



# NJDOT ADA SITE INSPECTIONS OF TOURIST WELCOME CENTERS: DEEPWATER AND KNOWLTON

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## **NJDOT ADA SITE INSPECTIONS OF TOURIST WELCOME CENTERS: DEEPWATER AND KNOWLTON**

On June 3rd and 4th, 2010, ADA Site inspections were conducted on the Knowlton and Deepwater Tourist Welcome Centers (safety rest areas). The goal was to identify accessibility problems and solutions in the existing facilities in order to meet the NJDOT's obligations under the ADA. Recommendations for improvements will be highlighted in order to remove barriers to make the facilities publicly accessible to those with disabilities.

A public entity may not deny the benefits of its programs, activities, and services to individuals with disabilities because its facilities are inaccessible. A public entity's services, programs, or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities. This standard, known as "program accessibility," applies to all existing facilities of a public entity. "The Americans with Disabilities Act Checklist for Readily Achievable Barrier Removal" (ADA Checklist) details requirements found in the ADA Standards for Accessible Design (Standards). The ADA Accessibility Guidelines (ADAAG), when adopted by the Department of Justice, became the Standards.

The ADA Checklist was used as a tool during the ADA Regional Facilities Site Inspections to assist in determining methods for providing program accessibility. Public entities may achieve program accessibility by a number of methods. In many situations, providing access to facilities through structural methods, such as alteration of existing facilities and acquisition or construction of additional facilities, may be the most efficient method of providing program accessibility. The public entity may, however, pursue alternatives to structural changes in order to achieve program accessibility. Nonstructural methods include acquisition or redesign of equipment, assignment of aides to beneficiaries, and provision of services at alternate accessible sites.

New Jersey's Deepwater and Knowlton Tourist Welcome Centers offer travel information for locations throughout the State of New Jersey. At these centers, visitors and tourists can get valuable information on New Jersey hotels, restaurants, travel and Garden State Events.

### **A Brief History:**

As a result of the 1956 legislation, safety rest areas "SRAs" were not only mandated as a feature of the Interstate system, but they were to be standardized in name and services. In 1958 the first guidelines for standardization of SRAs was issued by the American Association of State Highway Officials, *A Policy on Safety Rest Areas for the National System of Interstate and Defense Highways*, defined SRAs in the following terms, "Rest areas are to be provided on Interstate highways as a safety measure. Safety rest areas are off-road spaces with provisions for emergency stopping and resting by motorists for short periods. They have freeway type entrances and exit connections, parking areas, benches and tables and may have toilets and water supply where proper maintenance and supervision are assured. They may be designed for short-time picnic use in addition to parking of vehicles for short periods." *Learning the Culture of Interstate Safety Rest Areas*, <http://www.restareahistory.org/Culture>.

## DEEPWATER TOURIST WELCOME CENTER

Deepwater Tourist Welcome Center is located on Rt. 295 N., Exit 2B, Deepwater. It is open to the public Monday- Friday 6 AM-10PM and Saturdays 8 AM-4 PM.



### Accessible Approach/Entrance of Building:

This facility was inspected on June 3, 2010. People with disabilities should be able to arrive on the site, approach the building, and enter as freely as everyone else. At least one route of travel should be safe and accessible for everyone, including those with disabilities. At the entrance of the facility there is signage indicating availability of handicap parking.



### Route of Travel (ADAAG 4.3, 4.4, 4.5, 4.7)

There is a route of travel that does not require the use of stairs. It is at least 36 inches wide, stable, firm and slip-resistant. All objects protruding into the circulation paths can be detected by a person with a visual disability using a cane. All curbs on the route have curb cuts at drives, parking and drop-offs.

### Ramps (ADAAG 4.8)

All slopes of ramps are no greater than 1:12. Slope is given as a ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For a 1:12 maximum slope, at least one foot of ramp length is needed for each inch of height.

### Parking and Drop-Off Areas (ADAAG 4.6)

There are sixty-eight (68) customer parking spaces: three (3) of which are handicap parking, which is an adequate number of accessible parking spaces for this facility. All spaces are each 8 feet wide. There are two handicap spaces that have the required minimum 8 foot wide access aisle available for lift equipped vans. At least one of every 8 accessible spaces must be van accessible (with a minimum of one van

accessible space in all cases). There is no enforcement signage to ensure that accessible parking is used only by those who are disabled.

**Recommendation:**

***Install a penalty sign on handicap parking sign ensuring that accessible parking is used only by those who are disabled.***



**Entrance (ADAAG 4.13, 4.14, 4.5)**

The entrance doors have with at least a 32 inch clear opening to allow for a person using a wheelchairs or crutches to get close enough to open the door. There is at least 18 inches of clear wall space on the pull side of the door.

The threshold edge is ¼ inch high or less. Mats are a maximum of ½ inch high with edges securely installed to minimize tripping hazards. The door takes at least 3 seconds to close, is less than 5lbs and can be opened without too much force. The door handle is no higher than 48 inches and operable with a closed fist.



**Access to Goods and Services**

Ideally, the layout of the building should allow people with disabilities to obtain material or services without assistance.

**Horizontal Circulation (ADAAG 4.3)**

This facility has one level. The accessible entrance provides direct access to goods and services. All public spaces are on an accessible route of travel (rest rooms, vending machines etc.). The accessible route to all public spaces is at least 36 inches wide and there is a 5 foot circle or T-shaped space for a person using a wheelchair to reverse direction.

**Doors (ADAAG 4.13)**

All doors into public space have at least a 32 inch clear opening. On the pull side of doors, next to the handle, there is at least 18 inches of clear wall space so that a person using a wheelchair or crutches can get near to open the door. Doors are less than 5lbs and can be opened without too much force. Door

handles are 48 inches high or less and operable with a closed fist. All threshold edges are ¼ inch high or less.

### **Rooms and Spaces (ADAAG 4.2, 4.4, 4.5)**

All aisles and pathways to materials and services are at least 36 inches wide and there is a 5 foot circle or T-shaped space for turning a wheelchair completely. Carpeting is low-pile, tightly woven and securely attached along edges. In circulation paths, through public areas, all obstacles are cane detectable (located within 27 inches of the floor or higher than 80 inches or 4 inches from the wall).

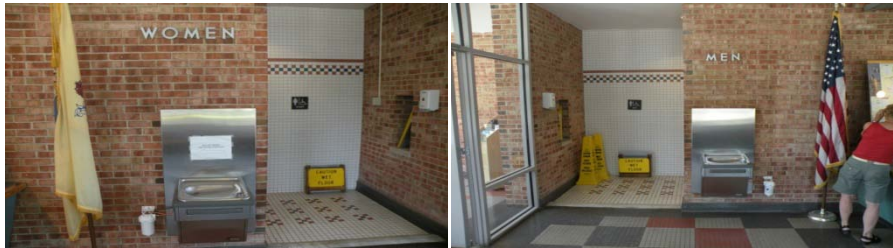
### **Emergency Egress (ADAAG 4.28)**

Emergency systems are provided and have both flashing lights and audible signals.

### **Signage for Goods and Services (ADAAG 4.30)**

Different requirements apply to different types of signs.

Signs and room numbers designating permanent rooms and spaces where goods and services are provided comply with the appropriate requirement for such signage. Types of signs include: Those mounted with centerline 60 inches from floor; those mounted on wall adjacent to latch side of door, or as close as possible; raised characters, sized between 5/8 and 2 inches high, with high contrast (for room numbers, rest rooms, exits); those with pictogram accompanied by raised characters.



### **Controls (ADAAG 4.27)**

All controls that are available for use by the public (including electrical, mechanical, cabinet, game and self-service controls) are located at an accessible height. They are operable with a closed fist. The maximum height for a side reach is 54 inches; for a forward reach, 48 inches. The minimum reachable height is 15 inches for a front approach and 9 inches for a side approach.



### **Seats, Tables and Counters (ADAAG 4.2, 4.32, 7.2)**

Aisles between fixed seating (other than assembly area seating) must be at least 36 inches wide. Wheelchair accessible tables are distributed throughout the grounds of the facility. Tops of tables are between 28 and 34 inches high. Knee spaces at accessible tables are at least 27 inches high, 30 inches wide and 19 inches deep.



### **Usability of Rest Rooms**

When rest rooms are open to the public, they should be accessible to people with disabilities.

#### **Getting to the Rest Rooms (ADAAG 4.1)**

Two rest rooms are available to the public and each one (male and female) is fully accessible.

#### **Doorways and Passages (ADAAG 4.2, 4.13, 4.30)**

There is tactile signage identifying rest rooms in the form of pictograms, raised characters and Braille included below them.

The doorway is at least 32 inches clear. Doors easily push open and are less than 5lbs. The entry configuration provides adequate maneuvering space for a person using a wheelchair. There is a 36 inch wide path to all fixtures.

#### **Stalls (ADAAG 4.17)**

Both the Men and Women's stall doors are operable with a closed fist, inside and out. There are wheelchair accessible stalls that have an area of at least 5 feet by 5 feet, clear of the door swing. There are grab bars behind and on the side wall of nearest to the toilets. Accessible toilet seats meet the required height (between 17 to 19 inches high).

#### **Lavatories (ADAAG 4.19, 4.24)**

Both the Men and Women's lavatories have a 30 inch wide by 48 inch deep clear space in front. Each lavatory rim is no higher than 34 inches. There is at least 29 inches from the floor to the bottom of each lavatory's apron (excluding pipes). Faucets can be opened with one closed fist. Soap, other dispensers and hand dryers are within reach ranges and usable with one closed fist. Mirrors are mounted with the bottom edges of the reflecting surface 40 inches high or lower.

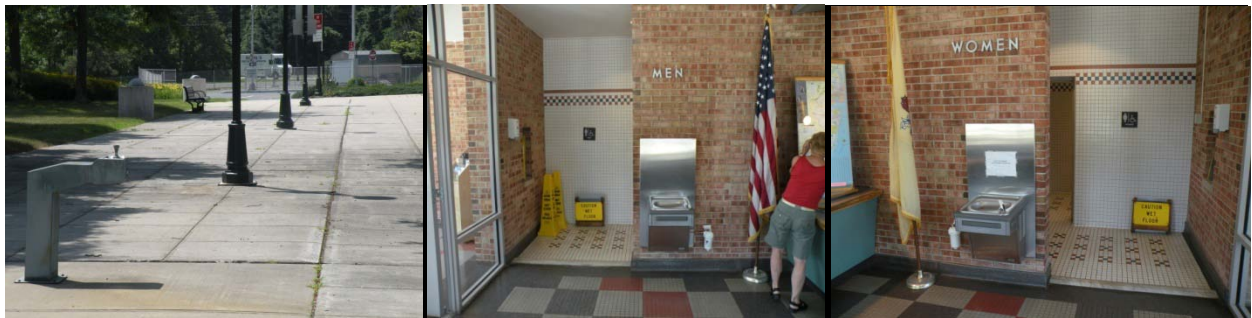


## Additional Access

When amenities such as drinking fountains and public telephones are provided, they should also be accessible to people with disabilities.

### Drinking Fountains (ADAAG 4.15)

There are three fountain located in this facility: two inside and one outside. All have clear floor spaces of at least 30 by 48 inches in front. There is one fountain with its spout no higher than 36 inches from the ground. Controls are mounted on the sides and operable with one closed fist. Fountains are cane-detectable (located within 27 inches of the floor or protruding into the circulation space less than 4 inches from the wall).



### Telephones (ADAAG 4.31)

There are six (6) pay/public use phone in the facility of which four (4) are handicap accessible. There is clear floor space of at least 30 by 48 inches in front of it. The highest operable part of the phone is meets the requirement of 48 inches. All have push-button controls. They are hearing-aid compatible and adapted with volume control and identified with the appropriate signage. None of the phones are equipped with a text telephone (TT or TDD).

#### **Recommendations:**

***Install a text telephone or have a portable TT available or remove telephones***



## DEEPWATER TOURIST WELCOME CENTER

### Overall Recommendations:

1. *Install a penalty sign on handicap parking sign ensuring that accessible parking is used only by those who are disabled.*
2. *Install a text telephone or have a portable TT available or remove telephones*



## KNOWLTON TOURIST WELCOME CENTER

Knowlton Tourist Welcome Center is located in Knowlton Township at mile marker 7 on Route 80 East. It is open to the public Monday- Friday 6 AM-10 PM; Saturday- Sunday 8 AM-4PM and closed on holidays.



### Accessible Approach/Entrance of Building:

This facility was inspected on June 4, 2010. People with disabilities should be able to arrive on the site, approach the building, and enter as freely as everyone else. At least one route of travel should be safe and accessible for everyone, including those with disabilities. At the entrance of the facility there is signage indicating availability of handicap parking.

### Route of Travel (ADAAG 4.3, 4.4, 4.5, 4.7)

There is a route of travel that does not require the use of stairs. It is at least 36 inches wide, stable, firm and slip-resistant. All objects protruding into the circulation paths can be detected by a person with a visual disability using a cane. All curbs on the route have curb cuts at drives, parking and drop-offs.

### Ramps (ADAAG 4.8)

All slopes of ramps are no greater than 1:12. Slope is given as a ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For a 1:12 maximum slope, at least one foot of ramp length is needed for each inch of height. Cut

### Parking and Drop-Off Areas (ADAAG 4.6)

There are five (5) handicap parking spaces, which is an adequate number of accessible parking spaces for this facility. All spaces are each 8 feet wide. There are two handicap spaces that have the required minimum 8 foot wide access aisle available for lift equipped vans. At least one of every 8 accessible spaces must be van accessible (with a minimum of one van accessible space in all cases). The parking space nearest the entrance should be "relocated"/restriped to have the access aisle for the van to the right of the parking space (switch the existing locations). A curb ramp must then be added in front of the van access aisle. There is no enforcement signage to ensure that accessible parking is used only by those who are disabled.

**Recommendations:**

*Cut in new curb ramp in front of access aisle*

*Put in signage for handicap van accessible parking*

*Paint international symbol on each handicap parking space*

*Install a penalty sign on handicap parking sign ensuring that accessible parking is used only by those who are disabled.*



**Entrance (ADAAG 4.13, 4.14, 4.5)**

The entrance and rear have double doors with at least a 32 inch clear opening to allow for a person using a wheelchair or crutches to get close enough to open the door. There is at least 18 inches of clear wall space on the pull side of the door.

The threshold edge is ¼ inch high or less. Mats are a maximum of ½ inch high with edges securely installed to minimize tripping hazards. It takes force to open the exterior doors; they close too fast (more than the minimum of 3 seconds) and are 8lbs (more than the required 5lbs). The door handle is no higher than 48 inches and operable with a closed fist.

**Recommendations:**

*Adjust door closers to close slower and to open with 5lbs or less.*

(front)



(rear)



**Access to Goods and Services**

Ideally, the layout of the building should allow people with disabilities to obtain material or services without assistance.

**Horizontal Circulation (ADAAG 4.3)**

This facility has one level. The accessible entrance provides direct access to goods and services. All public spaces are on an accessible route of travel (rest rooms, vending machines etc.). The accessible route to

all public spaces is at least 36 inches wide and there is a 5 foot circle or T-shaped space for a person using a wheelchair to reverse direction.

**Doors (ADAAG 4.13)**

The interior has two sets of double doors (front and rear of facility) All doors into public space have at least a 32 inch clear opening. On the pull side of doors, next to the handle, there is a requirement of at least 18 inches of clear wall space so that a person using a wheelchair or crutches can get near to open the door. At the front, there are moveable bookstands and a table with microwave obstructing the clear wall space. Items can be relocated to provide clear wall space. It takes force to open the exterior doors; they close too fast (more than the minimum of 3 seconds) and are 10lbs (more than the required 5lbs). Door handles are 48 inches high or less and operable with a closed fist. All threshold edges are ¼ inch high or less.

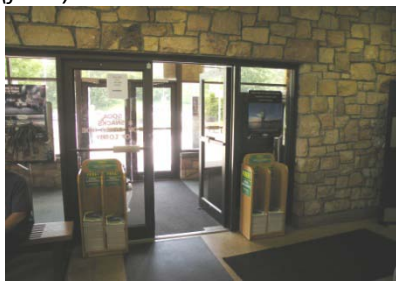
**Recommendations:**

***Adjust door closers to close slower and to open with 5lbs or less.***

***Install power-assisted or automatic door openers***

***Remove obstructing objects***

*(front)*



*(rear)*



**Rooms and Spaces (ADAAG 4.2, 4.4, 4.5)**

All aisles and pathways to materials and services are at least 36 inches wide and there is a 5 foot circle or T-shaped space for turning a wheelchair completely. Carpeting is low-pile, tightly woven and securely attached along edges. In circulation paths, through public areas, all obstacles are cane detectable (located within 27 inches of the floor or higher than 80 inches or 4 inches from the wall).

**Emergency Egress (ADAAG 4.28)**

Emergency systems are provided and have flashing lights.



### **Signage for Goods and Services (ADAAG 4.30)**

Different requirements apply to different types of signs.

Signs and room numbers designating permanent rooms and spaces where goods and services are provided comply with the appropriate requirement for such signage. Types of signs include: Those mounted with centerline 60 inches from floor; those mounted on wall adjacent to latch side of door, or as close as possible; raised characters, sized between 5/8 and 2 inches high, with high contrast (for room numbers, rest rooms, exits); those with pictogram accompanied by raised characters.



### **Controls (ADAAG 4.27)**

All controls that are available for use by the public (including electrical, mechanical, cabinet, game and self-service controls) are located at an accessible height. They are operable with a closed fist. The maximum height for a side reach is 54 inches; for a forward reach, 48 inches. The minimum reachable height is 15 inches for a front approach and 9 inches for a side approach.

### **Seats, Tables and Counters (ADAAG 4.2, 4.32, 7.2)**

Aisles between fixed seating (other than assembly area seating) must be at least 36 inches wide. An area of seating with a table in this facility is moveable so it may be rearranged to provide for a 36 inch aisle. A wheelchair is able to access seating in this area. Tops of tables are between 28 and 34 inches high. Knee spaces at accessible tables are at least 27 inches high, 30 inches wide and 19 inches deep.



### **Usability of Rest Rooms**

When rest rooms are open to the public, they should be accessible to people with disabilities.

### **Getting to the Rest Rooms (ADAAG 4.1)**

Two rest rooms are available to the public and each one (male and female) is fully accessible.

### **Doorways and Passages (ADAAG 4.2, 4.13, 4.30)**

There is tactile signage identifying rest rooms in the form of pictograms, raised characters and Braille included below them.

The doorway is at least 32 inches clear. Doors easily push open and are less than 5lbs. The entry configuration provides adequate maneuvering space for a person using a wheelchair. There is a 36 inch wide path to all fixtures.

### **Stalls (ADAAG 4.17)**

Both the Men and Women's stall doors are operable with a closed fist, inside and out. There are wheelchair accessible stalls that have an area of at least 5 feet by 5 feet, clear of the door swing. There are grab bars behind and on the side wall of nearest to the toilets. At 17 ½", accessible toilet seats meet the required height (between 17 to 19 inches high).

### **Lavatories (ADAAG 4.19, 4.24)**

Both the Men and Women's lavatories have a 30 inch wide by 48 inch deep clear space in front. Each lavatory rim is no higher than 34 inches. There is at least 29 inches from the floor to the bottom of each lavatory's apron (excluding pipes). Faucets can be opened with one closed fist. Soap, other dispensers and hand dryers are within reach ranges and usable with one closed fist. Mirrors are required to be mounted with the bottom edges of the reflecting surface 40 inches high or lower. Mirrors in both Men's and Women's rest rooms are 45 inches.

### **Recommendation:**

***Lower or tilt down the mirrors***





## Additional Access

When amenities such as drinking fountains and public telephones are provided, they should also be accessible to people with disabilities.

### Drinking Fountains (ADAAG 4.15)

There are three fountain located in this facility: two inside and one outside. All have clear floor spaces of at least 30 by 48 inches in front. There is one fountain with its spout no higher than 36 inches from the ground. Two of the fountains have controls mounted on the sides and operable with one closed fist; one has a push-button control on top. The fountains are cane-detectable (located within 27 inches of the floor or protruding into the circulation space less than 4 inches from the wall).

#### **Recommendation:**

***Replace push-button control on water fountain.***



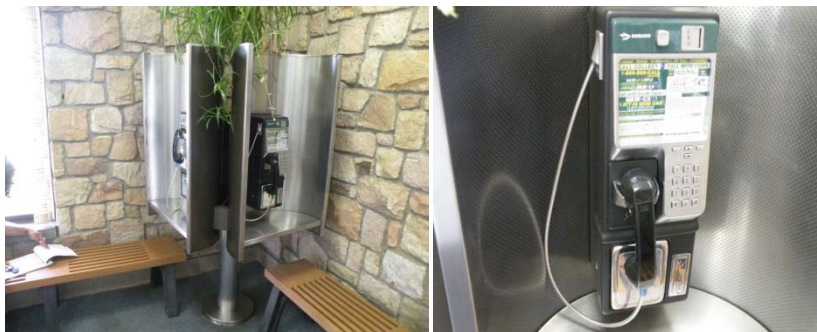
### Telephones (ADAAG 4.31)

There are two (2) pay/public use phone in the facility of which one (1) is handicap accessible. There are two wooden benches blocking paths. Therefore, they do not have the required clear floor space of at least 30 by 48 inches in front of them. The highest operable part of the phone is meets the requirement of 48 inches. All have push-button controls. None are hearing-aid compatible and adapted with volume control and identified with the appropriate signage. None of the phones are equipped with a text telephone (TT or TDD).

#### **Recommendations:**

***Remove furnishings blocking paths to telephones.***

***Install a text telephone or have a portable TT available or remove telephones***





## KNOWLTON TOURIST WELCOME CENTER

### Overall Recommendations:

1. *Cut in new curb ramp in front of access aisle*
2. *Put in signage for handicap van accessible parking*
3. *Paint international symbol on each handicap parking space*
4. *Install a penalty sign on handicap parking sign ensuring that accessible parking is used only by those who are disabled.*
5. *Adjust door closers to close slower and to open with 5lbs or less.*
6. *Adjust door closers to close slower and to open with 5lbs or less.*
7. *Install power-assisted or automatic door openers*
8. *Remove obstructing objects*
9. *Install audible alarms*
10. *Lower/replace toilets*
11. *Lower or tilt down the mirrors*
12. *Replace push-button control on water fountain.*
13. *Remove furnishings blocking paths to telephones.*
14. *Install a text telephone or have a portable TT available or remove telephones*