**Open Access – Site Assessment Questions**

Mobility Friendly Assessment:

1. Parking: Is there an accessible spot near the business? Do they maintain the spot for snow? Is there 1 spot for each 25 regular parking spots? Does the parking spot include a loading area or access aisle at least 60” wide? Upright sign marking parking area unobstructed from view?
2. Passenger Loading Zone: Clearly marked, if no parking spot is available, is bench available?
3. Exterior Accessible Routes: Is route accessible from nearby bus stop w/o obstacles? Does business know how to explain best route to get to store if customer is in a wheelchair, calling about riding the bus and finding the route, etc.?
4. Curb Ramps: Formed right into the curb? At least 30” wide? Raised sides?
5. Drinking fountains: Available? At 36” level, or can guests access a drink another way? Signage?
6. Ramps: Available to help one down from a step or door threshold that sticks up or from one room to another?
7. Stairs: Do they exist and keep immobile residents from accessing what is upstairs? Are there stairs to the main entrance? Offer catalog, photos or videos of items on 2nd floor for those unable to access upstairs. Is Signage available to direct customers to accessible entrance?
8. Platform lifts: Another option to an elevator, just the size of a wheelchair.(uncommon)
9. Doors and Gates: Automatic? If Individual W/Disability (IWD) might have trouble opening the door, what other options are available? Post a phone number to call, or a doorbell to ring for assistance? A door or entrance that remains open during business hours? Staff provide directions? Signage at wrong entrance offering directions?
10. Building Lobbies and Corridor Interiors: Aisles wide enough to move about easily and safely? 42” wide aisles and 48” turning area at end of aisle suggested. 60” x 60” wheelchair turn around.
11. Elevators: Available? Large enough to fit a wheelchair? (36” door opening with 54”open area suggested allowing room enough to enter and exit, turn around in wheelchair?)
12. Rooms and Spaces: Large enough to turn around and move easily? Are clothing rods or display shelves at 15” high up to 48” high? Are electrical receptacles at least 15” above floor level?
13. Assembly Areas: Open and enter-able for a wheelchair or walker without obstructing displays? For eating areas, wheelchairs users need 30”x 48” clear space. 19” will be needed under tables or counter tops for knees of person in a wheelchair.
14. Toilet Rooms: ADA Accessible? Wide doors? Grab Bars? Area to turn around in a chair? If not, where is nearest accessible bathroom? Sink with room to pull underneath with knees? Soap/towels within reach?
15. Bathtubs and Showers; If available to public, they should also be accessible to individual in a wheelchair or walker, and have 30 x 60” area to shower. Shower spray unit hoses should be 60” long. Grab bars at 33-36” high.
16. Dressing and Fitting Rooms: Area to turn around? Grab bars for balance and bench or chair to sit down. Is floor non-slip or carpeted?
17. Signage: Do signs display that accessibility options are available? Letters large and readable, braille signs?
18. Alarms: Sounds to alert that elevator is arriving, and are they accompanied by an alerting light?
19. Detectable Warnings: On the ground at street corners or business entrances, is there a rumble strip or different texture for blind to recognize different areas with use of their walking cane?

Transit Friendly Assessment

1. Passenger Loading Zone: Is it available? Marked? Large enough? Safe with ramps?
2. Exterior Accessible Routes from Transit Stops: If customer calls, can staff explain best route?
3. Signage and Information about Transit Stops, or best wheelchair routes, bus schedules available in store? Staff knowledgeable about where info can be found or phone number to CVTD?

Bike/Pedestrian Friendly Assessment

1. Curb Ramps: Cement or otherwise
2. Secure, Off-sidewalk bicycle parking: A place to lock up bike outside of traffic areas?
3. Incentive Plan to Encourage Employees to Bike/Walk: Written plan? Inside bike parking? Lockers?
4. Signage/Information to and from Bike Routes: Know where city bike lanes run, or how to get info?

Service Friendly Assessment

1. Telephone Accessible to Customers: If not, where is nearest available phone?
2. Staff receives Regular Customer Service Training on Accommodating Customers with Disabilities:

(see youtube video at: https://www.youtube.com/watch?v=ViraivX2o2k)

1. Plan to Accommodate Customers with Disabilities: Written and implementation date set?
2. Staff has Knowledge of Transit and Bike/Pedestrian Routes to business: Set date to gain training?

Resources for information and additional staff training:

Cache Valley Transit District: 752-2877 [www.cvtdbus.org](http://www.cvtdbus.org)

Options for Independence: 753-5353 [www.optionsind.org](http://www.optionsind.org)

Bear River Association of Governments: 752-7242 [www.brag.utah.gov](http://www.brag.utah.gov)

Logan City (Bike and Pedestrian info): 716-9250 [www.loganutah.org](http://www.loganutah.org)

BRAG Mobility Dept. 752-7242 ext. 423 [www.brag.utah.gov](http://www.brag.utah.gov)