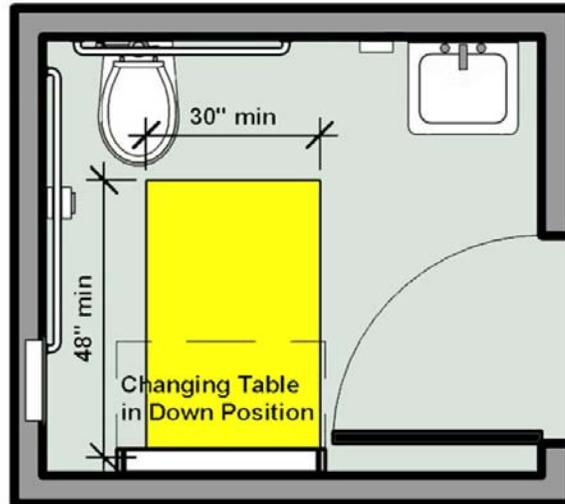
# TP Dispenser Location



**Grab bar height (33"-36") and clearances further  
limit location of non-recessed dispensers**

46

## Diaper Changing Table Location § 604.3.2



47

## Diaper Changing Table Location



**Recommend locating outside of compartment**

48

## Seats § 607.3 & § 608.3



Bars cannot obstruct seat use

49

## Tub Seat not Secured to Accessible Bathtub § 610.2



Free standing – does **NOT** meet Standards



Clamps to rim of basin – meets Standards

50

## Shower Seats § 610



**Seat must be fixed to wall  
not free standing**

51

## Shower Seats § 610.3



**Folding seat securely  
fixed to wall**

52

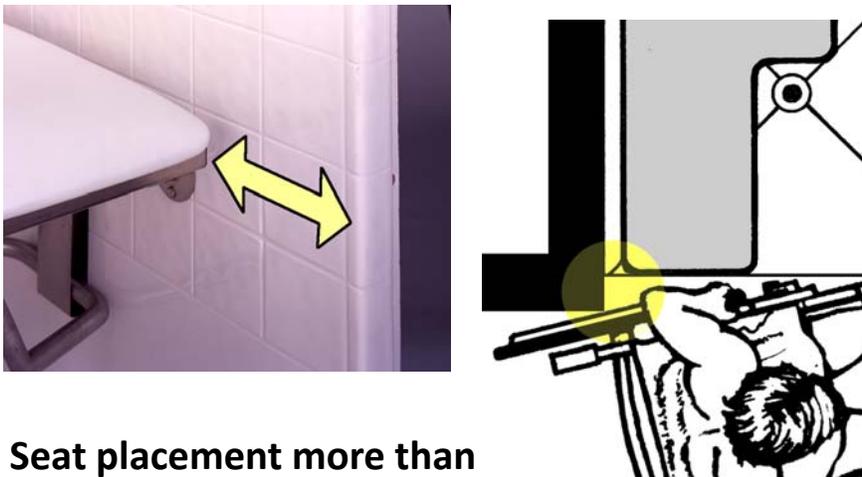
## Shower Seats § 610



Adequate reinforcing must be provided § 610.4

53

## Shower Seats § 610.3



Seat placement more than  
inches from entry § 610.3

54

## Shower Seats § 610.3.2



Seat installed incorrectly § 610.3.2

55

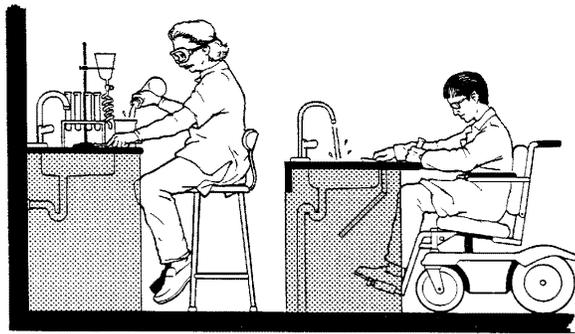
## Parallel Approach to a Sink



**§ 606.2 Clear Floor Space – EXCEPTION 1**  
**A parallel approach permitted to a kitchen sink**  
**where cook top or conventional range is NOT**  
**provided**

56

## 5% of Sinks Not in Kitchens Must Have Forward Approach § 212.3



Knee and Toe Clearance § 606.2

57

## § 212.3 Sinks



Mop or Service Sink Exception

58

# Chapter 7: Communication Elements and Features

59

## Directional Sign to the Accessible Entrance § 216.6



60

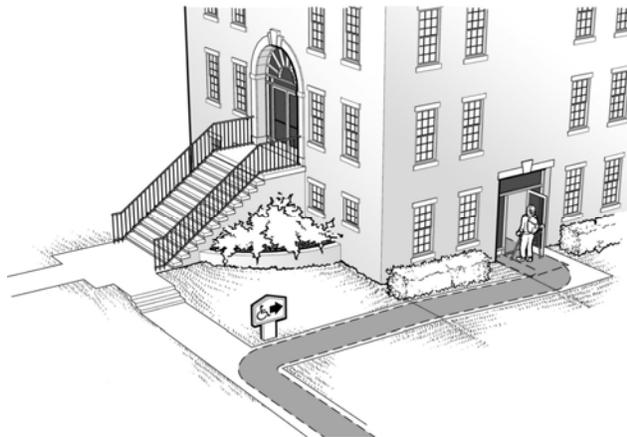
## Directional Signs to Accessible Entrances § 216.6



- ISA label at accessible locations
- Directional signs at inaccessible locations

61

## Directional Signs to Accessible Entrances § 216.6

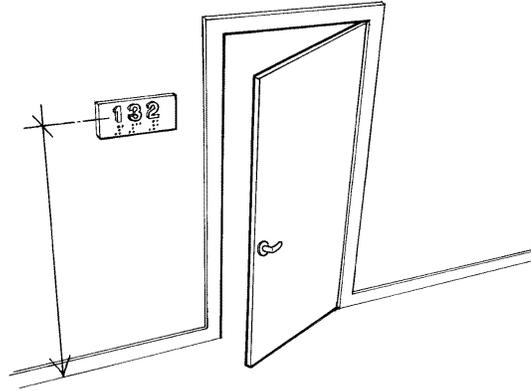


Strategic placement of directional sign

62

## Designations § 216.2

**1991 Standards –  
60” to centerline  
of sign**



**Where to Measure the Room Sign Height?**

63

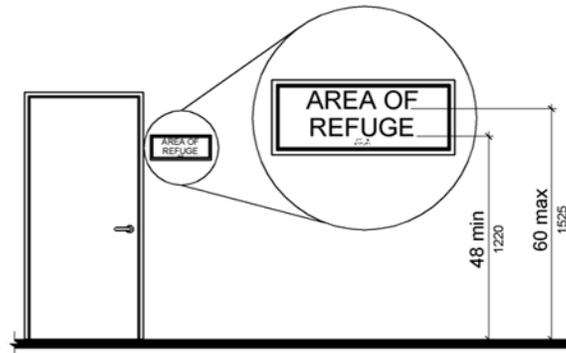
## Tactile Signs



**Cane detection of doorways consistent location  
needed**

64

## § 703.4 Installation Height



**Figure 703.4.1**  
**Height of Tactile Characters Above**  
**Finish Floor or Ground**

65

## “Access” Blue and White is Not Required by Standards



66

## § 703.7.2 Symbols

Contrast - light-on-dark or dark-on-light §703.7.1



Non-glare finish § 703.7.1

Text (where provided): visual access § 703.5

67

## § 703.7.2 Symbols



Any contrasting colors permitted check state and local code for additional requirements

68

# Chapter 8: Special Rooms, Spaces, and Elements

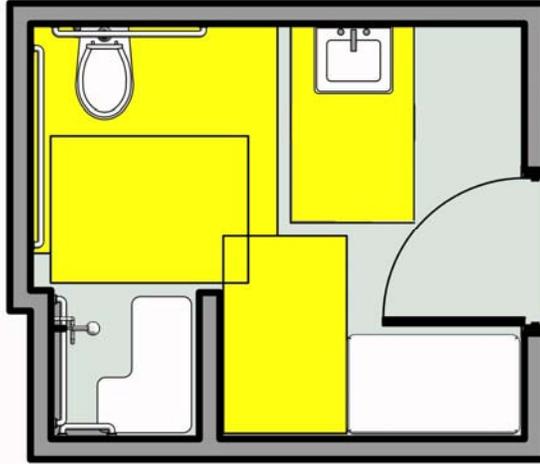
69

## Bench is Not Provided or Lacks Required Features § 222 & § 803



70

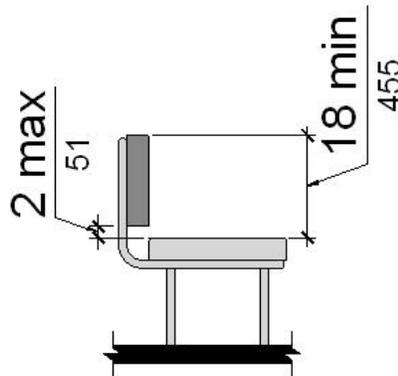
## Dressing Benches § 903



Clear floor or ground space at both the end and parallel to bench § 803.4/§ 903

71

## Dressing Benches § 903



Adequate back support must be provided § 803.4/§ 903

72

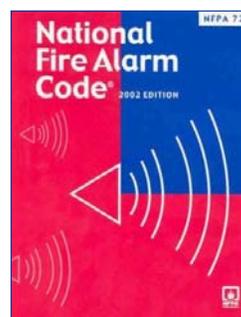
## Communication Features for Transient Lodging Guest Rooms § 224.4

- **MUST** be Permanent room features
- **NO** “Kits” - do not meet requirements of 2010 Standard



73

## § 806.3.1 Notification Devices



**“Where emergency warning systems are provided, alarms complying with 702 shall be provided.”**

74

## § 806.3.2 Notification Devices

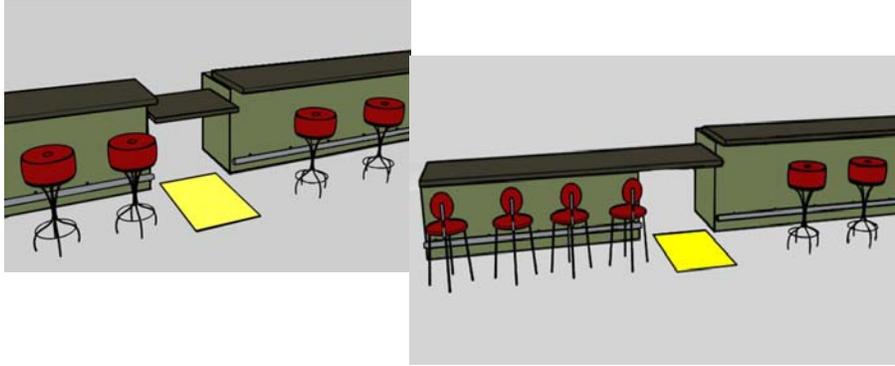


75

# Chapter 9: Built-In Elements

76

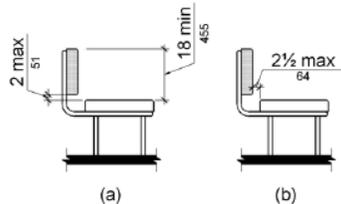
## Dining and Work Surfaces § 902.3



- The height of dining and work surfaces shall not exceed 34 inches and provide forward approach with knee clearance.
- Commonly not provided at Bars

77

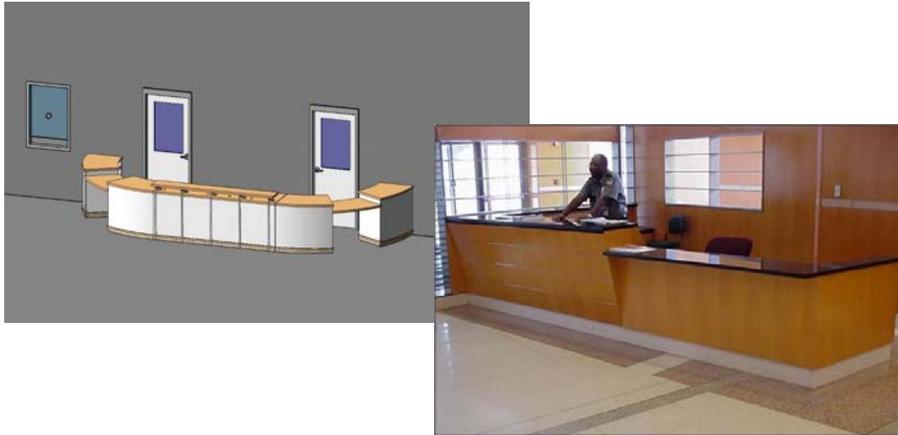
## Benches § 903



- Benches at bus stops and other non-bathing or dressing locations are NOT required to meet 903 requirements

78

## Sales and Service Counter § 904.4



- The height of sales and service counters shall provide a parallel or forward approach and shall not exceed 36 inches.

79

# Maintenance and Policy

80

## Maintenance/Policy



- Accessibility elements or features can be misused if no one is diligent about keeping them available

81

## Maintenance/Policy



- Snow removal IS a maintenance obligation of Title II and Title III entities

82

## Maintenance/Policy



- Free standing objects impeding the necessary width of an accessible route

83

## Questions?

You may type and submit questions in the  
Chat Area Text Box or press Control-M  
and enter text in the Chat Area

84



# U.S. Access Board

**(800) 872-2253 (voice)**

**(800) 993-2822 (TTY)**

**E-mail: [ta@access-board.gov](mailto:ta@access-board.gov)**

**[www.access-board.gov](http://www.access-board.gov)**

85

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



**Next session:**

**May 5, 2016**

***"Pedestrian Signals"***

**[www.accessibilityonline.org](http://www.accessibilityonline.org)**

**(877) 232-1990 (v/TTY)**

86