

CUSTOMER ACCOMMODATION SURVEY

RETAIL STORES

DO NOT WRITE IN THIS BLOCK

Type Of Public Accommodation: _____

Region: _____

Note: This form must be filled out for each location surveyed.

ACCOMMODATION INFORMATION:

Name of Establishment _____

Street Address: _____ City: _____ State: VA Zip: _____

Telephone Number: () _____

True Corporate Name (from Business License) _____

Street Address: _____ City: _____ State: VA Zip: _____

Telephone Number: () _____

VA Tax Number: _____

Registered Agent Name: _____

Registered Agent Address: _____

City: _____ VA, ZIP Code: _____

AUTHORIZED CONTACT PERSON(S): Please list contact person(s) at this location. Please print or type.

PRIMARY: _____ ALTERNATE: _____

ON-SITE EVALUATION (FOR SURVEYOR USE ONLY):

Name of Surveyor: _____

Date of Survey: _____

Surveyor Signature: _____

Complainant/Potential Plaintiff Information: Name _____

Address: _____

Telephone Number: _____

E-Mail Address: _____

PART A – EXTERIOR

<p>1. Was facility constructed/last remodeled after January 26, 1993? (ADAAG 4.1.3)</p>	Yes	No	N/A
<p>2. What type of parking does the facility have? _____ Private Lot _____ Street _____ Strip Mall _____ Other If other, please describe: _____ _____</p>			
<p>3. If private lot, how many parking spaces are available for public use? _____ (ADAAG 4.1.2 (5)(a)(b))</p>			
<p>4. Are there any designated accessible parking spaces?</p>	Yes	No	
<p>5. If there is only one designated accessible parking space, is it: VAN UNIVERSAL NEITHER ACCESSIBLE SPACE (measurements) 96” Space 132” Space _____” Space 96” Access Aisle 60” Access Aisle _____” Access Aisle 192” Total 192” Total _____” Total (ADAAG 4.6.3, Figure 9)</p>			
<p>6. If facility has more than one disability accessible parking space, indicate how many are: VAN UNIVERSAL STANDARD ACCESSIBLE SPACE SPACE 96” Space 132” Space 96” Wide Space 96” Access Aisle 60” Access Aisle 60” Wide Aisle 192” Total 192” Total 156” Total Width Number _____ Number _____ Number _____</p>			
<p>NOTE: TWO ACCESSIBLE PARKING SPACES MAY SHARE AN ACCESS AISLE. (ADAAG 4.6.3, Figure 9)</p>			
<p>COMMENTS: _____ _____</p>			

<p>7. Number of parking spaces which are marked as “Accessible” which do not meet the requirements of Van Accessible, Universal or Standard Parking Spaces: _____</p> <p>COMMENTS: _____</p>			
<p>8. Are there signs indicating the designated disability accessible parking spaces?</p> <p>If yes, indicate if the following signs appear:</p> <p>VAN ACCESSIBLE space (sign must say “Van Accessible”) Can the sign be obscured by parked car?</p> <p>UNIVERSAL SPACE (has international symbol) Can the sign be obscured by parked car?</p> <p>STANDARD SPACE (has international symbol) Can the sign be obscured by parked car? (ADAAG 4.6.4) (ADAAG 4.30.7)</p> <p>NOTE: Virginia law requires that “all disabled parking signs shall include the following language: PENALTY, \$100-500 Fine, TOW-AWAY ZONE.” Does this language appear on the sign? (Va. Code Ann. §36-99.11)</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>
<p>9. Are the accessible parking spaces located on the shortest accessible route of travel to the entrance of the facility? (ADAAG 4.6.2)</p>	<p>Yes</p>	<p>No</p>	<p>N/A</p>
<p>10. Is a curb cut or ramp necessary for egress from the parking area or entrance to the facility? (ADAAG 4.8)</p>	<p>Yes</p>	<p>No</p>	<p>N/A</p>
<p>11. Is the ramp/curb cut at least 36” wide? (ADAAG 4.7.3)</p>	<p>Yes</p>	<p>No</p>	<p>N/A</p>
<p>12. If the curb ramp/cut is located where pedestrians must walk across it, does it have flared sides or hand railings? (ADAAG 4.7.5) (ADAAG 4.7.10)</p>	<p>Yes</p>	<p>No</p>	<p>N/A</p>
<p>13. What are the dimensions of the curb ramp/cut?</p> <p>Curb Height: _____” Ramp/Cut Length: _____” (ADAAG 4.7.2) (ADAAG 4.8.2)</p>			

14.	Is the surface of the curb cut/ramp stable and slip resistant? (ADAAG 4.5.1)	Yes	No	N/A
15.	Are the edges of the ramp flush with the street and sidewalk? (ADAAG 4.8.7) COMMENTS: _____ _____	Yes	No	N/A

PART B - PATH OF TRAVEL

16.	Is there a clear and unobstructed, at least 36” wide path of travel? (ADAAG 4.3.3)	Yes	No	N/A
	From designated parking space(s) to curb cut or, if no curb cut necessary, to entrance of facility: (ADAAG 4.3.2)	Yes	No	N/A
	From curb cut(s) or ramp(s), if necessary, to entrance of facility? (ADAAG 4.3.2)(1) COMMENTS: _____ _____	Yes	No	N/A
17.	If there are obstructions, are they permanent fixtures? DESCRIBE OBSTRUCTIONS: _____ _____	Yes	No	N/A
18.	Is the path of travel stable and firm in the: (ADAAG 4.5.1)			
	Parking Lot?	Yes	No	N/A
	Sidewalk?	Yes	No	N/A
	Steps?	Yes	No	N/A
	Ramp/Curb Cut? (ADAAG 4.7.2) (ADAAG 4.8.2)	Yes	No	N/A
19.	Is a ramp required to enter the facility?	Yes	No	N/A
	<u>IF ANSWER TO 19 IS “NO” SKIP TO PART C</u>			
20.	If so, is a ramp provided to enter the facility? (ADAAG 4.8) (ADAAG 4.8.2)	Yes	No	N/A
21.	If yes, what are the dimensions of the ramp? Ramp Height: _____” Ramp Length: _____” (ADAAG 4.8.2 – 4.8.4)			

22. Is the ramp equipped with handrails on both sides? (ADAAG 4.8.5) (ADAAG 4.8.2 – 4.8.4)	Yes	No	N/A
COMMENTS: _____ _____			

PART C - BUILDING SIGNAGE

23. Does the facility have both accessible and inaccessible customer entrances? (ADAAG 4.14.1)	Yes	No	N/A
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IF ANSWER TO 23 IS “NO”, SKIP TO PART D

24. Are there signs posted before you reach the inaccessible entrance directing you to the wheelchair accessible entrance? (ADAAG 4.30.1-4.30.7)	Yes	No	N/A
COMMENTS: _____ _____			

PART D - ENTRY DOOR

25. Can the door be opened with one hand (without having to grasp tightly, pinch or twist the handle) from:			
The Exterior (to enter the facility) side? (ADAAG 4.13.9)	Yes	No	N/A
The Interior (to exit the facility) side? (ADAAG 4.13.9)	Yes	No	N/A

26. Is the center of the door handle 48” or less from the floor on:			
The Exterior (to enter the facility) side? (ADAAG 4.13.9)	Yes	No	N/A
The Interior (to exit the facility) side? (ADAAG 4.13.9)	Yes	No	N/A
COMMENTS: _____ _____			

27. If the door is powered or has a closer, does it allow the door to remain open for at least three seconds? (ADAAG 4.13.10) (ADAAG 4.13.12)	Yes	No	N/A
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28. Is there at least 32” of door clearance? (ADAAG 4.13.4) (ADAAG 4.13.5, figure 24)	Yes	No	N/A
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29. Is there at least 18 inches of clear space on the pull side of the door? (ADAAG 4.13 figure 25(a))	Yes	No	N/A
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30.	Is the door threshold ½” high or less? (ADAAG 4.13.8)	Yes	No	N/A
31.	Is the threshold beveled? (ADAAG 4.5.2) (ADAAG 4.13.8) From which direction? ___Outside ___Inside ___Both	Yes	No	N/A
32.	If there is a two-door series, is there at least 48” of clear space between the doors? (ADAAG 4.13.7, figure 26) COMMENTS: _____	Yes	No	N/A
PART E – INTERIOR DOOR				
33.	Is there an interior door?	Yes	No	
<u>IF ANSWER TO 34 IS “NO”, SKIP TO PART F</u>				
34.	Can the door be opened with one hand without having to grasp tightly, pinch or twist the handle from: The Exterior (to enter the facility) side? (ADAAG 4.13.9) The Interior (to exit the facility) side? (ADAAG 4.13.9)	Yes	No	N/A
		Yes	No	N/A
35.	Is the center of the door handle 48” or less from the floor on: The Exterior (to enter the facility) side? (ADAAG 4.13.9) The Interior (to exit the facility) side? (ADAAG 4.13.9) COMMENTS: _____	Yes	No	N/A
		Yes	No	N/A
36.	If the door is powered or has a closer, does it allow the door to remain open for at least three seconds? (ADAAG 4.13.10) (ADAAG 4.13.12)	Yes	No	N/A
37.	Is there at least 32” of door clearance? (ADAAG 4.13.4) (ADAAG 4.13.5, figure 24)	Yes	No	N/A
38.	Is there at least 18” of clear space on the pull side of the door? (ADAAG 4.13 figure 25(a))	Yes	No	N/A
39.	Is the door threshold ½” high or less? (ADAAG 4.13.8)	Yes	No	N/A

<p>40. Is the threshold beveled? (ADAAG 4.5.2) (ADAAG 4.13.8)</p> <p>From which direction? ___Outside ___Inside ___Both</p> <p>COMMENTS: _____</p> <p>_____</p>	Yes	No	N/A
<p>41. If there is a two-door series, is there at least 48” of clear space between the doors? (ADAAG 4.13.7, figure 26)</p>	Yes	No	N/A
PART F – INTERIOR			
<p>42. Are carpet, mats or rugs, if any, ½” thick or less? (ADAAG 4.5.3)</p>	Yes	No	N/A
<p>43. Are the mats/rugs secure and not prone to sliding? (ADAAG 4.5.3)</p> <p>COMMENTS: _____</p> <p>_____</p>	Yes	No	N/A
<p>44. Is there an unobstructed, 36” wide path from the doorway to the main part of the store? (ADAAG 4.3.3) (ADAAG 7.1)</p> <p>COMMENTS: _____</p> <p>(List Items Blocking Route) _____</p>	Yes	No	N/A
<p>45. Are aisles to areas where products are displayed at least 36” wide and unobstructed? (ADAAG 7.3(2) (ADAAG 4.2.1)</p> <p>COMMENTS _____</p> <p>(List Items Blocking Route) _____</p>	Yes	No	N/A
<p>46. Is there either a 60” diameter circle or a T-shaped floor space with 36” aisles available to allow a person using a wheelchair to reverse directions? (ADAAG 4.2.3)</p>	Yes	No	N/A
<p>47. Is there an unobstructed, 36” wide path from the aisles where products are displayed to the checkout aisles? (ADAAG 4.3.3)</p> <p>COMMENTS _____</p> <p>(List Items Blocking Route) _____</p>	Yes	No	N/A
<p>48. Does at least one checkout aisle have a 36” high counter that is at least 36” long; or is there a 36” high auxiliary counter close to checkout aisles? (ADAAG 7.2(2)(i))</p>	Yes	No	N/A
<p>49. Is there signage identifying accessible checkout aisles? (ADAAG 7.2(2))</p>	Yes	No	N/A

50. If so, are the signs mounted above the checkout aisle in the same location where the checkout number or type of checkout is displayed? (ADAAG 7.2(3))	Yes	No	N/A
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PART G – BATHROOMS

51. Are there public bathrooms?	Yes	No	N/A
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IF ANSWER TO 51 IS “NO” SKIP TO PART H

52. Is there an at least 36” wide, unobstructed pathway to the bathroom? (ADAAG 4.3.3)	Yes	No	N/A
54. Is there at least 32” of door clearance? (ADAAG 4.13.4) (ADAAG 4.13.5, figure 24)	Yes	No	N/A
55. Is the door to the bathroom operable by one fist? (ADAAG 4.13.9)	Yes	No	N/A
56. Is there 18” of clear space on the pull side of the door? (ADAAG 4.13 figure 25(a))	Yes	No	N/A
57. Is the faucet operable with one fist? (ADAAG 4.27.4)	Yes	No	N/A
58. Is there clear space beneath the sink 27” high, 37” wide, and 19” deep? (ADAAG 4.24.5)	Yes	No	N/A
59. Are water pipes and sharp objects beneath the sink insulated or otherwise situated so that a person using a wheelchair will not inadvertently come into contact with them? (ADAAG 4.24.6)	Yes	No	N/A
60. Is there a 60” inch in diameter or T shaped space so that a person using a wheelchair can reverse directions? (ADAAG 4.2.3)	Yes	No	N/A
61. Is the toilet seat at least 17” but no more than 19” off of the floor (ADAAG 4.16.3) (ADAAG 4.23.4)	Yes	No	N/A
62. Are grab bars mounted behind and on the side of the toilet stall? (ADAAG 4.16.4)	Yes	No	N/A
63. Are the grab bars between 33” and 36” off of the floor? (ADAAG 4.16.4, figure 29)	Yes	No	N/A
64. Are the towels dispensers and other amenities all located no more than 48” off of the floor? (ADAAG 4.2.5 – 4.2.6)	Yes	No	N/A

