

PHYSICAL ACCESSIBILITY

PARKING		
Number of off-street parking spaces available	Minimum Number of accessible spaces	REMARKS
1 to 25	1	
25 to 50	2	
51 to 75	3	
76 to 100	4	
101 to 150	5	
151 to 200	6	
201 to 300	7	
301 to 400	8	
401 to 500	9	
501 to 1000	2% of total number	
Over 1000	20 plus 1 for each 100 over 1000	
Proximity to the Facility	Accessible parking spaces shall be located on the shortest possible accessible route to an accessible entrance of the building	
Signage	Each accessible parking space shall be equipped with a sign which meets the requirements of the R7-8 sign (US DOT Standard) and a R7-I101 sign designating the appropriate fine	
Location of Signage	Signage shall be affixed to a wall or to a post permanently mounted in the ground and located in the center of the 16' space no further than 5' from the front of the accessible space. The minimum height to the bottom of the fine sign shall be 4".	
Width of Vehicle Space/Access Aisle	Accessible spaces shall be 16' wide with either an 11' vehicle space and a 5' access aisle or an 8' vehicle space and an 8' access aisle. Access aisles shall blend to a common level with an accessible route.	

Walk Width	The minimum clear width of an accessible route shall be 36"	
Slope	The slope shall not be greater than 5%. For every 1" rise, there must be a 20" run.	
Walk Surface	Walks shall be stable, firm, and slip-resistant	
Changes in Level	Changes in level up to ¼" may be vertical and without edge treatment. Changes in level between ¼" and ½" shall be beveled with a slope no greater than 1:2.	
Landing Size when Door Swings Out	When a walk leads to a door that swings out, there shall be a level and clear platform at the top, 5' x 5'. Allow for a 24" extension on the latch side of the door.	
CURB RAMPS		
Location	Curb ramps shall be located wherever an accessible route crosses a curb	
Width	Curb ramps shall be a minimum of 36' wide.	
Slope	For every 1" rise there must be at least 12" of run.	
Slope of Flared Sides	If a curb ramp is located where pedestrians must walk across the ramp, or where it is not protected by handrails or guardrails, it shall have flared sides. Slope or flared sides shall not exceed 1" rise in 10".	
Detectable Warnings	A curb ramp shall have a detectable warning consisting of	

(Texture of Curb Ramps)	exposed aggregate concrete, parallel or diamond mesh pattern groves, cushioned surfaces made of rubber or plastic, raised strips or grooves. The warning texture shall extend the full width and depth of the curb ramp, including any flares and shall contrast with that of the surrounding surface.	
PEDESTRIAN RAMPS		
Slope	The least possible slope shall be used for any ramp. It shall not have a slope greater than 1" rise in 12".	
Width	Pedestrian ramps shall be a minimum of 36" wide.	
Surface Texture	Surfaces shall be stable, firm, and slip resistant.	
Handrails	If the ramp run has a rise greater than 6" (a run longer than 72"), then handrails shall be provided on both sides of the ramp between 34" – 38" above the ramp surface. The clear space between the handrail and the wall shall be 1 1/2".	
Landings	Landings shall be provided at the top and bottom of each ramp and each ramp run at intervals not exceeding 30' of run and at each change of direction.	
Landing Dimensions	Landings shall be as wide as the ramp run leading to them and shall be a minimum length of 60" clear. If ramps change direction at landings, minimum landing size shall be 60" x 60".	
ENTRANCES		
Accessible Entrances	At least 50% of all public entrances to a building or facility shall be accessible. At least one must be a ground floor entrance. If direct access is provided from an enclosed parking garage to the building, at least one direct entrance from the garage to the building must be accessible.	

Revolving Doors & Turnstiles	Revolving doors or turnstiles shall not be the only means of passage at an accessible entrance or along an accessible route.	
DOORS & DOORWAYS		
Door Opening Force	Maximum force to operate doors shall not exceed 8.5 lbs. for exterior and 5 lbs for interior	
Width	Doors shall have a minimum opening of 32" as measured between the face of the door and the opposite jamb with the door open 90 degrees.	
Minimum Maneuvering Clearance	Maneuvering clearance at doors where there is a front approach shall be level and clear and shall be at least 60" deep and 50" wide.	
Door Hardware	Handles, pulls, latches, locks, and other operating devices on accessible doors shall have a design that is easy to grasp with one hand and does not require tight pinching or twisting of the wrist to operate. Lever-operated mechanisms, push type mechanisms and U-shaped handles are acceptable designs.	
Thresholds	Thresholds shall be no higher than 1/2".	

Height of Door Hardware	Hand activated door opening hardware shall be no higher than 48" above the floor.	
COORIDORS& AISLES		
Width of Corridors	Corridors shall be a minimum of 36" wide	
Passing Space	If a corridor width is less than 60", wheelchair passing space of 60" x 60" shall be provided at reasonable intervals not to exceed 200'. A T intersection of two corridors is an acceptable passing space.	
RESTROOMS		
Width of Restroom Door	Doors shall have a minimum opening of 32" as measured between the face of the door and the opposite jamb with the door open 90 degrees.	
Hardware on Restroom Door	Door hardware must be easy to grasp with one hand and not require tight grasping, tight pinching, or twisting of the wrist to operate. Lever-operated mechanism and U-shaped handles are acceptable designs.	
Number of Accessible Lavatories (Sinks) & Mirrors	If sinks and mirrors are provided, then at least one of each shall be accessible.	
Height of Accessible Sinks	Sinks shall be mounted with the rim or counter surface no higher than 34". Knee clearance height 27" and depth a minimum 17".	

Clear Floor Space	Clear floor space of 30" x 48" shall be provided in front of the sink. Clear floor space may overlap that of the toilet	
Exposed Drain Pipes	Exposed hot water drain pipes under accessible sinks shall be insulated or otherwise configured to protect against contact. There shall be no sharp or abrasive surfaces under sinks.	
Dispensers, Hand Dryers, & Towels	For forward approach, the operable part must be no higher than 48". For side approach, the operable part must be no higher than 54". Operation of the mechanism must not require tight grasping, pinching, or twisting.	
Faucets	Water faucets must be operable with one hand and shall not require tight grasping, tight pinching, or twisting of the wrist. If the valve is self closing, the water must flow for at least 10 seconds.	
Mirrors	Mirrors shall be mounted with the bottom edge no higher than 40" from the floor.	
Toilet Stalls	If toilet stalls are provided in a room, then at least one must be accessible.	
Door to Toilet Stall	Doors shall have a minimum opening of 32" as measured between the face of the door and the opposite jamb with the door open 90 degrees. The door shall not swing into the clear floor space of the accessible stall.	
Toilet Stall Door Hardware	Door hardware must be easy to grasp with one hand and not require tight grasping, pinching, or twisting of the wrist to operate. Lever-operated mechanisms and U-shaped handles are acceptable designs.	
Clear Floor Space, Wall Mounted Toilet	The minimum clear floor space in a stall with a wall-mounted toilet shall be 56" in depth and 60" in width.	
Clear Floor Space, Floor Mounted Toilet	The minimum clear floor space in a stall with a floor-mounted toilet shall be 59" in depth and 60" in width.	
Toilet Seat	The height of the toilet seat must be between 17" and 19". Seats shall not be sprung to return to a lifted position.	
Grab Bars, Length & Height	A 36" grab bar must be mounted on the wall behind the toilet. A 42" grab bar must be mounted on the nearest wall beside	

	the toilet. Grab bars shall be mounted between 33" and 36" from the floor.	
Grab Bar Diameter	The diameter of the grab bar shall be between 1¼ and 1½". The space between the wall and the bar shall be 1 ½".	
Toilet Paper	Receptacles and toilet paper dispensers shall be mounted at least 19" from the floor. Toilet paper dispensers that do not permit continuous paper flow are prohibited.	
Urinals	Where urinals are provided, at least one must have an elongated rim at a maximum height of 17" above the floor.	
Urinal Clear Floor Space	Minimum clear floor space of 30" by 48" shall be provided in front of the accessible urinal to allow forward approach.	
Urinal Flush Control	Urinal flush control shall be mounted no higher than 44" above the floor.	
Single User Toilet Room		
Door Width	Doors shall have a minimum opening of 32" as measured between the face of the door and the opposite jamb with the door open 90 degrees.	
Door Hardware	Door hardware must be easy to grasp with one hand and not require tight grasping, tight pinching, or twisting of the wrist to operate. Lever-operated mechanism and U-shaped handles are acceptable designs.	
Clear Floor Space, Front Approach	The minimum clear floor space shall be 48" in width and 66" in length.	
Clear Floor Space, Side Approach	The minimum clear floor space shall be 48" in width and 56" in length.	
Clear Floor Space, Side & Front Approach	The minimum clear floor space shall be 60" in width and 56" in length.	
Doors That Swing into	It is preferred that doors not swing into the clear floor space required for any fixture. However, in single user toilet rooms	

Clear Floor Space	only, doors may swing into the clear floor space required for any fixture if sufficient maneuvering space is provided within the room for a person using a wheelchair to enter and close the door, use the fixtures, reopen the door, and exit.	
Toilet Seat	The height of the toilet seat must be between 17" and 19". Seats shall not be sprung to return to a lifted position.	
Grab Bars, Length & Height	A 36" grab bar must be mounted on the wall behind the toilet. A 42" grab bar must be mounted on the nearest wall beside the toilet. Grab bars shall be mounted between 33" and 36" from the floor.	
Grab Bar Diameter	The diameter of the grab bar shall be between 1¼ and 1½". The space between the wall and the bar shall be 1 ½".	
Toilet Paper	Receptacles and toilet paper dispensers shall be mounted at least 19" from the floor. Toilet paper dispensers that do not permit continuous paper flow are prohibited.	
Height of Accessible Sinks	Sinks shall be mounted with the rim or counter surface no higher than 34". Knee clearance height must be 27" and depth must be a minimum of 17".	
Clear Floor Space	Clear floor space of 30" x 48" shall be provided in front of the sink. Clear floor space may overlap with that of the toilet.	
Exposed Drain Pipes	Exposed hot water drain pipes under accessible sinks shall be insulated or otherwise configured to protect against contact. There shall be no sharp or abrasive surfaces under sinks.	
Dispensers, Hand Dryers, & Towels	For forward approach, the operable part must be no higher than 48". For side approach, the operable part must be no higher than 54". Operation of the mechanism must not require tight grasping, pinching, or twisting.	
Faucets	Water faucets must be operable with one hand and shall not require tight grasping, tight pinching, or twisting of the wrist. If the valve is self closing, the water must flow for at least 10 seconds.	
Mirrors	Mirrors shall be mounted with the bottom edge no higher than 40" from the floor.	
WATER FOUNTAINS		
Spout Location and Height	The spout shall be at the front of the unit and direct the water flow parallel to the front of the unit. The spout shall be no higher than 36" above the ground.	
Type of Controls	Controls shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls shall be no greater than five pounds.	
Clear Floor		

Space	All units must have a clear floor space of 30" x 48"	
Water Fountain Depth & Knee Space	Wall mounted fountains shall be a minimum of 17" – 19" in depth. Clear and unobstructed space, if provided under the fountain, shall be 27" high and 17" – 19" deep.	
Public Telephones		
Number of Accessible Telephones	Where public telephones are provided, at least one per floor or one per bank shall be accessible. (A bank is 2 or more phones, often installed as a unit)	
Height of Public Telephones	If space allows for only forward approach, the highest operable part of the telephone shall be no higher than 48". For side approach 54" is permitted.	
Knee space Below Telephone	A 27" unobstructed knee space shall be available under any shelf, phone directory, or protruding object.	
Hearing Aid Compatible and Volume Control	At least one phone per floor or one per bank of public telephones shall be equipped with volume control and identified with the appropriate signage.	
TTYs	Wherever a telephone is available for public use, equivalent facilitation in the form of a TTY should be available.	
Signs and Identification		
Signs	The international symbol of accessibility shall be used at the following locations: <ul style="list-style-type: none"> • Passenger loading zones • Accessible entrances (where all entrances are not accessible) • Accessible toilet rooms • Public Telephones 	
Permanent Room Signage	Permanent room signage shall be placed along the latch side of the door and mounted 5' above the floor. Letters and numerals shall be raised 1/32" and shall be accompanied with Grade 2 Braille. Mounting location for such signs shall be so that a person may approach within three inches of signage without encountering protruding objects or standing within the swing of a door.	
Tables, & Work Surfaces		
Clear Floor	Where fixed or built-in seating, tables, or work surfaces are	

Space	provided, at least 5% or a minimum of one, whichever is greater, shall have clear floor space of 30" x 48" which can overlap knee space up to 19".	
Knee Clearance	Accessible seating shall have a knee space at least 27" high, 30" wide and 19" deep.	
Height of Tables or Counters	The tops of accessible tables and counters shall be from 28" – 34" above the floor.	
Additional Features		
Alarms	Where emergency alarms are provided or required by an applicable State or local building code, life safety code or fire protection regulation, such systems shall be both audible and visual. Visual alarms shall be arranged so that the flashing beam can be seen from all common areas	
Protruding Objects	All accessible paths of travel/routes through public areas must be kept free of objects protruding more than 4" from the wall at heights between 27" and 80" (cane detectable).	
Controls	All controls that are available for use by the public, (including electrical, mechanical, window, cabinet, game, and self-service controls) must be located at an accessible height – 54" for a side approach and 48" a forward approach. The minimum reachable height is 15 inches. Controls must be operable with a closed fist.	
INFORMATION ACCESS		
ALTERNATE FORMATS	The One-Stop center has basic orientation materials in alternate formats large print, Braille, audio-tape, text on computer disk, etc.) and has also identified resources to quickly obtain other materials in alternate formats	
Printed Materials	Printed materials, including those on bulletin boards, are available in large print (18 to 24 point font) upon request.	
	Printed materials are available in Braille upon request.	
	Printed materials are available in accessible electronic format (ASCII text) upon request.	
	Printed materials are available in audio format upon request	

Audio & Video Materials	Text transcripts (printed or electronic) are available for audio materials.	
	Video Materials have open captions (or closed captions if compatible equipment is available)	
	Video materials have descriptive audio (narrated descriptions of actors, actions, and scenes)	
AUDIO AND VIDEO EQUIPMENT	All television displays 13 inches and larger are equipped with closed caption decoders.	
A/V (Cont)	Controls are clearly and understandably labeled (including large print and Braille labels as appropriate)	
	Controls can be operated with one hand without tight grasping, pinching, or twisting of the wrist.	
	Volume settings are user-adjustable	
	Players have headphone jacks for users of assistive listening devices	
	Headphones are available	
	Players are located on work surfaces between 28" to 34" above the floor with 27" unobstructed knee clearance	
	Instructions for operation of players are available in alternate formats	
Sign Language Interpreters	The One-Stop Center has identified a source for certified sign language interpreters, and can respond quickly to interpreter requests	
OFFICE EQUIPMENT	Any office equipment, such as printers, faxes, and copiers, that is available for use by the public should be accessible to and usable by individuals with disabilities	
Controls	Controls are located no higher than 48" inches above the floor.	

	Controls can be operated with one hand, without tight grasping, pinching or twisting of the wrist.	
	Controls can be identified by touch.	
	The status of locking or toggle controls can be identified by sight and by touch or sound.	
Controls (cont)	If important information is presented with sound, (with adjustable volume) it is also available visually.	
	If important information is displayed on a screen, it can be read by a person in a seated position	
	Users can confirm their selections, (e.g. number of copies) before the operation begins.	
Web-Site	All web-sites funded or supported by IETC's should be fully accessible to people with disabilities and conform to the requirements of Section 508 of the Rehab Act (http://www.section508.gov/)	
WORK STATIONS AND EQUIPMENT		
Large Monitor	There is at least one 19" – 21" monitor with a movable mounting arm that provides increased character size and clarity available.	
Screen Enlargement	There is at least one computer equipped with screen enlargement capabilities that enable the user to enlarge the print on a monitor's screen	
Voice Output Capability	There is at least one computer that can "read" text on the monitor and convert the text into voice output. This computer should be equipped with a headphone jack and headphones.	
Flatbed Scanner	There is a scanner that can convert a paper document into electronic format (useful to people who access information through voice output or Braille)	
Large Keyboard Caps	There is at least one computer equipped with key markings that enlarge letters and numbers on the keyboard	
Trackball Mouse	There is at least one computer equipped with a trackball mouse as an alternative to the standard mouse.	
Braille Printer	The Center has a Braille printer for use by customers and staff.	
Portable Assistive Listening Device	There is at least one portable assistive listening device available for individuals with hearing loss. (These devices increase the loudness of the speaker while reducing background noise.)	

Height Adjustable Tables	Work stations and work tables include height-adjustable tables for use by wheelchair users.	
POLICIES		
Registration & Orientation	If a person needs assistance in filling out registration or intake forms, this is done in a private room.	
	Clearly understood procedures for requesting reasonable accommodations and modifications are included in writing and reviewed verbally during orientation.	
	A list of the One-Stop's auxiliary aids and services for communication, assistive technology devices, and material in accessible formats is provided in writing and verbally during orientation	
	As required by WIA regulations, every orientation session includes a presentation of customer's rights to nondiscrimination and equal opportunity, including the right to file a complaint.	
Service Delivery	People with disabilities are served in integrated settings and participate in the programs and services of the One-Stop Center alongside people without disabilities.	
	If permissible separate programs exist at the One-stop Center, people with disabilities are not required to participate in such programs	
	People with disabilities have access to the full range of core, intensive, and training services available to all customers, and are not served exclusively via services from Vocational Rehabilitation.	
	All customers are routinely offered the option of meeting with staff in private.	
	Information is presented in a way that is understandable to people who have limited or no reading skills	
Service Delivery (cont)	Information that is presented orally is also available in writing for people who are deaf or hard of hearing, and for people whose learning style requires reinforcement of items in writing.	
	Services are designed so that individuals who are not knowledgeable, comfortable with, or able to use electronic technology (i.e., computers) can fully benefit from One-Stop services.	

	Quiet work space is available for people requiring such accommodations to thoroughly read and comprehend materials.	
General Communication	The One-Stop center has taken appropriate steps to ensure that communication with customers and potential customers with disabilities is as effective as communication with other customers.	
	One-Stop staff regularly informs all customers that communications aids and services are provided upon request.	
	The One-Stop Center has a procedure for responding to requests for auxiliary aids and services. This procedure includes a mechanism for determining that if an aid or service must be substituted for one that was requested, the aid used was equally effective.	
	The One-Stop Center has identified a source for certified sign language interpreters, and can respond quickly to such requests.	
Marketing and Outreach	Marketing materials mention people with disabilities as one of the groups that One-Stop centers serve.	
	Pictures and graphics in marketing materials include positive images of people with disabilities receiving services with other customers.	
	A list of the One-Stop Center's auxiliary aids and services for communication, assistive technology, and material in accessible formats is provided as part of the outreach materials.	
Marketing and Outreach (cont)	The One-Stop center indicates that it is an "equal opportunity employer /program" and that "auxiliary aids and services are available upon request to individuals with disabilities" in recruitment brochures and other materials. These materials also indicate the telephone number of the Center's TTY.	
Access to Transportation	If the service delivery area has public transportation, the One-stop center is in a location that provides optimal public transportation access so that people with disabilities and others who do not drive can easily reach the center.	
	If the service delivery area is not served by public transportation, the One-stop Center has taken steps to ensure that individuals who do not drive, including people with disabilities, have access to the full range of One-stop services. This can include developing transportation options and resources, delivering services in satellite locations, etc.	
Additional Marketing and Outreach Suggestions	As part of its efforts to provide universal accessibility, the One-Stop center should outreach to people with disabilities, as required by WIA regulations. This includes such activities as: <ul style="list-style-type: none"> • Advertising in media that targets people with disabilities • Sending notices about One-stop activities to community groups, organizations, and associations that people with disabilities participate in. • Consulting with community groups, organizations, and associations about 	

	<p>ways in which the One-Stop Center can improve its outreach and services to people with disabilities.</p> <p>Presentations to the general public include a discussion of customer's rights concerning nondiscrimination and equal opportunity as required by WIA regulations.</p>
<p>Notice on Equal Opportunity and Nondiscrimination</p>	<p>Posters complying with the required wording in the nondiscrimination and equal opportunity regulations, and including the contact information of the Equal Opportunity Officer shall be posted in public areas and:</p> <ul style="list-style-type: none"> • Included in orientation materials made available to every customer • Included in handbooks and manuals • Included in marketing materials • Disseminated in internal communications • Placed in each customers file • Provided in accessible formats • Provided to applicants for employment and employees • Provided to unions or professional organizations that hold collective bargaining or professional agreements with the One-Stop • Provided to sub-recipients or sub-contractors that receive WIA Title I funds from the One-Stop

