

Cleveland Metroparks Americans With Disabilities Act Self-Evaluation, Assessment & Transition Plan



Cleveland Metroparks



Updated as of May 2021

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SECTION 1. BACKGROUND OF CLEVELAND METROPARKS AND CLEVELAND METROPARKS ZOO

1.1 Park District

The Cleveland Metropolitan Park District (Cleveland Metroparks) was created in 1917 and is a separate political subdivision of the State of Ohio. It is the oldest and largest park district in Ohio comprising just over 23,000 acres of land in eighteen reservations each with its own distinctive personality, eight golf courses and the Cleveland Metroparks Zoo. Cleveland Metroparks is governed by the Board of Park Commissioners, represented by three citizens who serve three-year, staggered terms without compensation. Board members are appointed by the Presiding Judge of Probate Court of Cuyahoga County, currently the Honorable Anthony J. Russo, and members currently include President Bruce G. Rinker, Vice President Debbie Berry and Vice President Dan T. Moore.

The purpose of Cleveland Metroparks is rooted in the enabling legislation creating the Park District in 1917, as articulated in the Ohio Revised Code Section 1545.11:

The Board of Park Commissioners may acquire lands either within or without the Park District for conversion into forest reserves and for the conservation of the natural resources of the state, including streams, lakes, submerged lands and swampland, and to those ends may create parks, parkways, forest reservations and other reservations and forest, develop, improve, protect and promote the use of the same in such manner as the Board deems conducive to the general welfare.

Cleveland Metroparks Vision:

Cleveland Metroparks will be a national leader for sustainable green infrastructure that provides essential environmental, economic, and community benefits for people in its core service area, the surrounding region, and the global reach of Cleveland Metroparks Zoo.

Cleveland Metroparks Mission:

Cleveland Metroparks will conserve significant natural resources and enhance people's lives by integrating high-quality outdoor education, recreation, and zoological opportunities into people's lives.

Diversity Statement:

Diversity at Cleveland Metroparks is the acceptance, appreciation, and inclusion of differences among people to foster an environment where individuals are valued and equal opportunities are created so that all employees can reach their potential and maximize their contributions. Diversity refers to all the ways that people differ, including differences among people with respect to age, class, gender, ethnicity, race, national origin, mental and physical ability, religion, sexual orientation, gender identity or expression, military status, veteran status and genetic information. Additionally, Cleveland Metroparks respects diversity of thought and practice, including, but not exclusive to education, socio-economic background and work experience.

1.2 Zoo

Cleveland Metroparks Zoo (formerly Cleveland Zoo) founded in 1882, is the eighth oldest and one of the largest zoos in the United States. Cleveland Metroparks assumed operating responsibility for the Zoo in 1975. The Zoo occupies 183 wooded acres with more than 2,000 animals representing more than 400 species that may be seen in spacious settings and state of the art exhibits. The most recent Master Plan was completed in 2011 as a joint Master Plan with Cleveland Metroparks Zoo and Cleveland Zoological Society, the Zoo's support group. The 2011 Master Plan amended the Zoo's Vision and Mission and now reads as follows:

Vision:

By being regularly engaged in the Zoo's programs and activities to conserve wildlife and wild places, the people of Northeast Ohio will demonstrate their love for the natural world and be the most informed and enlightened conservationists in the United States.

Mission:

We create compelling experiences that connect people with wildlife and inspire personal responsibility for conserving the natural world.

Our Values:

Excellence, Accessibility, Teamwork and Diversity, Knowledge, Stewardship and Integrity and Accountability

Strategic Focus Areas:

Animal Care and Exhibition, Wildlife Conservation, Sustainability, Conservation Education, Guest Experience, Community Leadership and Management. Each of these Strategic Focus Areas contained prioritized action steps.

Wildlife Conservation:

The Zoo is heavily involved in wildlife conservation work in the field, where we fund and participate in conservation work in over 20 countries. Conservation focus areas include: giraffe, Asian turtles, Andean bears, gorillas, African carnivores, and wildlife trade prevention.

SECTION 2. BACKGROUND FOR CLEVELAND METROPARKS ADA ACTIVITIES

2.1 Diversity Advisory Council (DAC):

Cleveland Metroparks is committed to diversity and inclusion and implemented a five-year strategic plan entitled “Cleveland Metroparks Strategic Plan for Cultural Competency: May 1, 2012 – December 31, 2017”. This Plan incorporates four major goals:

Goal #1	Create a workplace that attracts and retains the most talented, skilled and hard-working individuals dedicated to the Cleveland Metroparks mission.
Goal #2	Promote understanding and communication so that ALL employees are valued and respected.
Goal #3	Ensure that Cleveland Metroparks is accessible to ALL guests, patrons, and vendors.
Goal #4	Cultural Competency is woven into the fabric of Cleveland Metroparks culture.

One of the key strategies that was adopted to implement Goal #3 was to “[r]eview Cleveland Metroparks compliance with American with Disabilities Act (ADA) and respective amendments”. The specific action steps that were adopted to fulfill this strategy were to create an ADA Workgroup and to formulate recommendations. Consequently, on May 29, 2012, the DAC ADA Workgroup held its first meeting and met regularly to begin its review of Cleveland Metroparks compliance with ADA and to formulate recommendations.

2.2 Existing Programming:

As one of its first activities, the DAC ADA Workgroup attempted to create a clearinghouse or resource center on the Cleveland Metroparks website which organized all of the information related to accessibility in one central location to make it easier for guests to access. This information related to Cleveland Metroparks' strong accessibility practices which included, not only the availability of regular programming available to individuals with disabilities, but also, the custom and adaptive programming that could be made available including, but not limited to, birding, fishing, hand-cycling, nature appreciation hikes, photography, snowshoeing, adaptive paddling, kayaking, canoeing, stand-up paddle boarding, general outdoor living skills, map & compass, GPS, knot tying, fire building, leave no trace, mock camp set-up, and camping. In addition, accessibility information also identified the availability of Soloriders, a single-rider golf car designed for many different groups of people including individuals who require mobility assistance on the golf course, at Cleveland Metroparks golf courses. Further, information was included to highlight that the numerous nature education and lecture programs that would be made accessible to individuals with hearing disabilities through the use of assisted listening devices or interpreters or other mechanism. In addition, throughout the years, the Zoo has offered programming which has been modified to accommodate individuals with disabilities.

Since 1947, Cleveland Metroparks also has a very strong history and relationship with the Camp Cheerful program of the Achievement Centers for Children, which serves as a Cleveland Metroparks' affiliate. It is run at the Mill Stream Run Reservation and opened as Ohio's first camp with recreation programs for children with disabilities. Today, more than sixty (60) years later, children and adults with physical, developmental, medical and sensory disabilities continue to enjoy and benefit from typical camp activities in a barrier-free environment. At Camp Cheerful, children and adults with disabilities participate in a variety of recreational activities that encourage confidence and independence, and create opportunities for lifelong friendships while having fun and improving their quality of life.



At the Achievement Centers' Camp Cheerful, campers enjoy all the traditional camp activities including: hiking, swimming, fishing, canoeing, arts and crafts, nature study activities, games, campfire activities, music and sports. Camp Cheerful also offers year-round Therapeutic Horsemanship sessions and a new state-of-the-art, fully handicap-accessible High Ropes challenge course during camp sessions.

In addition to the relationship with the Achievement Centers at Mill Stream Run Reservation, Cleveland Metroparks partners with Rocky River Stables at the Rocky River Reservation where therapeutic services are provided. The Therapeutic Riding Program (TRP) at Rocky River Stables has been providing equine assisted activities for individuals with disabilities since 1988. Operating throughout the year, on Tuesday nights Rocky River Stables provides weekly therapeutic activities to children and adults with a variety of disabilities. Some of the disabilities include amputations, autism, cerebral palsy, downs syndrome, multiple sclerosis, muscular dystrophy, spina bifida, stroke, traumatic brain injury, learning disabilities, and hearing and visual impairments. The program is accredited by PATH International (Professional Association of Therapeutic Horsemanship) with a PATH, International-certified instructor. PATH, International was founded in 1969, establishing safety and quality standards for therapeutic riding programs across the United States and Canada. [Therapeutic Riding is more than just sitting on a horse. The movements and shape of the horse allow tight, spastic muscles to relax to improve posture and balance. The horse can lend its strength and abilities to the rider. Therapeutic instruction improves eye/hand coordination, spatial relations, and an understanding of direction of varying complexity. Emotionally and socially, each student interacts with the horse and the many trained volunteers needed to run the program. This gives each student a sense of achievement, self-respect and satisfaction that comes from hard work and determination.]

2.3 Ranger Department:

In December, 2012, the DAC ADA Workgroup facilitated the Alcohol, Drug Addiction and Mental Health Services Board's (ADAMHS Board) training of the Ranger Department in Crisis Intervention Training (CIT) to better serve individuals with mental health issues and/or substance abuse issue who come in contact with law enforcement.



2.4 Human Resources:

In a continuing effort to reflect an inclusive workforce embracing individuals with disabilities, Cleveland Metroparks has entered into an agreement with United Cerebral Palsy of Greater Cleveland, Inc. (UCP) since December 1, 1998. Since that time, the number of employees has grown to six part-time positions; one employee performs assigned clerical functions within the Park District's Administrative Offices, four employees work in Zoo Guest Services and one employee performs service maintenance duties in Zoo Facility Operations. In addition to those positions, Cleveland Metroparks hosts one or more "temporary rotational" positions in the Zoo Guest Services division which are reserved for Situational Assessment or Community-Based Work Adjustment clients. Since its inception, this collaborative relationship has allowed 44 workers to participate in the program and gain valuable employment experience. Cleveland Metroparks' contract management companies, Aramark and Event Network, also utilize UCP workers at Cleveland Metroparks Zoo, primarily in Summer Youth Employment programming. UCP's mission is to empower children and adults with disabilities to advance their independence, productivity and inclusion in the community. UCP of Greater Cleveland serves over 1,100 children and adults every year. While the agency initially served only children with cerebral palsy, they also provide a network support for people of all ages with a wide spectrum of disabilities, including but not limited to, cerebral palsy, spina bifida, traumatic brain injury, spinal cord injury, muscular dystrophy, intellectual disability, autism spectrum disorder, and more. UCP deploys a workforce of approximately 140 qualified individuals with a range of disabilities through facility-based and community employment programming and school- to-work transition training services for young persons with disabilities. These individuals fulfill jobs in multiple business areas such as banking, food service, retail, customer service, manufacturing, packaging and health care.



2.5 ADA Awards:

As a result of the DAC ADA Workgroup's efforts to organize program information related to serving individuals with disabilities, it became clear that Cleveland Metroparks was actively and continually engaged in complying with the ADA. In fact, on July 22, 2015, ADA Cleveland awarded Cleveland Metroparks with the Services Award. ADA Cleveland, formed in August 2014, is a coalition of agencies and organizations from Greater Cleveland who share in the mission to provide greater access and opportunity for individuals with disabilities. Along with their various constituencies, all of the agencies and organizations share a commitment to engaging the community at large in order to continue to spread awareness about the ADA and to ensure access for individuals with disabilities. As reflected in the ADA Cleveland logo, its core values are: Community, Independence, Equality, Change, Access, Advocacy, and Opportunity and the member organizations are the following entities: Achievement Centers for Children; The Arc of Greater Cleveland; The ADAMHS Board of Cuyahoga County; City of Cleveland Department of Aging; Cleveland Hearing & Speech Center; Cleveland Sight Center; Cuyahoga County Board of Developmental Disabilities; The Dancing Wheels Company & School; Easter Seals Northern Ohio; Help Me Grow of Cuyahoga County; Linking Employment, Abilities, and Potential (LEAP); Maximum Accessible Housing of Ohio; New Avenues to Independence, Inc.; Services for Independent Living; UCP of Greater Cleveland; Vocational Guidance Services; Welcome House; Western Reserve Area Agency on Aging; and Youth Challenge.



In November, 2016, Cleveland Metroparks' Outdoor Recreation Program was honored at the City of Cleveland's 12th Annual Disability Awareness Luncheon for the commitment to Making Outdoor Activities Accessible to all. Cleveland Metroparks also hosted a booth at the event promoting Outdoor Recreation's accessible programs as well as collected surveys to help us identify barriers for people with disabilities to be able to use the park. The event themed An Adaptive Sports Experience: Athletics for All, was dedicated to acknowledging adults with disabilities and the challenges they face every day. Mayor Frank G. Jackson was joined by Director Jane Fumich, Department of Aging, and WKYC Anchor Sara Shookman, to give brief remarks at this year's luncheon. Disabilities Awareness encourages, educates and inspires Cleveland residents to promote understanding and respect for the disabled community. Additionally, Disability Awareness is designed to promote continuing education and understanding of disabilities with the focus on providing members of the disabled community access to organizations and services that can provide on-going assistance.

As the DAC ADA Workgroup explored Cleveland Metroparks' ADA compliance from a facilities perspective, its findings were more "hit and miss" and warranted additional work as described below.

2.6 CAPRA:

In November, 2013, Cleveland Metroparks received its first certification from the National Recreation and Parks Association (NRPA) Commission for Accreditation of Park and Recreation Agencies (CAPRA) and became an accredited organization. As such, Cleveland Metroparks is required to continually meet the CAPRA Standards. In April, 2014, the CAPRA standard were amended to include more robust provisions regarding compliance with the ADA providing additional strategies for the DAC ADA Workgroup to consider.

Based upon the preliminary informal findings of the DAC ADA Workgroup and the revised CAPRA standards, it became apparent to Cleveland Metroparks that fresh ADA assessments of the Zoo and of the Park District were warranted.

SECTION 3. ADA POLICY, COORDINATOR AND GRIEVANCE PROCEDURE

3.1 Notice Requirements: On November 12, 2015, Cleveland Metroparks adopted the “Dignity and Respect for All: Nondiscrimination Policy” which contains the following notice requirements:

3.1.1 Effective Communication: Cleveland Metroparks will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Cleveland Metroparks’ programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Cleveland Metroparks, should contact the office of Director of Risk Management (glh@clevelandmetroparks.comr 216.635.3200) as soon as possible but no later than 48 hours before the scheduled event.

3.1.2 Modifications to Policies and Procedures: Cleveland Metroparks will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in Cleveland Metroparks offices, even where pets are generally prohibited.

3.1.3 Alteration or burden: The ADA does not require Cleveland Metroparks to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

3.1.4 No surcharge: Cleveland Metroparks will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

3.2 ADA Coordinator & Grievance Procedures:

3.2.1 The Director of Risk Management serves as the ADA Coordinator for Cleveland Metroparks.

3.2.2 In his ADA Coordinator capacity, he also oversees the Grievance Procedure which contains the following provisions and is part of the Cleveland Metroparks Risk Management Plan:

3.2.2.1 Complaint is to be filed, in writing if possible, containing sufficient facts to investigate. The on-line Cleveland Metroparks ADA Complaint Form may be used and is found at

<http://www.clevelandmetroparks.com/Main/Cleveland-Metroparks-NonDiscrimination-Policy.aspx>, and must be submitted as soon as possible but no later than sixty (60) calendar days after the alleged violation to:

Gregory L. Headley
Director of Risk Management and ADA Coordinator
4101 Fulton Parkway
Cleveland, Ohio 44144
216. 635.3293
glh@clevelandmetroparks.com

3.2.2.2 A response will be issued and if the complainant is not satisfied, an appeal may be made within fifteen (15) calendar days after receipt of the response to:

Rosalina M. Fini,
Chief of Legal & Ethics Officer
4101 Fulton Parkway
Cleveland, Ohio 44144
216.635.3216
rmf1@clevelandmetroparks.com



SECTION 4. SELF-EVALUATION & ASSESSMENT PROCESS

4.1 Zoo Assessment Process:

In September, 2014, the Chief Legal & Ethics Officer attended the Association of Zoos and Aquarium's (AZA) Annual Conference during which she attended a session focusing on ADA compliance at Zoos across the country. Upon returning from that conference, the Chief Legal & Ethics Officer and the Chief of Planning & Design began the procurement process to select a professional to conduct the ADA assessment of the Cleveland Metroparks Zoo. Commencing on October 1, 2014, Cleveland Metroparks began the solicitation and review of proposals from ACT Services, Inc. (ACT), Recreation Accessibility Consultants, LLC and HWH Architects, Engineers and Planners. ACT was selected and conducted the assessment in the first quarter of 2015. ACT held various meetings with staff, and staff accompanied ACT on most of its review of the Zoo premises.

On April 8, 2015, ACT provided Cleveland Metroparks with the ADA assessment of the Zoo grounds and buildings that are open to the public. Since that time, numerous staff meetings have been held to analyze the assessment, formulate the transition plan for the Zoo, and implement updates or improvements to accessibility.

4.2 Park District Assessment Process

After outsourcing the assessment process for the Zoo, Cleveland Metroparks considered that it may be more effective to build an ADA knowledge base among its staff so that ADA considerations are built into its fabric by becoming an additional lens through which daily activities and decisions are made. By outsourcing the Zoo assessment, staff was unable to readily address follow-up questions with the assessment report without relying upon ACT, and could not think strategically about ADA compliance since the knowledge gained from the Zoo assessment was limited. Consequently, Cleveland Metroparks Chief Executive Officer authorized moving forward with conducting the Park District assessment by utilizing internal staff and agreed that the significant dedication of funding and staff time for training and resources were critical to conducting an effective ADA assessment and transition plan.

The first step to conducting the assessment was to train staff on the ADA, the 2010 ADA Standards, and how to properly conduct ADA assessments with which Cleveland Metroparks needed assistance. Request for Proposals (RFP) #6132 was issued in October 2015, and proposals were received from ACT Services, Inc., Recreation Accessibility Consultants, LLC, Skulski Consulting, LLC, HWH, ZZ Design, Inc., ADAAG Consulting Services, CT Consultants, and CP2S.

4.2.1 After careful review and interviewing, Skulski Consulting, LLC (Skulski) was selected to conduct the following Scope of Work:

4.2.1.1 Training of Staff on the methodology to efficiently conduct accessibility of park and recreation facilities for the purpose of 1) collecting data on the physical and communication barriers to participation for people with disabilities; and 2) formulating corrective actions/work orders for barrier removal to be prioritized in a transition plan.

4.2.1.1.1 Train employees on the following: 2010 ADA Standards; Americans with Disabilities Act Accessibility Guidelines (ADAAG) only as in tertian to existing facilities on safe harbors; the ABA Standards for Outdoor Developed Areas as guidance for entities covered by the ADA; Proposed Rulemaking for Shared Use Path; and Proposed Rulemaking for Public Rights of Way.

4.2.1.1.2 Provide rule summaries, assessment tool kit, and best practices for staff use during assessment.

4.2.1.1.3 Conduct site visits to park facilities to perform pilot ADA assessment of unique facilities.

4.2.1.1.4 Review sample set of ADA assessment data prepared by Park District staff for completeness.

4.2.1.1.5 Review above requirements and regulations against Ohio Building Code Chapter 11: Accessibility and ICC/ANSI A117.1 and Park District staff on details and complexities of overlapping code requirements.

4.2.1.2 Respond to Park District staff questions and inquires during entire assessment process.

4.2.1.3 Facilitating transition planning to guide staff on the development of a format for the working document, corrective actions and priorities to achieve “program access” when viewed in its entirety.

4.2.1.3.1 Provide suggested Transition Plan formats and examples.

4.2.1.3.2 Review draft Transition Plan as prepared by Park District staff.

4.2.1.3.3 Review draft Transition Plan for Cleveland Metroparks Zoo as prepared by Park District staff.

4.2.1.3.4 Advise Park District on prioritization of removal of barriers identified in ADA assessment.

4.2.1.3.5 Attend one (1) Board of Park Commissioners meeting to present Transition Plan with Park District staff.

4.2.1.4 Providing resources and guidance through a review process to assist staff in the assessment, planning and implementation of the ADA Transition Plan.

4.2.2 Schedule: Cleveland Metroparks staff and Skulski Consulting, LLC engaged the work according to the following schedule:

January 2016	Planning conference calls <p>Immediately following the award of contract, a series of planning calls were held. The purpose of these calls was to prepare for the training content and resource/toolkit development, plan the pilot assessments sites, and discuss the desired formats for the transition plan.</p>
March 21-22, 2016	Training – Part 1 <ul style="list-style-type: none"> • Title II – Program Access • Characteristics and Needs of the Disability Populations (Mobility/Physical Impairments, Hearing Impairments, Visual Impairments, Cognitive Impairments) • Building Blocks for Accessible Design: Scoping & Technical Provisions • Practice Deficiency Identification • Common Errors in New Construction and Alterations • Tips, Tools & Techniques for the Accessibility Assessment Process • Practice Assessments for Common Elements (Parking, Routes, Restrooms, Amenities) • Principles of Universal Design
March 28-29, 2016	Training – Part 2 <ul style="list-style-type: none"> • ADA Standards for Recreation Facilities (Fishing, Boating, Sports Facilities, Golf, Swimming Pools, Playgrounds) • ABA Standards for Outdoor Developed Areas (Picnic Areas, Campgrounds, Trails, Beaches, Scenic Viewing Areas) • Proposed Guidelines for Public Rights of Way & Shared Use Paths • Practice Assessment of Recreation Facilities • Transition Planning: Prioritizing for Program Access
February 2016	Review Zoo Assessment
July 25, 2016	On-site Field Assessment Training and Pilot Park Assessments and Review Pilot Park Assessment Reports(s)
October 3, 2016	On-site Playground Assessment Training
October 28, 2016	Park District and Zoo Meeting to Discuss Assessments and Prepare for Public Meetings
November 2016	Public Meetings to Discuss Initial Findings and Field Concerns
July 2016-February 2017	Field Assessments
December 20, 2016 January 29 & 31, 2017	Staff Meetings to Discuss Prioritization of Barrier Removal
February-August 2017	Prioritization and Transition Planning
October 2017	Draft Transition Plan discussion with CEO

4.2.3 Inventory Methodology and Assessments

4.2.3.1 Over sixty (60) members from Planning & Design, Legal, Park Operations, Outdoor Experiences, Aquatics, Chalet, Natural Resources, Rangers, Golf, and Marketing Departments of the Park District and Zoo took part in the training sessions led by Skulski in March 2016. From that group, ten (10) ADA Champions, consisting of design professionals, planners and project managers, were appointed from the Planning & Design Division (P&D) to receive additional training on equipment, data collection methods, procedures, and ADA standards to lead field surveying efforts.

4.2.3.2 Field surveying was completed by the Planning & Design professionals, from July 2016 through November 2016. The team collected detailed measurements, photographs and other access related data for all facilities within the Park District. Cleveland Metroparks developed in-house, a web-based application for Planning & Design staff to assist with the data collection necessary while performing ADA assessments. The application allowed P&D staff to view the list of facilities throughout the park district and then enter necessary information for each facility such as ADA deficiencies, associated recommendations to correct each deficiency, locations using GPS coordinates and photographs. The data from these forms are exported into a CSV format and imported into a GIS database where the locations are served to the internal GIS Print Server. The GIS Print Server allows staff to view the data on top of various basemaps and click on individual points to get detailed information about the deficiencies as well as view photos of the facility. The mapping system allows staff to analyze data for conditions common to similar land uses, recreational uses, and geographical boundaries.

Two full-time supervisors (Chief Planning and Design Officer and the Director of Project Development) spent additional hours directing the field survey efforts, including preparing survey routes, handling assignments and personnel matters, answering questions and spot checking completed data. Prior to beginning all survey work, surveyors were given time goals to complete each type of survey. Time records for all surveyors and their activities were kept by supervisors throughout the survey process, and surveyors as a group met their time allotments to keep the project on schedule.

4.2.3.3 Playground assessment

After a nearly day-long training session focusing on playground barriers and assessments, staff from Park Operations and the Director of Risk Management conducted assessments of all Metroparks' playgrounds. Assessors were Certified Playground Safety Inspectors. Assessments occurred over several months and included thorough safety inspections per established standards, an examination of the slopes and clear space in and around the play area, and an inventory of play components (elevated and ground level). Playground safety inspection reports are on file with the Safety Manager and playground accessibility assessments are on file with the Planning and Design Department.

4.2.4 Program self-evaluations:

In addition to the facility and playground assessments, respective staff engaged in a self-evaluation of all of the Cleveland Metroparks' programming and services offered by each division including Outdoor Experiences, Aquatics, The Chalet, Natural Resources, Golf, the Zoo, Ranger Department, and Marketing. From April 15, 2016 through January 31, 2017, multiple interdepartmental meetings were held to discuss a uniform approach to this analysis. Each Division, then, categorized its programming into groups of similar type activities (e.g. programs, events, exhibits, activities) and then analyzed each activity in terms of vision, hearing, and mobility barriers that may exist. Each Division created a spreadsheet that identified any necessary modifications and set priorities with projected dates as to when the modifications would be completed. These worksheets are attached as Appendix 4. Cognitive barriers are addressed mostly on a case-by-case basis since experience has proven that solutions for individuals with cognitive disabilities are fact-driven and very case specific.

Moreover, from May, 2016 through February, 2017, an ADA Signage Workgroup which included members from Marketing, the Zoo, Risk Management, and Legal, engaged in a comprehensive review of Sections 216 and 703 of the ADA Standards and created an ADA Signage Compliance Manual. This manual will be used as a tool to ensure that all existing and future signage that is created or ordered for use at Cleveland Metroparks will comply with all applicable ADA standards.



SECTION 5. PUBLIC PARTICIPATION

5.1 Upon completing the facility and program assessments, Cleveland Metroparks' staff held three public meetings to discuss an overview of the preliminary findings and to receive feedback about experiences in Cleveland Metroparks by individuals with disabilities. On November 9, 2016, the following individuals from Cleveland Metroparks and the Cleveland Hearing and Speech Center (Center) met:


Cleveland Metroparks Team:

- Sean McDermott, Chief Planning and Design Officer
- Tammy Oliver, Director of Project Development
- Greg Headley, Director of Risk Management
- Chriss Kmiecik, Zoo Education Manager
- Rose Fini, Chief Legal & Ethics Officer
- Geoff Kohler, Golf, Seneca Golf Course Manager
- Rachel Nagle, Outdoor Recreation Manager
- John Betori, Chief Ranger

Hearing and Speech Center Team (Center Team):

- Maria O'Neil Ruddock: Interim Director of Community
- Lauren Hiller: Interpreter Coordinator
- Mike and Brianna: Interpreters
- Samantha Taylor: Community Outreach & Project Coordinator
- Dennis Collins: Community Center for Deaf and Hard of Hearing, board member
- Michelle Czocho: Vocational Rehabilitation Specialist

After the Cleveland Metroparks Team provided an overview of the assessment work that had been completed and reviewed some of the areas targeted for improvement, the Center Team provided a comprehensive background to Cleveland Metroparks staff on the topic of communication accessibility.

Multiple strategies were shared with Cleveland Metroparks to incorporate where they are not already in use, including the use of (1) assisted listening devices for those individuals who are hard of hearing to augment their hearing, (2) sign language by a person on videos, (3) plain language (6th grad or below), (4) captioning in videos, (5) transcript minimally since not valued by community, (6)  this symbol when interpreters are available,

The Center Team emphasized the deaf community culture that exists and is valued. They encouraged the Cleveland Metroparks Team to create special programming for the deaf and hard of hearing community exclusively, and also provided information about the Deaf and Blind Group that includes about 150 individuals in Cuyahoga County. The Center Team also advised the Cleveland Metroparks Team that it would be reasonable to require participants in need of assistance to make their requests two weeks in advance and not later than seventy-two (72) hours prior to the event, particularly for arranging for interpreters.

5.1.1 On November 15, 2016, Cleveland Metroparks met with members of the General Public having solicited participation via social media outlets as well as a targeted invitation through ADA Cleveland.

The following staff were present: Greg Headley, Rose Fini, Sean McDermott, Tammy Oliver, Vicky Searles, Christy Moore, Alison Shaffer, John Betori, Geoff Koehler, Cathy Poilpre, Patty Brankatelli, Rachel Nagle, Sam Cario, Terry Joyce, Weldon Maples, and Terry Robison.

Chief Planning & Design Officer, Sean McDermott provided an overview of long and short term planning for the Park District and Zoo Exhibits which included a discussion of incorporating Universal Design principles into the construction and building culture of Cleveland Metroparks. Director of Project Development Tammy Oliver summarized the facility assessment process that occurred in 2016 and reviewed the upcoming 2017 assessment of outdoor developed areas. Ms. Oliver also articulated a synopsis of categories of ADA issues that need to be addressed as a result of the completed assessments. Director of Risk Management Greg Headley expounded upon the Park District's and the Zoo's evaluation of all of the respective program, services and activities in addition to discussing updates to communication strategies.

The members of the public were then asked to provide any feedback on the assessment findings, Cleveland Metroparks' approach to ADA or any other comments or suggestions they might have.

Representatives of Youth Challenge, which is a member of ADA Cleveland, stated that they have been so impressed with Cleveland Metroparks and specifically the Outdoor Recreation programming which has been so accommodating and able to offer very rewarding activities including, hand cycling and archery. They have been able to play golf by using beepers in the hole, bells on balls and wheelchair golfers at Washington Park. Overall, Youth Challenge was very pleased with the activities they have been able to do within Cleveland Metroparks with their clients with disabilities, and they encouraged Cleveland Metroparks to keep up the good work without reinventing the wheel and not needing to spend a lot of money.

The following suggestions were offered by those in attendance:

- Make sure there is enough room and appropriate grab bars in the restrooms.
- Work with RTA on transportation issues when there is not a specific address for a Park District location.
- Orienteering and geocaching programming for individuals with disabilities may be good to offer. Have a general public programs and as well as specific classes for individuals with disabilities.
- Lower income individuals do not have easy access to Internet or email to use flyers at community centers or direct mail to reach more individuals with disabilities.
- Tap into feedback from docents and volunteers.
- Include more detail in Emerald Necklace newsletter about trail characteristics.
- Expand Ohio & Erie Canal cart tours to other locations.

5.1.2 On November 16, 2016 Cleveland Sight Center members of the Cleveland Metroparks team met with multiple consumers and staff members of the Cleveland Sight Center (Center).

Cleveland Metroparks Team:

- Sean McDermott, Chief Planning and Design Officer
- Tammy Oliver, Director of Project Development
- Greg Headley, Director of Risk Management
- Vicky Searles, Director of Conservation Education
- Rose Fini, Chief Legal & Ethics Officer
- Mark Douglas, Golf,
- Wendy Weirich, Director of Outdoor Experiences
- Sean Flanigan, Rangers, Captain



Cleveland Metroparks' staff offered a similar overview as that which was provided at the public meetings on November 9, 2016 and November 15, 2016.

Cleveland Sight Center staff and consumers then offered the following recommendations and comments:

- Center happy to provide various trainings that Cleveland Metroparks may need (e.g., Blindness Basics, etc.).
- Encouraged Cleveland Metroparks to find opportunities to activate an audio component for sign.
- Asked Cleveland Metroparks to work with RTA with better access when an address is not available for a location.
- Would be helpful if a resource provided information on type of trail/path so consumer can evaluate where to go with wheelchair.
- Provide electrical outlets for electric chair charging. (In reference to Zoo.)
- Consumers do have smartphones. Please incorporate apps and coordinate signage to provide audio dimension of exhibits.
- Can audio guides be provided in other reservations?
- Provide important resources in braille (e.g., maps, information guide, etc.)
- Zoo signs too much to supply in Braille. Provide info on card, booklet describing what is there.
- Provide tactile experiences.
- -Bronze Statues: Feel the features, would be very worthwhile if can address safety issue of heat in summer.
- Automated phone line with information.
- Utilize tactile ways for change in room use. (Rubber in front of restroom, audio activated signal in front of stairs.)
- Make sure elevators are big enough for wheelchairs.
- In the context of law enforcement, everything that gives a Ranger authority is visual. Please address folks in a manner that doesn't assume an individual can see. Ask basic questions to gather information
- When using large font, 20 font is recommended.
- Those activities that require more adaptations could be a separate program or partner on transportation; otherwise, place into general programming.
- Positive experiences Center staff and consumers have had elsewhere:
- EPCOT: water, hot air blowing, so immersive with multiple senses activated.
- Spacious areas, not worried about hitting anyone. Comfortability. Not stressed out. Not worrying about what is happening.

SECTION 6. TRANSITION PLAN

6.1 Park District:

Once the facility assessments and the program self-evaluations were completed, Cleveland Metroparks then engaged in further analysis to determine the methodology to remove barriers to make facilities more accessible. First, Cleveland Metroparks developed a “grading” system based upon the ability to offer certain programming at specific locations given the level of ADA compliance. Each program at each location was assigned a “grade” as delineated in Table 1 as defined below:

A	<i>Accessible</i>
B	<i>Any current ADA deficiencies can be addressed through basic maintenance by park staff</i>
C	<i>Only minor modifications needed to comply; most uses can be accommodated. Restrooms may have deficiencies but meet basic clearance and turning requirements</i>
D	<i>Facility meets programmatic needs but is a mix of compliant areas and features that have deficiencies</i>
E	<i>Restrooms have significant barriers; site access and facilities minimally accessible</i>
F	<i>Lacks basic accommodations or contains hazards; major barriers to parking or accessible route</i>

Next, Cleveland Metroparks evaluated each facility at each location for the (1) type of programming offered; (2) whether that programming was organized or un-organized; (3) the visitation level for that programming and location; (4) the geography of the same or similar programming offered within Cleveland Metroparks’ boundaries; and (5) the assigned ADA grade. Each of those factors was assigned a value which allowed Cleveland Metroparks to develop a prioritized schedule for barrier removal or minimization (refer to appendix 3). Cleveland Metroparks staff next reviewed the prioritized schedule in the context of planned capital improvements. Based upon the hours of analysis, study and discussion, Cleveland Metroparks created its Transition Plan for the Park District which includes the list of physical barriers, an outline of the methods and schedule to be used to remove these barriers.

After the extensive staff training, the self-evaluation and careful and extensive analysis, the Park District Transition Plan was finalized and is attached hereto as Appendix 3.

6.1.1 Interim Steps

For each barrier that cannot be removed within Phase 1 of the Transition Plan, one or more , as appropriate, of the following interim step(s) may be used to facilitate access (in no particular order):

1. Relocate the program, service or activity to an accessible site.
2. Identify alternative accessible routes to public buildings and facilities.
3. Identify alternative accessible restrooms.
4. Provide alternative transportation to buildings or facilities.
5. Other identified solution(s)

6.2 Zoo:

After ACT Services Inc, completed the assessment of the Zoo grounds and the self-evaluation of programming, Cleveland Metroparks staff internally reviewed and studied ACT's assessment document. In order to build the schedule for barrier removal of those identified in the assessment, staff created categories of the types of ADA barriers that were present at the Zoo. Specifically, the following barrier categories were identified:

1. Accessible path for whole zoo and parking
2. Access points to each area
3. Access within each area
4. Building within each area
5. Items/areas within building/area

The categories are based upon the ADA Standards and group together those barriers that are similar. By identifying the above-referenced categories, staff was able to prioritize the criticality of each type of barrier to create a schedule to remove those barriers. In addition to the categories, staff also integrated a review of safety issues, access to restrooms and scheduled capital improvements. Based upon the hours of analysis, study and discussion, Cleveland Metroparks created its Transition Plan for the Zoo which includes the list of physical barriers, an outline of the methods and schedule to be used to remove these barriers. The Transition Plan does not include those provisions from the ACT assessment that were noted as "not applicable" or as outside the ADA standards.

After the extensive staff training, the assessment and careful and extensive analysis, the Zoo Transition Plan was finalized and is attached hereto as Appendix 2.

6.3 Officials Responsible for Implementation of the Plan:

The Department Chief is the official responsible for the implementation of the respective Transition Plan components in each of their departments.

SECTION 7. CONCLUSION

Cleveland Metroparks will implement the Park District and Zoo Transition Plans as delineated and will continue to look for ways to remove barriers to access so that the individuals with disabilities are given access to Cleveland Metroparks' programs, services and activities. Cleveland Metroparks will follow-up on corrective actions recommended by the Transition Plan, by continually updating the Transition Plan documenting its efforts at compliance with the ADA. The Transition Plan addresses recommendations made to address physical and programmatic barriers to accessibility and each recommendation is translated into action items with anticipated phases of implementation/completion dates.

Cleveland Metroparks is committed to providing safe and accessible facilities and services to all citizens. Consistent with the Americans with Disabilities Act (ADA) regulations, Cleveland Metroparks works to ensure that there is no discrimination against individuals on the basis of disability in its programs and services. Cleveland Metroparks seeks to address and eliminate structural barriers associated with its public facilities.

To ensure that Cleveland Metroparks meets the requirements of the United States Department of Justice (USDOJ), Cleveland Metroparks relies on the revised Department of Justice regulations for Titles II of the ADA as published in the Federal Register on September 15, 2010. These regulations adopted enforceable accessibility standards called the 2010 ADA Standards for Accessible Design. These standards set minimum requirements – both scoping and technical – for newly designed and constructed or altered State and local government facilities to be readily accessible to and usable by individuals with disabilities.

While Cleveland Metroparks will undertake capital improvements to address the items identified in the Transition Plans, it also addresses and will continue to address ADA throughout its programs and services in the following ways:

- Through design and construction guidance and standards that ensure that all new construction is ADA compliant and that all capital improvements consider the needs of all users including addressing ADA requirements;
- By periodically updating its ADA Transition Plan to reflect capital programming and planning and to ensure Cleveland Metroparks is making significant progress in addressing ADA needs;
- By ensuring ADA compliance when Cleveland Metroparks facilities are maintained and upgraded;
- Through ongoing education and training of Cleveland Metroparks staff.

For additional information about this Transition Plan or to submit comments, contact:

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Appendix 1: Transition Planning Guide

ADA Transition Planning Guide: Facilities

Programming Code	Programming Code Title	Grade	Criteria for Grade
0	Reserved Picnicking	A	Accessible!
	A shelter or canopy that can be reserved by the public.		
1	Picnicking	B	Any current ADA deficiencies can be addressed through basic maintenance by park staff
	Any non-reserved shelter, canopy or picnic area.		
2	Guided Education	C	Only minor modifications needed to comply; most uses can be accommodated. Restrooms may have deficiencies but meet basic clearance and turning requirements
	Biofacts/Animal Encounters; Camps; Instructional Classes/Workshops/Lectures; Nature Play; Nature Walks; Outdoor Demonstrations; Outreach; School Programs; Tours; Zoo Live Shows		
3	Self Lead Education	D	Facility meets programmatic needs but is a mix of compliant areas and features that have deficiencies
	Multimedia Experiences; Research; Visit Nature Center/Zoo; Interpretive signage		
4	Organized Sports/Physical Activities	E	Restrooms have significant barriers; site access and facilities minimally accessible
	Cycling/Mtn Bike; Field Sports; Golf; FootGolf; Rock Climbing; Run/Walks; Swimming; Court Sports; Archery; Tobogganing; Ropes Course/Zip Line;		
5	Self Lead Sports/Physical Activities	F	Lacks basic accommodations or contains hazards; major barriers to parking or accessible route
	Fitness Circuit; Cycling/Mtn		

	Bike; Field Sports; Rock Climbing; Swimming; Court Sports;			
6	Passive Recreation			
	Amusement/Animal Rides; Bicycling; Boating/Kayak/Canoeing; Cross-Country Skiing; Fishing; Hiking/Walking; Horseback Riding; Nature Play/Playgrounds; Nature Viewing; Paddleboard; Sledding; Snowshoeing			
7	Special Events			
	Concerts; Movies; Fishing Derby; Races/Tournaments; Zoo Special Events;			
8	Services			
	Equipment Rentals; General Info/Inquiries; Admin services; Restaurant/Dining/Concessions; Gift Shop; Rangers;			
9	Vehicle-based Activities			
	Vehicle Excursions/Nature Tracks;			

Appendix 2: Zoo Transition Plan

Table 1:
African Elephant Crossing
Including Savannah Theater

African Elephant Crossing Including Savannah Theater

The main issues at the African Elephant Crossing and the Savannah Theater is the door opening force is too high and the closing speed is too quick, proper accessible signage is not provided, various bathroom elements are mounted too high or not in the proper locations, slopes are too steep, gaps too wide, walkways are in poor condition, assistive listening devices are not provided, accessible routes are missing, proper companion seating is not provided, and no clear floor space is provided at the drinking fountain. **Please Note:** When a **UD** is indicated, this is a Universal Design (**UD**) recommendation to enhance accessibility. The **UD** recommendation is not required to meet the minimum accessibility standards but it would be encouraged. If used in this report, the letters, **AFF** stand for above finished floor

The report uses the 2010 Americans with Disabilities Act Accessibility Guidelines (ADAAG). This guideline can be down loaded from the Access Board website at www.access-board.gov.

The Cleveland Zoo is part of a local government which requires compliance with Title II of the Americans with Disabilities Act (ADA). Changes to the park district would allow for equal opportunity to participate in programs and activities, effective communication, and program accessibility. Access of programs and activities can be achieved by removal of physical barriers, modification of policies, practices and procedures that discriminate against a person with a disability and relocation to an accessibility facility. In existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information.

PLEASE NOTE: Any references for Outdoor Developed Areas is presently not approved by the Department of Justice. However, it would be recommended to follow these standards as "Best Practices" at this point in time. In addition, in existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information. ADAAG 206.2 requires that at least one accessible route be provided within the boundary of the site. The reports provide comments on all routes that when upgrades are made in the future modifications can be made to correct the access barrier or in some cases modify to the greatest extent possible.

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action taken	Solution	Interim Solution
6	Elephant	The walkway at the garbage cans and curve to viewing has a cross slope too steep up to 4.9% for 20 feet.	ADAAG 403.3	1. Identify walkway that is accessible or 2. Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	5	P&D (Cardwell)	Access within each area	N/A	accessible route identified 10/22/16		
7	Elephant	The walkway near the drain has a cross slope too steep up to 6.3% .	ADAAG 403.3	1. Identify walkway that is accessible or 2. Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	5	P&D (Cardwell)	Access within each area	N/A	accessible route identified 10/22/16		
3	Elephant	The Elephant Crossing restrooms toilet paper dispensers are not located in front of toilet.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front	3	Zoo Fac. Ops. (Lowe)	Items within building	1		move dispensers	

African Elephant Crossing Including Savannah Theater

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action taken	Solution	Interim Solution
4	Elephant	The Elephant Crossing women's restroom baby changing table is mounted too high at 35 1/2 inches AFF to the changing surface.	ADAAG 902	Remount the baby changing table to be no higher than 34 inches AFF to the changing surface and provide a minimum knee clearance of 27 inches. Also mount it so the handle is no higher than 48 inches AFF.	3	Zoo Fac. Ops. (Lowe)	Items within building	Complete	2016: moved table		
2	Elephant	The Elephant Crossing restrooms do not provide accessible signage.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48 inches minimum from the baseline of the lowest tactile character to 60 inches maximum from the	4	Zoo Ed. (Viscom)	Items within building	Complete	2016: signage changed		
5	Elephant	The Elephant Crossing restrooms tampon dispensers are too high at 62 inches AFF.	ADAAG 308	Relocate the feminine napkin disposal to be no more than 9 inches maximum in front of the toilet if mounted on the sidewall or no more than 20 inches from the toilet if mounted on the back wall.	3	Zoo Fac. Ops. (Lowe)	Items within building	1		move dispensers	
23	From Upper Viewing Area to Intersection	The north walkway intersection connecting the elephant viewing area and the walkway toward walkway at the light post has a running slope too steep up to 7.1% for 30 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Access point to each area	2		install handrails	ECVs are available with 72 hours notice
24	From Upper Viewing Area to Intersection	The walkway connecting the elephant viewing area and the walkway into Australian Exhibits has a cross slope too steep up to 4.6 % for 42 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Accessible path for whole zoo and parking	Complete	Nov 2020: Repaved.	regrade and repave	ECVs are available with 72 hours notice
25	From Upper Viewing Area to Intersection	The drinking fountain provided at the upper elephant viewing area does to provide enough level landing for a clear floor space at the accessible fountain.	ADAAG 602.2	Provide a minimum clear floor space of 30 inches wide and 48 inches deep for a forward approach and centered on the accessible unit with a 2% slope in all directions.	3	P&D (Cardwell)	Item/areas within building	3		expand accessible pad	ECVs are available with 72 hours notice

African Elephant Crossing Including Savannah Theater

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action taken	Solution	Interim Solution
8	Walkway to Savannah Theater	The beginning of the walkway leaving the plaza going toward the Savannah Theater behind the Administration buildings near the fire hydrant has a cross slope too steep up to 4.9% for 25 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Accessible path for whole zoo and parking	3		regrade and repave	ECVs are available with 72 hours notice
21	Walkway to Savannah Theater	The walkway at intersection of Savannah Theater, the top viewing area of the Elephant exhibit and Australian Adventure that loops has a cross slope too steep up to 7.5% for 232 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Accessible path for whole zoo and parking	3		regrade and repave	ECVs are available with 72 hours notice
9	Walkway to Savannah Theater	The walkway along the east side of the elephant viewing area before the side exit door of the Administration Building has a running slope too steep up to 8.0% for 11 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Accessible path for whole zoo and parking	3		regrade and repave	ECVs are available with 72 hours notice
10	Walkway to Savannah Theater	This same walkway along the east side of the elephant viewing, just before the first elephant viewing area has a running slope too steep at 6.1% for 13 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Accessible path for whole zoo and parking	3		regrade and repave	ECVs are available with 72 hours notice

African Elephant Crossing Including Savannah Theater

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action taken	Solution	Interim Solution
11	Walkway to Savannah Theater	The asphalt walkway in front of the first elephant viewing area near the drain cover has a running slope too steep up to 7.5% for 13 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Accessible path for whole zoo and parking	3		regrade and repave	ECVs are available with 72 hours notice
12	Walkway to Savannah Theater	The walkway to Kopeck Rocks viewing area heading toward a drain, has a running slope too steep at 7.3% for 12 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Accessible path for whole zoo and parking	3		add handrails	ECVs are available with 72 hours notice
13	Walkway to Savannah Theater	The walkway surface inside the Kopeck Rocks viewing area up to windows has a running slope to steep up to 13.1% for 11 feet.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope and spacing in this area regrading to 5% may not	1	P&D (Cardwell)	Access within each area	3		regrade and repave	ECVs are available with 72 hours notice
16	Walkway to Savannah Theater	The east walkway going down to theater from just before the north asphalt path has a running slope too steep up to 12.7% for 125 feet.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2% or follow ADAAG 405 for ramps. Because of the terrain in this area try to reduce the running slope to the greatest extent possible. If needed, provide signage advising people of the steeper slopes. Another route that meets accessible route requirements would then be recommended.	1	P&D (Cardwell)	Access to each area	3		regrade and repave	ECVs are available with 72 hours notice

**African Elephant Crossing
Including Savannah Theater**

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action taken	Solution	Interim Solution
18	Walkway to Savannah Theater	The concrete walkway going around the top of the theater seating for access has a cross slope too steep up to 8.5% for 123 feet and has gaps.	ADAAG 403.3	Because of its condition, remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	3		regrade and repave	ECVs are available with 72 hours notice
20	Walkway to Savannah Theater	The south walkway down to the Savannah Theater has a running slope too steep up to 12.9% for 114 feet and has gaps and broken concrete.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2% or follow ADAAG 405 for ramps. Because of the terrain in this area try to reduce the running slope to the greatest extent possible. If needed, provide signage advising people of the steeper slopes. Another route that meets accessible route requirements would then be recommended.	2	P&D (Cardwell)	Access within each area	3		regrade and repave	ECVs are available with 72 hours notice
22	Walkway to Savannah Theater	The walkway to the upper viewing area of the Elephants has a cross slope too steep up to 3.7% for 6 feet at drain.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%. Alt. route goes around drain.	1	P&D (Cardwell)	Accessible path for whole zoo and parking	3		regrade and repave	ECVs are available with 72 hours notice
14	Walkway to Savannah Theater	The bronze infant elephant statue is not on an accessible route for 8 feet. Recommend moving statue to a walkway nearer the elephant viewing for use in wayfinding as well	ADAAG 403	Relocate the statue to the walkway or provide a new accessible route with a running slope no steeper than 5% and a cross slope no steeper than 2% and a minimum clear width of 36	3	Zoo Fac. Ops. (Lowe)	Access within each area	3		part of regrade and repave	ECVs are available with 72 hours notice
15	Walkway to Savannah Theater	The bronze infant elephant statue does not provide an accessible surface around it.	ADAAG 1008.2.6	Assuming that children climb on the statue, provide an accessible surface of a unitary rubberized surface for both access and safety.	3	Zoo Fac. Ops. (Lowe)	Access within each area	1		add playground mulch	
17	Walkway to Savannah Theater	It is not clear if the Savannah Theater provides assistive listening devices.	ADAAG 219 & ADAAG 706	Provide an assistive listening system for the public seating area as determined by the seating capacity. See Table 219.3 for required number of receivers.	2	Zoo Ed. (Searles)	Item within building: Program Issue	2			Interpreter available with 72 hours of notice

Appendix 2: Zoo Transition Plan

Table 2: African Savanna

African Savanna

<p>The main issues at this African Savanna are cross slopes and running slopes too steep, not providing companion seating at benches, not providing proper handrails at stairs or not providing them in sloped areas equal to a ramp, branches that protrude, counters too high, protruding exhibit features, no assistive listening devices, signage not in the proper location, door force too high and closing speeds too fast, various restroom elements mounted too high or in the wrong locations, grab bars of the not the proper length or location, abrupt transitions too high, gaps to wide, picnic tables not on an accessible surface, drinking fountain not of a fully accessible design and clear floor space that are blocked. Please Note: When a UD is indicated, this is a Universal Design (UD) recommendation to enhance accessibility. The UD recommendation is not required to meet the minimum accessibility standards but it would be encouraged. If used in this report, the letters, AFF stand for above finished floor.</p>
<p>The report uses the 2010 Americans with Disabilities Act Accessibility Guidelines (ADAAG). This guideline can be down loaded from the Access Board website at www.access-board.gov.</p>
<p>The Cleveland Zoo is part of a local government which requires compliance with Title II of the Americans with Disabilities Act (ADA). Changes to the park district would allow for equal opportunity to participate in programs and activities, effective communication, and program accessibility. Access of programs and activities can be achieved by removal of physical barriers, modification of policies, practices and procedures that discriminate against a person with a disability and relocation to an accessibility facility. In existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information.</p>
<p>PLEASE NOTE: Any references for Outdoor Developed Areas is presently not approved by the Department of Justice. However, it would be recommended to follow these standards as "Best Practices" at this point in time. In addition, in existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information. ADAAG 206.2 requires that at least one accessible route be provided within the boundary of the site. The reports provide comments on all routes that when upgrades are made in the future modifications can be made to correct the access barrier or in some cases modify to the greatest extent possible.</p>

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
56	Day Camp/School Group Area	The walkway heading to the cook shelter near the drain has a cross slope too steep up to 4.1% for 7 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	3		remove and regrade	ECVs are available with 72 hours notice
57	Day Camp/School Group Area	There are 13 picnic tables provided at the Day Camp area, but none are of an accessible design.	<u>Proposed</u> Outdoor Developed Areas Guidelines ADAAG 245 & 1011	Picnic Table Recommendation: At least 20% of picnic tables, or in this case 3 picnic tables be of an accessible design, connected to an accessible route. Relocate or purchase three accessible picnic tables and locate them on an accessible surface.	2	Zoo Fac. Ops. (Lowe/Savona)	item within each building/area	1		add accessible tables	
58	Day Camp/School Group Area	The stairs to the Day School platform do not provide handrail extensions.	ADAAG 505.10.3	Provide stair handrails extensions that are at least 12" at the top riser and one tread width at the bottom riser. The extension should return to the wall, guard or landing surface.	1	Zoo Fac. Ops. (Lowe)	Items within building/area	3		remodel stairs	staff are available to assist
59	Day Camp/School Group Area	The stairs to the Day School platform handrails are too wide.	ADAAG 505.7	The handrails shall have a diameter of 1 1/4" to 2" for a circular handrail and for non-circular shall have a diameter of 2 1/4" and a perimeter dimension of 4" minimum to 6 1/4" maximum.	1	Zoo Fac. Ops. (Lowe)	Items within building/area	3		remodel stairs (see #9)	staff are available to assist
60	Day Camp/School Group Area	The stairs to the Day School platform have open risers.	ADAAG 504.3	Provide a solid material over the riser to cover openings that could be a tripping hazard.	2	Zoo Fac. Ops. (Lowe)	Items within building/area	3		remodel stairs (see #9)	staff are available to assist

African Savanna

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
55	Day Camp/School Group Area	The drinking fountain in Day Camp area is a wheelchair height but it does not provide a standing height drinking fountain.	ADAAG 211 & ADAAG 602	Provide another individual drinking fountain at a standing height between 38 inches minimum to 43 inches maximum to the spout. Option: Remove existing drinking fountain and install a single Hi-Lo drinking fountain that provides a wheelchair accessible fountain with a spout at 36" maximum and a standing drinking fountain with a height between 38" minimum and 43" maximum. The toe clearance should be a minimum of 9".	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		replace with HiLo fountain	Staff have cups and are available to assist.
48	Family Restroom	The Lion Family restroom has a door threshold too high at 1 inch.	ADAAG 404.2.5	Provide a threshold at the doorway that is no more than 1/2" high and beveled at a 1:2 slope.	1	Zoo Fac. Ops. (Lowe)	items/areas within building	1		replace threshold	
49	Family Restroom	The Lion Family restroom toilet centerline is too far from the wall at 19 inches.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with an offset drain to provide a centerline 16" to 18" from the wall.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	4		reconfigure restroom	accessible restroom available in Mens or Womens
50	Family Restroom	The Lion Family restroom toilet paper dispenser is not mounted in the proper location.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15", no higher than 48" AFF and a centerline of the dispenser that is a minimum of 7" to a maximum of 9" in front of the toilet. Do not mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move dispenser	

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
51	Family Restroom	The Lions Family restroom side grab bar is not mounted correctly and is too short at 36 inches.	ADAAG 604.5.1 & ADAAG 609	Provide a side grab bar a minimum of 42" long and a maximum of 12" from the corner. The grab bar should be mounted 33" to 36" AFF to the top of the grab bar.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move grab bar	
53	Family Restroom	The Lion Family restroom paper towel dispenser is mounted too high at 58 1/4 inches AFF.	ADAAG 308	Remount the paper towel dispenser to provide a reach range no higher than 48" AFF for a forward reach over an obstruction no deeper than 20" or a side reach of 48" AFF over an object no deeper than 10".	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move dispenser	
47	Family Restroom	The Lion family restroom sign is not in the proper location and is not of an accessible design.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48" minimum from the baseline of the lowest tactile character to 60" maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Viscom)	items/areas within building	Complete	2016 - replaced signage		
54	Family Restroom	The clear floor space at the baby changing table area is blocked by a bench.	ADAAG 305	Move the bench out of the way to provide a clear floor space of at least 30" wide by 48" deep that is connected by an accessible route.	5	Zoo Fac. Ops. (Lowe)	items/areas within building	Complete	2016 - moved bench		
52	Family Restroom	The Lions Family restroom rear grab bar is mounted too high.	ADAAG 604.5.1 & ADAAG 604.5.2	Remount the rear grab bar to provide at least 12 inches from the centerline of the toilet to the corner and at least 24 inches from the centerline to the transfer side of the toilet. Mount the grab bars to between 33 inches to 36 inches to the top.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	Complete	2020: remounted between 33"-36" to top.		
34	Lioness Restroom	There are 7 stalls but no walk-in stall is provided.	ADAAG 213.3.1 & ADAAG 604.8.2	Because the total number of water closets are six or more, provide at least one 35" to 37" wide stall with parallel grab bars plus an outward swinging door that is self closing. The stall should be a minimum of 60" deep.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		Only a self closing door is needed here.	
36	Lioness Restroom	The Lioness restroom toilet paper dispenser is not in proper location to toilet seat.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15", no higher than 48" AFF and a centerline of the dispenser that is a minimum of 7" to a maximum of 9" in front of the toilet. Do not mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move dispenser	

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
32	Lioness Restroom	The Lioness restroom has a sign on the door that is not in the proper location or of an accessible design.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48" minimum from the baseline of the lowest tactile character to 60" maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Viscom)	items/areas within building	Complete	2020: Signage updated.	not complete	
39	Lioness Restroom	The Lioness restroom tampon dispenser is mounted too high at 55 inches AFF.	ADAAG 308	Relocate the feminine napkin disposal to be no more than 9" maximum in front of the toilet if mounted on the sidewall or no more than 20" from the toilet if mounted on the back wall. The tampon trash can should be mounted no higher than 48" on either wall.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move dispenser	
38	Lioness Restroom	The Lioness restroom soap dispenser is mounted too high at 51 1/2 AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48" AFF for a forward reach over an obstruction no deeper than 20" or a side reach of 48" AFF over an object no deeper than 10".	3	Zoo Fac Ops. (Lowe)	items/areas within building	Complete	2020: Remounted below 48".	move dispenser	
35	Lioness Restroom	The Lioness restroom accessible stall side grab bar is too far from corner at 13 1/4 inches.	ADAAG 604.5.1 & ADAAG 604.5.2	Relocate the side grab bar to be no more than 12" from the corner. Mount the grab bars to between 33 inches to 36 inches to the top.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move dispenser	
37	Lioness Restroom	The Lioness restroom accessible stall door is not self closing.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	Complete	2020: Replaced hinges.	install self-closing hinges	
45	Lion's Restroom	The Lion restroom toilet paper dispenser is not in proper location to toilet seat.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15", no higher than 48" AFF and a centerline of the dispenser that is a minimum of 7" to a maximum of 9" in front of the toilet. Do no mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move dispenser	
42	Lion's Restroom	The Lion restroom soap dispenser is mounted too high at 51 1/2 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48" AFF for a forward reach over an obstruction no deeper than 20" or a side reach of 48" AFF over an object no deeper than 10".	3	Zoo Fac. Ops. (Lowe)	items/areas within building	Complete	2020: Remounted below 48".	move dispenser	
43	Lion's Restroom	The Lion restroom accessible stall side grab bar is too far from corner at 13 3/4.	ADAAG 604.5.1 & ADAAG 604.5.2	Relocate the side grab bar to be no more than 12" from the corner. Mount the grab bars to between 33 inches to 36 inches to the top.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move grab bar	
44	Lion's Restroom	The Lion restroom accessible stall door is not self closing.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	Complete	2020: Replaced hinges.	install self-closing hinges	

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
40	Lion's Restroom	The Lion restroom has a sign on the door that is not in the proper location or of an accessible design.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48" minimum from the baseline of the lowest tactile character to 60" maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Viscom)	items/areas within building	Complete	2020: Signage updated.	Not complete	
74	Main Walkway Through African Savannah from Steffee Center Toward Entrance	Both sets of stone stairs up to Monkey Island do not provide handrails.	ADAAG 504.6	Provide handrails on both sides of the stairs that are, continuous on the inside, between 34" to 38" to the top of the railing above the stair nosing, have an outside diameter of between 1 1/4" to 2", have handrails extensions, provide clear space of 1 1/2" and comply with ADAAG 505.	1	Zoo Fac. Ops. (Lowe)	Access points to each area	Complete	2020: Steps removed on one side, the other was renovated and now has handrails.	add handrails	an alternative route to the site exists
75	Main Walkway Through African Savannah from Steffee Center Toward Entrance	The walkway in front of the east set of stone stairs has a cross slope too steep up to 4.1% for 39 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Accessbile path for whole zoo and parking	3		regrade and repave	ECVs are available with 72 hours notice
12	Make changes to at least one of these walkways to the Monkey Island to provide access. When updating the other walkway, also update it to accessibility standards. -Comple, 2020.										
3	Path Along African Animals Heading West Toward Giraffes	The circular walkway in front of bench for the viewing area has a cross slope too steep at up to 4.1% for 34 feet.	ADAAG 403.3	Regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	N/A	10/20/16: Alternate route identified.		
6	Path Along African Animals Heading West Toward Giraffes	The walkway just before it intersects with the walkway to the zebra viewing area has a running slope of 7.3% for 28 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Access within each area	2		add handrails	ECVs are available with 72 hours notice
5	Path Along African Animals Heading West Toward Giraffes	A crack in the walkway creates an abrupt transition too high at 3/4 inch.	ADAAG 303	Grind down or replace section of walkway to provide a smooth transition.	1	Zoo Fac. Ops. (Lowe)	Access within each area	1		grind down	
1	Path Along African Animals Heading West Toward Giraffes	The beginning of the asphalt path where it intersects with main path there is a cross slope of 3.3% for 8 feet.	ADAAG 403.3	Regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Accessseble path for whole zoo & parking	3		regrade and repave	ECVs are available with 72 hours notice

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
2	Path Along African Animals Heading West Toward Giraffes	The bench at the bird viewing area does not provide companion seating.	<u>Proposed</u> Outdoor Areas Standards ADAAG 1011	Bench Recommendation: Provide at least 20% but no less than two benches to provide a clear ground space of at least 30" by 48" positioned near the bench with one side adjoining the walkway. The clear ground space should have a slope no steeper than 2% in all directions. The clear ground space should not overlap the accessible route or another clear ground space. UD - Provide benches with armrests, backs, seat height between 17" AFF to 19" AFF maximum and no gaps between the seat and backrest.	2	Zoo Fac. Ops. (Lowe)	Items/areas within building	3		install accessible pad	A proposed standard at this time. Companion seating is available at 4D theater and RTP.
4	Path Along African Animals Heading West Toward Giraffes	The bench at zebra viewing does not provide companion seating.	<u>Proposed</u> Outdoor Areas Standards ADAAG 1011	Bench Recommendation: Provide at least 20% but no less than two benches to provide a clear ground space of at least 30" by 48" positioned near the bench with one side adjoining the walkway. The clear ground space should have a slope no steeper than 2% in all directions. The clear ground space should not overlap the accessible route or another clear ground space. UD - Provide benches with armrests, backs, seat height between 17" AFF to 19" AFF maximum and no gaps between the seat and backrest.	2	Zoo Fac. Ops. (Lowe)	Items/areas within building	3		install accessible pad	A proposed standard at this time. Companion seating is available at 4D theater and RTP.
79	Picnic Area	The walkway near the drinking fountain and picnic grove toward entrance up to the side trail with a running slope too steep up to 7.3% for 68 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Access within each area	3		regrade and repave	ECVs are available with 72 hours notice
78	Picnic Area	The walkway at the drinking fountain does not provide a clear ground space because of a cross slope too high up to 3.8% for 5 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	items/areas within building/area	3		regrade and repave	ECVs are available with 72 hours notice
76	Picnic Area	There are 12 of the 45 picnic tables that are of an accessible design but not located on an accessible surface.	<u>Proposed</u> Outdoor Developed Areas Guidelines ADAAG 245 & 1011	Picnic Table Recommendation: At least 20% of picnic tables, but no less than two, be of an accessible design, connected to an accessible route. Relocate nine accessible picnic tables and locate them on an accessible surface.	2	Zoo Fac. Ops. (Lowe/Savona)	Items/areas within building/area	1		add accessible tables	

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
77	Picnic Area	The stone step at the wheelchair drinking fountain interferes with the clear floor space.	ADAAG 602.2	Relocate the stone step to the other side of the drinking fountain to provide a minimum clear floor space of 30" wide and 48" deep for a forward approach and centered on the accessible unit with a 2% slope in all directions.	3	Zoo Fac. Ops. (Lowe)	items/areas within building/area	Complete	2016: removed stone step		
72	Rhino Viewing Area	The asphalt walkway along the leopard viewing area has a cross slope too high up to 5.3% for 23 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access point to each area	Complete	2020: regraded and paved.	remove and regrade	ECVs are available with 72 hours notice
73	Rhino Viewing Area	The asphalt walkway connecting the leopard viewing area and the picnic grove has a cross slope too steep up to 3.2% for 11feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access point to each area	Complete	2020: regraded and paved.	remove and regrade	ECVs are available with 72 hours notice
62	Rhino Viewing Area	The east entrance to Steffee Learning Center main walkway up to the restroom has a running slope too steep up to 8.6% for 28 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Access points to each area	2		add handrails	ECVs are available with 72 hours notice
67	Rhino Viewing Area	The brick paver walkway connecting the rhino viewing area and the Monkey Island has a cross slope too steep up to 7.3% for 30 feet.	ADAAG 403.3	Re-set the brick to provide a cross slope no steeper than 2%.	1	P&D (Cardwell)	Access points to each area	Complete	2020: regraded and paved.	remove and regrade	ECVs are available with 72 hours notice
68	Rhino Viewing Area	The bench along the walkway connection with the bronze statue is not on an accessible route for 6 feet.	<u>Proposed</u> Outdoor Areas Standards ADAAG 1011	Bench Recommendation: Provide at least 20% but no less than two benches to provide a clear ground space of at least 30" by 48" positioned near the bench with one side adjoining the walkway. The clear ground space should have a slope no steeper than 2% in all directions. The clear ground space should not overlap the accessible route or another clear ground space. UD - Provide benches with armrests, backs, seat height between 17" AFF to 19" AFF maximum and no gaps between the seat and backrest.	2	Zoo Fac. Ops. (Lowe)	Access points to each area	Complete	2020: regraded and paved.	move to accessible location	
66	Rhino Viewing Area	The brick paver walkway up to the rhino viewing platform has a running slope too steep up to 15.1% for 27 feet.	ADAAG 403.3	Remove and re-set the brick to provide a cross slope no steeper than 2% and a running slope no steeper than 5%. Because of the slope in this area See ADAAG 405.8 for creating a ramp with handrails. .	1	P&D (Cardwell)	Access within each area	Complete	2020: regraded and paved.	remove and regrade	ECVs are available with 72 hours notice

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
69	Rhino Viewing Area	Where the brick paver walkway meets the concrete at the viewing window for monkeys has an abrupt transition of 1 inch.	ADAAG 303	Re-set the brick and or grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops. (Lowe)	Access within each area	Complete	2020: regraded and paved.	grind down	
63	Rhino Viewing Area	The walkway toward the rhino viewing window just past the wooden bridge has a running slope too steep at up to 8.4% for 23 feet and a gap too wide at 1 inch.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8. If using the option noted still fill in the gap.	1	P&D (Cardwell)	Accessbile path for whole zoo and parking	Complete	Oct-17	wooden bridge removed, path regraded and repaved	
64	Rhino Viewing Area	The walkway toward rhino viewing window just past the wooden bridge has a gap too wide at 1 inch.	ADAAG 302.3	Fill in or replace section of sidewalk to provide a flush transition or an opening no greater than 1/2 inch.	1	Zoo Fac. Ops. (Lowe)	Accessbile path for whole zoo and parking	Complete	Oct-17	path regraded and repaved as part of rhino retention wall project	
70	Rhino Viewing Area	There are two sets of stairs provided for the upper viewing area for the monkeys but both sets of stairs do not provide proper handrails or handrail extensions.	ADAAG 504.6	Provide handrails on both sides of the stairs that are, continuous on the inside, between 34" to 38" to the top of the railing above the stair nosing, have an outside diameter of between 1 1/4" to 2", have handrails extensions, provide clear space of 1 1/2" and comply with ADAAG 505.	1	Zoo Fac. Ops. (Lowe)	items/areas within building	3		add handrails	an alternative route to the site exists
71	Rhino Viewing Area	The stairs provided for the upper viewing area for the monkeys have stair nose of 1 inch.	ADAAG 504.5	Provide a curved stair nosing with a leading edge no greater than 1/2" with a 30 degree maximum angle.	1	Zoo Fac. Ops. (Lowe)	items/areas within building	3		remodel stairs	an alternative route to the site exists
65	Rhino Viewing Area	The stairs to the rhino viewing platform do not provide handrail extensions.	ADAAG 505.10.3	Provide stair handrails extensions that are at least 12" at the top riser and one tread width at the bottom riser. The extension should return to the wall, guard or landing surface.	1	Zoo Fac. Ops. (Lowe)	Items/areas within building/area	3		remodel stairs	an alternative route to the site exists
31	Sarah Allison Steffee Center for Zoological Medicine	The walkway in front of the restrooms has a cross slope too steep up to 3.1% for 26 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access points to each area	N/A	10/20/16: Alternate route identified.		
30	Sarah Allison Steffee Center for Zoological Medicine	The walkway from the Steffee Center for Zoological Medicine to the Day School area has a cross slope too steep up to 3.6% for 33 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	N/A	10/20/16: Alternate route identified.		
27	Sarah Allison Steffee Center for Zoological Medicine	The interior sign holder at the bench is 30 inches high and protrudes out 11 inches.	ADAAG 307	Provide a cane detectable barrier below 27" and the width of the protruding object.	2	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		change signage	
28	Sarah Allison Steffee Center for Zoological Medicine	The area for storage and hooks has a shelf that protrudes too out at 29 inches and is at 28 1/2 inches.	ADAAG 307	Lower the element below 27" or provide a cane detectable barrier below 27" and the width of the protruding object.	2	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		add cane detectable barrier	

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29	Sarah Allison Steffee Center for Zoological Medicine	It is not clear if assistive listening devices are provided for theater area.	ADAAG 219 & ADAAG 706	Provide an assistive listening system for the public seating area as determined by the seating capacity. See Table 219.3 for required number of receivers.	3	Zoo Ed. (Searles)	Items/areas within building: program	2		provide listening devices	scripts are available for all programs through Guest Services
13	Walkway between Monkey Island and Viewing Platform	The east walkway to Monkey Island from viewing platform has a running slope too steep up to 8.1% for 28 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Access points to each area	Complete	2020: regraded and paved.	regrade and repave	ECVs are available with 72 hours notice
14	Walkway between Monkey Island and Viewing Platform	The west walkway to Monkey Island from viewing platform has a running slope too steep up to 8.3% for 24 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Access points to each area	Complete	2020: regraded and paved.	regrade and repave	ECVs are available with 72 hours notice
22	Walkway Continuing on Past Zebra Viewing Area	The walkway in front of the Savanna Watering Hole has a cross slope too steep up to 3.8%.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access path for whole zoo and parking	3		regrade and repave	ECVs are available with 72 hours notice
24	Walkway Continuing on Past Zebra Viewing Area	The walkway connecting the main walkway of African Savanna up to the giraffe feeding area at the main walkway of Northern Trek has a running slope too steep up to 12% for 150 feet and does not provide handrails.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2% or follow ADAAG 405 for ramps. Because of the terrain in this area the reduce the running slope to the greatest extent possible. Provide signage directing guests to the where the accessible route is.	1	P&D (Cardwell)	Access path for whole zoo and parking	4		renovate entire hillside	an alternative route to the site exists
16	Walkway Continuing on Past Zebra Viewing Area	The walkway at the entrance to giraffe viewing area has a cross slope too steep up to 4.7% for 11 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access points to each area	Complete	10/20/16: Complete		
26	Walkway Continuing on Past Zebra Viewing Area	The walkway at the entrance to the Steffee Center for Zoological Medicine has a cross slope too steep up to 3.4% for 18 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access points to each area	N/A	10/20/16: Alternate route identified.		
15	Walkway Continuing on Past Zebra Viewing Area	The walkway at the termite home display has a cross slope too steep at up to 4.1% for 45 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Accessible path for whole zoo and parking	1		replace as part of cheetah project (2018-2019)	ECVs are available with 72 hours notice

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19	Walkway Continuing on Past Zebra Viewing Area	There is a circular walkway across from the Savanna Watering Hole with the north walkway having a cross slope too steep up to 4.2% for 28 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Accessible path for whole zoo and parking	3		regrade and repave	ECVs are available with 72 hours notice
20	Walkway Continuing on Past Zebra Viewing Area	The south entrance of this circular walkway has a cross slope too steep up to 5.1% for 25 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Accessible path for whole zoo and parking	3		regrade and repave	ECVs are available with 72 hours notice
18	Walkway Continuing on Past Zebra Viewing Area	A branch from a thorny tree protrudes into walkway at giraffe viewing area.	ADAAG 307	Trim the branch to provide an 80" minimum clear head space and back to the edge of the walkway.	1	Zoo Fac. Ops. (Lowe/Krems)	Items/areas within building	Complete	10/20/16: Removed		
21	Walkway Continuing on Past Zebra Viewing Area	The Savannah Watering Hole counter is too high at 37 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops (Lowe)	Items/areas within building	2		add accesible counter	staff are trained and available to assist
17	Walkway Continuing on Past Zebra Viewing Area	The benches at the giraffe viewing area do not provide companion seating and appropriate clear ground space.	<u>Proposed</u> Outdoor Areas Standards ADAAG 1011	Bench Recommendation: Provide at least 20% but no less than two benches to provide a clear ground space of at least 30" by 48" positioned near the bench with one side adjoining the walkway. The clear ground space should have a slope no steeper than 2% in all directions. The clear ground space should not overlap the accessible route or another clear ground space. UD - Provide benches with armrests, backs, seat height between 17" AFF to 19" AFF maximum and no gaps between the seat and backrest.	2	Zoo Fac. Ops. (Lowe)	Items/areas within building	3		add accessible pad	A proposed standard at this time. Companion seating is available in the food court.
23	Walkway Continuing on Past Zebra Viewing Area	There are three picnic tables provided at the Savanna Watering Hole but none are of an accessible design.	<u>Proposed</u> Outdoor Developed Areas Guidelines ADAAG 245 & 1011	Picnic Table Recommendation: At least 20% of picnic tables, but no less than two, be of an accessible design, connected to an accessible route. Relocate or purchase two accessible picnic tables and locate them on an accessible surface.	2	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		add accessible tables	

African Savanna

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
25	Walkway Continuing on Past Zebra Viewing Area	The walkway along the river heading west toward the tram stop provides 8 picnic tables none of which are on an accessible route.	<u>Proposed</u> Outdoor Developed Areas Guidelines ADAAG 245 & 1011	Picnic Table Recommendation: At least 20% of picnic tables, but no less than two, be of an accessible design, connected to an accessible route. Relocate or purchase two accessible picnic tables and locate them on an accessible surface.	2	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		add accessible tables	
11	Zebra Viewing Area	The walkway next to the ramp to the zebra viewing area starting at the base of the ramp, has a cross slope too steep at up to 5.7% for 31 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	1		replace as part of cheetah project (2018-2019)	
7	Zebra Viewing Area	The wooden ramp to zebra viewing area platform has a running slope too steep at 11.2% for 48 feet. The ramp also does not provide handrails.	ADAAG 405.8	Provide a new ramp with a running slope no steeper than 8.3%, a cross slope no steeper than 2% and handrails on both sides that are mounted to 34" to 38" to the top of the gripping surface.	1	P&D (Cardwell) and Zoo Fac. Ops (Lowe)	Access within each area	1		replace as part of cheetah project (2018-2019)	
8	Zebra Viewing Area	The stairs to the zebra viewing platform do not provide proper handrail extensions.	ADAAG 505.10.3	Provide stair handrails extensions that are at least 12" at the top riser and one tread width at the bottom riser. The extension should return to the wall, guard or landing surface.	1	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		replace as part of cheetah project (2018-2019)	
9	Zebra Viewing Area	The handrails provided for the zebra viewing platform stairs are too large.	ADAAG 505.7	The handrails shall have a diameter of 1 1/4" to 2" for a circular handrail and for non-circular shall have a diameter of 2 1/4" and a perimeter dimension of 4" minimum to 6 1/4" maximum.	1	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		replace as part of cheetah project (2018-2019)	
10	Zebra Viewing Area	The stairs at the zebra viewing area have a nose greater than 1/2 inch.	ADAAG 504.5	Provide a curved stair nosing with a leading edge no greater than 1/2" with a 30 degree maximum angle.	1	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		replace as part of cheetah project (2018-2019)	

Appendix 2: Zoo Transition Plan

Table 3: Behind the Scenes Tour Access and Recommendations

Behind the Scenes Tour Access and Recommendations

The Behind the Scenes tours go into areas that were originally intended for employee/keepers only. Accessibility was not a part of the original design. Now that these areas have been open to the public they must be made to the greatest extent possible, accessible to the public. This will require both physical changes as in the public areas while others maybe temporary to provide access at least during that tour. See the attached list of recommendations for general tour accessibility by specific disabilities. In the registration forms, guest should be advised of the various challenges in these different areas and what can and can not be offered to provide total access. Staff should offered options of other tours to fit the desires of the guest or consider a hybrid tour that contains parts of two or more different tour packages. Also be ready for guests who may require a sign language interpreter or assistive listening device. Also consider more tactile experiences for all guest but especially those with low vision. The main issues at these sites are abrupt transitions too high, not providing a proper curb ramp, slopes too steep, strong odors, gaps too wide, surfaces in poor condition, walkways too narrow, areas that are very noisy, and steps into areas. **Please Note:** When a **UD** is indicated, this is a Universal Design (**UD**) recommendation to enhance accessibility. The **UD** recommendation is not required to meet the minimum accessibility standards but it would be encouraged. If used in this report, the letters, **AFF** stand for above finished floor

The report uses the 2010 Americans with Disabilities Act Accessibility Guidelines (ADAAG). This guideline can be downloaded from the Access Board website at www.access-board.gov.

The Cleveland Zoo is part of a local government which requires compliance with Title II of the Americans with Disabilities Act (ADA). Changes to the park district would allow for equal opportunity to participate in programs and activities, effective communication, and program accessibility. Access of programs and activities can be achieved by removal of physical barriers, modification of policies, practices and procedures that discriminate against a person with a disability and relocation to an accessibility facility. In existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information.

PLEASE NOTE: Any references for Outdoor Developed Areas is presently not approved by the Department of Justice. However, it would be recommended to follow these standards as "Best Practices" at this point in time. In addition, in existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information. ADAAG 206.2 requires that at least one accessible route be provided within the boundary of the site. The reports provide comments on all routes that when upgrades are made in the future modifications can be made to correct the access barrier or in some cases modify to the greatest extent possible.

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
1	Hospital	The side door used for behind the scenes tours has a threshold too high of 1 inch.	ADAAG 404.2.5	Provide a threshold at the doorway that is no more than 1/2 inches high and beveled at a 1:2 slope.	1	Zoo Fac. Ops (Lowe)	item/area within building	2		replace threshold	staff are available to assist
3	Rhino	The rhino behind the scenes area has areas of strong odors and also sounds that echo. Provide this information to guests who are interested in this tour but should be advised of these situations.									
4	Rhino	The behind the scenes entrance into the Rhino area has an abrupt transition of 1 1/4 inch.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	item/area within building	1		grind down or replace	
5	Rhino	The behind the scenes entrance into the Rhino area walkway to the entrance that has a running slope too steep at up to 10.1%.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and a cross slope no greater than 2%. Option: Until that time, provide a portable ramp system that meets the requirements of ADAAG 405 for ramps as needed.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	ECVs are available with 72 hours notice and staff are available to assist

Behind the Scenes Tour Access and Recommendations

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
6	Rhino	The concrete area inside the rhino house used for behind the scenes has a cross slope of 3.0%.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%. Consider at least a short route to this area for a person using a wheelchair.	1	P&D	access within each area	2		evaluate a solution	ECVs are available with 72 hours notice and staff are available to assist
7	Rhino	The route used for the Rhino behind the scenes has protruding objects.	ADAAG 307	Provide permanent or initially some temporary cane detectable barrier below 27 inches and the width of the protruding object.	1	Zoo Fac. Ops (Lowe)	item/area within building	1		evaluate a solution	ECVs are available with 72 hours notice and staff are available to assist

Behind the Scenes Tour Access and Recommendations

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
8	Seals	The seals behind the scenes area has areas of strong odors such as fish. Provide this information to guests who are interested in this tour but should be advised of these situations.									
9	Seals	The asphalt entrance are to the Sea Lions has a running slope of 9.8% at entry because of drain.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and a cross slope no greater than 2%. Option: Until that time, provide a portable ramp system that meets the requirements of ADAAG 405 for ramps as needed.	1	P&D (Cardwell)	access points to each area	4		regrade and repave	ECVs are available with 72 hours notice and staff are available to assist
10	Seals	The back door to Sea Lion housing used for behind the scenes has a threshold of 1 inch.	ADAAG 404.2.5	Provide a threshold at the doorway that is no more than 1/2 inches high and beveled at a 1:2 slope.	1	Zoo Fac. Ops (Lowe)	item/area within building	1		replace threshold	
11	Seals	The floor grate opening is too wide at 3/4 inch.	ADAAG 302.3	Replace the present grate with a grate cover that has openings no greater than 1/2 inches.	1	Zoo Fac. Ops (Lowe)	item/area within building	1		replace grate	
12	Camel Barn	The camel behind the scenes area has a narrow walkway and a tight area for turning around. Advise guests using mobility devices of these narrow walkways and tight turning spaces.									
13	Camel Barn	The walkway used for Camel Barn behind the scenes has concrete that is broken and creates gaps too wide at over 1 inch.	ADAAG 403.1	Remove and replace with a surface that is firm and stable with a running slope no steeper than 5% and a cross slope not steeper than 2%, a minimum clear width of 36 inches and gaps no wider than 1/2 inches and no deeper than 1/2 inches.	1	Zoo Fac. Ops (Lowe)	item/area within building/area	Complete	New slab poured.	confirm the location	
14	Camel Barn	The route used for the Camel Barn behind the scenes has an abrupt transition of 1 inch out to the yard area.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition. Option: Provide a temporary surface that comes up flush with this transition and out to the yard.	1	Zoo Fac. Ops (Lowe)	item/area within building	1		fill gap	
15	Camel Barn	A wooden cover for over trough creates an abrupt transition of 1 inch.	ADAAG 303	Provide a new cover that is no more than 1/2 inches high and beveled at a 1:2 slope. Provide more of these covers to more of the trough areas.	1	Zoo Fac. Ops (Lowe)	item/area within building	1		rebuild bridge cover	
17	Giraffe Barn	At the entrance of the giraffe barn where asphalt meets concrete apron there is an abrupt transition too high of 1 1/4 inch.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	item/area within building	1		grind down	

Behind the Scenes Tour Access and Recommendations

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
18	Koala	The stairs used for the outside Koala area do not provide handrails.	ADAAG 504.6	Provide handrails on both sides of the stairs that are, continuous on the inside, between 34 inches to 38 inches to the top of the railing above the stair nosing, have an outside diameter of between 1 1/4 inches to 2 inches, have handrails extensions, provide clear space of 1 1/2 inches and comply with ADAAG 505.	1	Zoo Fac. Ops (Lowe)	item/area within building/area	4		add handrails	staff are available to assist
19	Koala	The walkway is only 32 inch wide.	ADAAG 403.5.1	If possible, provide a clear accessible route that is 36 inches wide but can narrow down to 32 inches but for no more that 24 inches. Option: Provide something that can fill in the trough and be level with the walkway to provide a minimum 36 inches width for the walkway as needed.	1	P&D (Cardwell)	Access within each area	4		remodel stairs	staff are available to assist
20	Koala	The cross slope of this walkway is too steep at 3.8%.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	4		regrade and repave	ECVs are available with 72 hours notice and staff are available to assist
21	Koala	There is an abrupt transition that is too high at 1 inch where the asphalt meets concrete apron at back entrance to Koala Building. The asphalt surface is in poor condition.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition. It would be recommend to replace this surface and provide smooth transitions near the back entrance.	1	Zoo Fac. Ops (Lowe)	item/area within building/area	1		grind down	
22	Kangaroos	The behind the scenes entrance for Kangaroos has an abrupt transition of 3/4 inch where concrete apron meets the asphalt.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	item/area within building	1		grind down	
23	Tortoise yard	There is no accessible route to the Tortoise yard gate for 22 feet.	ADAAG 403	Provide a new accessible route with a running slope no steeper than 5% and a cross slope no steeper than 2% and a minimum clear width of 36 inches. Option: Consider providing an temporary accessible surface such as a Mobi-Mat.	1	P&D (Cardwell)	access points to each area	3		Mobi-mat	staff are available to assist

Behind the Scenes Tour Access and Recommendations

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
24	Tortoise yard	There is no accessible route inside the yard for 130 feet to back shelter area.	ADAAG 403	Provide a new accessible route with a running slope no steeper than 5% and a cross slope no steeper than 2% and a minimum clear width of 36 inches. Option: Consider providing an temporary accessible surface such as a Mobi-Mat.	1	P&D (Cardwell)	access points to each area	3		Mobi-mat	staff are available to assist
25	Australia Adventure Theater	The walkway used for behind the scenes has a running slope too steep at up to 11.4%.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be possible. Follow ADAAG 405 for ramps if necessary. Option: Until that time, provide a portable ramp system that meets the requirements of ADAAG 405 for ramps as needed.	1	P&D (Cardwell)	access within each area	3		regrade and repave	ECVs are available with 72 hours notice and staff are available to assist
26	Australia Adventure Theater	The running slope up to the back stage is of 7.5% for 11 feet.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be possible. Follow ADAAG 405 for ramps if necessary. Option: Until that time, provide a portable ramp system that meets the requirements of ADAAG 405 for ramps as needed.	1	P&D (Cardwell)	Access within each area	3		regrade and repave	ECVs are available with 72 hours notice and staff are available to assist
27	Australia Adventure Theater	The cross slope at the drain is too steep at 3.2% for 9 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	3		regrade and repave	ECVs are available with 72 hours notice and staff are available to assist
28	Australia Adventure Theater	The grate has openings to wide at 1 1/4 inch.	ADAAG 302.3	Replace the present grate with a grate cover that has openings no greater than 1/2 inches.	1	Zoo Fac. Ops (Lowe)	item/area within building	1		replace the grate	
29	Australia Adventure Theater	The surface of arena is not an accessible material.	ADAAG 302	Provide a surface that is firm, stable and slip resistant and not more than 2% in all directions. Option: Consider providing an temporary accessible surface such as a Mobi-Mat.	2	Zoo Fac. Ops (Lowe)	item/area within building	3		Mobi-mat	ECVs are available with 72 hours notice and staff are available to assist

Behind the Scenes Tour Access and Recommendations

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
30	Australia Adventure Theater	The abrupt transition at the entrance and the stage is too high at 2 1/2 inches.	ADAAG 303	Reset the wood surface or provide a short ramp that provides access of the stage area.	1	Zoo Fac. Ops (Lowe)	item/area within building/area	1		create a short ramp	
31	Elephant	The elephants behind the scenes area has areas of strong odors of hay and is also very dusty. Provide this information to guests who are interested in this tour but should be advised of these situations.									
32	Elephant	The abrupt transitional the metal into the yard is too high at 1 inch.	ADAAG 303	Replace section of floor surface at the metal plate to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	item/area within building	2		grind down	staff are available to assist
33	Elephant	The cross slope is too steep at up to 6% along side to yard	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D	Access within each area	3		regrade and repave	ECVs are available with 72 hours notice and staff are available to assist
35	Elephant	There is an abrupt transition of 1 inch at door to area by the animals used for visits.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	item/area within building	1		grind down	
37	Elephant	The door threshold is too high at 1 1/4 inch.	ADAAG 404.2.5	Provide a threshold at the doorway that is no more than 1/2 inches high and beveled at a 1:2 slope.	1	Zoo Fac. Ops (Lowe)	item/area within building	1		replace threshold	

Behind the Scenes Tour Access and Recommendations

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
38	Rainforest/ Amphibian and Reptile	The Rainforest/Amphibian and Reptile behind the scenes area has areas of strong odors. Provide this information to guests who are interested in this tour but should be advised of these situations.									
39	Rainforest/ Amphibian and Reptile	Some the rooms have a single step for getting into them.	ADAAG 405	Provide two portable ramp that can be used on both sides of the step and provide access to a guest that can not step over this area or is using some type of mobility aid.	1	Zoo Fac. Ops (Lowe)	item/area within building	4		remodel doors to eliminate step	staff are available to assist
40	Rainforest/ Amphibian and Reptile	The cat area has a running slope too steep at up to 10% on west side.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be possible. Follow ADAAG 405 for ramps if necessary. Option: Until that time, provide a portable ramp system that meets the requirements of ADAAG 405 for ramps as needed.	1	P&D	Access within each area	4		remodel	ECVs are available with 72 hours notice and staff are available to assist
41	Rainforest/ Amphibian and Reptile	The north ramp has a running slope of 9.2%	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be possible. Follow ADAAG 405 for ramps if necessary. Option: Until that time, provide a portable ramp system that meets the requirements of ADAAG 405 for ramps as needed.	1	P&D	Access within each area	4		remodel	ECVs are available with 72 hours notice and staff are available to assist
42	Anteater	The door is too narrow at 22 inches.	ADAAG 404.2.3	If possible, widen the door clear opening to provide a minimum 32" clear opening with the door at a 90 degree angle. Because of the design of the door and the exhibit this may not be possible.	1	Zoo Fac. Ops (Lowe)	item/area within building	4		remodel door	staff are available to assist
43	Anteater	The walkway is only 33 inches wide.	ADAAG 403.1	Provide a surface that is firm and stable with a running slope no steeper than 5% and a cross slope not steeper than 2%, a minimum clear width of 36 inches and gaps no wider than 1/2 inches and no deeper than 1/2 inches.	1	Zoo Fac. Ops (Lowe)	item/area within building/area	4		remodel	staff are available to assist

Appendix 2: Zoo Transition Plan

Table 4: Circle Of Wildlife

Circle of Wildlife

The main issues at this **Circle of Wildlife** are . **Please Note:** When a **UD** is indicated, this is a Universal Design (**UD**) recommendation to enhance accessibility. The **UD** recommendation is not required to meet the minimum accessibility standards but it would be encouraged. If used in this report, the letters, **AFF** stand for above finished floor

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
24	Circle of Wildlife Exhibit	The Circle of Wildlife Exhibit walkway from the path near the tee pee around the curve to the nest has a running slope of 10.2% for 43 feet.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be possible. Follow ADAAG 405 for ramps if necessary.	1	P&D (Cardwell)	Access within each area	3		regrade entire area	ECVs are available with 72 hours notice
25	Circle of Wildlife Exhibit	This same path has a cross slope up to 5.1% to middle of pond for 41 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	3		regrade entire area	ECVs are available with 72 hours notice
26	Circle of Wildlife Exhibit	The path heading up to the vine arbors has a running slope up to 8.4% for 40 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Access within each area	3		regrade entire area	ECVs are available with 72 hours notice

Circle of Wildlife

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
32	Circle of Wildlife Exhibit	The main walkway connecting the Circle of Wildlife to the Waterfowl Lake and Wade Hall has a running slope up to 9.6% for 56 feet at the intersection.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be possible. Follow ADAAG 405 for ramps if necessary.	1	P&D (Cardwell)	Access points to each area	2		evaluate the solution	ECVs are available with 72 hours notice
27	Circle of Wildlife Exhibit	The path through the vine arbors has a running slope too steep up to 6.7% and cross slope of 5.6% for 16 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	3		regrade entire area	ECVs are available with 72 hours notice
28	Circle of Wildlife Exhibit	The path from beaver home to stumps has a cross slope too steep up to 4.5% for 13 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	3		regrade entire area	ECVs are available with 72 hours notice
30	Circle of Wildlife Exhibit	The path just to the left of the entrance plaza along the edget of the water feature has a cross slope too steep at up to 3.8% for 13 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	3		regrade entire area	ECVs are available with 72 hours notice
1	Circle of Wildlife Plaza	The drain area near the pavilion and restrooms has a cross slope too steep at up to 3.2%.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	N/A	alternative route around identified 10/22/16		
2	Circle of Wildlife Plaza	The grate near the pavilion and the restrooms has openings that are too wide.	ADAAG 302.3	Replace the present grate with a grate cover that has openings no greater than 1/2".	1	Zoo Fac. Ops (Lowe)	item/areas within building/area	1		replace the grate	
12	Family (Next to the Men's)	The family restroom toilet height is mounted too low at 15 1/2 inches AFF.	ADAAG 604.4	Provide a toilet with height at 17" to 19" to the top of the toilet seat.	3	Zoo Fac. Ops (Lowe)	items/areas within building	1		replace toilet	
13	Family (Next to the Men's)	The family restroom toilet is mounted too far from the wall at 19 1/2 inches centerline.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with a offset drain to provide a centerline 16" to 18" from the wall.	3	Zoo Fac. Ops (Lowe)	items/areas within building	1		build out the sidewall	

Circle of Wildlife

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
14	Family (Next to the Men's)	The family restroom toilet paper dispenser is mounted too close to toilet.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15", no higher than 48" AFF and a centerline of the dispenser that is a minimum of 7" to a maximum of 9" in front of the toilet. Do no	3	Zoo Fac. Ops (Lowe)	items/areas within building	1		move the dispenser	
15	Family (Next to the Men's)	The family restroom trash can is in clear floor space.	ADAAG 305 or ADAAG 606.2	Move the trash can to provide a clear floor space of a minimum of 30" wide and 48" long at each element. Train janitorial staff to keep trash cans out of the clear floor space as a part of your policy and procedures.	4	Zoo Fac. Ops (Lowe)	items/areas within building	Complete	June 2016 - trash can has been moved		
11	Family (Next to the Men's)	The family restroom signage is not of an accessible design.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48" minimum from the baseline of the lowest tactile character to 60" maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Searles); Marketing (VisCom)	items/areas within building	Complete	June 2016 - signage has been changed		
18	Family (Next to Women's)	The family restroom toilet is mounted too far from the wall at 22 inches centerline.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with a offset drain to provide a centerline 16" to 18" from the wall.	3	Zoo Fac. Ops (Lowe)	items/areas within building	1		build out the side wall	
19	Family (Next to Women's)	The family restroom toilet height is mounted too low at 15 inches AFF.	ADAAG 604.4	Provide a toilet with height at 17" to 19" to the top of the toilet seat.	3	Zoo Fac. Ops (Lowe)	items/areas within building	1		replace toilet	
20	Family (Next to Women's)	The family restroom trash can in clear floor space.	ADAAG 305 or ADAAG 606.2	Move the trash can to provide a clear floor space of a minimum of 30" wide and 48" long at each element. Train janitorial staff to keep trash cans out of the clear floor space as a part of your policy and procedures.	3	Zoo Fac. Ops (Lowe)	items/areas within building	Complete	June 2016 - trash can has been moved		

Circle of Wildlife

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
21	Family (Next to Women's)	The family restroom toilet paper dispenser is too close to toilet.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15", no higher than 48" AFF and a centerline of the dispenser that is a minimum of 7" to a maximum of 9" in front of the toilet. Do not mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops (Lowe)	items/areas within building	1		move the dispenser	
17	Family (Next to Women's)	The family restroom signage is not of an accessible design.	ADAAG 216.2 & ADAAG 703	The permanent room sign should be mounted on the wall at the latch side of the door at 48" minimum from the baseline of the lowest tactile character to 60" maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Searles); Marketing (VisCom)	items/areas within building	Complete	June 2016 - signage has been changed		
22	Family (Next to Women's)	The family restroom tampon disposal is too far from the toilet.	ADAAG 308	Relocate the feminine napkin disposal to be no more than 9" maximum in front of the toilet if mounted on the sidewall or no more than 20" from the toilet if mounted on the back wall. The tampon trash can should be mounted no higher than 48" on either wall.	3	Zoo Fac. Ops (Lowe)	items/areas within building	1		move the dispenser	
23	If possible make all the corrects and bring them up to accessibility standards. At a minimum provide at least one accessible route to different features such as the vine arbors, and pond.										
9	Men's restroom	The men's restroom toilet paper dispenser is too close to toilet.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15", no higher than 48" AFF and a centerline of the dispenser that is a minimum of 7" to a maximum of 9" in front of the toilet. Do not mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops (Lowe)	items/areas within building	1		move the dispenser	

Circle of Wildlife

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
8	Men's restroom	The men's restroom signage is not of an accessible design.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48" minimum from the baseline of the lowest tactile character to 60" maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Searles); Marketing (VisCom)	items/areas within building	1	not complete		
33	Side walkway.	Running slope is 6.5%	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	N/A	an alternative route around was identified 10/22/16		
34	Side walkway.	Cross slope at top near road at 9.1 for 13ft	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	N/A	an alternative route around was identified 10/22/16		
36	Walkway back of new construction	Running slope of 12.4% for 75 ft in front of bench	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and a cross slope no greater than 2%.	1	P&D (Cardwell)	access points to each area	2		evaluate a solution	ECVs are available with 72 hours notice
37	Walkway back of new construction	Cross slope is 8% starting just before crack and going down 45 ft	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	access points to each area	2		evaluate a solution	ECVs are available with 72 hours notice
38	Walkway back of new construction	Running slope start of path at tram stop of 13.5% for 72ft.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and a cross slope no greater than 2%.	1	P&D (Cardwell)	access points to each area	2		evaluate a solution	ECVs are available with 72 hours notice
35	Walkway back of new construction	Cross slope is 9.8% for 27 ft	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	access points to each area	2		evaluate a solution	ECVs are available with 72 hours notice

Circle of Wildlife

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
39	Walkway back of new construction	Benches along walkway west of elephants have benches that are not on an accessible route and have no companion seating	<u>Proposed</u> Outdoor Areas Standards ADAAG 1011	Bench Recommendation: Provide at least 20% but no less than two benches to provide a clear ground space of at least 30" by 48" positioned near the bench with one side adjoining the walkway. The clear ground space should have a slope no steeper than 2% in all directions. The clear ground space should not overlap the accessible route or another clear ground space. UD - Provide benches with armrests, backs, seat height between 17" AFF to 19" AFF maximum and no gaps between the seat and backrest.	2	Zoo Fac. Ops (Lowe)	items/areas within building	2		add concrete pad for companion seating	A proposed standard at this time. Companion seating is available at 4D theater.
4	Women's restroom	The women's restroom signage is not of an accessible design.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48" minimum from the baseline of the lowest tactile character to 60" maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Searles); Marketing (VisCom)	item/areas within building	1	not complete		
5	Women's restroom	The women's restroom accessible stall toilet paper dispenser is too close to toilet.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15", no higher than 48" AFF and a centerline of the dispenser that is a minimum of 7" to a maximum of 9" in front of the toilet. Do no mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops (Lowe)	items/areas within building	1		move dispenser	
6	Women's restroom	The women's restroom accessible stall tampon disposal is too far from the toilet.	ADAAG 308	Relocate the feminine napkin disposal to be no more than 9" maximum in front of the toilet if mounted on the sidewall or no more than 20" from the toilet if mounted on the back wall. The tampon trash can should be mounted no higher than 48" on either wall.	3	Zoo Fac. Ops (Lowe)	items/areas within building	1		move dispenser	

Appendix 2: Zoo Transition Plan

Table 5: Australian Adventure

Australian Adventure

The main issues at this Australian Adventure are abrupt transitions are too high, door opening force is too high, not providing captioning at videos, elements outside of reach ranges, counters too high, signage not of an accessible design or in the correct location, various elements in the restrooms that are too high or mounted in the wrong locations, slopes too steep, benches that do not provide companion seating, ramps too steep or not provided, not providing a view at an accessible height, gaps too wide, benches that do not provide companion seating, tables that are not of an accessible design, not providing accessible surfaces on walkways or on the playgrounds, no providing proper access to elevated play components, no accessible surfaces at the statues, no access to the sand box, and no companion seating at the Theater area. **Please Note:** When a **UD** is indicated, this is a Universal Design (**UD**) recommendation to enhance accessibility. The **UD** recommendation is not required to meet the minimum accessibility standards but it would be encouraged. If used in this report, the letters, **AFF** stand for above finished floor

The report uses the 2010 Americans with Disabilities Act Accessibility Guidelines (ADAAG). This guideline can be down loaded from the Access Board website at www.access-board.gov.

The Cleveland Zoo is part of a local government which requires compliance with Title II of the Americans with Disabilities Act (ADA). Changes to the park district would allow for equal opportunity to participate in programs and activities, effective communication, and program accessibility. Access of programs and activities can be achieved by removal of physical barriers, modification of policies, practices and procedures that discriminate against a person with a disability and relocation to an accessibility facility. In existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information.

PLEASE NOTE: Any references for Outdoor Developed Areas is presently not approved by the Department of Justice. However, it would be recommended to follow these standards as "Best Practices" at this point in time. In addition, in existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information. ADAAG 206.2 requires that at least one accessible route be provided within the boundary of the site. The reports provide comments on all routes that when upgrades are made in the future modifications can be made to correct the access barrier or in some cases modify to the greatest extent possible.

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
57	Australian Adventure Exhibit Entrance	The walkway to the metal gates leaving kangaroo yard has a running slope too steep up to 7.8% for 22 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Access point to each area	2		regrade and repave	ECVs are available with 72 hours notice
61	Australian Adventure Exhibit Entrance	The first metal bench to the right of the stairs is not on an accessible route and does not provide companion seating.	<u>Proposed</u> Outdoor Areas Standards ADAAG 1011	Bench Recommendation: Provide at least 20% but no less than two benches to provide a clear ground space of at least 30 inches by 48 inches positioned near the bench with one side adjoining the walkway. The clear ground space should have a slope no steeper than 2% in all directions. The clear ground space should not overlap the accessible route or another clear ground space. UD - Provide benches with armrests, backs, seat height between 17 inches AFF to 19 inches AFF maximum and no gaps between the seat and backrest.	2	Zoo Fac. Ops. (Lowe)	Access point to each area	1		remove	

Australian Adventure

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
60	Australian Adventure Exhibit Entrance	The walkway in front of bench has a cross slope too steep up to 3.1% for 13 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		remove as part of project to create an accessible ramp to ranch house	ECVs are available with 72 hours notice
62	Australian Adventure Exhibit Entrance	The walkway at the first curve has a running slope too steep up to 9.1% for 47 feet.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be possible. Follow ADAAG 405 for ramps if necessary.	1	P&D (Cardwell)	Access within each area	2		provide alternative route through deck ramp to Ranch House	ECVs are available with 72 hours notice
64	Australian Adventure Exhibit Entrance	The walkway from the plaza area to the nearby tree house entrance has a running slope up to 8.2% for 42 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and a cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Access within each area	2		provide alternative route through deck ramp to Ranch House	ECVs are available with 72 hours notice
65	Australian Adventure Exhibit Entrance	Where the walkways intersect around the curve to building there is a cross slope too steep up to 7.1%.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		provide alternative route through deck ramp to Ranch House	ECVs are available with 72 hours notice
66	Australian Adventure Exhibit Entrance	The curve heading to the Plantation House just before the walkways intersect has a running slope too steep at up to 10.2% for 6 feet.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be	1	P&D (Cardwell)	Access within each area	2		provide alternative route through deck ramp to Ranch House	ECVs are available with 72 hours notice
67	Australian Adventure Exhibit Entrance	The walkway heading to the buildings and where the walkway to the stairs intersects has a cross slope too steep up to 4.5% for 10 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		provide alternative route through deck ramp to Ranch House	ECVs are available with 72 hours notice
73	Australian Adventure Exhibit Entrance	The walkway leaving the building up to the rubberized surface has a running slope too steep up to 8.4% for 21 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and a cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Access within each area	3		regrade and repave	an alternative route to the site exists

Australian Adventure

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
55	Australian Adventure Exhibit Entrance	The walkway surface is pitted and needs to be resurfaced.	ADAAG 302	Provide a surface that is firm, stable and slip resistant and not more than 2% in all directions.	1	Zoo Fac. Ops. (Lowe)	Access within each area	2		regrade and repave	ECVs are available with 72 hours notice
56	Australian Adventure Exhibit Entrance	Decorative tire tracks added to the walkway create a 3/4 inches abrupt transition.	ADAAG 303	Replace section of sidewalk to provide a smooth transition, or modify to reduce the transition height	1	Zoo Fac. Ops. (Lowe)	Access within each area	1		grind down and fill	
68	Australian Adventure Exhibit Entrance	A 3/4 inch abrupt transition is at the location where the walkway and porch meet.	ADAAG 303	Replace section of sidewalk to provide a smooth transition or modify to reduce the transition height	1	Zoo Fac. Ops. (Lowe)	Access within each area	1		grind down	
63	Australian Adventure Exhibit Entrance	The benches provided along this route are just off the walkway and do not provide companion seating.	<u>Proposed</u> Outdoor Areas Standards ADAAG 1011	Bench Recommendation: Provide at least 20% but no less than two benches to provide a clear ground space of at least 30 inches by 48 inches positioned near the bench with one side adjoining the walkway. The clear ground space should have a slope no steeper than 2% in all directions. The clear ground space should not overlap the accessible route or another clear ground space. UD - Provide benches with armrests, backs, seat height between 17 inches AFF to 19 inches AFF maximum and no gaps between the seat and backrest.	2	Zoo Fac. Ops. (Lowe)	Access within each area	2		remove or add concrete pad	A proposed standard at this time.
54	Australian Adventure Exhibit Entrance	Only one viewer is located at the walkway but it does not provide a wheelchair height viewer.	<u>Proposed</u> ADAAG 1011.2.1 and ADAAG 1011.8	Provide another viewing scope eye pieces that are mounted 42 inches minimum and 51 inches maximum AFF.	2	Zoo Fac. Ops. (Lowe)	Items/areas within area: program	1		move accessible viewer to walkway	
72	Australian Adventure Exhibit Entrance	The stairs leading down to the Café do not provide handrails on both sides.	ADAAG 504.6	Provide handrails on both sides of the stairs that are, continuous on the inside, between 34 inches to 38 inches to the top of the railing above the stair nosing, have an outside diameter of between 1 1/4 inches to 2 inches, have handrails extensions, provide clear space of 1 1/2 inches and comply with ADAAG 505.	1	Zoo Fac. Ops. (Lowe)	Items/areas within building	Complete	Nov 2020 - Handrail Added.	add handrails; plus add signage indicating accessible route	an alternative route to the site exists

Australian Adventure

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
71	Australian Adventure Exhibit Entrance	The 8 tables on the porch are not accessible design.	ADAAG 226 & ADAAG 902	Provide at least 5% of the tables but not less than one, with a minimum knee clearance of 27 inches AFF, 17 inches to 25 inches knee and toe clearance and located on the shortest accessible route. UD - Purchase only tables that provide the proper accessibility dimensions.	2	Zoo Fac. Ops. (Lowe/Savona)	Items/areas within building	1		add 1 accessible table	
59	Australian Adventure Exhibit Entrance	The stairs up to the Plantation House have a nose greater than 1/2 inch.	ADAAG 504.5	Provide a curved stair nosing with a leading edge no greater than 1/2 inches with a 30 degree maximum angle.	1	Zoo Fac. Ops. (Lowe)	Items/areas within building/area	1		provide alternative route through deck ramp to Ranch House	
70	Australian Adventure Exhibit Entrance	The video shown in Plantation House does not provide captioning.	Everyone's Welcome: The Americans with Disabilities Act and Museums - Accessible Facilities and Exhibits	Caption Recommendation: For the captioning, provide an accessible typeface such as Helvetica, Arial, Univers or Futura for Sans Serif or New Century Schoolbook, Times Roman or Palatine which is Simple Serif. Provide a type face that is at least 18 points or large and is provided on a contrasting background of at least 70%.	2	Zoo Ed. (Searles)	Items/areas within building: program	1		add open captioning	
122	Ballarat Theater	Walkway along camel ride area toward playground has a running slope too steep up to 7.9% for 38 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	ECVs are available with 72 hours notice
124	Ballarat Theater	Same walkway has a cross slope too steep at up to 5.1% for 23 feet. This area includes two red slabs and part of asphalt.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	ECVs are available with 72 hours notice
121	Ballarat Theater	No accessible route is provided to the camel ride platform.	ADAAG 405.8	Provide a new ramp with a running slope no steeper than 8.3%, a cross slope no steeper than 2% and handrails on both sides that are mounted to 34 inches to 38 inches to the top of the gripping surface.	1	Vendor	Access within each area	2		regrade and repave	ECVs are available with 72 hours notice
123	Ballarat Theater	There is a gap to wide at 1 inches where the asphalt and red surface meet.	ADAAG 302.3	Fill in or replace section of sidewalk to provide a flush transition or an opening no greater than 1/2 inch.	1	Zoo Fac. Ops. (Lowe)	Access within each area	1		grind down	
125	Ballarat Theater	At the dingo viewing area where the red concrete apron meets asphalt there is a gap too wide of 3/4 inch.	ADAAG 302.3	Fill in or replace section of sidewalk to provide a flush transition or an opening no greater than 1/2 inch.	1	Zoo Fac. Ops. (Lowe)	Access within each area	1		fill gap	

Australian Adventure

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
120	Ballarat Theater	The Ballarat Theater does not provide companion seating.	ADAAG 221.2.1 & 802.1	Provide the appropriate number of wheelchair spaces (30 inches X 48 inches space) per total number of seats with a slope of 2% in all directions. Connect this wheelchair space to the accessible route.	1	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		remove center seating to provide wheelchair space	
119	Ballarat Theater	The walkway to Ballarat Theater has a running slope too steep up to 12.4 % but the other entrance is accessible.	ADAAG 216.3 & ADAAG 703.5	Because the other side is accessible provide a sign at the inaccessible entrance with a directional arrow that provides a contrast of color, at least 2 inches lettering and is mounted between 70 inches AFF to 120 inches AFF to the visual characters to direct guest to this entrance.	4	P&D (Cardwell)	Items/areas within building: program (just need sign)	4		alternative route identified	an alternative route to the site exists and ECVs are available with 72 hours notice
92	Contact Yard	No accessible route provided to the bronze statue of a dog and a girl.	ADAAG 403	Provide a new accessible route with a running slope no steeper than 5% and a cross slope no steeper than 2% and a minimum clear width of 36 inches.	3	Zoo Ed. (Searles)	Access point to each area	1		relocate statues	
83	Contact Yard	The walkway to Matilda's Grill, restrooms and contact yard passing the Kangaroo rubberized surface has a cross slope too steep up to 4.7% for 50 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		add handrails	ECVs are available with 72 hours notice
84	Contact Yard	The gated walkway into contact yard has a cross slope up to 5.3% for 32 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	ECVs are available with 72 hours notice
94	Contact Yard	The walkway to the additional seating area has a cross slope too steep up to 4.1% for 39 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	ECVs are available with 72 hours notice
96	Contact Yard	The walkway to restroom from counter rounding the corner has a cross slope too steep up to 3.6% for 14 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	ECVs are available with 72 hours notice
85	Contact Yard	From the gated walkway into the contact yard there is also a drop-off to surface of 3 inches.	ADAAG 406	Additional surface could be brought in to make it flush with the walkway. Otherwise, provide a curb ramp with a running slope no steeper than 8.3% and a cross slope no steeper than 2% and a smooth transition to the contact yard surface.	1	Zoo Fac. Ops. (Lowe/Lomax)	Access within each area	Complete	Nov 2020 - flush with walkway.	fill with dirt substrate	
98	Contact Yard	There is an abrupt transition of 3/4 inch at entrance to restrooms where walkway and concrete meet.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops. (Lowe)	Access within each area	1		grind down	

Australian Adventure

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
90	Contact Yard	Seven tables provided at Matilda's Grill are not of an accessible design.	ADAAG 226 & ADAAG 902	Provide at least 5% of the tables but not less than one, with a minimum knee clearance of 27 inches AFF, 17 inches to 25 inches knee and toe clearance and located on the shortest accessible route. UD - Purchase only tables that provide the proper accessibility dimensions.	2	Zoo Fac. Ops. (Lowe/Savona)	Items/areas within building	Complete	Nov 2020 - New accessible tables added.	add accessible seating	
91	Contact Yard	Another counter is provided but it is too high at 37 1/4 inches.	ADAAG 904.3.3	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		add an accessible counter	
95	Contact Yard	The benches in this area do not provide companion seating	<u>Proposed</u> Outdoor Areas Standards ADAAG 1011	Bench Recommendation: Provide at least 20% but no less than two benches to provide a clear ground space of at least 30 inches by 48 inches positioned near the bench with one side adjoining the walkway. The clear ground space should have a slope no steeper than 2% in all directions. The clear ground space should not overlap the accessible route or another clear ground space. UD - Provide benches with armrests, backs, seat height between 17 inches AFF to 19 inches AFF maximum and no gaps between the seat and backrest.	2	Zoo Fac. Ops. (Lowe)	Items/areas within building/area	1		add accessible seating	
86	Contact Yard	The sinks at the hand wash station do not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops. (Lowe)	Items/areas within building/area	1		add pipe wrap	
87	Contact Yard	The paper towel dispenser at the hand wash station is too high at 55 1/2 inches AFF.	ADAAG 308	Remount the paper towel dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building/area	Complete	4/27/17: Lowered dispenser		

Australian Adventure

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
88	Contact Yard	The soap dispenser at hand wash station is too high at 51 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building/area	Complete	4/27/17: Lowered dispenser		
97	Contact Yard	The wheelchair height drinking fountain is too low at 22 1/2 inches AFF.	ADAAG 211 & ADAAG 602	Provide two individual drinking fountain or a single hi-lo drinking fountain that provides a wheelchair accessible fountain with a spout at 36 inches maximum and a standing drinking fountain with a height between 38 inches minimum and 43 inches maximum. The toe clearance should be a minimum of 9 inches. The water flow should be at least 4 inches high and located within 5 inches from the front of the drinking fountain.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building/area	1		exchange for hi-lo	
89	Contact Yard	The counter at Matilda's Grill is too high at 40 1/4 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		see #91 for solution	
27	Family Restroom	The Family restroom threshold is too high at 1 inch.	ADAAG 404.2.5	Provide a threshold at the doorway that is no more than 1/2 inches high and beveled at a 1:2 slope.	1	Zoo Fac. Ops. (Lowe)	Items/areas within building	Complete	Nov 2020 - Threshold replaced.	change threshold	
29	Family Restroom	The Family restroom paper towel dispenser is mounted too high at 55 inches AFF.	ADAAG 308	Remount the paper towel dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		move dispenser	
30	Family Restroom	The Family restroom sink does not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		add pipe wrap	
32	Family Restroom	The Family restroom trash can is located in the clear floor space of the baby changing table.	ADAAG 305 or ADAAG 606.2	Move the trash can to provide a clear floor space of a minimum of 30 inches wide and 48 inches long at each element. Train janitorial staff to keep trash cans out of the clear floor space as a part of your policy and procedures.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	Complete	2015: trash can has been moved		

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
31	Family Restroom	The Family restroom mirror is mounted too high at 51 1/2 inches.	ADAAG 603.3	Lower the mirror above the sink or countertop to be no higher than 40 inches to the reflective surface. Mirrors not mounted above the sink or a counter top should be mounted no higher than 35 inches to the reflective surface. UD - A full-length mirror would be a recommended option.	4	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		add a full length mirror	
28	Family Restroom	The Family restroom signage is mounted on the door and is not of an accessible design.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48 inches minimum from the baseline of the lowest tactile character to 60 inches maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Viscom)	Items/areas within building	Complete	2016: signage replaced		
21	Jackaroo Men's Restroom	The men's restroom sink has a knee clearance of only 25 1/2 inches.	ADAAG 606	Remount the sink to provide a minimum 27 inches knee clearance and a rim height of no higher than 34 inches AFF.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		remount sink	
22	Jackaroo Men's Restroom	The men's restroom soap dispenser is mounted too high at 59 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		move dispenser	
24	Jackaroo Men's Restroom	The men's restroom stall is not a self closing door.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	Complete	Nov 2020 - replaced hinges.	add self-closing hinges	
20	Jackaroo Men's Restroom	The men's restroom signage is not of an accessible design.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48 inches minimum from the baseline of the lowest tactile character to 60 inches maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Viscom)	Items/areas within building	Complete	Nov 2020 - Signs replaced/moved.		
23	Jackaroo Men's Restroom	The men's restroom mirror is mounted too high at 51 inches AFF.	ADAAG 603.3	Lower the mirror above the sink or countertop to be no higher than 40 inches to the reflective surface. Mirrors not	4	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		add full-length mirror	

Australian Adventure

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
25	Jackaroo Men's Restroom	The men's restroom toilet paper is mounted too far from the toilet at 11 inches AFF	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front of the toilet. Do not mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		move dispenser	
17	Jillaroo Women's Restroom	The women's restroom toilet is mounted too low at 15 AFF.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with a offset drain to provide a centerline 16 inches to 18 inches from the wall.	3	Zoo Fac. Ops. (Lowe)	Items/area withing building	1		remount toilet	
11	Jillaroo Women's Restroom	The women's restroom toilet paper is on the wrong wall and is out of reach range.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front of the toilet. Do not mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		move dispenser	
13	Jillaroo Women's Restroom	The women's restroom stall door is not self closing.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		add self-closing hinges	
14	Jillaroo Women's Restroom	The women's restroom sink panel is not mounted correctly and provides only a 24 inches knee space.	ADAAG 606	Remount the sink panel to provide a minimum 27 inch knee clearance.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		remount sink	
15	Jillaroo Women's Restroom	The women's restroom soap dispenser is mounted too high at 50 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		move dispenser	

Australian Adventure

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
18	Jillaroo Women's Restroom	The women's restroom walk in stall is too wide at 39 inches.	ADAAG 604.8.2	Provide at least one 35 inches to 37 inches wide stall with parallel grab bars plus an outward swinging door that is self closing. The stall should be a minimum of 60 inches deep.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		reconfigure restroom	
10	Jillaroo Women's Restroom	The women's restroom signage is not of an accessible design.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48 inches minimum from the baseline of the lowest tactile character to 60 inches maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Viscom)	Items/areas within building	1	not complete		
12	Jillaroo Women's Restroom	The women's restroom tampon disposal is located too far from the toilet.	ADAAG 308	Relocate the feminine napkin disposal to be no more than 9 inches maximum in front of the toilet if mounted on the sidewall or no more than 20 inches from the toilet if mounted on the back wall. The tampon trash can should be mounted no higher than 48 inches on either wall.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		move dispenser	
16	Jillaroo Women's Restroom	The women's restroom mirror is mounted too high at 50 1/2 inches AFF.	ADAAG 603.3	Lower the mirror above the sink or countertop to be no higher than 40 inches to the reflective surface. Mirrors not mounted above the sink or a counter top should be mounted no higher than 35 inches to the reflective surface. UD - A full-length mirror would be a recommended option.	4	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		add full-length mirror	
1	Koala Exhibit	The stamped brick walkway has sections at the Koala exhibit that have shifted and have created cracks that cause abrupt transitions to be greater than 3/4 inch.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops. (Lowe)	Access within each area	1		grind down; repave if necessary	

Australian Adventure

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
3	Koala Exhibit	The video playing on the TV does not provide captioning.	Everyone's Welcome: The Americans with Disabilities Act and Museums - Accessible Facilities and Exhibits	Caption Recommendation: For the captioning, provide an accessible typeface such as Helvetica, Arial, Univers or Futura for Sans Serif or New Century Schoolbook, Times Roman or Palatine which is Simple Serif. Provide a type face that is at least 18 points or large and is provided on a contrasting background of at least 70%.	2	Zoo Ed. (Searles)	Items/areas within building: program	2		add open captioning; but a whole new system may be required	scripts for all programs are available through Guest Services
4	Koala Exhibit	The top two buttons below the TV are above the accessible reach range.	ADAAG 308	Remount the buttons to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	2	Zoo Ed. (Searles)	Items/areas within building: program	2		evaluate system for replacement or modification	scripts for all programs are available through Guest Services
40	Lorikeets	The decking for Lorikeet exhibit has a cross slope too steep up to 6.3% for 32 feet.	ADAAG 403.3	Remove and adjust the boardwalk to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	3		repair	ECVs are available with 72 hours notice
42	Lorikeets	The octagon pavers around the Feed store building has a cross slope too steep at up to 5.0% for 36 feet.	ADAAG 403.3	Re-set the pavers to provide a cross slope no steeper than 2%.	1	P&D (Cardwell)	Access within each area	N/A	alternative route identified	alternative route identified	
45	Lorikeets	The walkway to picnic area has a cross slope up to 3.9%.	ADAAG 403.3	Re-set the brick to provide a cross slope no steeper than 2%.	1	P&D (Cardwell)	Access within each area	N/A		alternative route identified	
48	Lorikeets	Walkway along the Koala Station ticket counter and pavers around drain have a cross slope of 8.5% for 29 feet.	ADAAG 403.3	Re-set the brick to provide a cross slope no steeper than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	ECVs are available with 72 hours notice
50	Lorikeets	The wooden ramp providing access to the train has a slope too high at 18.9% for 8 feet.	ADAAG 405.8	Provide a new ramp with a running slope no steeper than 8.3%, a cross slope no steeper than 2% and handrails on both sides that are mounted to 34 inches to 38 inches to the top of the gripping surface.	1	P&D (Cardwell)	Access within each area	2		evaluate a solution; current practice involves Guest Services assisting guests onto the train	ECVs are available with 72 hours notice
43	Lorikeets	The pavers around the plaza at Koala Station leaving Lorikeet exhibit has an abrupt transition greater than 3/4 inch.	ADAAG 303	Re-set the pavers to provide a smooth transition.	1	Zoo Fac. Ops. (Lowe)	Access within each area	2		regrade and repave	ECVs are available with 72 hours notice
46	Lorikeets	The walkway where pavers meet boardwalk to picnic area has a 3/4 inch abrupt transition.	ADAAG 303	Re-set the brick to provide a smooth transition.	1	Zoo Fac. Ops. (Lowe)	Access within each area	1		grind down	

Australian Adventure

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
47	Lorikeets	The walkway along the Koala Station ticket counter and pavers and around the drain have an abrupt transitions greater than 3/4 inch.	ADAAG 303	Re-set the brick to provide a smooth transition.	1	Zoo Fac. Ops. (Lowe)	Access within each area	1		grind down	
51	Lorikeets	The drain grates have openings too wide greater than 3/4 inch.	ADAAG 302.3	Replace the present grate with a grate cover that has openings no greater than 1/2 inches.	1	Zoo Fac. Ops. (Lowe)	Access within each area	1		replace the drain grates	
44	Lorikeets	The cross slope at the drinking fountain is too steep at to 3.7% at the wheelchair height drinking fountain.	ADAAG 305	Remove and re-set the pavers to provide a clear floor space of at least 30 inches wide by 48 inches deep that is connected by an accessible route. The clear floor space should have a slope no steeper than 2% in all directions.	2	P&D (Cardwell)	Access within each area	2		regrade and repave	ECVs are available with 72 hours notice
38	Lorikeets	Both doors into the Lorikeets has a threshold too high at 1 inch.	ADAAG 404.2.5	Provide a threshold at the doorway that is no more than 1/2 inches high and beveled at a 1:2 slope.	1	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		replace the thresholds	
41	Lorikeets	The Feed store counter is mounted too high at 36 3/4 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops. (Lowe)	Items/areas within building	Complete	Counter no longer used as of 6/29/17.	add an accessible counter	
49	Lorikeets	The train ticket counter is mounted too high at 37 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		add an accessible counter	
110	Men's Restroom	The men's restroom baby changing table is mounted too high at 36 3/4 inches AFF.	ADAAG 902	Remount the baby changing table to be no higher than 34 inches AFF to the changing surface and provide a minimum knee clearance of 27 inches. Also mount it so the handle is no higher than 48 inches AFF.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		move counter	
111	Men's Restroom	The men's restroom soap dispenser is mounted too high at 58 1/2 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		move dispenser	
112	Men's Restroom	The men's restroom stall door does not self close.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		add self-closing hinges	

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
113	Men's Restroom	The men's restroom accessible stall toilet is mounted too far from the wall at 19 14 inch centerline.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with a offset drain to provide a centerline 16 inches to 18 inches from the wall.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		build out the side wall and grab bar	
114	Men's Restroom	The men's restroom toilet paper dispenser is too close to the toilet at 3 inch.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front of the toilet. Do no mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	Complete	Nov 2020 - Moved.	move dispenser	
116	Men's Restroom	The men's restroom walk in stall is too wide at 39 inches wide.	ADAAG 604.8.2	Provide at least one 35 inches to 37 inches wide stall with parallel grab bars plus an outward swinging door that is self closing. The stall should be a minimum of 60 inches deep.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	2		reconfigure restroom	accessible restroom available at Carousel
109	Men's Restroom	The men's restroom sign is mounted on the door and is not of an accessible design.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48 inches minimum from the baseline of the lowest tactile character to 60 inches maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Viscom)	Items/areas within building	Complete	Nov 2020 - New signs added.		
115	Men's Restroom	The men's restroom coat hook is mounted too high at 61 1/4 inches AFF.	ADAAG 308	Lower the existing coat hook or add a second coat hook at 48 inches AFF.	4	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		move hook	
130	Playground	The walkway in front of playground has a cross slope too steep up to 5.9% for 58 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	ECVs are available with 72 hours notice
126	Playground	The unitary surface at the playground has very large gaps and an uneven surface.	ADAAG 1008.2.6	Provide an accessible surface of engineered wood fiber or a unitary rubberized surface. Elevated portions (and the rubberized surface) will be removed by Spring 2017	2	Zoo Fac. Ops. (Lowe)	Access within each area	Complete	2017: playground removed		
127	Playground	The playground does not provide a transfer platform or ramp to the elevated play components.	ADAAG 240.2.2 & ADAAG 1008.4	If possible, provide a ramp or transfer platform system to at least 50% of the elevated play components. If this is unsuccessful, consideration should be made to replacing this playground. Elevated portions of the playground are going to be removed by Spring 2017	2	Zoo Fac. Ops. (Lowe)	Item/area within building/area	Complete	Nov 2016: elevated structure removed		

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
128	Playground	The part of the playground that provides engineered wood fiber is in poor condition.	ADAAG 1008.2.6	Provide an accessible surface of engineered wood fiber or a unitary rubberized surface.	2	Zoo Fac. Ops. (Lowe)	Item/area within building/area	Complete	ongoing - add playground mulch		
129	Playground	There is not transfer system into the sand box.	ADAAG 1008.3.2	Provide a transfer platform that is between 11 inches and 18 inches above the ground. The platform should be a minimum of 14 inches deep and a minimum of 24 inches wide with transfer supports. Provide transfer system stairs that are at least 24 inches wide, at least 14 inches deep and no higher than 8 inches AFF. Option: Provide a raised accessible sand table. Sand box will be removed by Spring 2017	2	Zoo Fac. Ops. (Lowe)	Item/area within building/area	Complete	November 2016: sandbox was removed		
74	Tree house	The walkway by "My Tree house" sign that leads to stairs has a running slope too steep up to 9.1% for 20 feet.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be possible. Follow ADAAG 405 for ramps if necessary.	1	P&D (Cardwell)	Access within each area	3		regrade and repave	ECVs are available with 72 hours notice
75	Tree house	The same walkway has a cross slope too steep up to 6.2% for 26 feet.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be possible. Follow ADAAG 405 for ramps if necessary.	1	P&D (Cardwell)	Access within each area	3		regrade and repave	ECVs are available with 72 hours notice
76	Tree house	The walkway from the stair entrance going under the bridge has a running slope too steep up to 8.6% under bridge for 15 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and a cross slope no greater than 2%. Option: Since this area is equal to a ramp slope using construction tolerances, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Access within each area	2		add handrails	ECVs are available with 72 hours notice
77	Tree house	The walkway starting at ground down area has a cross slope too steep up to 5.5% for 17 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2% or add handrails	1	P&D (Cardwell)	Access within each area	2		add handrails	ECVs are available with 72 hours notice

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
79	Tree house	Past the Serpents crawl at the ground down section up to the sign mounted on the post has a cross slope too steep up to 3.0% for 12 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2% or add handrails	1	P&D (Cardwell)	Access within each area	3		regrade and repave	ECVs are available with 72 hours notice
80	Tree house	The walkway just past the buffalo box heading down to lower level of the tree house there is a running slope too steep up to 8.8% for 17 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope using construction tolerances, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Access within each area	3		add handrails	ECVs are available with 72 hours notice
81	Tree house	Inside the tree house there is a running slope up to 7.3% by crocodile for 21 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Access within each area	3		add handrails	ECVs are available with 72 hours notice
78	Tree house	The Serpent crawl tube has an abrupt transition of 1 inch where surface chips have settled.	ADAAG 1008.2.6	Provide an accessible surface of engineered wood fiber or a unitary rubberized surface and a smooth transition from the walkway.	2	Zoo Fac. Ops. (Lowe)	Access within each area	1		ongoing; add mulch	
82	Tree house	There is not transfer system for a person to use the slide.	ADAAG 1008.3.2	If possible, modify the stairs to provide a step system from the transfer platform that is a minimum of 14 inches deep and 24 inches wide and no higher than 8 inches.	2	Zoo Fac. Ops. (Lowe)	Items/areas withing building/area	3		evaluate solutions	staff are trained and available for assistance
135	Tucker Court Pavilion	The walkway connecting Australian Adventure to Savanna Theater just before theater sign going to intersection of walkways has a cross slope too steep up to 6.3. for 54 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access point to each area	2		regrade and repave	ECVs are available with 72 hours notice
134	Tucker Court Pavilion	The walkway up to the metal gate has a cross slope too steep up to 3.2% for 25 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	ECVs are available with 72 hours notice

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
131	Tucker Court Pavilion	The counter at Tucker Court Pavilion is too high at 36 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops. (Lowe)	Items/area within building	2		add an accessible counter or replace existing counter	staff are trained and available for assistance
132	Tucker Court Pavilion	The Tucker Court Pavilion provides 15 picnic tables but none are of an accessible design.	<u>Proposed</u> Outdoor Developed Areas Guidelines ADAAG 245 & 1011	Picnic Table Recommendation: At least 20% of picnic tables, but no less than two, be of an accessible design, connected to an accessible route. Relocate or purchase two accessible picnic tables and locate them on an accessible surface.	2	Zoo Fac. Ops. (Lowe)	Items/area within building	Complete	2015: added accessible seating		
133	Tucker Court Pavilion	The drinking fountain provides a wheelchair height but not a standing height drinking fountain.	ADAAG 211 & ADAAG 602	Provide another individual drinking fountain at a standing height or a single hi-lo drinking fountain that provides a wheelchair accessible fountain with a spout at 36 inches maximum and a standing drinking fountain with a height between 38 inches minimum and 43 inches maximum. The toe clearance should be a minimum of 9 inches. Option: Remove existing drinking fountain and install a Hi-Lo system.	3	Zoo Fac. Ops. (Lowe)	Items/area within building	1		add a hi-lo fountain	
6	Walkway from Koala to Restrooms	There the stamped brick meets the asphalt path there is an abrupt transition too high.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops. (Lowe)	Access point to each area	1		grind down	
8	Walkway from Koala to Restrooms	The walkway up to women's restroom has a stamped brick section that has sunken to cause gaps greater than 3/4 inch.	ADAAG 302.3	Fill in or replace section of walkway to provide a flush transition or an opening no greater than 1/2 inch.	1	Zoo Fac. Ops. (Lowe)	Access within each area	1		fill gap	
7	Walkway from Koala to Restrooms	The Walkabout Treats stand has a counter too high at 40 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops. (Lowe)	Items/areas within building	Complete	April 2017 - New cart added.	April 2017: new cart added	
33	Walkway past restrooms moving toward Lorikeet Landing	The walkway at the drinking fountain next to restrooms has a slope too steep at 4.6% for 38 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	ECVs are available with 72 hours notice

Australian Adventure

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Completed	Solution	Interim Solution
35	Walkway past restrooms moving toward Lorikeet Landing	The pavers on walkway between Lorikeets and restrooms have settled and have created an abrupt transition too high at 3/4 inch.	ADAAG 403.3	Re-set the brick to provide a cross slope no steeper than 2% and abrupt transitions no higher than 1/2 inch.	1	Zoo Fac. Ops. (Lowe)	Access within each area	1		raise pavers	
36	Walkway past restrooms moving toward Lorikeet Landing	The brick section with the darker color in front of benches and along the path toward the Lorikeet have gaps greater than 3/4 inches.	ADAAG 302.3	Fill in or replace section of sidewalk to provide a flush transition or an opening no greater than 1/2 inch.	1	Zoo Fac. Ops. (Lowe)	Access within each area	1		fill gap	
34	Walkway past restrooms moving toward Lorikeet Landing	The slope under the drinking fountain is too steep at over 4.0%.	ADAAG 305	Level the surface under the drinking fountain to provide a clear floor space of at least 30 inches wide by 48 inches deep that is connected by an accessible route. The clear floor space should have a slope no steeper than 2% in all directions.	2	P&D (Cardwell)	Access within each area	2		regrade and repave	ECVs are available with 72 hours notice
101	Women's	The women's restroom paper towel dispenser is mounted too high at 58 inches AFF.	ADAAG 308	Remount the paper towel dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		move dispenser	
104	Women's	The women's restroom accessible stall toilet is mounted too far from the wall at 20 inches centerline.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with a offset drain to provide a centerline 16 inches to 18 inches from the wall.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	2		evaluate solution	accessible restroom available at Carousel
105	Women's	The women's restroom toilet paper is mounted too far from the toilet at 10 inches.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front of the toilet. Do not mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		move dispenser	
106	Women's	The women's restroom stall door does not self close.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops. (Lowe)	Items/areas within building	1		add self-closing hinges	

Appendix 2: Zoo Transition Plan

Table 6: Northern Trek

Northern Trek

The main issues at this Northern Trek area are, abrupt transtions too steep, not providing proper ramp handrials or edge protection, slopes too steep, counters too high, not providing accessible tables, benches without companion seating, door force too high or close too quickly, protruding objects, gaps too wide, no proper accessible routes to areas, not providinig proper signage at specific rooms, various elements in the restroom too high or not provided in the proper location, accessible stalls not of a proper accessibility design, . **Please Note:** When a **UD** is indicated, this is a Universal Design (**UD**) recommendation to enhance accessibility. The **UD** recommendation is not required to meet the minimum accessibility standards but it would be encouraged. If used in this report, the letters, **AFF** stand for above finished floor

The report uses the 2010 Americans with Disabilities Act Accessibility Guidelines (ADAAG). This guideline can be down loaded from the Access Board website at www.access-board.gov.

The Cleveland Zoo is part of a local government which requires compliance with Title II of the Americans with Disabilities Act (ADA). Changes to the park district would allow for equal opportunity to participate in programs and activities, effective communication, and program accessibility. Access of programs and activities can be achieved by removal of physical barriers, modification of policies, practices and procedures that discriminate against a person with a disability and relocation to an accessibility facility. In existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information.

PLEASE NOTE: Any references for Outdoor Developed Areas is presently not approved by the Department of Justice. However, it would be recommended to follow these standards as "Best Practices" at this point in time. In addition, in existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information. ADAAG 206.2 requires that at least one accessible route be provided within the boundary of the site. The reports provide comments on all routes that when upgrades are made in the future modifications can be made to correct the access barrier or in some cases modify to the greatest extent possible.

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
77	Bear Exhibit	The walkway between bear exhibits where there is new and old surfaces has a cross slope too steep up to 6.3% for 30 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	Complete	5/5/18: Repaved	regrade and repave	Reservable ECVs are available with 72 hours notice
78	Bear Exhibit	The walkway leaving the bear exhibit and moving toward the covered sea lion exhibit area has a running slope too steep up to 20.5% for 17 feet.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regading to 5% may not be possible. Follow ADAAG 405 for ramps if necessary.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	Reservable ECVs are available with 72 hours notice

Northern Trek

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
82	Food Hut and Eat Area	The walkway up to the asphalt path and Snack Hut is broken and has abrupt transitions.	ADAAG 403.3	Regrade section to provide a cross slope no greater than 2% and smooth transitions between surfaces.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	Alternate access being constructed with AH.
84	Food Hut and Eat Area	The walkway up to the picnic area has a cross slope too steep up to 3.6% for 15 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	Reservable ECVs are available with 72 hours notice
81	Food Hut and Eat Area	The Snack Hut counter is mounted too high at 41 3/4 inches.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops (Lowe)	Items/areas within building	2		add accessible counter	staff are trained and available to assist
83	Food Hut and Eat Area	The picnic tables provided at the Snack Hut are on a wood platform with abrupt transitions and gaps.	ADAAG 302	Replace the wood or provide another surface that is firm, stable and slip resistant and not more than 2% in all directions and gaps no wider than 1/2 inch.	1	Zoo Fac. Ops (Lowe)	Items/areas within building/area	2		rebuild deck	Add a picnic table to asphalt.
32	Grin and Bear Eats	The southwest walkway up to the Grin and Bear Eats has a running slope too steep up to 12.4% for 50 feet.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be possible. Follow ADAAG 405 for ramps if necessary.	1	P&D (Cardwell)	Access within each area	Complete	6/13/18: redone in concrete with Asian Highlands.	regrade and repave	Reservable ECVs are available with 72 hours notice
33	Grin and Bear Eats	The walkway in front of food area has a cross slope too steep up to 4.7% for 55 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	Reservable ECVs are available with 72 hours notice
34	Grin and Bear Eats	The drinking fountain at the Grin and Bear Eats does not provide enough clear floor space.	ADAAG 602.2	Provide a minimum clear floor space of 30 inches wide and 48 inches deep for a forward approach and centered on the accessible unit with a 2% slope in all directions.	2	Zoo Fac. Ops (Lowe)	Items/area within building/area	1		provide level concrete pad	

Northern Trek

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
35	Grin and Bear Eats	The counter is too high at 35 1/2 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations.	2	Zoo Fac. Ops (Lowe)	Items/areas within building/area	2		add accessible counter	staff are trained and available to assist
36	Grin and Bear Eats	The condiment counter is too high at 41 3/4 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations.	2	Zoo Fac. Ops (Lowe)	items/areas within building/area	2		add accessible counter	staff are trained and available to assist
37	Men's Restroom	The walkway to men's restroom has a cross slope too steep up to 5.9% for 24 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	Reservable ECVs are available with 72 hours notice
41	Men's Restroom	The men's restroom sink counter is mounted too high at 35 1/4 inches.	ADAAG 606	Remount the sink to provide a minimum 27 inches knee clearance and a rim height of no higher than 34 inches AFF.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	move sink	Accessible restrooms are available at Steffee Center or Carousel
43	Men's Restroom	The men's restroom soap dispenser is mounted too high at 60 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	move dispenser	
44	Men's Restroom	The men's restroom baby changing table is mounted too high at 35 1/4 inches AFF.	ADAAG 902	Remount the baby changing table to be no higher than 34 inches AFF to the changing surface and provide a minimum knee clearance of 27 inches. Also mount it so the handle is no higher than 48 inches AFF.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	move table	
45	Men's Restroom	The men's restroom sink does not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	add pipe wrap	

Northern Trek

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
46	Men's Restroom	The men's restroom toilet is mounted too close to the wall at 14 1/2 inches centerline.	ADAAG 604.2	Provide an off-set drain to relocate the toilet to have a centerline 16 inches to 18 inches from the wall.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	reconfigure restroom	Accessible restrooms are available at Steffee Center or Carousel
47	Men's Restroom	The men's restroom rear grab bar is 9 inches from the centerline.	ADAAG 604.5.1 & ADAAG 604.5.2	Relocate the rear grab bar to provide at least 12 inches from the centerline of the toilet to the corner and at least 24 inches from the centerline to the transfer side of the toilet. Mount the grab bars to between 33 inches to 36 inches to the top.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	move grab bar	
48	Men's Restroom	The men's restroom accessible stall door swings incorrectly.	ADAAG 604.8.1.2	Reconfigure the accessible stall door to be diagonal to the toilet on the wide side of the stall. The door should also open outward and be self closing.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	replace door hardware	
49	Men's Restroom	The men's restroom accessible stall door is not self close.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	add self-closing hinges	
50	Men's Restroom	The men's restroom toilet paper dispenser is mounted incorrectly and is too close to toilet at 1 1/2 inches and 5 inches above grab bar.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front of the toilet. Do not mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	move dispenser	
51	Men's Restroom	The men's restroom flush valve is on wrong side of the toilet stall.	ADAAG 604.6	Provide flush controls on the open side of the toilet that are within 48 inches AFF, and do not require tight grasping, pinching or twisting of the wrist to operate.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	replace toilet	Accessible restrooms are available at Steffee Center or Carousel

Northern Trek

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
52	Men's Restroom	The trash can blocks clear floor space for the paper towel dispenser that is 28 inches AFF.	ADAAG 305 or ADAAG 606.2	Move the trash can to provide a clear floor space of a minimum of 30 inches wide and 48 inches long at each element. Train janitorial staff to keep trash cans out of the clear floor space as a part of your policy and procedures.	3	Zoo Fac. Ops (Lowe)	items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	reconfigure restroom	Accessible restrooms are available at Steffee Center or Carousel
42	Men's Restroom	The men's restroom mirror is mounted too high at 48 inches AFF.	ADAAG 603.3	Lower the mirror above the sink or countertop to be no higher than 40 inches to the reflective surface. Mirrors not mounted above the sink or a counter top should be mounted no higher than 35 inches to the reflective surface. UD - A full-length mirror would be a recommended option.	4	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	add full-length mirror	
38	Men's Restroom	The men's restroom does not provide proper signage.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48 inches minimum from the baseline of the lowest tactile character to 60 inches maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Searles); Marketing (VisCom)	Items/areas within building	1		change signage	
39	Men's Restroom	The design of the men's restroom door has an alcove that is too narrow at 21 inches.	ADAAG 404.2.4.3	Provide a door with a recessed wall not more than 8 inches from the face of the door. Or provide an automatic door opener that complies with ADAAG 404.3	1	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	reconfigure restroom	Accessible restrooms are available at Steffee Center or Carousel
76	North Ticket Booth	Because of the detailed statues of the bears that would benefit people with visual impairments or other disabilities to see up close and touch consider relocating or providing an accessible route up to them.	ADAAG 403	If desired, provide a new accessible route with a running slope no steeper than 5% and a cross slope no steeper than 2% and a minimum clear width of 36 inches.	4	P&D (Cardwell)	Access points to each area	2		relocate statues	Not desired at this time, evaluating status of art.
74	North Ticket Booth	The walkway up to the north ticket booth from the gate has a running slope too high at 9.9% for 8 feet.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area	1	P&D (Cardwell)	Accessible path for whole zoo and parking	4		regrade and repave	Reservable ECVs are available with 72 hours notice

Northern Trek

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
75	North Ticket Booth	The north ticket counter is mounted too high at 39 1/2 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations.	2	Zoo Fac. Ops (Lowe)	Items/areas within building/area	2		add accessible counter	staff are trained and available to assist
79	Sea Lions	The walkway along sea lions viewing up to the covered area has a cross slope too steep up to 7.4% for 65 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	3		regrade and repave	Reservable ECVs are available with 72 hours notice
80	Sea Lions	This same walkway has a running slope up to sea lion viewing area too high at 8.6%.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	3		regrade and repave	Reservable ECVs are available with 72 hours notice
29	Walkway along Back of Reindeer Moving toward Grin and Bear Eats.	The intersection along the Reindeer exhibit and Wolf exit walkway has a cross slope too steep up to 5.3% for 110 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	N/A	10/20/16: Alternate route identified		
31	Walkway along Back of Reindeer Moving toward Grin and Bear Eats.	The walkway behind Reindeer exhibit near the drain has a cross slope to steep up to 7.9% for 33 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	Complete	6/13/18: No longer a public walkway. Vehicle access to barns.	regrade and repave	Reservable ECVs are available with 72 hours notice
30	Walkway along Back of Reindeer Moving toward Grin and Bear Eats.	Where the asphalt path meet the wood porch of the Trading Post there is an abrupt transition too high at 1 inch.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		grind down	

Northern Trek

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
2	Walkway Starting at Intersection of African Savannah going up to Free Flight Falls	The base of the ramp at free flight has an abrupt transition of three-quarter inch.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Access within each area	Complete	10/20/16: Deck at free flight falls was redone		
3	Walkway Starting at Intersection of African Savannah going up to Free Flight Falls	The ramp at the Free Flight exhibit needs accessible handrails with extensions and edge protection for 19 feet.	ADAAG 405.8	Provide handrails with extensions on both sides of the ramp for a total of 38 feet. Mount the handrails to 34 inches to 38 inches to the top of the gripping surface.	1	Zoo Fac. Ops (Lowe)	Access within each area	Complete	10/20/16: Handrails added		
4	Walkway Starting at Intersection of African Savannah going up to Free Flight Falls	The ramp at the Free Flight exhibit needs accessible handrails with extensions and edge protection for 19 feet.	ADAAG 405.9	Provide edge protect on the ramp that is a curb at least 4 inches high or a railing that is no more than 4 inches above the ramp surface.	1	Zoo Fac. Ops (Lowe)	Access within each area	Complete	10/20/16: Deck at free flight falls was redone, edge protection added		
1	Walkway Starting at Intersection of African Savannah going up to Free Flight Falls	The walkway to over look across from Free Flight has abrupt transitions at over 1 inch for 5 feet where the concrete and asphalt meet.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	P&D (Cardwell)	Accessible points to each areas	Complete	10/20/16: Overlook eliminated		
85	Walkways along Horses, Bears and Camels	The walkway along the east side of onager area all the way to camel area has a cross slope too steep up to 8.1% for 310 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	Reservable ECVs are available with 72 hours notice

Northern Trek

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
86	Walkways along Horses, Bears and Camels	The entrance walkway around the reindeer area has a running slope of 10.6% for 18 feet.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be possible. Follow ADAAG 405 for ramps if necessary.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	Reservable ECVs are available with 72 hours notice
89	Walkways along Horses, Bears and Camels	The south walkway around bears exhibit entrance has a running slope too steep up to 7.7% for 13 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	Reservable ECVs are available with 72 hours notice
90	Walkways along Horses, Bears and Camels	The walkway all along bear exhibits has a cross slope too steep up to 6.5% for 396 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	Reservable ECVs are available with 72 hours notice
91	Walkways along Horses, Bears and Camels	The walkway on the east side of bear exhibit has a cross slope too steep up to 5.1% for 96 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	Reservable ECVs are available with 72 hours notice
92	Walkways along Horses, Bears and Camels	The walkway at the edge of tiger exhibit has a cross slope of 3.8% for 25 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	Complete	10/20/16: Pathway eliminated with construction of RTP.		
87	Walkways along Horses, Bears and Camels	This same route has a gap of 1 inch.	ADAAG 302.3	Correct this area when regrading or fill in or replace section of sidewalk to provide a flush transition or an opening no greater than 1/2 inch.	1	Zoo Fac. Ops (Lowe)	Items/areas within building/area	Complete	10/20/16: Pathway eliminated with construction of RTP.		

Northern Trek

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
88	Walkways along Horses, Bears and Camels	The benches along this walkway do not provide companion seating.	<u>Proposed</u> Outdoor Areas Standards ADAAG 1011	Bench Recommendation: Provide at least 20% but no less than two benches to provide a clear ground space of at least 30 inches by 48 inches positioned near the bench with one side adjoining the walkway. The clear ground space should have a slope no steeper than 2% in all directions. The clear ground space should not overlap the accessible route or another clear ground space. UD - Provide benches with armrests, backs, seat height between 17 inches AFF to 19 inches AFF maximum and no gaps between the seat and backrest.	2	Zoo Fac. Ops (Lowe)	Items/areas within building/area	Complete	6/13/18: Benches repositioned with paving and Asin Highlands.	add concrete pads or additional benches with companion seating	Companion seating is available at Rosebrough Tiger Passage
70	Walkways Approaching Grin and Bear Eats from North (Secondary Entrance with 3 Approaches)	First approach immediately to your right when entering from North Ticket counter has a cross slope too high up to 4% for 10 feet. This walkway is currently the most accessible and direct.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access points to each area	N/A	alternative path identified		
71	Walkways Approaching Grin and Bear Eats from North (Secondary Entrance with 3 Approaches)	The second approach has a cross slope too steep up to 3.5% for 14 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access points to each area	Complete	alternative path identified		

Northern Trek

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
72	Walkways Approaching Grin and Bear Eats from North (Secondary Entrance with 3 Approaches)	The shared walkway from the 2nd and 3rd approach paths has a cross slope is too steep up to 4.1% for 30 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access points to each area	N/A	alternative path identified		
73	Walkways Approaching Grin and Bear Eats from North (Secondary	The 3rd approach has a running slope up to 8.3% for 28 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding	1	P&D (Cardwell)	Access points to each area	N/A	alternative path identified		
93	Walkways that Intersect at Bridge and Lead Toward Main Routes.	The walkway down from the Wilderness Grill toward the bridge has a running slope of 8.0% for 65 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Access points to each area	Complete	10/20/16: Pathway eliminated with construction of RTP.		
94	Walkways that Intersect at Bridge and Lead Toward Main Routes.	At intersection of the north path up toward seals there is a cross slope too steep up to 4.2% for 41 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access points to each area	2		regrade and repave	Reservable ECVs are available with 72 hours notice
95	Walkways that Intersect at Bridge and Lead Toward Main Routes.	The walkway from the seals to the bridge has a running slope of 7.3% for 47 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Access points to each area	2		regrade and repave	Reservable ECVs are available with 72 hours notice

Northern Trek

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
96	Walkways that Intersect at Bridge and Lead Toward Main Routes.	The walkway from the intersection to the bridge has a running slope too steep at 10.2% for 90 feet.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2% or follow ADAAG 405 for ramps. Because of the terrain in this area the reduce the running slope to the greatest extent possible. Directional signage may be necessary to help a person locate an accessible route alternative.	1	P&D (Cardwell)	Access points to each area	Complete	2016: alternative path created as part of RTP		
9	Wilderness Grill	The west entrance path up to Wilderness Grill has a running slope too steep up to 9.7% for 22 feet.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be possible. Follow ADAAG 405 for ramps if necessary.	1	P&D (Cardwell)	Access points to each area	Complete	2016: path eliminated as part of RTP construction		
10	Wilderness Grill	This same west entrance path half way up the path has a cross slope too steep up to 4.5% for 6 feet.	ADAAG 403.3	See Note Above	1	P&D (Cardwell)	Access points to each area	2		regrade and repave	Reservable ECVs are available with 72 hours notice
5	Wilderness Grill	The walkway from the wilderness grill counter to the picnic table area has a cross slope too steep up to 4.5% for 30 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	Reservable ECVs are available with 72 hours notice
8	Wilderness Grill	The entrance to Wilderness Grill picnic area closest to the counter has a running slope too high up to 8% for 11 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Access within each area	2		regrade and repave	Reservable ECVs are available with 72 hours notice
7	Wilderness Grill	The Wilderness Grill counter is too high at 37 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations.	2	Zoo Fac. Ops (Lowe)	Items/areas within building	3		add accessible counter	staff are trained and available to assist

Northern Trek

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
6	Wilderness Grill	The 8 tables provided at the Wilderness Grill tables are not of an accessible design.	ADAAG 226 & ADAAG 902	Provide at least 5% of the tables but not less than one, with a minimum knee clearance of 27 inches AFF, 17 inches to 25 inches knee and toe clearance and located on the shortest	2	Zoo Fac. Ops (Lowe/Savona)	Items/areas within building/area	Complete	7/18: 1 accessible table added.	add accessible tables	
11	Wilderness Grill	The Wolf exhibit benches do not provide companion seating	<u>Proposed</u> Outdoor Areas Standards ADAAG 1011	Bench Recommendation: Provide at least 20% but no less than two benches to provide a clear ground space of at least 30 inches by 48 inches positioned near the bench with one side adjoining the walkway. The clear ground space should have a slope no steeper than 2% in all directions. The clear ground space should not overlap the accessible route or another clear ground space. UD - Provide benches with armrests, backs, seat height between 17 inches AFF to 19 inches AFF maximum and no gaps between the seat and backrest.	2	Zoo Fac. Ops (Lowe)	Items/areas within uilding	1		add benches with companion seating	
28	Wolf Cabin	Because of the detailed statues of the eagle and two wolves that would benefit people with visual impairments or other disabilities to see up close and touch consider relocating or providing an accessible route up to them.	ADAAG 403	If desired, provide a new accessible route with a running slope no steeper than 5% and a cross slope no steeper than 2% and a minimum clear width of 36 inches.	4	P&D (Cardwell)	Access points to each area	2		move statues	Not desired at this time, evaluating status of art.
21	Wolf Cabin	At this same exit there is a gap too wide at 3/4 inch.	ADAAG 302.3	Fill in or replace section of sidewalk to provide a flush transition or an opening no greater than 1/2 inch.	1	Zoo Fac. Ops (Lowe)	Access within each area	1		fill gap	
27	Wolf Cabin	There is an abrupt transition too high where the wood meets the concrete porch.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Access within each area	1		grind down	
22	Wolf Cabin	The lower level area does not provide access to it.	ADAAG 410 or ADAAG 405	The exhibit does provide a good view of the exhibit it does not provide a close up to the underwater area. Provide a lift or ramp to access this area.	4	P&D (Cardwell)	Access within each area	4		Add ramp or lift.	Views of the exhibit are currently available

Northern Trek

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
13	Wolf Cabin	The mats in the Wolf Cabin create a tripping hazard.	ADAAG 302.2	Provide a mat with a heavier backing or tape the mat to the floor.	1	Zoo Fac. Ops (Lowe)	items/areas within building	Complete	10/18: Replaced.	replace mats	
17	Wolf Cabin	A log at fireplace protrudes out too far at 12 inches.	ADAAG 307	Lower the element below 27 inches or provide a cane detectable barrier below 27 inches and the width of the protruding object.	2	Zoo Fac. Ops (Lowe)	items/areas within building	1		Cut log back to stick out less.	
20	Wolf Cabin	These same exit doors have an abrupt transition too high at 1 inch.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Items/areas within building	1		replace transition	
16	Wolf Cabin	The defibulator is mounted too high at 61 inches AFF.	ADAAG 308	Provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	2	Zoo Fac. Ops (Lowe)	items/areas within building	Complete	10/18: Unit lowered.	move	
25	Wolf Cabin	The interior door has an opening force too high at 13 pounds and closes too quickly at 4 seconds.	ADAAG 404.2.8 & ADAAG 404.2.9	Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	1	Zoo Fac. Ops (Lowe)	Items/areas within building	1		adjust door	
26	Wolf Cabin	The exit door of wolf exhibit has an opening force too high at 12 pounds and closes too quickly at 4 seconds.	ADAAG 404.2.8 & ADAAG 404.2.9	Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	1	Zoo Fac. Ops (Lowe)	Items/areas within building	N/A	Exterior door.	adjust door	
18	Wolf Cabin	A TV with a continual program loop does not appear to provide captioning.	Everyone's Welcome: The Americans with Disabilities Act and Museums - Accessible Facilities and Exhibits	Caption Recommendation: For the captioning, provide an accessible typeface such as Helvetica, Arial, Univers or Futura for Sans Serif or New Century Schoolbook, Times Roman or Palatine which is Simple Serif. Provide a type face that is at least 18 points or large and is provided on a contrasting background of at least 70%.	3	Zoo Ed. (Searles)	Items/areas within building: program	2		add captioning	Scripts to all programmatic materials are available upon request

Northern Trek

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
54	Women's Restroom	The design of the women's restroom door has an alcove that is too narrow at 20 1/2 inches.	ADAAG 404.2.4.3	Provide a door with a recessed wall not more than 8 inches from the face of the door. Or provide an automatic door opener that complies with ADAAG 404.3	1	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	reconfigure restroom	Accessible restrooms are available at Steffee Center or Carousel
56	Women's Restroom	The women's restroom sink counter is mounted too high at 35 inches AFF.	ADAAG 606	Remount the sink to provide a minimum 27 inches knee clearance and a rim height of no higher than 34 inches AFF.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	move sink	Accessible restrooms are available at Steffee Center or Carousel
57	Women's Restroom	The women's restroom baby changing table is mounted too high at 38 inches AFF and does not provide knee clearance because of a cabinet.	ADAAG 902	Provide a baby changing table to be no higher than 34 inches AFF to the changing surface and provide a minimum knee clearance of 27 inches. Provide a baby changing table that does not have a cabinet underneath it.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	move table	Accessible restrooms are available at Steffee Center or Carousel
59	Women's Restroom	The women's restroom soap dispenser is mounted too high at 58 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	move dispenser	
61	Women's Restroom	The women's restroom hand dryer is mounted too high at 52 inches AFF.	ADAAG 308	Lower the hand dryer to a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	move drier	
62	Women's Restroom	The women's restroom sink does not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	add pipe wrap	
63	Women's Restroom	The women's restroom trash can is in the clear floor space.	ADAAG 305 or ADAAG 606.2	Move the trash can to provide a clear floor space of a minimum of 30 inches wide and 48 inches long at each element. Train janitorial staff to keep trash cans out of the clear floor space as a part of your policy and procedures.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	2015: trash can has been moved		

Northern Trek

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
64	Women's Restroom	The women's restroom accessible stall door is not self closing.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	add self-closing hinges	
65	Women's Restroom	The women's restroom accessible stall door swings incorrectly.	ADAAG 604.8.1.2	Reconfigure the accessible stall door to be diagonal to the toilet on the wide side of the stall. The door should also open outward and provide hinges that are self closing.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	modify door	
66	Women's Restroom	The women's restroom accessible stall toilet is mounted too close to the wall at 14 1/4 inches centerline.	ADAAG 604.2	Provide an off-set drain to relocate the toilet to have a centerline 16 inches to 18 inches from the wall.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	move toilet	
67	Women's Restroom	The women's restroom rear grab bar is 7 1/2 inches from the centerline.	ADAAG 604.5.1 & ADAAG 604.5.2	Relocate the rear grab bar to provide at least 12 inches from the centerline of the toilet to the corner and at least 24 inches from the centerline to the transfer side of the toilet. Mount the grab bars to between 33 inches to 36 inches to the top.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	move grab bar	
68	Women's Restroom	The women's restroom accessible stall toilet paper dispenser is mounted incorrectly at 2 inches in front and 6 inches above grab bar.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front of the toilet. Do not mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	6/13/18: remodeled with Asian Highlands.	move dispenser	
55	Women's Restroom	The women's restroom signage is not of a proper design or location.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48 inches minimum from the baseline of the lowest tactile character to 60 inches maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Searles); Marketing (VisCom)	Items/areas within building	Complete	2016: signage replaced		

Appendix 2: Zoo Transition Plan

Table 7: Primate, Cat & Aquatics

Primates, Cat and Aquatics

<p>The main issues at this Primates, Cat and Aquatics are slopes too steep, no accessible routes provided, benches without companion seating, gaps too wide, abrupt transitions too high, missing handrails on ramps, door force too high, various elements in the restrooms that are too high or mounted in the wrong locations, accessible stalls not providing proper spacing, missing grab bars or grab bars not of the proper length, theater seating not providing companions seating, not providing captioning for video programs, protruding objects, counters too high, . Please Note: When a UD is indicated, this is a Universal Design (UD) recommendation to enhance accessibility. The UD recommendation is not required to meet the minimum accessibility standards but it would be encouraged. If used in this report, the letters, AFF stand for above finished floor</p>										
<p>The report uses the 2010 Americans with Disabilities Act Accessibility Guidelines (ADAAG). This guideline can be down loaded from the Access Board website at www.access-board.gov.</p>										
<p>The Cleveland Zoo is part of a local government which requires compliance with Title II of the Americans with Disabilities Act (ADA). Changes to the park district would allow for equal opportunity to participate in programs and activities, effective communication, and program accessibility. Access of programs and activities can be achieved by removal of physical barriers, modification of policies, practices and procedures that discriminate against a person with a disability and relocation to an accessibility facility. In existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information.</p>										
<p>PLEASE NOTE: Any references for Outdoor Developed Areas is presently not approved by the Department of Justice. However, it would be recommended to follow these standards as "Best Practices" at this point in time. In addition, in existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information. ADAAG 206.2 requires that at least one accessible route be provided within the boundary of the site. The reports provide comments on all routes that when upgrades are made in the future modifications can be made to correct the access barrier or in some cases modify to the greatest extent possible.</p>										
Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
Deck Walk and Walkway to Exhibits	The asphalt walkway up to the boardwalk ramp has cross slope too steep up to 7.1% for 13 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access point to each area	3	Tram Service provides access to PCA Building until this step is completed	regrade and repave	tram service provides access to the building
Deck Walk and Walkway to Exhibits	The bronze tortoise statue is not on an accessible route for 12 feet.	ADAAG 403	Provide a new accessible route with a running slope no steeper than 5% and a cross slope no steeper than 2% and a minimum clear width of 36 inches.	3	P&D (Cardwell)	Access point to each area	Complete	Ongoing: playground mulch added		
Deck Walk and Walkway to Exhibits	At the top of the ramp system the asphalt walkway has a cross slope too steep up to 3.9% for 11 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	access within each area	3	Tram Service provides access to PCA Building until this step is completed	regrade and repave	tram service provides access to the building

Primates, Cat and Aquatics

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
3	Deck Walk and Walkway to Exhibits	The walkway between the tree and next to outlook has a cross slope too steep up to 5.5% for 17 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	access within each area	3	Tram Service provides access to PCA Building until this step is completed	regrade and repave	tram service provides access to the building
7	Deck Walk and Walkway to Exhibits	The walkway just at the edge of the Gorilla exhibit has a cross slope too steep up to 5.1% for 34 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	access within each area	3		regrade and repave	ECVs are available with 72 hours notice
12	Deck Walk and Walkway to Exhibits	The walkway leading from the ramp drop off to the asphalt walkway (near the restrooms) up to Gorilla exhibit ramp has a cross slope too steep up to 5.1% for 40 feet.	ADAAG 403.3	Regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	access within each area	3		regrade and repave	ECVs are available with 72 hours notice
11	Deck Walk and Walkway to Exhibits	The first two sections of ramp from viewing area moving toward front of building have running slopes too steep up to 12.9% and second section up to 10.6%.	ADAAG 405.2	Remove and regrade the ramp to provide a running slope no steeper than 8.3%. The ramp may need to be length to meet this slope. Add additional handrail length as needed.	1	P&D (Cardwell)	access within each area	3		regrade and repave	ECVs are available with 72 hours notice
8	Deck Walk and Walkway to Exhibits	The walkway at the Gorilla viewing where the two surfaces meet has a gap too wide at 1 inch.	ADAAG 302.3	Fill in or replace section of sidewalk to provide a flush transition or an opening no greater than 1/2 inch.	1	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		fill gap	
9	Deck Walk and Walkway to Exhibits	The concrete walkway along the Gorilla viewing area where it meets the wooden ramp has an abrupt transition of 1 1/4 inch.	ADAAG 302.3	Fill in or replace section of sidewalk to provide a flush transition or an opening no greater than 1/2 inch.	1	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		grind or add lip	
10	Deck Walk and Walkway to Exhibits	The ramp to the Gorilla viewing area does not provide handrails for approximately 60 feet.	ADAAG 405.8	Provide handrails with extensions on both sides of the ramp for a total of 120'. Mount the handrails to 34 inches to 38 inches to the top of the gripping surface.	1	Zoo Fac. Ops (Lowe)	items/areas within building/area	3		add handrails	ECVs are available with 72 hours notice
5	Deck Walk and Walkway to Exhibits	The bronze tortoise statue does not provide an accessible surface around it.	ADAAG 1008.2.6	Assuming that children climb on the statue, provide an accessible surface of a unitary rubberized surface for both access and safety.	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	Complete	Ongoing: playground mulch added		

Primates, Cat and Aquatics

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
6	Deck Walk and Walkway to Exhibits	The benches along the walkway toward the Gorilla are just off the accessible route and do not provide companion seating.	<u>Proposed</u> Outdoor Areas Standards ADAAG 1011	Bench Recommendation: Provide at least 20% but no less than two benches to provide a clear ground space of at least 30 inches by 48 inches positioned near the bench with one side adjoining	2	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		add a concrete pad	
15	Men's restroom	The men's restroom door has a threshold of 1 inch.	ADAAG 404.2.5	Provide a threshold at the doorway that is no more than 1/2 inches high and beveled at a 1:2 slope.	1	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		change plate and add sweep to the door	
16	Men's restroom	The men's restroom hand dryer does not provide clear floor space because of a pinch point.	ADAAG 403.5.1	Relocate the dryer or the baby changing table to provide a clear accessible route that is 36 inches wide but can narrow down to 32 inches but for no more than 24 inches.	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		change out adjacent baby changing station to a fold-out version	
17	Men's restroom	The men's restroom soap dispenser is mounted too high at 52 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	Complete	4/25/16: dispenser moved		
18	Men's restroom	The men's restroom sink does not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		add pipe wrap	

Primates, Cat and Aquatics

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
20	Men's restroom	The men's restroom accessible stall is too narrow at 48 inches.	ADAAG 604	Provide an accessible stall that is a minimum of 60 inches wide and a minimum of 56 inches deep with a minimum 42 inches side grab bar mounted 12 inches maximum from the corner and a 36 inches rear grab bar mounted 12 inches minimum from the centerline and 24 inches from the centerline to the transfer side of the toilet. The toilet centerline should be 16 inches to 18 inches from the nearest wall and a minimum 17 inches to a maximum 19 inches to the top of the seat. This will require removal of the adjacent urinal and taking over that space. Check plumbing codes to determine if this is acceptable related to the fixture count.	2	Zoo Fac. Ops (Lowe)	items/areas within building/area	3		reconfigure stall	accessible restrooms available at carousel
21	Men's restroom	The men's restroom accessible stall does not provide a rear grab bar.	ADAAG 604.5.2 & ADAAG 609	Provide a rear grab bar a minimum of 36 inches long mounted 12 inches from the centerline of the toilet to the corner and 24 inches from the centerline to the open side of the toilet. The grab bar should be mounted 33 inches to 36 inches AFF to the top of the grab bar.	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		add grab bar	
22	Men's restroom	The men's restroom accessible stall side grab bar is only 36 inches long.	ADAAG 604.5.1 & ADAAG 609	Provide a side grab bar a minimum of 42 inches long and a maximum of 12 inches from the corner. The grab bar should be mounted 33 inches to 36 inches AFF to the top of the grab bar. The present grab bar could be used for the rear grab bar in the stall.	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		change out grab bar	accessible restrooms available at carousel
23	Men's restroom	The men's restroom toilet is mounted too far from the wall at 22 inches centerline.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with a offset drain to provide a centerline 16 inches to 18 inches from the wall.	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	3		change as part of other renovation (see #20)	accessible restrooms available at carousel

Primates, Cat and Aquatics

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
24	Men's restroom	The men's restroom flush valve is on wrong side of the stall.	ADAAG 604.6	Provide flush controls on the open side of the toilet that are within 48 inches AFF, and do not require tight grasping, pinching or twisting of the wrist to operate.	2	Zoo Fac. Ops (Lowe)	items/areas within building/area	3		change as part of other renovation (see #20)	accessible restrooms available at carousel
25	Men's restroom	The men's restroom toilet is mounted too low at 16 inches.	ADAAG 604.4	Provide a toilet with height at 17 inches to 19 inches to the top of the toilet seat.	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	3		change as part of other renovation (see #20)	accessible restrooms available at carousel
27	Men's restroom	The men's restroom accessible stall toilet paper dispenser is mounted on the wrong wall.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front of the toilet. Do not mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	Complete	3/30/18: Complete. Dispenser moved to proper wall.	change location of dispenser	
28	Men's restroom	The men's restroom accessible stall door not self closing.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		add self-closing hinge	
14	Men's restroom	The men's restroom signage is not of a proper design and should be located on latch side of door.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48 inches minimum from the baseline of the lowest tactile character to 60 inches maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Searles); Marketing (VisCom)	items/areas within building/area	1			
19	Men's restroom	The men's restroom mirror is mounted too high at 47 3/4 inches AFF.	ADAAG 603.3	Lower the mirror above the sink or countertop to be no higher than 40 inches to the reflective surface. Mirrors not mounted above the sink or a counter top should be mounted no higher than 35 inches to the reflective surface. UD - A full-length mirror would be a recommended option.	4	Zoo Fac. Ops (Lowe)	items/areas within building/area	3		change as part of other renovation (see #20)	accessible restrooms available at carousel
26	Men's restroom	The men's restroom accessible stall coat hook mounted too high at 63 1/2 inches AFF.	ADAAG 308	Lower the existing coat hook or add a second coat hook at 48 inches AFF.	4	Zoo Fac. Ops (Lowe)	items/areas within building/area	Complete	3/30/18: Complete. Coat hook lowered.	change location of hook	

Primates, Cat and Aquatics

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
92	Metro Parks Ranger Station Restrooms	The women's restroom toilet paper dispenser is mounted on the wrong wall and is too far from the toilet.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front of the toilet. Do no mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops (Lowe)	items/areas within building areas	Complete	3/30/18: Complete. Dispenser moved to proper wall.	change location of dispenser	
76	Metro Parks Ranger Station Restrooms	The men's restroom accessible stall toilet is mounted too far from the wall at 19 1/2 inch centerline.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with a offset drain to provide a centerline 16 inches to 18 inches from the wall.	3	Zoo Fac. Ops (Lowe)	items/areas within building area	3		reconfigure restroom	accessible restrooms available at carousel
78	Metro Parks Ranger Station Restrooms	The men's restroom accessible stall does not provide a rear grab bar.	ADAAG 604.5.2 & ADAAG 609	Provide a rear grab bar a minimum of 36 inches long mounted 12 inches from the centerline of the toilet to the corner and 24 inches from the centerline to the open side of the toilet. The grab bar should be mounted 33 inches to 36 inches AFF to the top of the grab bar.	3	Zoo Fac. Ops (Lowe)	Items/areas within building area	1		add grab bar	
79	Metro Parks Ranger Station Restrooms	The men's restroom toilet paper dispenser is mounted on the wrong wall and is too far from the toilet.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front of the toilet. Do no mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops (Lowe)	items/areas within building area	Complete	3/30/18: Complete. Dispenser moved to proper wall.	move dispenser	
84	Metro Parks Ranger Station Restrooms	The women's restroom soap dispenser is mounted too high at 52 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	items/areas within building area	Complete	3/30/18: Complete. Dispenser lowered.	move dispenser	

Primates, Cat and Aquatics

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
83	Metro Parks Ranger Station Restrooms	The women's restroom mirror is mounted too high at 45 3/4 inches AFF.	ADAAG 603.3	Lower the mirror above the sink or countertop to be no higher than 40 inches to the reflective surface. Mirrors not mounted above the sink or a counter top should be mounted no higher than 35 inches to the reflective surface. UD - A full-length mirror would be a recommended option.	4	Zoo Fac. Ops (Lowe)	items/areas within building area	3		replace sink as part of restroom renovations (see #76)	accessible restrooms available at carousel
85	Metro Parks Ranger Station Restrooms	The women's restroom tampon disposal is too high at 51 inches AFF.	ADAAG 308	Relocate the feminine napkin disposal to be no more than 9 inches maximum in front of the toilet if mounted on the sidewall or no more than 20 inches from the toilet if mounted on the back wall. The tampon trash can should be mounted no higher than 48 inches on either wall.	3	Zoo Fac. Ops (Lowe)	items/areas within building area	Complete	3/30/18: Complete. Disposal lowered.	move dispenser	
87	Metro Parks Ranger Station Restrooms	The women's restroom baby changing table handle is too high at 62 inches and surface is 44 inches AFF	ADAAG 902	Remount the baby changing table to be no higher than 34 inches AFF to the changing surface and provide a minimum knee clearance of 27 inches. Also mount it so the handle is no higher than 48 inches AFF.	3	Zoo Fac. Ops (Lowe)	items/areas within building areas	1		move table location	
89	Metro Parks Ranger Station Restrooms	The women's restroom accessible stall toilet is mounted too high at 20 inches AFF.	ADAAG 604.4	Provide a toilet with height at 17 inches to 19 inches to the top of the toilet seat.	3	Zoo Fac. Ops (Lowe)	items/areas within building areas	3		replace as part of restroom renovations (see #76)	accessible restrooms available at carousel
90	Metro Parks Ranger Station Restrooms	The women's restroom accessible stall toilet side grab bar is too short at 36 inches.	ADAAG 604.5.1 & ADAAG 609	Provide a side grab bar a minimum of 42 inches long and a maximum of 12 inches from the corner. The grab bar should be mounted 33 inches to 36 inches AFF to the top of the grab bar. The present grab bar could be used for the rear grab bar in the stall.	3	Zoo Fac. Ops (Lowe)	items/areas within building areas	1		replace with a 42 inch grab bar	

Primates, Cat and Aquatics

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
91	Metro Parks Ranger Station Restrooms	The women's restroom accessible stall does not provide a rear grab bar.	ADAAG 604.5.2 & ADAAG 609	Provide a rear grab bar a minimum of 36 inches long mounted 12 inches from the centerline of the toilet to the corner and 24 inches from the centerline to the open side of the toilet. The grab bar should be mounted 33 inches to 36 inches AFF to the top of the grab bar.	3	Zoo Fac. Ops (Lowe)	items/areas within building areas	1		add grab bar	
93	Metro Parks Ranger Station Restrooms	The women's restroom accessible stall door is not self closing.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops (Lowe)	items/areas within building areas	1		add self-closing hinges	
82	Metro Parks Ranger Station Restrooms	The women's restroom signage is not of an accessible design.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48 inches minimum from the baseline of the lowest tactile character to 60 inches maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Searles); Marketing (VisCom)	items/areas within building areas	1			
71	Metro Parks Ranger Station Restrooms	The men's restroom sink does not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		add pipe wrap	
73	Metro Parks Ranger Station Restrooms	The men's restroom soap dispenser is too high at 56 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	2	Zoo Fac. Ops (Lowe)	items/areas within building/area	Complete	3/30/18: Complete. Dispenser lowered.	move dispenser	
74	Metro Parks Ranger Station Restrooms	The men's restroom baby changing table is mounted too high with the handle at 62 inches, surface 45 inches AFF.	ADAAG 902	Remount the baby changing table to be no higher than 34 inches AFF to the changing surface and provide a minimum knee clearance of 27 inches. Also mount it so the handle is no higher than 48 inches AFF.	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		move table	

Primates, Cat and Aquatics

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
75	Metro Parks Ranger Station Restrooms	The men's restroom accessible stall is not the proper size or design at 42 1/2 inches wide x 120 inches deep.	ADAAG 604	Provide an accessible stall that is a minimum of 60 inches wide and a minimum of 56 inches deep with a minimum 42 inches side grab bar mounted 12 inches maximum from the corner and a 36 inches rear grab bar mounted 12 inches minimum from the centerline and 24 inches from the centerline to the transfer side of the toilet. The toilet centerline should be 16 inches to 18 inches from the nearest wall and a minimum 17 inches to a maximum 19 inches to the top of the seat. This will require removal of the adjacent toilet and taking over that space. Check plumbing codes to determine if this is acceptable related to the fixture count.	2	Zoo Fac. Ops (Lowe)	items/areas within building/area	3		replace as part of restroom renovations (see #76)	accessible restrooms available at carousel
70	Metro Parks Ranger Station Restrooms	The men's restroom signage is not of an accessible design.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48 inches minimum from the baseline of the lowest tactile character to 60 inches maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Searles); Marketing (VisCom)	Items/areas within building/area	1			
72	Metro Parks Ranger Station Restrooms	The men's restroom mirror is mounted too high at 46 inches AFF.	ADAAG 603.3	Lower the mirror above the sink or countertop to be no higher than 40 inches to the reflective surface. Mirrors not mounted above the sink or a counter top should be mounted no higher than 35 inches to the reflective surface. UD - A full-length mirror would be a recommended option.	4	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		replace as part of restroom renovations (see #76)	
80	Metro Parks Ranger Station Restrooms	The men's restroom accessible stall door is not self closing.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops (Lowe)	items/areas within building area	1		add self-closing hinges	

Primates, Cat and Aquatics

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
86	Metro Parks Ranger Station Restrooms	The women's restroom sink does not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops (Lowe)	items/areas within building area	1		add pipe wrap	
88	Metro Parks Ranger Station Restrooms	The women's restroom accessible stall toilet is mounted too far from the wall at 19 inches centerline.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with a offset drain to provide a centerline 16 inches to 18 inches from the wall.	3	Zoo Fac. Ops (Lowe)	items/areas within building area	3		replace as part of restroom renovations (see #76)	accessible restrooms available at carousel
77	Metro Parks Ranger Station Restrooms	The men's restroom accessible stall toilet side grab bar is too short at 36 inches.	ADAAG 604.5.1 & ADAAG 609	Provide a side grab bar a minimum of 42 inches long and a maximum of 12 inches from the corner. The grab bar should be mounted 33 inches to 36 inches AFF to the top of the grab bar. The present grab bar could be used for the rear grab bar in the stall.	3	Zoo Fac. Ops (Lowe)	items/areas within building area	1		replace grab bar	
94	Metro Parks Ranger Station Restrooms	The women's restroom accessible stall is not the proper size or design at 43 1/2 inches x 132 inches.	ADAAG 604	Provide an accessible stall that is a minimum of 60 inches wide and a minimum of 56 inches deep with a minimum 42 inches side grab bar mounted 12 inches maximum from the corner and a 36 inches rear grab bar mounted 12 inches minimum from the centerline and 24 inches from the centerline to the transfer side of the toilet. The toilet centerline should be 16 inches to 18 inches from the nearest wall and a minimum 17 inches to a maximum 19 inches to the top of the seat. This will require removal of the adjacent toilet and taking over that space. Check plumbing codes to determine if this is acceptable related to the fixture count.	2	Zoo Fac. Ops (Lowe)	items/areas within building areas	3		replace as part of restroom renovations (see #76)	accessible restrooms available at carousel

Primates, Cat and Aquatics

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
66	Playground	Both the 2-5 year old playground and the 5 to 12 year old playground equipment is not of an accessible design. Accessible or provide accessible routes to the elevated play components.	ADAAG 240.2.2 & ADAAG 1008.4	If possible, provide a ramp or transfer platform system to at least 50% of the elevated play components. If this is unsuccessful, consideration should be made to replacing this playground.	2	P&D (Cardwell)	access within each area	3		playground will be replaced if the building remains	accessible restrooms available at carousel
67	Playground	The spring rockers are set too low to the playground surface.	ADAAG 1008.4.4	Re-set the rocker further into the ground so the seat height is between 11 inches minimum to 24 inches maximum. An height of 18 inches AFF is recommended.	2	Zoo Fac. Ops (Lowe)	items/areas within building/area	Complete	April 2017: Removed .		
68	Playground	The playground surface is uneven and needs to be maintained to be considered accessible.	ADAAG 1008.2	Provide regular maintenance of the surface to provide a running slope and a cross slope no steeper than 2%. The surface should meet all ASTM standards for fall zones.	2	Zoo Fac. Ops (Lowe)	items/areas within building/area	Complete	Ongoing: playground mulch added		
45	Primate	The set of ramps on the north side of the exhibits has slopes too steep. Upper ramp slope is 8.8% for 10 feet. Lower ramp slope is 8.9% for 10 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope construction tolerances, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D	access within each area	3		replace railings if building remains	accessible restrooms available at carousel

Primates, Cat and Aquatics

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
44	Primate	The ramps inside the Primate Exhibit building needs handrails on both sides for 19 feet.	ADAAG 405.8	Provide handrails with extensions on both sides of the ramp for a total of 38 feet. Mount the handrails to 34 inches to 38 inches to the top of the gripping surface.	1	Zoo Fac. Ops (Lowe)	items/areas within building/area	3		replace railings if building remains	accessible restrooms available at carousel
48	Primate	The defibrillator is mounted too high at 60 inches AFF.	ADAAG 308	Provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	2	Zoo Fac. Ops (Lowe)	Items/areas within building/area	Complete	3/30/18: Complete. Debrillator box lowered.	lower the mounting	
50	Primate	The north theater viewing area and multilevel seating does not provide handrails at stairs.	ADAAG 504.6	Provide handrails on both sides of the stairs that are, continuous on the inside, between 34 inches to 38 inches to the top of the railing above the stair nosing, have an outside diameter of between 1 1/4 inches to 2 inches, have handrails extensions, provide clear space of 1 1/2 inches and comply with ADAAG 505. Theater seating can have breaks in the handrail on the seat side.	1	Zoo Fac. Ops (Lowe)	Items/areas within building/areas	Complete	Complete - Area is closed to the public (August 2015)		
51	Primate	The stanching straps are mounted too high and not cane detectable.	ADAAG 307	Provide a second stanching strap or of different design so a cane can detect a strap below 27 inches.	2	Zoo Fac. Ops (Lowe)	items/areas within building/areas	Complete	3/30/18: Complete. Ribbon stanchions removed.	develop stanchion standard for barricading exhibits	
53	Tram Stop	The Emergency phone case latch is located so the handle is not accessible.	ADAAG 309	Remove the sides of the phone case or relocate the Emergency phone so that the handle being interfered with by the sides of the case.	1	Zoo Fac. Ops (Lowe)	items/areas within building/area	Complete	11/1/16: phones removed with the new map rollout		
52	Tram Stop	The Tram Stop curb ramp has an abrupt transition of 3/4 inch.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	items/areas within building/areas	Complete	2/11/20: area repaved.	grind or replace section of concrete	
55	Treetop Café	The entrance walkway to the doors to the south Treetop Café there is a 4.8% running slope.	ADAAG 404.2.4.4	Provide a minimum 5 foot level landing of no more than 2% in all directions at the door. Or provide an automatic door that complies with ADAAG 404.3.	1	P&D (Cardwell)		1		replace concrete pad	

Primates, Cat and Aquatics

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
54	Treetop Café	The entrance walkway to the doors to the south Treetop Café there is a 4.8% running slope.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and a cross slope no greater than 2%.	1	P&D (Cardwell)	Access point to each area	1		replace concrete pad	
59	Treetop Café	The Tree Top Café exit doors do not provide a level landing and has a running slope too high at 19.1%.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be possible. Follow ADAAG 405 for ramps if necessary.	1	P&D	access within each area	2		replace concrete pad and pavers depending on the future of the building	ECVs are available with 72 hours notice
62	Treetop Café	The Tree Top Café outdoor seating paver surface have gaps and abrupt transitions throughout.	ADAAG 403	Re-set the brick pavers to provide a smooth transition between pavers and gaps no wider than 1/2 inch.	1	Zoo Fac. Ops (Lowe)	items/areas within building/area	2		replace concrete pad and pavers depending on the future of the building	ECVs are available with 72 hours notice
63	Treetop Café	The walkway from back exit of the outdoor seating to the playground has an abrupt transition too high at 3/4 inch where surfaces meet.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		grind down or replace	
64	Treetop Café	The wood inserted between pavers along walkway of plaza have deteriorated or shifted to create gaps too wide and abrupt transitions too high.	ADAAG 403	Re-set the brick pavers and/or replace the wood inserts to provide a smooth transition between pavers and gaps no wider than 1/2 inch.	1	Zoo Fac. Ops (Lowe)	items/areas within building/area	2		replace concrete pad and pavers depending on the future of the building	ECVs are available with 72 hours notice
61	Treetop Café	The Tree Top Café outdoor seating has 16 tables but none are of an accessible design.	ADAAG 226 & ADAAG 902	Provide at least 5% of the tables but not less than one, with a minimum knee clearance of 27 inches AFF, 17 inches to 25 inches knee and toe clearance and located on the shortest	2	Zoo Fac. Ops (Lowe)	items/areas within building/area	Complete	2/11/20: Accessible seating was added in 2019.	add accessible seating	
57	Treetop Café	The Treetop Café counter is mounted too high at 36 1/4 inch AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops (Lowe)	items/areas within building/area	2		add lower section of counter	staff are trained and available to assist

Primates, Cat and Aquatics

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
60	Treetop Café	The Tree Top Café exit doors do not provide a level landing and has a running slope too high at 19.1%.	ADAAG 404.2.4.4	Provide a minimum 5 foot level landing of no more than 2% in all directions at the door. Or provide an automatic door that complies with ADAAG 404.3.	1	P&D		2		replace concrete pad and pavers depending on the future of the building	ECVs are available with 72 hours notice
65	Treetop Treats.	The Treetop Treats kiosk counter is too high at 42 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		Aramark to replace kiosk	
29	Women's Restroom	The women's restroom door has a threshold too high at 3/4 inch.	ADAAG 404.2.5	Provide a threshold at the doorway that is no more than 1/2 inches high and beveled at a 1:2 slope.	1	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		replace threshold	
32	Women's Restroom	The women's restroom sink does not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		add pipe wrap	
33	Women's Restroom	The women's restroom soap dispenser is mounted too high at 54 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	Complete	4/25/16: dispenser moved		
35	Women's Restroom	The women's restroom accessible stall toilet is mounted too far from the wall at 21 inches centerline.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with a offset drain to provide a centerline 16 inches to 18 inches from the wall.	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	3		change as part of other renovation (see #20)	accessible restrooms available at carousel
36	Women's Restroom	The women's restroom accessible stall toilet is mounted too low at 16 1/2 inches AFF.	ADAAG 604.4	Provide a toilet with height at 17 inches to 19 inches to the top of the toilet seat.	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	3		change as part of other renovation (see #20)	accessible restrooms available at carousel
37	Women's Restroom	The women's restroom accessible stall side grab bar is too short at 36 inches.	ADAAG 604.5.1 & ADAAG 609	Provide a side grab bar a minimum of 42 inches long and a maximum of 12 inches from the corner. The grab bar should be mounted 33 inches to 36 inches AFF to the top of the grab bar. The present grab bar could be used for the rear grab bar in the stall.	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		move grab bar	

Primates, Cat and Aquatics

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
38	Women's Restroom	The women's restroom accessible stall does not provide a rear grab bar.	ADAAG 604.5.2 & ADAAG 609	Provide a rear grab bar a minimum of 36 inches long mounted 12 inches from the centerline of the toilet to the corner and 24 inches from the centerline to the open side of the toilet. The grab	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		add grab bar	
39	Women's Restroom	The women's restroom accessible stall toilet paper dispenser is mounted on the on wrong wall.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front of the toilet. Do no mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	Complete	3/30/18: Complete. Dispenser moved to proper wall.	move dispenser	
40	Women's Restroom	The women's restroom accessible stall is too narrow at 39 inches.	ADAAG 604	Provide an accessible stall that is a minimum of 60 inches wide and a minimum of 56 inches deep with a minimum 42 inches side grab bar mounted 12 inches maximum from the corner and a 36 inches rear grab bar mounted 12 inches minimum from the centerline and 24 inches from the centerline to the transfer side of the toilet. The toilet centerline should be 16 inches to 18 inches from the nearest wall and a minimum 17 inches to a maximum 19 inches to the top of the seat. This will require removal of the adjacent toilet and taking over that space. Check plumbing codes to determine if this is acceptable related to the fixture count.	2	Zoo Fac. Ops (Lowe)	items/areas within building/area	3		change as part of other renovation (see #20)	accessible restrooms available at carousel
42	Women's Restroom	The women's restroom accessible stall door is not self closing.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		add self-closing hinges	

Appendix 2: Zoo Transition Plan

Table 8: The Rainforest

The Rainforest

The main issues at The Rainforest are tables are not of an accessible design, door force is too high and close too quickly, some door round hardware, drinking fountains not at accessible height or accessible designs, permanent room signs not of a proper design or in a proper location, various elements in the restroom mounted too high or in the wrong location, some restroom stalls are not of a proper dimensions, some restroom grab bars are not of a proper design or size, counters are too high, coat hangers too high, missing accessible routes, no cane detectable barriers, ramps missing proper handrails, slopes too steep, no proper Area of Refuge communication system, benches that do not provide companion seating, abrupt transitions too high, gaps too wide, and not level landing as some doors. **Please Note:** When a **UD** is indicated, this is a Universal Design (**UD**) recommendation to enhance accessibility. The **UD** recommendation is not required to meet the minimum accessibility standards but it would be encouraged. If used in this report, the letters, **AFF** stand for above finished floor

The report uses the 2010 Americans with Disabilities Act Accessibility Guidelines (ADAAG). This guideline can be down loaded from the Access Board website at www.access-board.gov.

The Cleveland Zoo is part of a local government which requires compliance with Title II of the Americans with Disabilities Act (ADA). Changes to the park district would allow for equal opportunity to participate in programs and activities, effective communication, and program accessibility. Access of programs and activities can be achieved by removal of physical barriers, modification of policies, practices and procedures that discriminate against a person with a disability and relocation to an accessibility facility. In existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information.

PLEASE NOTE: Any references for Outdoor Developed Areas is presently not approved by the Department of Justice. However, it would be recommended to follow these standards as "Best Practices" at this point in time. In addition, in existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information. ADAAG 206.2 requires that at least one accessible route be provided within the boundary of the site. The reports provide comments on all routes that when upgrades are made in the future modifications can be made to correct the access barrier or in some cases modify to the greatest extent possible.

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
1	Amazon Café	There are 34 tables provided at the Amazon Café but none are of an accessible design providing only 13 1/2 inch knee depth or less.	ADAAG 226 & ADAAG 902	Provide at least 2 accessible tables with a minimum knee clearance of 27 inches AFF for 17 inches to 25 inches knee and toe clearance.	2	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	2015: New tables purchased		
2	Amazon Café	Some of the condiments and drink dispensers are too high at 51 inches AFF to 52 inches AFF.	ADAAG 308	Provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	2	Zoo Fac. Ops (Lowe)	Items/areas within building	1		Aramark service area renovation	

The Rainforest

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
40	Amazon Marketplace	Where the plank flooring meets the tile surface there is a running slope up to 11.6% for 12 inches.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be	2	P&D (Cardwell); Zoo Facility Ops (Lowe)	Items/areas within building	3		Remove and regrade	Alternative route around this point is available
39	Amazon Marketplace	The Amazon Marketplace does not provide sign offering assistance is required.	ADAAG 216.3 & ADAAG 703	Signage Recommendation: Provide signage that encourages guest to ask staff for assistance. Provide accessible fonts, letter sizes, contrast of color and mounting heights. Train staff to be aware of how to assist and interact with their guests with disabilities.	3	Zoo Ed. (Searles); Marketing (VisCom)	Items/areas within building	1		add graphic	
38	Amazon Marketplace	The counter is mounted too high at 34 3/4 inches. Also the counter is not clear and has various items on it.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops (Lowe)	Items/areas within building	1		Event Network to clear counter and lower	
41	Amazon Marketplace	The coat hangers are all mounted too high at 54 inches AFF.	ADAAG 308	Provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	2		new coat racks	Staff are available for assistance

The Rainforest

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
115	Exterior Entrance Route to Rainforest Plaza	The walkway at the bench and curve has a running slope too steep up to 7.2% for 12 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Accessible path for whole zoo and parking	2		regrade and repave	ECVs are available with 72 hours notice
116	Exterior Entrance Route to Rainforest Plaza	The walkway at the second bench and light has a running slope too steep up to 7.1% for 17 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%. Option: Since this area is equal to a ramp slope, adding only handrails on both sides would be acceptable. See ADAAG 405.8.	1	P&D (Cardwell)	Accessible path for whole zoo and parking	2		regrade and repave	ECVs are available with 72 hours notice
112	Exterior Entrance Route to Rainforest Plaza	The bronze Orangutan statue is not on an accessible route for 8'	ADAAG 403	Provide a new accessible route with a running slope no steeper than 5% and a cross slope no steeper than 2% and a minimum clear width of 36 inches.	3	P&D (Cardwell)	Access within each area	2		regrade and repave	ECVs are available with 72 hours notice
108	Exterior Entrance Route to Rainforest Plaza	There is a gap just before bridge that is too wide at 1 inch.	ADAAG 302.3	Fill in or replace section of sidewalk to provide a flush transition or an opening no greater than 1/2 inch.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole zoo and parking	1		fill gap	

The Rainforest

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
109	Exterior Entrance Route to Rainforest Plaza	There is an abrupt transition just before bridge that is too high at 3/4 inch.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole zoo and parking	1		grind down	
110	Exterior Entrance Route to Rainforest Plaza	There is an abrupt transition just after bridge that is too high at 3/4 inch,	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole zoo and parking	1		grind down	
111	Exterior Entrance Route to Rainforest Plaza	There is a gap just after the bridge that is too wide at 3/4 inch.	ADAAG 302.3	Fill in or replace section of sidewalk to provide a flush transition or an opening no greater than 1/2 inch.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole zoo and parking	1		grind down	
113	Exterior Entrance Route to Rainforest Plaza	The bronze Orangutan statue does not provide an accessible surface around it.	ADAAG 1008.2.6	Assuming that children climb on the statue, provide an accessible surface of a unitary rubberized surface for both access and safety.	3	P&D (Cardwell); Zoo Fac. Ops (Lowe)	Access within each area	1		add playground mulch	
114	Exterior Entrance Route to Rainforest Plaza	The benches along this walkway are not on the accessible route and do not provide companion seating.	<u>Proposed</u> Outdoor Areas Standards ADAAG 1011	Bench Recommendation: Provide at least 20% but no less than two benches to provide a clear ground space of at least 30 inches by 48 inches positioned near the bench with one side	4	Zoo Fac. Ops (Lowe)	items/areas within building/area	1		relocate or add accessible pad	
107	Exterior Entrance Route to Rainforest Plaza	The start of the entrance walkway to the Rainforest has an abrupt transition too high at one inches where the brick and concrete meet.	ADAAG 303	Grind down and/or raise section of brick pavers to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole zoo and parking	Complete	2016: grind down concrete		

The Rainforest

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
51	First Floor Exhibits from Tropical Forest	The first set of emergency door inside exhibit have an opening force too high at 13 lbs. and 15 lbs. The second set of doors has an opening force too high 11 lbs.	ADAAG 404.2.8 & ADAAG 404.2.9	Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	1	Zoo Fac. Ops (Lowe)	items/areas within building	1		adjust door openers	
53	First Floor Exhibits from Tropical Forest	The exit route is blocked by a stacked of chairs.	ADAAG 403	Create an accessible route by relocating the chairs to provide a minimum 36 inch space. This space can narrow down to 32 inches but no more than 24 inches.	1	Zoo Fac. Ops (Lowe)	items/areas within building	Complete	2015 - chairs were removed		
55	First Floor Exhibits from Tropical Forest	The very large emergency doors have an opening force too high at 10 lbs. and 15 lbs. and close too quickly at 4 seconds. The second emergency doors close too quickly at 15 lbs.	ADAAG 404.2.8 & ADAAG 404.2.9	Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	1	Zoo Fac. Ops (Lowe)	Items/areas within building	1		adjust door openers	
54	First Floor Exhibits from Tropical Forest	The theater does not provide companion seating.	ADAAG 221.2.1 & 802.1	1. Provide the appropriate number of wheelchair spaces (30 inches X 48 inches space) per total number of seats with a slope of 2% in all directions. Connect this wheelchair space to the accessible route. 2. Study revision of program entirely	2	P&D	items/areas within building	4		evaluate options	companion seating is available but not immediately adjacent to the seats
50	First Floor Exhibits from Tropical Forest	The exit doors into the greenhouse have and opening force to high at 10 lbs. and 9 lbs. and close too quickly at 4 seconds.	ADAAG 404.2.8 & ADAAG 404.2.9	Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	2	Zoo Fac. Ops (Lowe)	items/areas within building	1		adjust door openers	

The Rainforest

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
56	First Floor Exhibits from Tropical Forest	The exit doors from the exhibit to the Café has an opening force too high at 10 pounds	ADAAG 404.2.8 & ADAAG 404.2.9	Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	2	Zoo Fac. Ops (Lowe)	items/areas within building	1		adjust door openers	
25	First Floor Men's Restroom	The men's restroom door has round hardware.	ADAAG 404.2.7	1. Replace door hardware with hardware that does not require tight grasping, tight pinching or twisting of the wrist, such as lever hardware. 2. Consider removing door	2	Zoo Fac. Ops (Lowe)	Items/areas within building	2		replace hardware	doors are always open during operating hours
24	First Floor Men's Restroom	Men's restroom door has an opening force too high at 15 pounds and closes too quickly at 4 seconds.	ADAAG 404.2.8 & ADAAG 404.2.9	1. Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door. 2. Consider removing door	2	Zoo Fac. Ops (Lowe)	Items/areas within building	1		adjust door openers	
26	First Floor Men's Restroom	The men's restroom sink counter is too high at 35 1/2 inches AFF.	ADAAG 606	Remount the sink to provide a minimum 27 inches knee clearance and a rim height of no higher than 34 inches AFF.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	2		move the sink	accessible restroom available outside Rainforest
27	First Floor Men's Restroom	The men's restroom sink does not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops (Lowe)	Items/areas within building	1		add pipe wrap	
28	First Floor Men's Restroom	The men's restroom paper towel dispenser is mounted too high at 51 inches AFF and 53 inches AFF.	ADAAG 308	Remount the paper towel dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	Feb 2019 dispenser relocated	move dispenser	

The Rainforest

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
30	First Floor Men's Restroom	The men's restroom baby changing table is too high at 34 1/4 inch AFF.	ADAAG 902	Remount the baby changing table to be no higher than 34 inches AFF to the changing surface and provide a minimum knee clearance of 27 inches. Also mount it so the handle is no higher than 48 inches AFF.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	1		move table	
31	First Floor Men's Restroom	The men's restroom urinal is too high at 25 inches AFF.	ADAAG 605	Provide a stall type or lower the wall hung urinal to be no higher than 17 inches AFF and at least 13 1/2 inches deep.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	2		move urinal	accessible restroom available outside Rainforest
32	First Floor Men's Restroom	The accessible stall toilet is mounted too far from the wall at 19 inches centerline.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with a offset drain to provide a centerline 16 inches to 18 inches from the wall.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	2		see #33	accessible restroom available outside Rainforest
33	First Floor Men's Restroom	The men's restroom accessible stall is not of a proper design at 37 inches wide by 71 inches in length.	ADAAG 604.3.1	Reconfigure the accessible stall to provide a clearance around the toilet that is 60 inches minimum from the side wall to side wall and 56 inches minimum from the back wall to the front stall. This may require taking over the adjoining space or stall.	2	Zoo Fac. Ops (Lowe)	Items/areas within building	2		reconfigure restrooms	accessible restroom available outside Rainforest

The Rainforest

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
34	First Floor Men's Restroom	The men's restroom toilet paper is mounted on the wrong wall.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front of the toilet. Do not mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	Feb 2019 dispenser relocated	move dispenser	
36	First Floor Men's Restroom	The men's restroom stall door is not self closing.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	1		add self-closing hinges	
37	First Floor Men's Restroom	The men's restroom stall hardware is not of an accessible design.	ADAAG 604.8.1.2	Provide stall door hardware that is operable with one hand and does not require tight grasping, pinching or twisting of the wrist to operate. UD Provide a loop handle on the inside of the stall to assist with closing of the door from the inside.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	1		change stall hardware	
23	First Floor Men's Restroom	The men's restroom sign is mounted above the door and is not of a proper design.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48 inches minimum from the baseline of the lowest tactile character to 60 inches maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Searles); Marketing (VisCom)	Items/areas within building	Complete	Feb 2019 new graphic added	change graphic	

The Rainforest

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
29	First Floor Men's Restroom	The men's restroom mirror is mounted too high at 40 3/4 inches AFF.	ADAAG 603.3	Lower the mirror above the sink or countertop to be no higher than 40 inches to the reflective surface. Mirrors not mounted above the sink or a counter top should be mounted no higher than 35 inches to the reflective surface. UD - A full-length mirror would be a recommended option.	4	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	Feb 2019 mirror lowered	move mirror	
35	First Floor Men's Restroom	The men's restroom coat hook is mounted too high at 67 inches AFF.	ADAAG 308	Lower the existing coat hook or add a second coat hook at 48 inches AFF.	4	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	2015 - All coathooks removed		
4	First Floor Restroom Area	The door to the restrooms area has round hardware.	ADAAG 404.2.7	1. Replace door hardware with hardware that does not require tight grasping, tight pinching or twisting of the wrist, such as lever hardware. 2. Consider removing door	2	Zoo Fac. Ops (Lowe)	Items/areas within building	2		replace hardware	doors are always open during operating hours
3	First Floor Restroom Area	The door to the restrooms area has an opening force too high at 9 pounds.	ADAAG 404.2.8 & ADAAG 404.2.9	1. Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door. 2. Consider removing door	2	Zoo Fac. Ops (Lowe)	Items/areas within building	1		adjust door openers	

The Rainforest

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
5	First Floor Restroom Area	There are two drinking fountains provided but the accessible one is too low at 22 1/4 inches.	ADAAG 211 & ADAAG 602	Provide another individual drinking fountain at a wheelchair height or a single hi-lo drinking fountain that provides a wheelchair accessible fountain with a spout at 36 inches maximum and a standing drinking fountain with a height between 38 inches minimum and 43 inches maximum. The toe clearance should be a minimum of 9 inches.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	2		replace with a hi-lo	Free cup of water given out by staff in café.
8	First Floor Women's Restroom	The women's restroom door has round hardware.	ADAAG 404.2.7	1. Replace door hardware with hardware that does not require tight grasping, tight pinching or twisting of the wrist, such as lever hardware. 2. Consider removing door	2	Zoo Fac. Ops (Lowe)	Items/areas within building	2		replace hardware	doors are always open during operating hours
7	First Floor Women's Restroom	The women's restroom door has an opening force too high at 11 pounds.	ADAAG 404.2.8 & ADAAG 404.2.9	1. Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door. 2. Consider removing door	2	Zoo Fac. Ops (Lowe)	Items/areas within building	1		adjust door openers	
10	First Floor Women's Restroom	The women's restroom accessible stall door was not self closing.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	1		add self-closing hinges	

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
11	First Floor Women's Restroom	The women's restroom toilet stall has two door hardware but both require pinching to open and close.	ADAAG 604.8.1.2	Provide stall door hardware that is operable with one hand and does not require tight grasping, pinching or twisting of the wrist to operate. UD Provide a loop handle on the inside of the stall to assist with closing of the door from the inside.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	1		replace door hardware	
12	First Floor Women's Restroom	The women's restroom accessible stall is too narrow at 36 1/2 inches.	ADAAG 604	Provide an accessible stall that is a minimum of 60 inches wide and a minimum of 56 inches deep with a minimum 42 inches side grab bar mounted 12 inches maximum from the corner and a 36 inches rear grab bar mounted 12 inches minimum from the centerline and 24 inches from the centerline to the transfer side of the toilet. The toilet centerline should be 16 inches to 18 inches from the nearest wall and a minimum 17 inches to a maximum 19 inches to the top of the seat. This will require removal of the adjacent toilet and taking over that space. Check plumbing codes to determine if this is acceptable related to the fixture count.	2	Zoo Fac. Ops (Lowe)	Items/areas within building	2		reconfigure restrooms	accessible restroom available outside Rainforest

The Rainforest

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
13	First Floor Women's Restroom	The women's restroom toilet paper is mounted incorrectly on the wrong wall and too far from the toilet.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front of the toilet. Do not mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	Feb 2019 relocate dispenser	move dispenser	
15	First Floor Women's Restroom	The women's restroom side grab bars too short at 24 inches.	ADAAG 604.5.1 & ADAAG 609	Provide a side grab bar a minimum of 42 inches long and a maximum of 12 inches from the corner. The grab bar should be mounted 33 inches to 36 inches AFF to the top of the grab bar.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	1		replace grab bar	
16	First Floor Women's Restroom	The women's restroom rear grab bar is too short at 30 inches.	ADAAG 604.5.2 & ADAAG 609	Provide a rear grab bar a minimum of 36 inches long mounted 12 inches from the centerline of the toilet to the corner and 24 inches from the centerline to the open side of the toilet. The grab bar should be mounted 33 inches to 36 inches AFF to the top of the grab bar.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	1		replace grab bar	
18	First Floor Women's Restroom	The women's restroom sink counter is too high at 35 inches AFF.	ADAAG 606	Remount the sink to provide a minimum 27 inches knee clearance and a rim height of no higher than 34 inches AFF.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	2		move the sink	accessible restroom available outside Rainforest
19	First Floor Women's Restroom	The women's restroom sink does not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops (Lowe)	Items/areas within building	1		add pipe wrap	

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
20	First Floor Women's Restroom	The women's restroom baby changing table is too high at 35 inch AFF.	ADAAG 902	Remount the baby changing table to be no higher than 34 inches AFF to the changing surface and provide a minimum knee clearance of 27 inches. Also mount it so the handle is no higher than 48 inches AFF.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	1		move table	
22	First Floor Women's Restroom	The women's restroom paper towel dispenser is mounted too high at 52 inches AFF.	ADAAG 308	Remount the paper towel dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	Feb 2019 dispenser relocated	move dispenser	
17	First Floor Women's Restroom	The number of stalls in the women's restroom that are provided should include a walk in accessible stall but none is provided.	ADAAG 604.8.2	1. Provide at least one 35 inches to 37 inches wide stall with parallel grab bars plus an outward swinging door that is self closing. The stall should be a minimum of 60 inches deep. 2. Evaluate need for ambulatory stall	3	Zoo Fac. Ops (Lowe); P&D	Items/areas within building	2		reconfigure restrooms	accessible restroom available outside Rainforest
6	First Floor Women's Restroom	The women's restroom sign is mounted above the door and is not of a proper design.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48 inches minimum from the baseline of the lowest tactile character to 60 inches maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Searles); Marketing (VisCom)	Items/areas within building	Complete	Feb 2019 new graphics added	new graphics	

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
9	First Floor Women's Restroom	The women's restroom coat hook is mounted too high at 62 1/2 inches AFF.	ADAAG 308	The present coat hook is outside of the accessible stall. Provided a second coat hook in the stall at 48 inches AFF.	4	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	2015 - All coathooks removed		
14	First Floor Women's Restroom	The women's restroom tampon disposal is too far from the toilet at 28 inches.	ADAAG 308	Relocate the feminine napkin disposal to be no more than 9 inches maximum in front of the toilet if mounted on the sidewall or no more than 20 inches from the toilet if mounted on the back wall. The tampon trash can should be mounted no higher than 48 inches on either wall.	3	Zoo Fac. Ops (Lowe)	Items/areas within building	Complete	Feb 2019 relocated disposal unit	move dispenser	
21	First Floor Women's Restroom	The women's restroom mirror is mounted too high at 41 inches AFF.	ADAAG 603.3	Lower the mirror above the sink or countertop to be no higher than 40 inches to the reflective surface. Mirrors not mounted above the sink or a counter top should be mounted no higher than 35 inches to the reflective surface. UD - A full-length mirror would be a recommended option.	4	Zoo Fac. Ops (Lowe)	Items/areas within building	1		add full-length mirror	
137	Parking Lot - Men's Restroom	The men's restroom walkway to the door has a running slope up to 9.3%.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	Complete	Asphalt Removed and Regraded with concrete	regrade and repave	ECVs are available with 72 hours notice
138	Parking Lot - Men's Restroom	The men's restroom door threshold is too high at 1 1/4 inches.	ADAAG 404.2.5	Provide a threshold at the doorway that is no more than 1/2 inches high and beveled at a 1:2 slope.	1	Zoo Fac. Ops (Lowe)	items/areas within building	1		replace threshold	

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
140	Parking Lot - Men's Restroom	The men's restroom sink counter is too high at 36 1/8 inches AFF.	ADAAG 606	Remount the sink to provide a minimum 27 inches knee clearance and a rim height of no higher than 34 inches AFF.	3	Zoo Fac. Ops (Lowe)	items/areas within building	2		move sink	accessible restroom available outside Rainforest
141	Parking Lot - Men's Restroom	The men's restroom sink does not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops (Lowe)	items/areas within building	1		add pipe wrap	
143	Parking Lot - Men's Restroom	The men's restroom soap dispenser is mounted too high at 54 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	items/areas within building	Complete	Feb 2019 remounted dispenser	move dispenser	
144	Parking Lot - Men's Restroom	The men's restroom baby changing table is mounted too high at 35 inches AFF.	ADAAG 902	Remount the baby changing table to be no higher than 34 inches AFF to the changing surface and provide a minimum knee clearance of 27 inches. Also mount it so the handle is no higher than 48 inches AFF.	3	Zoo Fac. Ops (Lowe)	items/areas within building	Complete	Feb 2019 lowered changing table	move table	

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
145	Parking Lot - Men's Restroom	The men's restroom accessible stall is not of a proper design.	ADAAG 604	Provide an accessible stall that is a minimum of 60 inches wide and a minimum of 56 inches deep with a minimum 42 inches side grab bar mounted 12 inches maximum from the corner and a 36 inches rear grab bar mounted 12 inches minimum from the centerline and 24 inches from the centerline to the transfer side of the toilet. The toilet centerline should be 16 inches to 18 inches from the nearest wall and a minimum 17 inches to a maximum 19 inches to the top of the seat. This will require remove of the adjacent toilet and taking over that space. Check plumbing codes to determine if this is acceptable related to the fixture count.	2	Zoo Fac. Ops (Lowe)	items/areas within building	2		reconfigure restrooms	accessible restroom available outside Rainforest
146	Parking Lot - Men's Restroom	The men's restroom toilet is mounted too high at 20 inches AFF.	ADAAG 604.4	Provide a toilet with height at 17 inches to 19 inches to the top of the toilet seat.	3	Zoo Fac. Ops (Lowe)	items/areas within building	2		reconfigure restrooms	accessible restroom available outside Rainforest

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
136	Parking Lot - Men's Restroom	The men's restroom sign is mounted on the door.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48 inches minimum from the baseline of the lowest tactile character to 60 inches maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Searles); Marketing (VisCom)	items/areas within building	Complete	Feb 2019 new graphics added		
142	Parking Lot - Men's Restroom	The men's restroom mirror is mounted too high at 41 inches AFF.	ADAAG 603.3	Lower the mirror above the sink or countertop to be no higher than 40 inches to the reflective surface. Mirrors not mounted above the sink or a counter top should be mounted no higher than 35 inches to the reflective surface. UD - A full-length mirror would be a recommended option.	4	Zoo Fac. Ops (Lowe)	items/areas within building	1		add-full length mirror	
147	Parking Lot - Women's Restroom	The walkway up to women's restroom has a running slope of 10% at the door.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and a cross slope no greater than 2%.	1	P&D (Cardwell)	access point to each area	Complete	Asphalt Removed and Regraded ith concrete	regrade and repave	ECVs are available with 72 hours notice
148	Parking Lot - Women's Restroom	There is an abrupt transition at the women's restroom doorway at the restroom flooring and the asphalt that is too high at 1 3/4 inch.	ADAAG 404.2.4.4	Provide a minimum 5 foot (60 inches) level landing of no more than 2% in all directions at the door and provide a smooth transition into the restroom.	1	Zoo Fac. Ops (Lowe)	items/areas within building	1		replace transition	
150	Parking Lot - Women's Restroom	The women's restroom sink is mounted too high at 36 1/2 inches AFF.	ADAAG 606	Remount the sink to provide a minimum 27 inches knee clearance and a rim height of no higher than 34 inches AFF.	3	Zoo Fac. Ops (Lowe)	items/areas within building	2		move sink	accessible restroom available outside Rainforest

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
151	Parking Lot - Women's Restroom	The women's restroom sink does not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops (Lowe)	items/areas within building	1		add pipe wrap	
152	Parking Lot - Women's Restroom	The women's restroom soap dispensers are mounted too high at 55 inches AFF and 53 1/2 inches AFF.	ADAAG 308	Remount at least one of the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	items/areas within building	Complete	Feb 2019 relocated dispenser	move dispenser	
154	Parking Lot - Women's Restroom	The women's restroom accessible stall is not the correct size or design.	ADAAG 604	Provide an accessible stall that is a minimum of 60 inches wide and a minimum of 56 inches deep with a minimum 42 inches side grab bar mounted 12 inches maximum from the corner and a 36 inches rear grab bar mounted 12 inches minimum from the centerline and 24 inches from the centerline to the transfer side of the toilet. The toilet centerline should be 16 inches to 18 inches from the nearest wall and a minimum 17 inches to a maximum 19 inches to the top of the seat. This will require remove of the adjacent toilet and taking over that space. Check plumbing codes to determine if this is acceptable related to the fixture count.	2	Zoo Fac. Ops (Lowe)	items/areas within building	2		reconfigure restrooms	accessible restroom available outside Rainforest

The Rainforest

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
155	Parking Lot - Women's Restroom	The women's restroom accessible stall has two side grab bars that are mounted too far from the wall at 3 inches. Both are too short at 36 inches.	ADAAG 604.5	Provide a rear grab bar a minimum of 36 inches long mounted 12 inches from the centerline of the toilet to the corner and 24 inches from the centerline to the open side of the toilet. Replace current side grab bar. Side grab bar should be a minimum of 42 inches long and a maximum of 12 inches from the corner. Both grab bars should be mounted at 33 inches to 36 inches to the top of the grab bar.	3	Zoo Fac. Ops (Lowe)	items/areas within building	2		reconfigure restrooms	accessible restroom available outside Rainforest
156	Parking Lot - Women's Restroom	The women's restroom accessible stall does not provide a rear grab bar.	ADAAG 604.5.2 & ADAAG 609	Provide a rear grab bar a minimum of 36 inches long mounted 12 inches from the centerline of the toilet to the corner and 24 inches from the centerline to the open side of the toilet. The grab bar should be mounted 33 inches to 36 inches AFF to the top of the grab bar.	3	Zoo Fac. Ops (Lowe)	items/areas within building	1		add grab bar	
157	Parking Lot - Women's Restroom	The women's restroom toilet paper is mounted on the wrong wall.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front of the toilet. Do no mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops (Lowe)	items/areas within building	Complete	Feb 2019 relocated dispenser	move dispenser	

The Rainforest

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
160	Parking Lot - Women's Restroom	The women's restroom stall door hardware is not of an accessible design.	ADAAG 604.8.1.2	Provide stall door hardware that is operable with one hand and does not require tight grasping, pinching or twisting of the wrist to operate. UD Provide a loop handle on the inside of the stall to assist with closing of the door from the inside.	3	Zoo Fac. Ops (Lowe)	items/areas within building	1		replace with accessible hardware	
161	Parking Lot - Women's Restroom	The women's restroom stall door is not self closing.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops (Lowe)	items/areas within building	1		add self-closing hinges	
153	Parking Lot - Women's Restroom	The women's restroom mirror is mounted too high at 41 3/4 inches AFF.	ADAAG 603.3	Lower the mirror above the sink or countertop to be no higher than 40 inches to the reflective surface. Mirrors not mounted above the sink or a counter top should be mounted no higher than 35 inches to the reflective surface. UD - A full-length mirror would be a recommended option.	4	Zoo Fac. Ops (Lowe)	items/areas within building	1		add full-length mirror	
159	Parking Lot - Women's Restroom	The women's restroom coat hook is mounted too high at 66 inches AFF and is broken.	ADAAG 308	Add a new second coat hook at 48 inches AFF.	4	Zoo Fac. Ops (Lowe)	items/areas within building	Complete	2016 - all coathooks removed		
158	Parking Lot - Women's Restroom	The women's restroom tampon disposal is mounted on the wrong wall.	ADAAG 308	Relocate the feminine napkin disposal to be no more than 9 inches maximum in front of the toilet if mounted on the sidewall or no more than 20 inches from the toilet if mounted on the back wall. The tampon trash can should be mounted no higher than 48 inches on either wall.	3	Zoo Fac. Ops (Lowe)	items/areas within buildings	Complete	Feb 2019 relocated disposal unit	move dispenser	

The Rainforest

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
57	Ramp and Jungle Lab Area	The handrails on the ramp and stairs are too wide at 2 1/2 inches.	ADAAG 505.7	The handrails shall have a diameter of 1 1/4 inches to 2 inches for a circular handrail and for non-circular shall have a diameter of 2 1/4 inches and a perimeter dimension of 4 inches minimum to 6 1/4 inches maximum.	1	Zoo Fac. Ops (Lowe)	items/areas within building	2		replace handrails	ECVs are available with 72 hours notice
65	Ramp and Jungle Lab Area	The same door from the ramp to the exhibits has round door hardware.	ADAAG 404.2.7	Replace door hardware with hardware that does not require tight grasping, tight pinching or twisting of the wrist, such as lever hardware.	2	Zoo Fac. Ops (Lowe)	items/areas within building	2		replace door hardware	this is a program access door and staff are available to open doors during programs
58	Ramp and Jungle Lab Area	There are some plants that protrudes into the ramp.	ADAAG 307	Trim the branch to provide an 80 inches minimum clear head space and back to the edge of the walkway.	1	Zoo Fac. Ops (Lowe/Lomax)	items/areas within building	Complete	Ongoing: plants trimmed out of path		
63	Ramp and Jungle Lab Area	The ramp used to access the Jungle Lab area from the 2nd floor exhibits has a running slope at the top to high up to 9.8% for 4 feet.	ADAAG 405.2	Regrade the ramp to provide a running slope no steeper than 8.3%. The ramp may need to be length to meet this slope. Add additional handrail length as needed.	2	P&D (Cardwell); Zoo Facility Ops (Lowe)	items/areas within building	4		reconfigure entire ramp	ECVs are available with 72 hours notice

The Rainforest

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
60	Ramp and Jungle Lab Area	There are four tables provided but none are of an accessible design. There are accessible tables next door to this room.	ADAAG 226 & ADAAG 902	Purchase or relocate accessible tables from the other room to provide at least 5% of the tables but not less than one, with a minimum knee clearance of 27 inches AFF, 17 inches to 25 inches knee and toe clearance and located on the shortest accessible route. UD - Purchase only tables that provide the proper accessibility dimensions.	2	Zoo Fac. Ops (Savona)	items/areas within building	Complete	Feb 2019 accessible table added	add accessible table	
61	Ramp and Jungle Lab Area	The door to the 2nd floor exhibits from the ramp has an opening force too high at 14 lbs.	ADAAG 404.2.8 & ADAAG 404.2.9	Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	2	Zoo Fac. Ops (Lowe)	items/areas within building	1		adjust doors	
62	Ramp and Jungle Lab Area	The same door has round door hardware.	ADAAG 404.2.7	Replace door hardware with hardware that does not require tight grasping, tight pinching or twisting of the wrist, such as lever hardware.	2	Zoo Fac. Ops (Lowe)	items/areas within building	2		replace door hardware	this is a program access door and staff are available to open doors during programs
64	Ramp and Jungle Lab Area	The door from the ramp to the exhibit on the second floor has an opening force too high at 8 lbs.	ADAAG 404.2.8 & ADAAG 404.2.9	Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	2	Zoo Fac. Ops (Lowe)	items/areas within building	1		adjust doors	

The Rainforest

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
67	Ramp and Jungle Lab Area	The second set of exit doors to stairs near restrooms have an opening force too high at 11 lbs. and 14 lbs.	ADAAG 404.2.8 & ADAAG 404.2.9	Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	2	Zoo Fac. Ops (Lowe)	items/areas within building	1		adjust doors	
59	Ramp and Jungle Lab Area	The Jungle lab sink is not of an accessible design.	ADAAG 606	Provide a new sink with a minimum 27 inches knee space, a rim height no higher than 34 inches, pipe wrapping and accessible faucets.	3	Zoo Fac. Ops (Lowe)	items/areas within building	3		replace sink	Staff are available for assistance
66	Ramp and Jungle Lab Area	The doors to the bathrooms have an opening force too high at 15 lbs. and 11 lbs.	ADAAG 404.2.8 & ADAAG 404.2.9	Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	3	Zoo Fac. Ops (Lowe)	items/areas within building	2		adjust doors	doors are always open during operating hours
68	Ramp and Jungle Lab Area	The drinking fountain is not of an accessible design.	ADAAG 211 & ADAAG 602	Provide two individual drinking fountain or a single hi-lo drinking fountain that provides a wheelchair accessible fountain with a spout at 36 inches maximum and a standing drinking fountain with a height between 38 inches minimum and 43 inches maximum. The toe clearance should be a minimum of 9 inches. The water flow should be at least 4 inches high and located within 5 inches from the front of the drinking fountain.	3	Zoo Fac. Ops (Lowe)	items/areas within building	1		replace with a hi-lo	

The Rainforest

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
83	Second Floor Men's Restroom	The men's restroom door has an opening force too high at 12 pounds and closes too quickly at 3 seconds.	ADAAG 404.2.8 & ADAAG 404.2.9	1. Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door. 2. Consider removing door	2	Zoo Fac. Ops (Lowe)	items/areas within building	2		adjust doors	doors are always open during operating hours
84	Second Floor Men's Restroom	The men's restroom door has round door hardware.	ADAAG 404.2.7	Replace door hardware with hardware that does not require tight grasping, tight pinching or twisting of the wrist, such as lever hardware.	2	Zoo Fac. Ops (Lowe)	items/areas within building	2		replace door hardware	doors are always open during operating hours
86	Second Floor Men's Restroom	The men's restroom baby changing table is too high at 39 1/4 inches AFF.	ADAAG 902	Remount the baby changing table to be no higher than 34 inches AFF to the changing surface and provide a minimum knee clearance of 27 inches. Also mount it so the handle is no higher than 48 inches AFF.	3	Zoo Fac. Ops (Lowe)	items/areas within building	Complete	Feb 2019 new changing table added	move table	
87	Second Floor Men's Restroom	The men's restroom sink does not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops (Lowe)	items/areas within building	1		add pipe wrap	
88	Second Floor Men's Restroom	The men's restroom soap dispenser is 56 1/4 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	items/areas within building	Complete	Feb 2019 relocated dispenser	move dispenser	

Appendix 2: Zoo Transition Plan

Table 9: Waterfowl Lake

Waterfowl Lake

<p>The main issues at this Waterfowl Lake are slopes are too steep, door opening force is too high and closes too quickly, branches protrude, abrupt transitions are too high and gaps too wide, directional signage is not in the proper locations, a gate does not provide a clear opening, handrails are missing on a ramp and stairs, various statues are not on an accessible route or have an accessible surface around them, various elements in the restrooms are mounted too high or in the wrong location, toilet stalls are not of an accessible design, benches do not provide companion seating, there are not enough accessible picnic tables, some surfaces are not of an accessible quality, and counters are too high. Please Note: When a UD is indicated, this is a Universal Design (UD) recommendation to enhance accessibility. The UD recommendation is not required to meet the minimum accessibility standards but it would be encouraged. If used in this report, the letters, AFF stand for above finished floor</p>										
<p>The report uses the 2010 Americans with Disabilities Act Accessibility Guidelines (ADAAG). This guideline can be downloaded from the Access Board website at www.access-board.gov.</p>										
<p>The Cleveland Zoo is part of a local government which requires compliance with Title II of the Americans with Disabilities Act (ADA). Changes to the park district would allow for equal opportunity to participate in programs and activities, effective communication, and program accessibility. Access of programs and activities can be achieved by removal of physical barriers, modification of policies, practices and procedures that discriminate against a person with a disability and relocation to an accessibility facility. In existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information.</p>										
<p>PLEASE NOTE: Any references for Outdoor Developed Areas is presently not approved by the Department of Justice. However, it would be recommended to follow these standards as "Best Practices" at this point in time. In addition, in existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information. ADAAG 206.2 requires that at least one accessible route be provided within the boundary of the site. The reports provide comments on all routes that when upgrades are made in the future modifications can be made to correct the access barrier or in some cases modify to the greatest extent possible.</p>										
Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
1 Greenhouse, Plaza Area and Nature Discovery Ridge Ramp	The walkway from the giraffe feeding area toward the doors to the greenhouse has a cross slope too steep up to 5.6% for 16 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	Complete	6/1/16 - grade modified as part of 4D Theater opening		
11 Greenhouse, Plaza Area and Nature Discovery Ridge Ramp	The running slope on ramp to giraffe area is up to 11.1% for 65 feet.	ADAAG 405.8	Remove the boards and reset to provide a ramp with a running slope no steeper than 8.3%, a cross slope no steeper than 2% and handrails on both sides that are mounted to 34" to 38" to the top of the gripping surface.	1	P&D (Cardwell)	Access within each area	2		evaluate solution	Reservable ECVs are available with 72 hours notice
15 Greenhouse, Plaza Area and Nature Discovery Ridge Ramp	Because of the detailed statues birds that would benefit people with visual impairments or other disabilities to see up close and touch consider relocating or providing an accessible route up to them.	ADAAG 403	If desired, provide a new accessible route with a running slope no steeper than 5% and a cross slope no steeper than 2% and a minimum clear width of 36 inches.	3	Zoo Fac. Ops. (Lowe)	Access within each area	Complete	10/20/16: Moved to Hosta garden		
10 Greenhouse, Plaza Area and Nature Discovery Ridge Ramp	Where the concrete meets the ramp for interior viewing area there is a gap too wide at 3/4 inch.	ADAAG 302.3	Fill in or replace section of sidewalk to provide a flush transition or an opening no greater than 1/2 inch.	1	Zoo Fac. Ops. (Lowe)	items/areas within building	Complete	6/1/16: altered as part of 4D Theater opening		

Waterfowl Lake

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
12	Greenhouse, Plaza Area and Nature Discovery Ridge Ramp	This ramp does not provide proper handrails.	ADAAG 405.8	Remove the boards and reset to provide a ramp with a running slope no steeper than 8.3%, a cross slope no steeper than 2% and handrails on both sides that are mounted to 34" to 38" to the top of the gripping surface.	1	P&D (Cardwell)	items/areas within building	2		reconstruct ramp	Reservable ECVs are available with 72 hours notice
13	Greenhouse, Plaza Area and Nature Discovery Ridge Ramp	The position of the wood on the ramp has created gaps wider than 1/2 inch.	ADAAG 302.3	When modifying the ramp also reset the boards to provide a gap no wider than 1/2 inch.	1	P&D (Cardwell)	items/areas within building	2		reconstruct ramp	Reservable ECVs are available with 72 hours notice
9	Greenhouse, Plaza Area and Nature Discovery Ridge Ramp	The double gates to the giraffe interior viewing area have clear openings of only 28 inches each.	ADAAG 404.2.2	Remove and replace doors with at least one door leaf that provide a clear opening of 32" minimum. Option: consider an automatic door that opens both door leafs at the same time.	1	P&D (Cardwell)	items/areas within building	2		reconstruct ramp	Gates are not used to pass through, but limit access. Gates are pinned open when necessary
4	Greenhouse, Plaza Area and Nature Discovery Ridge Ramp	The boardwalk in the greenhouse has an abrupt transition of 3/4 inch.	ADAAG 303	Remove and adjust the boardwalk to provide an abrupt transition no greater than 1/2 inch.	1	Zoo Fac. Ops (Lowe)	n/a	Complete	6/1/16: Greenhouse has been removed		
7	Greenhouse, Plaza Area and Nature Discovery Ridge Ramp	At the exit doors is a gap too wide at 3/4 inch.	ADAAG 302.3	Fill in or replace section of sidewalk to provide a flush transition or an opening no greater than 1/2 inch.	1	Zoo Fac. Ops. (Lowe)	n/a	Complete	6/1/16: Greenhouse has been removed		
3	Greenhouse, Plaza Area and Nature Discovery Ridge Ramp	There are branches that protrude into the walkway throughout the greenhouse.	ADAAG 307	Trim the branches to provide an 80" minimum clear head space and back to the edge of the walkway.	1	Zoo Fac. Ops. (Lowe/Krems)	N/a	Complete	6/1/16: Greenhouse has been removed		
19	Men's restroom	The men's restroom sink does not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops. (Lowe)	items/areas within building	1		add pipe wrap	

Waterfowl Lake

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
21	Men's restroom	The men's restroom soap dispenser is mounted too high at 51 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48" AFF for a forward reach over an obstruction no deeper than 20" or a side reach of 48" AFF over an object no deeper than 10".	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move dispenser	
22	Men's restroom	The men's restroom urinal is too high at 24 inches AFF.	ADAAG 605	Provide a stall type or lower the wall hung urinal to be no higher than 17" AFF and at least 13 1/2" deep.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move urinal	
23	Men's restroom	The men's restroom stall is too narrow at 45 inches.	ADAAG 604	Provide an accessible stall that is a minimum of 60" wide and a minimum of 56" deep with a minimum 42" side grab bar mounted 12" maximum from the corner and a 36" rear grab bar mounted 12" minimum from the centerline and 24" from the centerline to the transfer side of the toilet. The toilet centerline should be 16" to 18" from the nearest wall and a minimum 17" to a maximum 19" to the top of the seat. This will require removal of the adjacent toilet and taking over that space. Check plumbing codes to determine if this is acceptable related to the fixture count.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	2		reconfigure restroom	Alternative restrooms available at Carousel
24	Men's restroom	The men's restroom toilet is too far from the wall at 20 inches centerline.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with an offset drain to provide a centerline 16" to 18" from the wall.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	2		reconfigure restroom	Alternative restrooms available at Carousel
25	Men's restroom	The men's restroom grab bars are not of the proper design or location.	ADAAG 604.5	Provide a rear grab bar a minimum of 36" long mounted 12" from the centerline of the toilet to the corner and 24" from the centerline to the open side of the toilet. Also, provide a side grab bar a minimum of 42" long and a maximum of 12" from the corner. Both grab bars should be mounted at 33" to 36" to the top of the grab bar.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move grab bar	
27	Men's restroom	The men's restroom stall door is not self closing.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		add self-closing hinges	

Waterfowl Lake

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
28	Men's restroom	The men's restroom toilet paper dispenser is mounted too far from the toilet at 16 inches and is on the wrong side of the toilet.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15", no higher than 48" AFF and a centerline of the dispenser that is a minimum of 7" to a maximum of 9" in front of the toilet. Do not mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move dispenser	
29	Men's restroom	The men's restroom baby changing table is mounted too high at 38 inches AFF. And does not provide knee clearance because of a cabinet.	ADAAG 902	Provide a baby changing table to be no higher than 34" AFF to the changing surface and provide a minimum knee clearance of 27". Remove the cabinet in order to provide the proper knee clearances.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move table	
30	Men's restroom	The paper towel dispenser at the baby changing area is mounted too high at 63 1/4 inches.	ADAAG 308	Remount the paper towel dispenser to provide a reach range no higher than 48" AFF for a forward reach over an obstruction no deeper than 20" or a side reach of 48" AFF over an object no deeper than 10".	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move dispenser	
18	Men's restroom	The men's restroom signage is not of the proper design or in an accessible location.	ADAAG 216.2 & ADAAG 703	The permanent room sign should be mounted on the wall at the latch side of the door at 48" minimum from the baseline of the lowest tactile character to 60" maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed (Searles); Marketing (VisCom)	items/areas within building	1	not complete		
20	Men's restroom	The men's restroom mirror is mounted too high at 45 inches AFF.	ADAAG 603.3	Lower the mirror above the sink or countertop to be no higher than 40" to the reflective surface. Mirrors not mounted above the sink or a counter top should be mounted no higher than 35" to the reflective surface. UD - A full-length mirror would be a recommended option.	4	Zoo Fac. Ops. (Lowe)	items/areas within building	1		add full-length mirror	
26	Men's restroom	The men's restroom stall coat hook is mounted too high at 58 3/4 inches AFF.	ADAAG 308	Lower the existing coat hook or add a second coat hook at 48" AFF.	4	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move coat hook	

Waterfowl Lake

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
16	Restrooms at Waterfowl Lake	The walkway up to Waterfowl Lake along the greenhouse has a running slope too steep up to 7.3% for 41 feet.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be	1	P&D (Cardwell)	access points to each area	2		evaluate solution	Reservable ECVs are available with 72 hours notice
17	Restrooms at Waterfowl Lake	The walkway heading south past the restrooms and on toward the Lake has a running slope of 14.8 for 36 feet.	ADAAG 403.3	If possible, remove and regrade section to provide a running slope no greater than 5% and a cross slope no greater than 2%. Because of the slope in this area regrading to 5% may not be	1	P&D (Cardwell)	access points to each area	2		regrade and repave	Reservable ECVs are available with 72 hours notice
66	Wade Hall	The Wade Hall walkway to ramp east of the entrance has a cross slope too steep up to 10.6% for 9 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		evaluate solution	Reservable ECVs are available with 72 hours notice
62	Wade Hall	The main entrance has a door threshold too high at 3/4 inch.	ADAAG 404.2.5	Provide a threshold at the doorway that is no more than 1/2" high and beveled at a 1:2 slope.	1	Zoo Fac. Ops. (Lowe)	item/areas within building/area	1		change threshold	
65	Wade Hall	The doors leading to the deck have a threshold too high at 1 inch.	ADAAG 404.2.5	Provide a threshold at the doorway that is no more than 1/2" high and beveled at a 1:2 slope.	1	Zoo Fac. Ops. (Lowe)	item/areas within building/area	1		change threshold	
67	Wade Hall	The east side ramp and stairs at Wade Hall picnic area do not provide proper handrails.	ADAAG 504.6	Provide handrails on both sides of the stairs that are, continuous on the inside, between 34" to 38" to the top of the railing above the stair nosing, have an outside diameter of between 1 1/4"	1	Zoo Fac. Ops. (Lowe)	item/areas within building/area	1		change/add handrails	
60	Wade Hall	The counter in the Wade Hall Ice Cream Shop is too high at 34 3/4 inch.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	4	Zoo Fac. Ops. (Lowe)	item/areas within building/area	3		add alternate counter	staff are trained and available to assist
63	Wade Hall	There are 13 tables offered inside the Wade Hall, but none are of an accessible design.	ADAAG 226 & ADAAG 902	Provide at least 5% of the tables but not less than one, with a minimum knee clearance of 27" AFF, 17" to 25" knee and toe clearance and located on the shortest accessible route. UD - Purchase only tables that provide the proper accessibility dimensions.	2	Zoo Fac. Ops. (Lowe/Savona)	item/areas within building/area	1		add accessible tables	

Waterfowl Lake

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
68	Wade Hall	The outdoor dining area has 19 tables but none are of an accessible design.	ADAAG 226 & ADAAG 903	Provide at least 5% of the tables but not less than one, with a minimum knee clearance of 27" AFF, 17" to 25" knee and toe clearance and located on the shortest accessible route. UD - Purchase only tables that provide the proper accessibility dimensions.	2	Zoo Fac. Ops. (Lowe/Savona)	item/areas within building/area	1		add accessible tables	
43	Walkway from Restroom Around the Back of the Lake	The walkway on south side of lake starting at the restrooms and moving south past the ramp from Wade Hall has a cross slope of 7.4% for 212 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	access points to each area	2		remove and regrade	Reservable ECVs are available with 72 hours notice
45	Walkway from Restroom Around the Back of the Lake	The walkway where it intersects with the path going uphill that is no longer used by public has a cross slope of 5.5% for 27 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		remove and regrade	Reservable ECVs are available with 72 hours notice
47	Walkway from Restroom Around the Back of the Lake	The walkway just past the picnic area heading east between two benches just before extra area of asphalt has a cross slope too steep up to 3.6% for 31 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	access within each area	2	12/20/19: Complete. Pathway re paved.	remove and regrade	Reservable ECVs are available with 72 hours notice
49	Walkway from Restroom Around the Back of the Lake	The walkway just east of benches and just west of stone concrete partitions has a cross slope of 4.3% for 102 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		remove and regrade	Reservable ECVs are available with 72 hours notice
44	Walkway from Restroom Around the Back of the Lake	The benches along the waterfowl walkway do not provide companion seating.	<u>Proposed</u> Outdoor Areas Standards ADAAG 1011	Bench Recommendation: Provide at least 20% but no less than two benches to provide a clear ground space of at least 30" by 48" positioned near the bench with one side adjoining the walkway. The clear ground space should have a slope no steeper than 2% in all directions. The clear ground space should not overlap the accessible route or another clear ground space. UD - Provide benches with armrests, backs, seat height between 17" AFF to 19" AFF maximum and no gaps	2	Zoo Fac. Ops. (Lowe)	items/areas within building/area	2		add concrete pad	A proposed standard at this time. Companion seating is available at 4D theater.

Waterfowl Lake

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
46	Walkway from Restroom Around the Back of the Lake	The picnic area at Waterfowl Lake provides 24 picnic of which 3 are accessible.	<u>Proposed</u> Outdoor Developed Areas Guidelines ADAAG 245 & 1011	Picnic Table Recommendation: At least 20% of picnic tables, or at least two more must be of an accessible design, connected to an accessible route. Relocate or purchase two accessible picnic tables and locate them on an accessible surface.	2	Zoo Fac. Ops. (Lowe/Savona)	items/areas within building/area	1		add accessible seating	
48	Walkway from Restroom Around the Back of the Lake	The benches along the back of Waterfowl Lake walkway are not on an accessible route and do not provide companion seating.	<u>Proposed</u> Outdoor Areas Standards ADAAG 1011	Bench Recommendation: Provide at least 20% but no less than two benches to provide a clear ground space of at least 30" by 48" positioned near the bench with one side adjoining the walkway. The clear ground space should have a slope no steeper than 2% in all directions. The clear ground space should not overlap the accessible route or another clear ground space. UD - Provide benches with armrests, backs, seat height between 17" AFF to 19" AFF maximum and no gaps between the seat and backrest.	2	Zoo Fac. Ops. (Lowe); P&D (Cardwell)	items/areas within building/area	2		add a concrete pad	A proposed standard at this time. Companion seating is available at 4D theater.
57	Waterfowl Sanctuary	The walkway at the east intersection behind the Kola house just past the eagle cage has a cross slope too steep up to 5.7% for 44 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	access points to each area	2		remove and regrade	Reservable ECVs are available with 72 hours notice
59	Waterfowl Sanctuary	The east entrance into the Waterfowl Lake walkway at the Koala exhibit has gap around drain with abrupt transition of 1 inches with a slope of 5%.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2% and an abrupt transition to higher than 1/2 inch. OR Consider if there is an accessible path around the drain.	1	P&D (Cardwell)	access points to each area	1		Confirm whether an alternate path exists. Abrupt transition still needs addressed.	

Waterfowl Lake

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
50	Waterfowl Sanctuary	The walkway directly behind gibbons and walkway to the ramp and waterfowl sanctuary has a cross slope of 4.7% for 105 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		remove and regrade	Reservable ECVs are available with 72 hours notice
53	Waterfowl Sanctuary	The walkway north that circles around the sanctuary area and leads to the ramp has a cross slope too steep up to 5.2% for 88 feet.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		remove and regrade	Reservable ECVs are available with 72 hours notice
54	Waterfowl Sanctuary	The walkway just at the entrance to the nature trail has a cross slope too steep up to 3.3% for 19 feet and includes uneven surfaces at nature trail and drain.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access within each area	2		remove and regrade	Reservable ECVs are available with 72 hours notice
56	Waterfowl Sanctuary	The nature trail has a bridge with running slope too high at 40.2% .	ADAAG 405.8	Provide a new bridge with a running slope no steeper than 8.3%, a cross slope no steeper than 2% and handrails on both sides that are mounted to 34" to 38" to the top of the gripping surface.	1	Zoo Fac. Ops. (Lowe)	Access within each area	2	2/20/18: Complete. Bridge removed.	remove the bridge	Reservable ECVs are available with 72 hours notice
55	Waterfowl Sanctuary	The short nature trail has benches that are not on an accessible surface for 115 feet.	ADAAG 403.1	Provide a surface that is firm and stable with a running slope no steeper than 5% and a cross slope not steeper than 2%, a minimum clear width of 36" and gaps no wider than 1/2" and no deeper than 1/2".	1	P&D (Cardwell)	item/areas within building/area	1	10/20/18: Complete. Playground mulch added.	add playground mulch	
52	Waterfowl Sanctuary	The walkway leading up to the wooden ramp crossing the lake has cracks that causes an abrupt transition and gap.	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	Zoo Fac. Ops.(lowe)	item/areas within building/area	1		fill gap	
58	Waterfowl Sanctuary	Because of the detailed statues of the Kola that would benefit people with visual impairments or other disabilities to see up close and touch consider relocating or providing an	ADAAG 403	If desired, provide a new accessible route with a running slope no steeper than 5% and a cross slope no steeper than 2% and a minimum clear width of 36 inches.	3	Zoo Fac. Ops. (Lowe)	item/areas within building/area	2		relocate statue	Not desired at this time, evaluating status of art.
51	Waterfowl Sanctuary	The benches in this area are not on accessible route and companion seating	Proposed Outdoor Areas Standards ADAAG 1011	Bench Recommendation: Provide at least 20% but no less than two benches to provide a clear ground space of at least 30" by 48" positioned near the bench with one side adjoining the	2	Zoo Fac. Ops. (Lowe); P&D (Cardwell)	item/areas within building/area	2		add accessible seating	A proposed standard at this time. Companion seating is available at 4D theater.

Waterfowl Lake

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
33	Women's restroom	The women's restroom sink does not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops. (Lowe)	items/areas within building	1		add pipe wrap	
34	Women's restroom	The women's restroom paper towel dispenser is mounted too high at 60" AFF.	ADAAG 308	Remount the paper towel dispenser to provide a reach range no higher than 48" AFF for a forward reach over an obstruction no deeper than 20" or a side reach of 48" AFF over an object no	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move dispenser	
37	Women's restroom	The women's restroom toilet is mounted too far from the wall	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with a offset drain to provide a centerline 16" to 18" from the wall.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	2		reconfigure restroom	Alternative restrooms available at Carousel
38	Women's restroom	The women's restroom grab bars are not of the proper design or location.	ADAAG 604.5	Provide a rear grab bar a minimum of 36" long mounted 12" from the centerline of the toilet to the corner and 24" from the centerline to the open side of the toilet. Also, provide a side grab bar a minimum of 42" long and a maximum of 12" from the corner. Both grab bars should be mounted at 33" to 36" to the top of the grab bar.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move grab bar	
39	Women's restroom	The women's restroom accessible stall is too narrow at 42 inches.	ADAAG 604	Provide an accessible stall that is a minimum of 60" wide and a minimum of 56" deep with a minimum 42" side grab bar mounted 12" maximum from the corner	3	Zoo Fac. Ops. (Lowe)	items/areas within building	2		reconfigure restroom	Alternative restrooms available at Carousel
40	Women's restroom	The women's restroom stall door is not self closing.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		add self-closing hinges	
41	Women's restroom	The women's restroom toilet paper dispenser is mounted too far from the toilet at 20 inches and located on the wrong wall.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15", no higher than 48" AFF and a centerline of the dispenser that is a minimum of 7" to a maximum of 9" in front of the toilet. Do no mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move dispenser	

Waterfowl Lake

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
31	Women's restroom	The women's restroom signage is not of the proper design or in an accessible location.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48" minimum from the baseline of the lowest tactile character to 60" maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed (Searles); Marketing (VisCom)	items/areas within building	1	not complete		
35	Women's restroom	The women's restroom mirror is mounted too high at 45 inches AFF.	ADAAG 603.3	Lower the mirror above the sink or countertop to be no higher than 40" to the reflective surface. Mirrors not mounted above the sink or a counter top should be mounted no higher than 35" to the reflective surface. UD - A full-length mirror would be a recommended option.	4	Zoo Fac. Ops. (Lowe)	items/areas within building	1		add full-length mirror	
36	Women's restroom	The women's restroom tampon dispenser is mounted too high at 61 inches AFF	ADAAG 308	Relocate the feminine napkin disposal to be no more than 9" maximum in front of the toilet if mounted on the sidewall or no more than 20" from the toilet if mounted on the back wall. The tampon trash can should be mounted no higher than 48" on either wall.	3	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move dispenser	
42	Women's restroom	The women's restroom coat hook is mounted too high at 59 inches AFF.	ADAAG 308	Lower the existing coat hook or add a second coat hook at 48" AFF.	4	Zoo Fac. Ops. (Lowe)	items/areas within building	1		move hook	

Appendix 2: Zoo Transition Plan

Table 10: Welcome Plaza

Welcome Plaza, Information and Education Center

The main issues at this Welcome Plaza, Information and Education Center are abrupt transitions too high, gaps too wide, door force too high, various elements in the restroom mounted too high or in the wrong location, accessible stalls not properly designed or dimensioned, not providing proper grab bars, not enough tables of an accessible design, counters too high, drinking fountains not of an accessible design, not providing assistive listening devices in the auditorium, and not providing proper accessible signage. **Please Note:** When a **UD** is indicated, this is a Universal Design (**UD**) recommendation to enhance accessibility. The **UD** recommendation is not required to meet the minimum accessibility standards but it would be encouraged. If used in this report, the letters, **AFF** stand for above finished floor

The report uses the 2010 Americans with Disabilities Act Accessibility Guidelines (ADAAG). This guideline can be down loaded from the Access Board website at www.access-board.gov.

The Cleveland Zoo is part of a local government which requires compliance with Title II of the Americans with Disabilities Act (ADA). Changes to the park district would allow for equal opportunity to participate in programs and activities, effective communication, and program accessibility. Access of programs and activities can be achieved by removal of physical barriers, modification of policies, practices and procedures that discriminate against a person with a disability and relocation to an accessibility facility. In existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information.

PLEASE NOTE: Any references for Outdoor Developed Areas is presently not approved by the Department of Justice. However, it would be recommended to follow these standards as "Best Practices" at this point in time. In addition, in existing facilities, the ADA does allow the relocation of a program from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information. ADAAG 206.2 requires that at least one accessible route be provided within the boundary of the site. The reports provide comments on all routes that when upgrades are made in the future modifications can be made to correct the access barrier or in some cases modify to the greatest extent possible.

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
1		The walkway toward the Palava Hut pavilion where asphalt, concrete and brick walkway meet has an abrupt transition too high of 1 inch.	ADAAG 303	Grind down and/or raise section of brick pavers to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Accessible path fro whole Zoo/Parking	1		grind down	
2		The entrance into the actual pavilion has a concrete and brick abrupt transition of 3/4 inch.	ADAAG 303	Grind down and/or raise section of brick pavers to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Access point to each area	1		grind down	
3	Women's Restroom at the Plaza Right Side	The women's restroom on the right side has a door threshold too high of 3/4 inch.	ADAAG 404.2.5	Provide a threshold at the doorway that is no more than 1/2 inches high and beveled at a 1:2 slope.	1	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		replace threshold	
5	Women's Restroom at the Plaza Right Side	The women's restroom sink is mounted too high at 36 1/4 inches AFF.	ADAAG 606	Remount the sink to provide a minimum 27 inches knee clearance and a rim height of no higher than 34 inches AFF.	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	2		remodel restroom	accessible restroom available outside of RF and at Steffee
6	Women's Restroom at the Plaza Right Side	The women's restroom mirror is mounted too high at 41 3/4 inches AFF.	ADAAG 603.3	Lower the mirror above the sink or countertop to be no higher than 40 inches to the reflective surface. Mirrors not mounted above the sink or a counter top should be mounted no higher than 35 inches to the reflective surface. UD - A full-length mirror would be a recommended option.	4	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		add full-length mirror	

Welcome Plaza, Information and Education Center

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
7	Women's Restroom at the Plaza Right Side	The women's restroom soap dispenser is mounted too high at 56 1/4 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	Complete	May 2017: Lowered dispenser.		
8	Women's Restroom at the Plaza Right Side	The women's restroom paper towel dispenser is mounted too high at 54 inches AFF.	ADAAG 308	Remount the paper towel dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		move dispenser	
9	Women's Restroom at the Plaza Right Side	The women's restroom sink does not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		add pipe wrap	
10	Women's Restroom at the Plaza Right Side	The women's restroom accessible stall is not wide enough at 49 inches.	ADAAG 604.3.1	Reconfigure the accessible stall to provide a clearance around the toilet that is 60 inches minimum from the side wall to side wall and 56 inches minimum from the back wall to the front stall. This may require taking over the adjoining space or stall.	3	Zoo Fac. Ops (Lowe) with P&D	Items/areas within building/area	2		remodel restroom	accessible restroom available outside of RF and at Steffee
11	Women's Restroom at the Plaza Right Side	The women's restroom accessible toilet is mounted too far from the wall at 23 inch centerline.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with a offset drain to provide a centerline 16 inches to 18 inches from the wall.	3	Zoo Fac. Ops (Lowe) with P&D	Items/areas within building/area	2		remodel restroom	accessible restroom available outside of RF and at Steffee
12	Women's Restroom at the Plaza Right Side	The women's restroom accessible stall side grab bar is too short at 36 inches.	ADAAG 604.5.1 & ADAAG 609	Provide a side grab bar a minimum of 42 inches long and a maximum of 12 inches from the corner. The grab bar should be mounted 33 inches to 36 inches AFF to the top of the grab bar.	3	Zoo Fac. Ops (Lowe) with P&D	Items/areas within building/area	1		move grab bar	
13	Women's Restroom at the Plaza Right Side	The women's restroom accessible stall does not provide a rear grab bar.	ADAAG 604.5.2 & ADAAG 609	Provide a rear grab bar a minimum of 36 inches long mounted 12 inches from the centerline of the toilet to the corner and 24 inches from the centerline to the open side of the toilet. The grab bar should be mounted 33 inches to 36 inches AFF to the top of the grab bar.	3	Zoo Fac. Ops (Lowe) with P&D	Items/areas within building/area	1		add grab bar	

Welcome Plaza, Information and Education Center

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
14	Women's Restroom at the Plaza Right Side	The women's restroom toilet paper is on the wrong wall.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front of the toilet. Do not mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		move dispenser	
15	Women's Restroom at the Plaza Right Side	The women's restroom tampon disposal is also on the wrong wall.	ADAAG 308	Relocate the feminine napkin disposal to be no more than 9 inches maximum in front of the toilet if mounted on the sidewall or no more than 20 inches from the toilet if mounted on the back wall. The tampon trash can should be mounted no higher than 48 inches on either wall.	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		move dispenser	
16	Women's Restroom at the Plaza Left Side	The women's restroom interior threshold is mounted too high at 3/4 inch. (Kramer)	ADAAG 404.2.5	Provide a threshold at the doorway that is no more than 1/2 inches high and beveled at a 1:2 slope.	1	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		replace threshold	
17	Women's Restroom at the Plaza Left Side	The women's restroom baby changing table is mounted too high at 36 inches. (Kramer)	ADAAG 902	Remount the baby changing table to be no higher than 34 inches AFF to the changing surface and provide a minimum knee clearance of 27 inches.	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		move changing table	
18	Women's Restroom at the Plaza Left Side	The women's restroom sink is mounted too high at 35 1/2 inches AFF. (Kramer)	ADAAG 606	Remount the sink to provide a minimum 27 inches knee clearance and a rim height of no higher than 34 inches AFF.	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	2		remodel restroom	accessible restroom available outside of RF and at Steffee
19	Women's Restroom at the Plaza Left Side	The women's restroom mirror is 46 inches AFF.	ADAAG 603.3	Lower the mirror above the sink or countertop to be no higher than 40 inches to the reflective surface. Mirrors not mounted above the sink or a counter top should be mounted no higher than 35 inches to the reflective surface. UD - A full-length mirror would be a recommended option.	4	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		add full-length mirror	
20	Women's Restroom at the Plaza Left Side	The women's restroom two paper towel dispensers are mounted too high at 52 inches AFF and 55 inches AFF.	ADAAG 308	Remount the paper towel dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		move dispenser	

Welcome Plaza, Information and Education Center

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
21	Women's Restroom at the Plaza Left Side	The women's restroom soap dispenser is mounted too high at 57 1/2 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	Complete	May 2017: Lowered dispenser.		
22	Women's Restroom at the Plaza Left Side	The women's restroom accessible stall does not provide a rear grab bar. (Kramer).	ADAAG 604.5.2 & ADAAG 609	Provide a rear grab bar a minimum of 36 inches long mounted 12 inches from the centerline of the toilet to the corner and 24 inches from the centerline to the open side of the toilet. The grab bar should be mounted 33 inches to 36 inches AFF to the top of the grab bar.	3	Zoo Fac. Ops (Lowe) with P&D	Items/areas within building/area	1		add grab bar	
23	Women's Restroom at the Plaza Left Side	The women's restroom accessible stall door was not self closing. (Kramer)	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	Complete	2016: changed hinges		
24	Women's Restroom at the Plaza Left Side	At the time of the review this coat hook was broken. It appears to be mounted too high at 49 inches AFF. (Kramer)	ADAAG 308	Add a second coat hook at 48 inches AFF.	4	Zoo Fac. Ops (Lowe)	Items/areas within building/area	Complete	2016: lowered coat hook		
25	Women's Restroom at the Plaza Left Side	The women's restroom accessible toilet is mounted too far from wall at 23 inch centerline.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with a offset drain to provide a centerline 16 inches to 18 inches from the wall.	3	Zoo Fac. Ops (Lowe) with P&D	Items/areas within building/area	2		remodel restroom	accessible restroom available outside of RF and at Steffee
26	Women's Restroom at the Plaza Left Side	The women's restroom toilet paper dispenser is mounted on wrong wall.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with a offset drain to provide a centerline 16 inches to 18 inches from the wall.	3	Zoo Fac. Ops (Lowe) with P&D	Items/areas within building/area	1		move dispenser	
27	Women's Restroom at the Plaza Left Side	The women's restroom tampon disposal is mounted on the wrong wall.	ADAAG 308	Relocate the feminine napkin disposal to be no more than 9 inches maximum in front of the toilet if mounted on the sidewall or no more than 20 inches from the toilet if mounted on the back wall. The tampon trash can should be mounted no higher than 48 inches on either wall.	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		move dispenser	

Welcome Plaza, Information and Education Center

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
28	Women's Restroom at the Plaza Left Side	The women's restroom accessible stall is not wide enough at 43 1/2 inches.	ADAAG 604	Provide an accessible stall that is a minimum of 60 inches wide and a minimum of 56 inches deep with a minimum 42 inches side grab bar mounted 12 inches maximum from the corner and a 36 inches rear grab bar mounted 12 inches minimum from the centerline and 24 inches from the centerline to the transfer side of the toilet. The toilet centerline should be 16 inches to 18 inches from the nearest wall and a minimum 17 inches to a maximum 19 inches to the top of the seat. This will require removal of the adjacent toilet and taking over that space. Check plumbing codes to determine if this is acceptable related to the fixture count.	3	Zoo Fac. Ops (Lowe) with P&D	Items/areas within building/area	2		remodel restroom	accessible restroom available outside of RF and at Steffee
30	Men's Restroom at the Plaza	The men's restroom door has a abrupt transition too high at 1 inch.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		replace threshold	
31	Men's Restroom at the Plaza	The men's restroom sink counter is mounted too high at 34 3/4 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops (Lowe)	Items/areas within building/area	2		remodel restroom	accessible restroom available outside of RF and at Steffee
32	Men's Restroom at the Plaza	The men's restroom mirror is mounted too high at 41 1/4 inches AFF.	ADAAG 603.3	Lower the mirror above the sink or countertop to be no higher than 40 inches to the reflective surface. Mirrors not mounted above the sink or a counter top should be mounted no higher than 35 inches to the reflective	4	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		add full-length mirror	
33	Men's Restroom at the Plaza	The men's restroom soap dispenser is mounted too high at 58 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	Complete	May 2017: Lowered dispenser.		
34	Men's Restroom at the Plaza	The men's restroom sink does not provide protective pipe wrap.	ADAAG 606.5	Provide a protective cover or protective pipe wrapping on the water shut offs and drain pipes.	2	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		add pipe wrap	

Welcome Plaza, Information and Education Center

	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
35	Men's Restroom at the Plaza	The men's restroom privacy partition interferes with the clear floor space at the door and sink.	ADAAG 305	Remove or adjust the partition to provide a clear floor space of at least 30 inches wide by 48 inches deep that is connected by an accessible route. The clear floor space should have a slope no steeper than 2% in all directions.	1	Zoo Fac. Ops (Lowe) with P&D	Items/areas within building/area	2		remodel restroom	accessible restroom available outside of RF and at Steffee
36	Men's Restroom at the Plaza	The men's restroom accessible stall is not wide enough at 41 1/2 inches.	ADAAG 604.3.1	Reconfigure the accessible stall to provide a clearance around the toilet that is 60 inches minimum from the side wall to side wall and 56 inches minimum from the back wall to the front stall. This may require taking over	3	Zoo Fac. Ops (Lowe) with P&D	Items/areas within building/area	2		remodel restroom	accessible restroom available outside of RF and at Steffee
37	Men's Restroom at the Plaza	The men's restroom accessible stall toilet is mounted too far from the wall at 25 1/4 centerline.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with a offset drain to provide a centerline 16 inches to 18 inches from the wall.	3	Zoo Fac. Ops (Lowe) with P&D	Items/areas within building/area	2		remodel restroom	accessible restroom available outside of RF and at Steffee
38	Men's Restroom at the Plaza	The men's restroom accessible stall toilet is mounted too high at 20 inches.	ADAAG 604.4	Provide a toilet with height at 17 inches to 19 inches to the top of the toilet seat.	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	2		remodel restroom	accessible restroom available outside of RF and at Steffee
39	Men's Restroom at the Plaza	The men's restroom accessible stall does not provide a rear grab bar.	ADAAG 604.5.2 & ADAAG 609	Provide a rear grab bar a minimum of 36 inches long mounted 12 inches from the centerline of the toilet to the corner and 24 inches from the centerline to the open side of the toilet. The grab bar should be mounted 33	3	Zoo Fac. Ops (Lowe) with P&D	Items/areas within building/area	1		add grab bar	
40	Men's Restroom at the Plaza	The men's restroom toilet paper dispenser is mounted too close to the toilet at 2 inches.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front of the toilet. Do not mount the	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		move dispenser	
41	Men's Restroom at the Plaza	The men's restroom coat hook is mounted too high at 63 3/4 inches AFF.	ADAAG 308	Lower the existing coat hook or add a second coat hook at 48 inches AFF.	4	Zoo Fac. Ops (Lowe)	Items/areas within building/area	Complete	2015: removed hook		
42	Men's Restroom at the Plaza	The men's restroom accessible stall door is not self closing.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		add self-closing hinges	
43	Men's Restroom at the Plaza	The men's restroom baby changing table is mounted too high at 45 1/2 inches AFF.	ADAAG 902	Remount the baby changing table to be no higher than 34 inches AFF to the changing surface and provide a minimum knee clearance of 27 inches. Also mount it so the handle is no higher than 48 inches AFF.	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	1		move table	

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
44	First Aid Station	Various elements in the First Aid Room interfere with the clear floor space at various elements.	ADAAG 305	Relocate various boxes and other elements to provide a clear floor space of at least 30 inches wide by 48 inches deep that is connected by an accessible route.	1	Zoo Fac. Ops (Lowe) with P&D	Items/areas within building/area	Complete	June 2017: new first aid station constructed		
45	Plaza walkway Restroom Area	The walkway near the restrooms where the concrete and brick meet has an abrupt transition of 3/4 inch.	ADAAG 303	Grind down and/or raise section of brick pavers to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Access point to each area	1		grind down	
46	Plaza Walkway Near Flamingo Area	The brick walkway just past the viewing window for the Flamingo area has a cross slope up to 5.9% for 63.feet.	ADAAG 403.3	Re-set the brick to provide a cross slope no steeper than 2%.	1	Zoo Fac. Ops (Lowe)	Access point within each area	3		regrade and repave	ECVs are available with 72 hours notice
47	Food Court	There are 50 tables but none are of an accessible design.	ADAAG 226 & ADAAG 902	Provide at least 5% of the tables but not less than one, with a minimum knee clearance of 27 inches AFF, 17 inches to 25 inches knee and toe clearance and located on the shortest accessible route. UD - Purchase only tables that provide the proper accessibility dimensions.	2	Zoo Fac. Ops (Lowe/Savona)	Items/areas within building/area	1		add accessible tables	
48	Food Court	The Food Court counters are mounted too high at 35 1/2 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops (Lowe)	Items/areas within building/area	2		add accessible counter	staff are trained and available to assist
49	Food Court	The Food Court indoor seating provides 15 tables but none are of an accessible design.	ADAAG 226 & ADAAG 902	Provide at least 5% of the tables but not less than one, with a minimum knee clearance of 27 inches AFF, 17 inches to 25 inches knee and toe clearance and located on the shortest accessible route. UD - Purchase only tables that provide the proper accessibility dimensions.	2	Zoo Fac. Ops (Lowe/Savona)	Items within building	1		add accessible tables	

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
51	Food Court	The drinking fountain provided is a wheelchair height only.	ADAAG 211 & ADAAG 602	Provide another individual drinking fountain at a standing height between 38 inches minimum to 43 inches maximum to the spout. Option: Remove existing drinking fountain and install a single Hi-Lo drinking fountain that provides a wheelchair accessible fountain with a spout at 36 inches maximum and a standing drinking fountain with a height between 38 inches minimum and 43 inches maximum. The toe clearance should be a minimum of 9 inches.	4	Zoo Fac. Ops (Lowe)	Item within building	1		add hi-lo fountain;	McDonalds provides a cooler of water as an intermediate solution
52	Lion Exhibit	The drinking fountain has a clear floor space of only 43 inches deep.	ADAAG 602.2	Add a hard surface at the wheelchair side of the drinking fountain or turn that side out to the main walkway to provide a minimum clear floor space of 30 inches wide and 48 inches deep for a forward approach and centered on the accessible unit with a 2% slope in all directions.	3	Zoo Fac. Ops (Lowe)	Items/areas within building/area	2		add accessible pad;	McDonalds provides a cooler of water as an intermediate solution
53	Tram stop	Walkway to seating area has a cross slope of 3.8% for 15 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1		Access to each area	4		providing alternate accessible route	ECVs are available with 72 hours notice
54	Tram stop	The walkway where the plaza bricks meet concrete and then asphalt path leading toward the tram stop has an abrupt transition of 1 1/2 inches.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Access to each area	1		grind down	
55	Tram stop	Fudge Hut has a counter of 44 1/2 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops (Lowe)	Items/areas within building/area	2		add accessible counter	staff are trained and available to assist
56	Tram stop	The outdoor information kiosk counter is 41 3/4 inches.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops (Lowe)	Items/areas within building/area	Complete	Jan 2017: removed outdoor information kiosk		

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
57	Information Center	The doors to the Auditorium have an opening force too high at 9 lbs. and 10 lbs.	ADAAG 404.2.8 & ADAAG 404.2.9	Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	2	Zoo Fac. Ops (Lowe)	Item within building	Complete	2016: automatic door opener installed		
58	Information Center	There does not appear to be any assistive listening devices available for auditorium.	ADAAG 219 & ADAAG 706	Provide an assistive listening system for the public seating area as determined by the seating capacity. See Table 219.3 for required number of receivers.	2	Zoo Fac. Ops (Lowe); ITS (Joy)	Item within building	2			scripts are available for all programs through Guest Services
59	Information Center	The exit doors for the auditorium have an opening force too high at 10 lbs. and 18 lbs. and close too quickly at 2 to 3 seconds.	ADAAG 404.2.8 & ADAAG 404.2.9	Recommendation: While not specifically address by the ADA it would be recommended to adjust the closer so the door opening force is no heavier than 8.5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	2	Zoo Fac. Ops (Lowe)	Item within building	1		adjust opening pressure	
60	Information Center	The same exit doors have a threshold too high at 1 1/2 inch. .	ADAAG 404.2.5	Provide a threshold at the doorway that is no more than 1/2 inches high and beveled at a 1:2 slope.	1	Zoo Fac. Ops (Lowe)	Item within building	1		replace threshold	
61	Information Center	The brochure top rack is mounted too high at 55 inches.	ADAAG 308	Lower the brochure/flyer holder to be at 48 inches AFF. Or distribute the materials so each type is at a lower height. UD - Mount all brochure racks no higher than 48 inches AFF.	4	Zoo Fac. Ops (Lowe)	Item within building	Complete	Ongoing: materials have been adjusted in the rack to provide access		
62	Information Center	The counter for membership information is too high at 43 3/4 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops (Lowe)	Item within building	3		add accessible counter'	staff are trained and available to assist
63	Information Center	The bell for membership information is mounted too high at 59 inches AFF.	ADAAG 308	Provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	2	Zoo Fac. Ops (Lowe)	Item within building	3		add accessible counter'	staff are trained and available to assist
64	Information Center	The Visitor Information counter is mounted too high at 36 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops (Lowe)	Item within building	3		add accessible counter;	staff are trained and available to assist

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
67	Gift Shop	This same door has a threshold too high at 1 inch.	ADAAG 404.2.5	Provide a threshold at the doorway that is no more than 1/2 inches high and beveled at a 1:2 slope.	1	Zoo Fac. Ops (Lowe)	Item within building	1		replace threshold	
68	Gift Shop	The stroller rental counter is mounted too high at 37 1/2 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops (Lowe)	Item within building	2		add accessible counter	staff are trained and available to assist
70	Gift Shop	At this same door there is a abrupt transition too high at 1 1/4 inch.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Item within building	1		grind down	
71	Gift Shop	The accessible counter has items on it and is presently not usable.	ADAAG 904.3.3	Keep this counter clear of items so it is always usable.	4	Zoo Fac. Ops (Lowe)	Item within building	Complete	Ongoing: Counter kept clear		
72	Gift Shop	There is presently no signage provided that encourages a person to ask for assistance if needed.	ADAAG 216.3 & ADAAG 703	Signage Recommendation: Provide signage that encourages guest to ask staff for assistance. Provide accessible fonts, letter sizes, contrast of color and mounting heights. Train staff to be aware of how to assist and interact with their guests with disabilities.	2	Zoo Ed. (Searles); Marketing (VisCom) with P&D	Item within building	1		add signage	
73	Ticket Taker Window	The walkway up to the small ticket window has a running slope up to 7.3% .	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and a cross slope no greater than 2%.	1	P&D (Cardwell)	Access to each area	3		regrade and repave	ECVs are available with 72 hours notice
74	Ticket Taker Window	At the ticket taker window there is not a level clear floor space.	ADAAG 305	Provide a clear floor space of at least 30 inches wide by 48 inches deep that is connected by an accessible route. The clear floor space should have a slope no steeper than 2% in all directions.	2	Zoo Fac. Ops (Lowe); P&D (Cardwell)	Item/area within each building/area	3		regrade and repave	ECVs are available with 72 hours notice
75	Ticket Taker Window	The ticket window counter is mounted too high at 43 1/2 inches.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops (Lowe)	Item/area within each building/area	2		add accessible counter	staff are trained and available to assist
76	Walkway to the Education Building from Plaza.	The walkway along the Education building from ticket booth to the Education Center has an abrupt transition of 3/4 inch.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Access to each area	2		grind down	ECVs are available with 72 hours notice

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
77	Walkway to the Education Building from Plaza.	Near the curve in the walkway from the ticket booth to the Education center there is a the running slope is 6.4% for 12 feet.	ADAAG 403.3	Remove and regrade section to provide an accessible route with a running slope no greater than 5% and an cross slope no greater than 2%.	1	P&D (Cardwell)	Access to each area	2		regrade and repave	ECVs are available with 72 hours notice
78	Walkway to the Education Building from Plaza.	This same section of walkway has a cross slope that is too steep at 3.3% for 17 feet.	ADAAG 403.3	Attempt a "mud jacking" technique or remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access to each area	2		regrade and repave	ECVs are available with 72 hours notice
79	Walkway to the Education Building from Plaza.	The walkway up to Education Center from parking areas has a cross slope too steep of 3.8% for 10 feet. This also includes gaps that are too wide. .	ADAAG 403.3	Remove and regrade section to provide a cross slope no greater than 2%.	1	P&D (Cardwell)	Access to each area	2		regrade and repave	ECVs are available with 72 hours notice
80	Walkway to the Education Building from Plaza.	Where walkways and concrete apron for entrance meet there is a gap of 1 1/4 inch.	ADAAG 302.3	Fill in or replace section of sidewalk to provide a flush transition or an opening no greater than 1/2 inch.	1	Zoo Fac. Ops (Lowe)	Access to each area	1		fill gap	
81	Walkway to the Education Building from Plaza.	Just at the edge of the building covered entrance there is a 1 inch gap where concrete surfaces meet.	ADAAG 302.3	Fill in or replace section of sidewalk to provide a flush transition or an opening no greater than 1/2 inch.	1	Zoo Fac. Ops (Lowe)	Access to each area	1		fill gap	
82	Walkway to the Education Building from Plaza.	At this same location there is a 3/4 inch abrupt transition.	ADAAG 303	Grind down or replace section of sidewalk to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Access to each area	1		grind down	
84	Education Center	The Education Center main interior doors have an opening force too high at 8 lbs. and 11 lbs. and close too quickly at 2 seconds.	ADAAG 404.2.8 & ADAAG 404.2.9	Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	2	Zoo Fac. Ops (Lowe)	Items within building	1		adjust opening pressure	
85	Education Center	The Education Center counter is too high at 42 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops (Lowe)	Items within building	Complete	Feb 2017: accessible counter installed		

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
86	Education Center	The drinking fountain in the hallway is a wheelchair height only.	ADAAG 211 & ADAAG 602	Provide another individual drinking fountain at a standing height between 38 inches minimum to 43 inches maximum to the spout. Option: Remove existing drinking fountain and install a single Hi-Lo drinking fountain that provides a wheelchair accessible fountain with a spout at 36 inches maximum and a standing drinking fountain with a height between 38 inches minimum and 43 inches maximum. The toe clearance should be a minimum of 9 inches.	4	Zoo Fac. Ops (Lowe) with P&D	Items within building	2		add hi-lo fountain	McDonalds provides a cooler of water as an intermediate solution
87	Education Center	All the permanent room signs do not include Braille and raised characters.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48 inches minimum from the baseline of the lowest tactile character to 60 inches maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Searles); Marketing (VisCom) with P&D	Items within building	1		change signage	
88	Discovery Center	The Discovery Center door has round door hardware.	ADAAG 404.2.7	Replace door hardware with hardware that does not require tight grasping, tight pinching or twisting of the wrist, such as lever hardware.	1	Zoo Fac. Ops (Lowe)	Items within building	2		replace hardware	doors are open for programs
89	Discovery Center	The Discovery Center door has an opening force too high at 8 pounds.	ADAAG 404.2.8 & ADAAG 404.2.9	Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	2	Zoo Fac. Ops (Lowe)	Items within building	1		adjust opening pressure	
91	Discovery Center	The Discovery Center exit door has a 3 inches drop off at the exit.	ADAAG 403	Provide an accessible route with a running slope no steeper than 5% and a cross slope no steeper than 2% and a minimum clear width of 36 inches.	1	Zoo Fac. Ops (Lowe); P&D (Cardwell)	Items within building	4		add ramp	an alternative route exists for exiting the building; staff are available to assist
92	Adventure Hall	The Adventure Hall door has round door hardware.	ADAAG 404.2.7	Replace door hardware with hardware that does not require tight grasping, tight pinching or twisting of the wrist, such as lever hardware.	1	Zoo Fac. Ops (Lowe)	Items within building	2		replace hardware	doors are open for programs

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
93	Adventure Hall	The Adventure Hall door has an opening force too high at 9 lbs.	ADAAG 404.2.8 & ADAAG 404.2.9	Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	2	Zoo Fac. Ops (Lowe)	Items within building	1		adjust opening pressure	
94	Adventure Hall	The Adventure Hall counter is too high at 42 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long in alterations. In new construction at least one full counter should meet this height.	2	Zoo Fac. Ops (Lowe)	Items within building	4		add accessible counter	tables are available for use or staff are available to assist
96	Adventure Hall	The Adventure Hall exit door has a 3 inches drop off at the exit.	ADAAG 403	Provide an accessible route with a running slope no steeper than 5% and a cross slope no steeper than 2% and a minimum clear width of 36 inches.	1	Zoo Fac. Ops (Lowe); P&D (Cardwell)	Access to each area	4		add ramp	an alternative route exists for exiting the building; staff are available to assist
97	Adventure Hall	The wooden table provided does not has knee clearance to low at 25 1/2 inches AFF.	ADAAG 226 & ADAAG 902	Provide 5% but no less than one table with a knee and toe clearance between 17 inches to 25 inches.	2	Zoo Fac. Ops (Lowe)	Items within building	Complete	2016: tables no longer included in program use		
98	Education Center Men's Restroom	The men's restroom door has an opening force too high at 10 lbs. and closes too quickly at 4 seconds.	ADAAG 404.2.8 & ADAAG 404.2.9	Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	3	Zoo Fac. Ops (Lowe)	Items within building	1		adjust opening pressure	
99	Education Center Men's Restroom	The men's restroom signage does not provide Braille.	ADAAG 216.2 & ADAAG 703	The permanent room sign should to be mounted on the wall at the latch side of the door at 48 inches minimum from the baseline of the lowest tactile character to 60 inches maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Searles); Marketing (VisCom) with P&D	Items within building	1		change signage	
100	Education Center Men's Restroom	The men's restroom paper towel dispenser is mounted too high at 54 inches AFF.	ADAAG 308	Remount the paper towel dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	Items within building	1		move dispenser	

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
101	Education Center Men's Restroom	The men's restroom sink knee clearance is only 25 inches	ADAAG 606	Remount the sink to provide a minimum 27 inches knee clearance and a rim height of no higher than 34 inches AFF.	3	Zoo Fac. Ops (Lowe)	Items within building	3		remodel restroom	accessible restroom available outside of RF and at Steffee
102	Education Center Men's Restroom	The men's restroom soap dispenser is mounted too high at 49 1/2 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	Items within building	Complete	2016: dispenser moved		
103	Education Center Men's Restroom	The men's restroom urinals are mounted too high at over 17 inches AFF.	ADAAG 605	Provide a stall type or lower the wall hung urinal to be no higher than 17 inches AFF and at least 13 1/2 inches deep.	3	Zoo Fac. Ops (Lowe) with P&D	Items within building	3		remodel restroom	accessible restroom available outside of RF and at Steffee
104	Education Center Men's Restroom	The men's restroom accessible stall toilet is mounted too far from the wall at 21 3/4 inch centerline.	ADAAG 604.2	Build out the side wall and grab bar or relocate the toilet with a offset drain to provide a centerline 16 inches to 18 inches from the wall.	3	Zoo Fac. Ops (Lowe)	Items within building	3		remodel restroom	accessible restroom available outside of RF and at Steffee
105	Education Center Men's Restroom	The men's restroom coat hook is mounted too high at 62 3/4 inches AFF.	ADAAG 308	Lower the existing coat hook or add a second coat hook at 48 inches AFF.	4	Zoo Fac. Ops (Lowe)	Items within building	1		add hook	
106	Education Center Men's Restroom	The men's restroom side grab bar provided is too far from the toilet and on the wrong wall.	ADAAG 604.5.1 & ADAAG 609	Provide a side grab bar a minimum of 42 inches long and a maximum of 12 inches from the corner. The grab bar should be mounted 33 inches to 36 inches AFF to the top of the grab bar.	3	Zoo Fac. Ops (Lowe)	Items within building	1		move grab bar	
107	Education Center Men's Restroom	The men's restroom toilet paper is mounted too close to toilet.	ADAAG 604.7	Remount the toilet paper dispenser to be no lower than 15 inches, no higher than 48 inches AFF and a centerline of the dispenser that is a minimum of 7 inches to a maximum of 9 inches in front of the toilet. Do no mount the toilet paper dispenser behind the side grab bar.	3	Zoo Fac. Ops (Lowe)	Items within building	1		move dispenser	
108	Education Center Men's Restroom	The men's restroom stall door is not self close.	ADAAG 604.8.1.2	Provide the hinges to allow for the stall door to be self-closing.	3	Zoo Fac. Ops (Lowe)	Items within building	1		add self-closing hinges	

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	Location	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
109	Education Center Men's Restroom	The men's restroom stall door hardware is not of an accessible design.	ADAAG 604.8.1.2	Provide stall door hardware that is operable with one hand and does not require tight grasping, pinching or twisting of the wrist to operate. UD Provide a loop handle on the inside of the stall to assist with closing of the door from the inside.	3	Zoo Fac. Ops (Lowe)	Items within building	1		replace hardware	
110	Education Center Men's Restroom	The men's restroom stall is not of an accessible design.	ADAAG 604.3.1	Reconfigure the accessible stall to provide a clearance around the toilet that is 60 inches minimum from the side wall to side wall and 56 inches minimum from the back wall to the front stall. This may require taking over the adjoining space or stall.	3	Zoo Fac. Ops (Lowe) with P&D	Items within building	3		remodel restroom	accessible restroom available outside of RF and at Steffee
111	Education Center Women's Restroom	The women's restroom door has an opening force too high at 11 lbs. and closes too quickly at 4 seconds.	ADAAG 404.2.8 & ADAAG 404.2.9	Adjust the closer so the door opening force is no heavier than 5 lbs. to open and takes a minimum of 5 seconds to close or provide an automatic door opener at the door.	3	Zoo Fac. Ops (Lowe)	Items within building	1		adjust opening pressure	
112	Education Center Women's Restroom	The women's restroom sign does not provide Braille.	ADAAG 216.2 & ADAAG 703	The permanent room sign should be mounted on the wall at the latch side of the door at 48 inches minimum from the baseline of the lowest tactile character to 60 inches maximum from the baseline of the highest character with raised lettering and numbers plus Braille.	4	Zoo Ed. (Searles); Marketing (VisCom) with P&D	Items within building	1		change signage	
113	Education Center Women's Restroom	The women's restroom sink does not provide proper knee clearance.	ADAAG 606	Remount the sink to provide a minimum 27 inches knee clearance and a rim height of no higher than 34 inches AFF.	3	Zoo Fac. Ops (Lowe)	Items within building	3		remodel restroom	accessible restroom available outside of RF and at Steffee
114	Education Center Women's Restroom	The women's soap dispenser is mounted too high at 51 inches AFF.	ADAAG 308	Remount the soap dispenser to provide a reach range no higher than 48 inches AFF for a forward reach over an obstruction no deeper than 20 inches or a side reach of 48 inches AFF over an object no deeper than 10 inches.	3	Zoo Fac. Ops (Lowe)	Items within building	Complete	2016: dispenser moved		

Appendix 2: Zoo Transition Plan

Table 11: Zoo Entrance

Zoo Entrance including Accessible Parking and Ticket Plaza

The Zoo Entrance including the Accessible Parking and Ticket Plaza provides the area for the main number of accessible parking spaces, nearest accessible parking for the entrance into the zoo and the main ticket area. The main issues at this Zoo Entrance including the Parking and Ticket Plaza are signs mounted too low, missing access aisles, slopes too steep, parking signs missing, parking and access aisles in poor condition, no level clear floor space as the ATM and drinking fountain, not a properly designed drinking fountain, benches that are not accessible, abrupt transitions too high, counters that are too high, and gaps that are too wide. **Please Note:** When a **UD** is indicated, this is a Universal Design (**UD**) recommendation to enhance accessibility. The **UD** recommendation is not required to meet the minimum accessibility standards but it would be encouraged. If used in this report, the letters, **AFF** stand for above finished floor

The report uses the 2010 Americans with Disabilities Act Accessibility Guidelines (ADAAG). This guideline can be down loaded from the Access Board website at www.access-board.gov. ADAAG 206.2 requires that at least one accessible route be provided within the boundary of the site. The reports provide comments on all routes that when upgrades are made in the future modifications can be made to correct the access barrier or in some cases modify to the greatest extent possible.

The Cleveland Zoo is part of a local government which requires compliance with Title II of the Americans with Disabilities Act (ADA). Changes to the zoo facilities and elements would allow for equal opportunity to participate in exhibits, programs and activities, effective communication, and program accessibility. Access of programs and activities can be achieved by removal of physical barriers, modification of policies, practices and procedures that discriminate against a person with a disability and relocation to an accessibility facility. In existing facilities, the ADA does allow the relocation of a program or activity from an inaccessible facility to an accessible facility until all access barriers have been removed. See 28 C.F.R. §35.150(a)(1);(b)(1) for additional information.

PLEASE NOTE: Any references for Outdoor Developed Areas is presently not approved by the Department of Justice. However, it would be recommended to follow these standards as "Best Practices" at this point in time.

No.	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
Accessible Parking West A moving West to East and Space Numbers Moving South to North										
1	Of the 11 total accessible parking signs 8 were mounted 3 inches too low at approximately 57 inches AFF.	ADAAG 502.6	Remount the signs to be a minimum of 60 inches from the finish grade to the bottom of the sign.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole Zoo/Parking	Complete	March 2017: signs raised		
2	No access aisle is provided for space #1 is provided.	ADAAG 502.3	Provide an access aisle a minimum of 60 inches, the full length of the parking space and marked to discourage parking on them.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole Zoo/Parking	Complete	Jan 2017 - ongoing striping		
3	The parking space #2 has a cross slope too steep at 4.2%.	ADAAG 502.4	Regrade the parking space to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		regrade and repave	
4	Space #3 sign is missing. (Shares with Space #6 of West B.)	ADAAG 502.6	Provide a sign with the International Symbol of Accessibility. Mount the sign at the head of the parking space at 60 inches minimum from the ground to the bottom of the sign.	1	Zoo Ed. (Searles); Marketing (Viscom)	Accessible path for whole Zoo/Parking	Complete	Nov 2020 - Sign added.	replace sign	
5	The parking space surface is in poor condition in space #1 and #2.	ADAAG 502.4	Remove old surface or resurface the present parking spaces with a material that is firm and stable and no steeper than 2% in all directions.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole Zoo/Parking	1		repave and restripe	
6	The parking space signs for all spaces are mounted too low at 57 inches AFF.	ADAAG 502.6	Remount the sign to be a minimum of 60 inches from the finish grade to the bottom of the sign.	2	Zoo Fac. Ops (Lowe)	Accessible path for whole Zoo/Parking	Complete	March 2017: signs raised		
West B Accessible Parking										
7	Spaces #4 and #5 surface issues with divots and uneven surfaces.	ADAAG 502.4	Remove old surface or resurface the present parking space with a material that is firm and stable and no steeper than 2% in all directions.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole Zoo/Parking	1		repave and restripe	

Zoo Entrance including Accessible Parking and Ticket Plaza

No.	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
8	Space #4 and #5 sign is mounted low high at 57" AFF.	ADAAG 502.6	Remount the signs to be a minimum of 60 inches from the finish grade to the bottom of the sign.	2	Zoo Fac. Ops (Lowe)	Accessible path for whole Zoo/Parking	Complete	March 2017: signs raised		
9	Space #6 sign is missing. (Shares with Space #3 of West A.)	ADAAG 502.6	Provide a sign with the International Symbol of Accessibility. Mount the sign at the head of the parking space at 60 inches minimum from the ground to the bottom of the sign.	1	Zoo Ed. (Searles); Marketing (Viscom)	Accessible path for whole Zoo/Parking	Complete	2016: signs added		
West C Accessible Parking										
10	West C parking space #5 cross slope is too steep at 2.9%.	ADAAG 502.4	Regrade the parking space to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	
11	Space #5 does not provide an accessible sign. (Shares with Space #5 of West D.)	ADAAG 502.6	Provide a sign with the International Symbol of Accessibility. Mount the sign at the head of the parking space at 60 inches minimum from the ground to the bottom of the sign.	1	Zoo Ed. (Searles); Marketing (Viscom)	Accessible path for whole Zoo/Parking	Complete	2016: signs added		
12	Access aisle for spaces #6 and #7 has a cross slope too steep at 2.7%.	ADAAG 502.4	Regrade the access aisle to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	
13	Parking space #7 has a cross slope too steep at 3.3%.	ADAAG 502.4	Regrade the parking space to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	
West D Accessible Parking										
14	Space #7 has a cross slope too steep at 3.4%.	ADAAG 502.4	Regrade the parking space to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	
15	The accessible parking signs are mounted to low. (indicated in lawsuit)	ADAAG 502.6	Remount the signs to be a minimum of 60 inches from the finish grade to the bottom of the sign.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole Zoo/Parking	Complete	March 2017: signs raised		
West E Accessible Parking										
16	The access aisle for space #1 has a cross slope too steep at 2.7%.	ADAAG 502.4	Regrade the access aisle to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	
17	The access aisle between #2 and #3 has a cross slope too steep at 3.3%.	ADAAG 502.4	Regrade the access aisle to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	
18	Space #4 has a cross slope too steep at 4.3%.	ADAAG 502.4	Regrade the parking space to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	
19	Space #5 has a cross slope too steep at 3.9%.	ADAAG 502.4	Regrade the parking space to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	
20	The access aisle between #4 and #5 has a cross slope too steep at 2.8%.	ADAAG 502.4	Regrade the access aisle to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	
21	Space #6 has a cross slope too steep at 3.4%.	ADAAG 502.4	Regrade the parking space to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	

Zoo Entrance including Accessible Parking and Ticket Plaza

No.	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
22	The access aisle between #6 and #7 has a cross slope too steep at 2.8%.	ADAAG 502.4	Regrade the access aisle to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	
23	Space #7 has a cross slope too steep at 2.8%.	ADAAG 502.4	Regrade the parking space to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	
West F Accessible Parking										
24	Space #5 has a cross slope too steep at 3.1%.	ADAAG 502.4	Regrade the parking space to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	
25	The access aisle between #6 and #7 has a cross slope too steep at 2.9% .	ADAAG 502.4	Regrade the access aisle to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	
26	Space #7 has a cross slope too steep at 3.0%.	ADAAG 502.4	Regrade the parking space to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	
27	Space #8 has a cross slope too steep at 3.0%.	ADAAG 502.4	Regrade the parking space to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	
28	Space #8 access aisle has a cross slope too steep at 4.1%,	ADAAG 502.4	Regrade the access aisle to be no steeper than 2% in all directions.	1	P&D (Cardwell)	Accessible path for whole Zoo/Parking	1		repave and restripe	

Zoo Entrance including Accessible Parking and Ticket Plaza

No.	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
Ticket Plaza East Side from Accessible Parking										
29	The ticket booth area ATM does not have a clear floor space at the screen with a slope of 5.8%.	ADAAG 305	Remove and regrade area to provide a clear floor space of at least 30" wide by 48" deep that is connected by an accessible route. The clear floor space should have a slope no steeper than 2% in all directions. Option: Relocate the ATM to a more accessible surface with slopes no steeper than 2% in all directions.	1	P&D (Cardwell)	Item/area within area	3		regrade and repave	staff are trained and available to assist
30	The drinking fountain does not provide a level landing the running slope is 7.5%.	ADAAG 305	Remove and regrade area to provide a clear floor space of at least 30" wide by 48" deep that is connected by an accessible route. The clear floor space should have a slope no steeper than 2% in all directions.	3	P&D (Cardwell)	Item/area within area	3		install hi-lo drinking fountain	staff are trained and available to assist with cups of water
31	The drinking fountain is not of an accessible design.	ADAAG 211 & ADAAG 602	Provide two individual drinking fountain or a single hi-lo drinking fountain that provides a wheelchair accessible fountain with a spout at 36" maximum and a standing drinking fountain with a height between 38" minimum and 43" maximum. The toe clearance should be a minimum of 9". The water flow should be at least 4" high and located within 5" from the front of the drinking fountain.	3	Zoo Fac. Ops (Lowe)	Item/area within area	2		install hi-lo drinking fountain	staff are trained and available to assist with cups of water
32	The benches across from the accessible parking and buss drop off area do not provide companion seating.	<u>Proposed</u> Outdoor Areas Standards ADAAG 1011	Bench Recommendation: Provide at least 20% but no less than two benches to provide a clear ground space of at least 30" by 48" positioned near the bench with one side adjoining the walkway. The clear ground space should have a slope no steeper than 2% in all directions. The clear ground space should not overlap the accessible route or another clear ground space. UD - Provide benches with armrests, backs, seat height between 17" AFF to 19" AFF maximum and no gaps between the seat and backrest.	2	Zoo Fac. Ops (Lowe)	Item/area within area	1		add accessible pad	

Zoo Entrance including Accessible Parking and Ticket Plaza

No.	Barrier	ADAAG	Solution	Priority	By Whom	Category	Phase for Completion	Date & Action Taken	Solution	Interim Solution
33	The walkway at the ticket booth where pavers meet concrete has an abrupt transition of 1 inch for the ticket booth on the left.	ADAAG 303	Grind down and/or raise section of brick pavers to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole Zoo/Parking	1		grind down	
34	The sales counter is mounted 4 3/4 inches too high at 38 3/4 inches AFF. (Indicated in lawsuit)	ADAAG 904.3.3	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long.	2	Zoo Fac. Ops (Lowe)	Item/area within area	Complete	2015: accessible counter installed	install additional accessible counters	
35	The counter for membership is mounted to high at 39 inches AFF.	ADAAG 904	Provide a section of counter that is 28 inches to 34 inches AFF and is at least 24 inches long.	2	Zoo Fac. Ops (Lowe)	Item/area within area	2		install accessible counter	staff are trained and available to assist
36	Where concrete meets bricks has an abrupt transition of 3/4" around circular path.	ADAAG 303	Grind down and/or raise section of brick pavers to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole Zoo/Parking	1		grind down	
Walkway West Side of Ticket Booth from Accessible Parking										
37	There is a 3/4 inch abrupt transition at the curb cut for accessible parking walkway.	ADAAG 303	Grind down or replace section of the curb ramp to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole Zoo/Parking	1		grind down	
38	The accessible route from West A and B accessible parking curb ramp has a 3/4 inch abrupt transition.	ADAAG 303	Grind down or replace section of the curb ramp to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole Zoo/Parking	1		grind down	
39	The accessible route from West A and B accessible parking narrows at 28 inches do to mulch and landscaping.	ADAAG 403.5.1	Provide a clear accessible route that is 36" wide but can narrow down to 32" but for no more that 24".	1	Zoo Fac. Ops (Lowe)	Accessible path for whole Zoo/Parking	1	3/30/18: Complete. Mulch and soil pulled back.	pull mulch back	
40	The sign posts bases interfere with the accessible route width at both accessible routes from parking.	ADAAG 502.6	Relocate the accessible parking sign and post out of the accessible route and to the head of the accessible parking space. The signs should be mounted so it is a minimum of 60 inches from the finish grade to the bottom of the sign.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole Zoo/Parking	2		replace sign bases	an alternative route exists
41	The accessible route from West A, C and D accessible parking curb ramp has a trash can in the way.	ADAAG 403	Relocate the trash can to provide a clear accessible route of 36 inches wide.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole Zoo/Parking	Complete	2016: trash can moved		
42	The Ticket Plaza walkway has gaps wider than 1 inch,	ADAAG 302.3	Fill in gaps or replace section of walkway to provide a flush transition or an opening no greater than 1/2 inch.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole Zoo/Parking	1		fill gaps	
43	The route from ticket booth toward main entrance where concrete meets brick has an abrupt transition of 3/4 inch. Please note, concrete has already been ground down at least once in this area.	ADAAG 303	Grind down and/or reset section of brick pavers to provide a smooth transition.	1	Zoo Fac. Ops (Lowe)	Accessible path for whole Zoo/Parking	1		grind down	

Appendix 3:
Park Transition Plan; Barrier Removal,
Prioritization and Phasing

Program Codes: (0) Reserved Picnicking; (1) Picknicking; (2) Guided Education; (3) Self-Lead Education; (4) Organized Sports & Physical Activities; (5) Self-Lead Sports & Physical Activities; (6) Passive Rec; (7) Special Events; (8) Services; (9) Vehicle Based Activities																						
Abbreviated Program Code Grade Criteria: (A) Accessible (B) ADA deficiencies can be addressed through basic maintenance (C) Only minor modifications needed to comply. Restrooms may have deficiencies but meet basic clearance and turning requirements (D) Facility meets programmatic needs but some features deficiencies (E) Restrooms have significant barriers (F) Lacks basic accommodations or contains hazards																						
Phasing Implementation: Phase 1 (2019-2022); Phase 2 (2023-2027); Phase 3 (2028-2033); Phase 4 (2034-2041); Phase 5 (2042-2049)																						
			45	15	15	25	100		Program Codes													
Reservation Name	Site Location	Facility	Visitation	Org/Un-Org	Geography	Grade	Total Points	Phase	(0)	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	Consolidated Notes for Grade Justification See Report for Description and Remediation Measures	Corrective Action Updates	Capital Improvement Cost	
Acacia Reservation	Acacia Reservation	Acacia Golf Course Restroom and Shelter (cart barn)	35	15	15	25	90	1			F		F		F				Restrooms have no accessible route and are not ADA compliant.	Restrooms planned for renovation (2020).		
Brecksville Reservation	Brecksville Nature Center	Brecksville Nature Center	45	15	15	25	100	1		F	F	F				F	F		Nearly all elements have deficiencies, including restrooms, kiosk, benches, accessible route, entry doors, and clear floor space. Due to historical nature of building not all barriers to be removed but most to be rectified.	Accessible restrooms provided (2019). TPC constructed for accessible programming due to historic nature of nature center (2019). Paratransit stop added at parking lot (2019).	\$750,000	
Brecksville Reservation	Brecksville Nature Center	Brecksville Nature Center Romtec Restrooms	45	15	15	20	95	1		E	E	E			E	E			Existing CXT's not accessible Restrooms slated for replacement in 2018	New restrooms constructed (2019).	\$150,000	
Brookside Reservation	Brookside Park Picnic Area	Brookside Restrooms	40	15	15	20	90	1									E		Significant barriers in the toilet rooms	ADA parking signage updated (2019).		
Hinckley Reservation	Hinckley Lake Boathouse	Hinckley Lake Boathouse and Concession Building	40	15	15	25	95	1			F		F	F	F	F	F		Significant barriers to the accessible route from the parking area to the recreation areas; Significant barriers to the accessible route from the equipment rental facilities, and minor	Main door knob was replaced and a path created and changes in level to docks and front entrance (2019).		
Hinckley Reservation	Spillway Pool Swimming Area	Spillway Bathhouse and Concession Building	40	15	15	25	95	1						F			F		Hampered with major slope issues in the accessible routes from the parking venue to the everywhere and significant barriers in the toilet/changing areas	Bathroom faucet corrected (2019).		
Huntington Reservation	Lake Picnic Area	Huntington Bathhouse and Restrooms	45	15	10	25	95	1		F					F				Restroom facilities have barriers. additional ADA parking needed			
Lakefront Reservation	East 55th Street Marina	East 55th Street Marina Concession and Restroom Building	40	15	15	25	95	1									F		Major programatic issues, such as no compliant seating for restaurant. Volleyball and Bocce courts are not accessible. Significant ADA restroom issues	1 ADA picnic table added to patio (2017). Braille RR signs added (2017). Paratransit stop added (2019).		
Lakefront Reservation	Edgewater Park	Edgewater Beach	45	15	15	25	100	1							F	F			Beach access during events needs exploration.	Installation of mobi-mats and wood boardwalk (2019). Paratransit stop added at parking lot drop off area (2019).	\$50,000	
Lakefront Reservation	Edgewater Park	Edgewater Fishing Pier Concession Building	45	15	8	25	93	1		F					F	F	F	F	Bathrooms are inaccessible.	Braille RR signs added (2017). 1 men's faucet replaced with ADA faucet in RR (2018). Added 2 ADA picnic tables (2019). ADA parking signs moved to properly align (2019).		
Lakefront Reservation	Whiskey Island	Whiskey Island Picnic Shelter	45	15	15	25	100	1		F									There is no accessible route to the Picnic Shelter, tables are too close together.			
Lakefront Reservation	Whiskey Island	Whiskey Island Portable Restroom	45	15	5	25	90	1									F		Restrooms are completely inaccessible, have to climb stairs to enter, items inside are not accessible either.			
Lakefront Reservation	Whiskey Island	Whiskey Island Restaurant	45	15	15	25	100	1									F		No accesible seating, floor has gaps in excess of 1/2", many deficiencies in restrooms, restaurant deck is elevated without			
Lakefront Reservation	Whiskey Island	Whiskey Island Restaurant Pavilion	45	15	15	15	90	1									D		Tables are spaced too close together, restroom serving area are inaccessible			
North Chagrin Reservation	North Chagrin Nature Center	North Chagrin Nature Center	45	15	15	25	100	1			C	B			F	F	F	F	Restrooms do not comply; gift shop needs aisles; parking lot restrooms do not comply			
North Chagrin Reservation	Squires Castle Picnic Area	Squires Castle Romtec Restrooms	40	15	15	25	95	1									F		Romtec units are not ADA compliant	TP & hand sanitizer adjusted (2019).		
Ohio & Erie Canal Reservation	CanalWay Visitor Center	Leonard Krieger CanalWay Visitor Center	45	15	15	15	90	1		C	C	C		D	D	D	D		Park staff can address many issues.	Paratransit stop added at entrance walkway (2019).		
Rocky River Reservation	Big Met Golf Course	Big Met Clubhouse	40	15	15	20	90	1					C		C		E		Insufficient parking spot quantity and running slope issues. Minor bathroom barriers. No accessible seating and service counter height too high at the Grille.	Parking and restroom signs updated (2019). Paratransit stop added at upper lot curved driveway (2019).		
Rocky River Reservation	Memorial	Baseball fields (3) and multiple soccer fields	45	15	15	25	100	1					F	F					No accessible route to baseball or soccer fields (both sides)	Accessible picnic table added in shelter (2019).		
Rocky River Reservation	Memorial Field Picnic Area	Memorial Field Romtec Restrooms	45	15	15	20	95	1					E	E	E				Romtec units are not ADA compliant.	Parking and restroom signs updated (2019).		

Program Codes: (0) Reserved Picnicking; (1) Picknicking; (2) Guided Education; (3) Self-Lead Education; (4) Organized Sports & Physical Activities; (5) Self-Lead Sports & Physical Activities; (6) Passive Rec; (7) Special Events; (8) Services; (9) Vehicle Based Activities																						
Abbreviated Program Code Grade Criteria: (A) Accessible (B) ADA deficiencies can be addressed through basic maintenance (C) Only minor modifications needed to comply. Restrooms may have deficiencies but meet basic clearance and turning requirements (D) Facility meets programmatic needs but some features deficiencies (E) Restrooms have significant barriers (F) Lacks basic accommodations or contains hazards																						
Phasing Implementation: Phase 1 (2019-2022); Phase 2 (2023-2027); Phase 3 (2028-2033); Phase 4 (2034-2041); Phase 5 (2042-2049)																						
			45	15	15	25	100		Program Codes													
Reservation Name	Site Location	Facility	Visitation	Org/Un- Org	Geography	Grade	Total Points	Phase	(0)	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	Consolidated Notes for Grade Justification See Report for Description and Remediation Measures	Corrective Action Updates	Capital Improvement Cost	
Rocky River Reservation	Scenic Park	Boat Launch	40	15	15	25	95	1							F			F	No smooth surface or defined route to boat launch boarding piers. Insufficient clearance on boarding pier and large gaps between sections.			
Rocky River Reservation	Scenic Park	Kayak Rental Building	40	15	15	25	95	1									F		Non firm and stable surface at facility. Insufficient parking. No accessible path to facility. Counter height too high. New ADA kayak launch installed late 2016. Also, see notes on boat	Concrete path installed to rental facility and ADA kayak launch (2019). Note: ADA kayak dock couldn't be installed because of high water levels (2019).		
Rocky River Reservation	South Mastick Picnic Area	River Picnic Shelter	40	15	10	25	90	1		F									Insufficient parking. Uneven pavement on accessible route. No accessible seating / insufficient circulation around tables and grills. No accessible path to drinking fountain. Also see notes on exercise station.			
Rocky River Reservation	Tyler Field	Baseball field (1) and jr soccer field (1)	40	15	10	25	90	1					F	F					No accessible route to baseball or soccer field (both sides)			
South Chagrin Reservation	Henry Church Picnic Area	Henry Church Rock Romtec Restrooms	40	10	15	25	90	1									F		Romtec units are not ADA compliant			
South Chagrin Reservation	Look-about-Lodge	Look-About-Lodge Romtec Restrooms	40	15	15	25	95	1									F		Romtec units are not ADA compliant			
Bedford Reservation	Hemlock Creek Picnic Area	Hemlock Creek CXT Restrooms	35	10	15	25	85	2		F				F	A		F		Restroom is accessible. Ther is no access route to picnic area or camping. No adjacent ADA parking is provided.			
Big Creek Reservation	Snow Road Picnic Area	Snow Road Picnic Area Romtec Restrooms	35	15	10	25	85	2									F		romtec units are not ADA compliant			
Big Creek Reservation	Snow Road Picnic Area	Snow Road Reserved Picnic Shelter	35	15	10	25	85	2	C								F		Adjacent restrooms portajohns			
Brecksville Reservation	Harriet Keeler Picnic Area	Harriet Keeler Picnic Shelter	40	10	10	25	85	2		F									Facility does not meet programatic needs, challenges on accessible route			
Brecksville Reservation	Seneca Golf Course	Seneca Golf Course Clubhouse	30	15	15	25	85	2					F				F		Parking spaces exceed slopes, restrooms have major deficiencies, many interior programs are not accessible	Paratransit stop added at entrance walkway (2019).		
Brecksville Reservation	Sleepy Hollow Golf Course	Driving Range Building	40	15	15	15	85	2					D						Excessive running slope from both the parking lot and clubhouse (also cross slopes up to 5% from the latter). Benches placed without needed clear ground space.			
Brecksville Reservation	Stuhr Woods Picnic Area	Stuhr Woods Reserved Picnic Shelter	35	15	10	25	85	2		F									Accessible route has a very steep slope, not enough clear space between tables, braces are protruding objects,	This site is not a programmatic high priority, but plans will include moving the water fountain closer, taking out the railings to allow easier access and likely a switchback to the shelter		
Brookside Reservation	Brookside Ballfields	Brookside Concession and Restroom Building	40	12	10	25	87	2					F	F			F		Major barriers in parking and accessible routes. No accessible path to the facility and significant barriers in the toilet rooms	Sink Operating Force Corrected and ADA parking signage updated (2019). Paratransit stop added at parking lot (2019).		
Garfield Park Reservation	Red Oak Picnic Area	Red Oak CXT Restrooms	35	15	10	25	85	2									F		Significant barriers in the accesible route to the toilet rooms, and minor barriers within			
Garfield Park Reservation	Red Oak Picnic Area	Red Oak Reserved Picnic Shelter	35	15	10	25	85	2	F										Significant barriers in the accessible route in the parking area, and moderate barrier in clear floor space and routes within the			
Hinckley Reservation	Hinckley Lake Boathouse	Hinckley Lake Boathouse Garage	30	15	15	25	85	2			F		D				F		Parking spaces needed. Accessible route exceeds running and cross slopes. Transaction counter, door hardware, and accessible aisle width issues in retail area, among other			
Hinckley Reservation	Ledge Lake Picnic Area	Ledge Lake Concession Building	35	15	15	20	85	2		E			N/A	N/A			F		Ramp that exceeds the allowable running slope and other clearance barriers; Was not assessed due to being closed for the season; Toilet rooms have major violations and the concession area has minor projection and reach range issues	Minor mounting heights and door hardware corrected (2019).		
Hinckley Reservation	Ledge Lake Picnic Area	Ledge Lake Restroom and Storage Building	30	15	15	25	85	2									F		Significant barriers to, around, and within the toilet room	Door hardware and faucets corrected (2019).		
Huntington Reservation	Lake Picnic Area	Water Tower Restrooms	40	9	12	25	86	2		F	F	F	F		F				Restroom facilities don't meet ADA requirements,3 ADA portable toilets provided	Construction of new restrooms/site improvements are ongoing and extend to 2021 (2020).		

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Lakefront Reservation	Rivergate	Rivergate ORec Building / Merwins	45	8	15	20	88	2	E		E		E		E	E	E	E	Building is largely compliant, however, exterior restrooms have running slope of 8.8%			
Lakefront Reservation	Whiskey Island	Whiskey Island Bath House	40	15	10	20	85	2							E		E		Restrooms, including showers have major deficiencies			
Lakefront Reservation	Whiskey Island	Whiskey Island Marina Office	35	15	15	25	90	2									F		Parking is gravel, bathrooms serving are at bath house.			
Mill Stream Run Reservation	Wallace Lake Picnic Area	Wallace Lake Bathhouse and Concession Building	40	15	15	15	85	2									D		A lot of clearance and reach range issues	Tables added with ADA seating (2019). Paratransit stop added at parking lot (2019).		
Mill Stream Run Reservation	William Green Picnic Area	William Green Lodge Enclosed Reserved Shelter	35	15	10	25	85	2	F										Need accessible route into space and reach rangeand clearance issues	ADA parking signage updated (2019).		
North Chagrin Reservation	Old River Farm Picnic Area	Old River Farm Reserved Picnic Shelter	35	15	10	25	85	2	F										Cracked and heaved slab is hazardous; grills, drinking fountain adjustments needed. Addressed in 2017 by trades.	Slab repaired, new tables and ADA layout (2019).		
North Chagrin Reservation	Squires Castle Picnic Area	Squires Castle	45	10	15	15	85	2				D					D		Route exceeds slopes; castle structure not accessible. Historical Structure			
Rocky River Reservation	Little Met Golf Course	Little Met Golf Course Clubhouse	35	15	15	25	90	2					F				F		Inufficient accessible parking and non-compliant accessible path. Severe bathroom barriers. Counter height issues throughout. Ball washers, benches and drinking fountains on	Parking and restroom signs updated (2019).		
Rocky River Reservation	North Mastick Picnic Area	North Mastick Picnic Shelter	35	15	10	25	85	2		F									Angled columns create protrusion, no accessible seating. Insufficient parking.	Parking signs updated (2019).		
Rocky River Reservation	Rocky River Nature Center	Rocky River Nature Center	45	12	15	15	87	2				D	D	C		C	D	D	C	Parking has barrier (van access aisle too narrow), accessible path running slope and cross slope exceeds maximum threshold. Restrooms have minor barriers. Railings on overlook deck too high (no lowered sections exist). Exhibitory barriers exist. Wood floor threshold fronting fireplace/cabin exhibit too drastic. Auditorium entrance/exit ramp slopes exceed maximum (slope is 10.5%) and rear doors too narrow. Transaction counter height in gift shop too high.	Parking and restroom signs updated (2019). Access route to Nature Center has been repaved (2018). Paratransit stop added at entrance walkway (2019). Front entry construction underway (2020).	
Rocky River Reservation	Scenic Park	Emerald Necklace Marina	40	15	12	20	87	2									E	E	Building facility, patio and marina have multiple barriers , some severe, some minor. Accessible route to building from parking is compliant but restrooms, dining area, retail area, dock gangway and patio area all contain specific barriers.	Interior elements have been corrected with remodel: bathrooms, dining area, retail space, waterside room (2018). Van accessible signage added (2019). Swinging gates removed at docks (2019). Paratransit stop added at circle driveway (2019).	\$500,000	
Rocky River Reservation	Scenic Park	Scenic Park Picnic Shelter	40	10	10	25	85	2		F									Insufficient parking. Accessible route too steep. Gap between slab and sidewalk. Too many tables in shelter which doesn't allow for proper clearance. Insufficient circulation around grills. Drinking fountain not accessible.	Accessible picnic table added in shelter (2019). Parking signs updated (2019).		
Big Creek Reservation	Lake Isaac	Lake Isaac CXT	40	5	15	20	80	3									E		Access route pavement is warped and exceeds slope limits	Removed vertical grab bar and relocated TP (2019).		
Brecksville Reservation	Sleepy Hollow Golf Course	Sleepy Hollow Golf Course Clubhouse	40	10	7	25	82	3					F				F		Accessible route has running slope of 7% and cross slope up to 7%, Pro-shop does not have accessible route, computer kiosk does not have clear floor space, route from patio to course has running slope of 6%, ADA toilet stalls are too small, bathrooms	Recent work done in the banquet rooms to correct issues there but others noted still remain (2019). Paratransit stop added at entrance walkway (2019).		
Euclid Creek Reservation	Euclid Beach Park	Euclid Beach Bath House	30	15	15	20	80	3							E		E		Route has issues; lacks accessible shower and change room	New grab bars, hand dryers and signage installed (2019).		
Euclid Creek Reservation	Euclid Beach Park	Euclid Beach Picnic Shelter	40	15	10	15	80	3	D										Add 2nd route from pkg; adjust grills & add pavement; adjust tables, water spigot etc.	Paratransit stop added at circle driveway (2019).		
Euclid Creek Reservation	Rear Quarry Picnic Area	Rear Quarry Reserved Picnic Shelter	25	15	15	25	80	3	F										Lacks ADA parking, non-compliant route; shelter itself is a B; reduce number of tables			

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Euclid Creek Reservation	Rear Quarry Picnic Area	Rear Quarry Romtec Restrooms	25	15	15	25	80	3									F		RomteC units are not ADA compliant	New hand sanitizer dispenser installed (2019).		
Garfield Park Reservation	Red Oak Picnic Area	Red Oak Sandbox Cover	25	15	15	25	80	3							F				Significant barriers to the accessible route and no accessible seating			
Hinckley Reservation	Top O'Ledges Picnic Area	Top O Ledges Picnic Shelter	35	8	15	25	83	3	F										Major slope issues in the path from the parking to the shelter, and moderate clearance issues within the shelter	ADA picnic table added (2019).		
Huntington Reservation	Lake Picnic Area	Lake Reserved Picnic Shelter	45	9	12	15	81	3	D	D					D	D			Changes in level to grills, no access route to water fountain, long access route to shelter			
Huntington Reservation	Wolf Picnic Area	Wolf Cookhouse Picnic Shelter	35	10	10	25	80	3		F					F				No access route to shelter, shelter has many deficiencies			
Mill Stream Run Reservation	Albion Woods Picnic Area	Albion Woods Enclosed Reserved Picnic Shelter	35	15	8	25	83	3	F										Significant barriers in the accessible path into the building and significant clear floor space and reach range areas	Shelter interior and restrooms renovated (2019). ADA parking signage updated (2019). Temporary toilet removed from parking (2019).		
Mill Stream Run Reservation	Royalview Picnic Area	Royalview Reserved Picnic Shelter	35	15	8	25	83	3		F									Major issues with access and clearance	Pad replaced, Tables and grills installed, horseshoe pit removed , water fountain removed, ADA parking signage updated, and added ADA picnic pad (2019).		
Mill Stream Run Reservation	The Chalet Recreation Area	The Chalet	30	15	15	25	85	3						F			F		No accessible path to vollyball; Major access and clear floor space issues within building	Paratransit stop added at curved driveway (2019).		
Mill Stream Run Reservation	The Chalet Recreation Area	The Chalet CXT Restrooms	40	15	10	15	80	3									D		Moderate clearance issues within toilet room	ADA Signage on building updated (2019).		
Mill Stream Run Reservation	William Green Picnic Area	William Green Romtec Restrooms	25	15	15	25	80	3									F		Has clearance issues, accessbile path to and from parking			
Rocky River Reservation	Cottonwood Picnic Area	Cottonwood Picnic Area Romtec Restrooms	35	15	10	20	80	3	E	E					E				Romtec units are not ADA compliant	Restroom signs updated (2019).		
Rocky River Reservation	Maple Grove Picnic Area	Maple Grove Cookhouse Picnic Shelter	30	10	15	25	80	3		F									No accessible path. Angled columns are protrusion. No accessible seating / drinking fountain / grill.	Parking signs updated (2019).		
Rocky River Reservation	Maple Grove Picnic Area	Maple Grove Romtec Restrooms	30	15	15	20	80	3		E	E					E			romtec units are not ADA compliant.	Restroom signs updated (2019).		
Rocky River Reservation	Mastick Woods Golf Course	Mastick Woods Golf Course Clubhouse	30	15	15	25	85	3					F			?	F		Accessible route has running slope up to 8%. Entrances to all facilities from breezeway have thresholds exceeding maximum (i.e. ramp at door to clubhouse). Restrooms completely	Parking and restroom signs updated (2019). Paratransit stop added at curved driveway drop-off area (2019).		
Rocky River Reservation	Rocky River Stables	Rocky River Stables	30	15	15	25	85	3									F		Stable facilities have multiple severe barriers. See report.	Paratransit stop added near building entrance (2019).		
Rocky River Reservation	Scenic Park	Emerald Necklace Marina Pavilion	30	15	10	25	80	3		F							F		Route to pavilion from parking lot or docks too steep. Lacks accessible seating. Circulation around grills insufficient.			
South Chagrin Reservation	Look-about-Lodge	Look-About-Lodge	40	15	15	10	80	3		B	C						C		Complicated since historic; hardware, steps, head clearance issues; restroom should be renovated to be accessible	Paratransit stop added at entrance walkway (2019).		
Washington Reservation	Washington Park	Arborview Reserved Picnic Shelter	25	15	15	25	80	3	C	C			F	F	C		C		Regrade ADA spaces, adjust amenities in and near shelter, replace fountain, provide access route to field.	Repaced tables with ADA accessible tables (2019).		
Washington Reservation	Washington Park	Washington Learning Center / Club House	40	15	15	10	80	3		C	C		C	C			C	B	Provide accessible concession/work areas, make adjustments in restrooms, restripe parking lot/add signage	Paratransit stop added at entry walkway (2019). Pro shop Women's RR- added ADA signage, added coat hook at 48", lowered grab bars to 35" (2019). Pro shop Mens' RR- added ADA signage, added coat hook at 48" (2019). 1st Tee Women's/Men's RR- Added ADA signage, lowered grab bars to 36", added coat hook at 48" (2019). Added (1) 30" Tall table and		
Washington Reservation	Washington Park	Washington Range Building	40	15	15	10	80	3			C		C	C			C	C	Add ramp to building, replace fountain, provide accessible range servant			
West Creek Reservation	Watershed Leadership Center	Watershed Stewardship Center	45	15	15	5	80	3		B	B	B		B	B	B	B		Classroom counters not accessible, no ADA signage, adjustments needed in restrooms	Paratransit stop added at circle driveway (2019).		

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Acacia Reservation	Acacia Reservation	Acacia Golf Clubhouse	30	15	10	15	70	4			D					D			Compliant and deficient areas throughout facility.			
Bedford Reservation	Egbert Picnic Area	Egbert Picnic Shelter	40	8	10	15	73	4		D				D	D				Many adjustments can be addressed by park staff	5 universal access tables provided, paratransit stop added, and 2 exterior picnic tables with access routes provided (2019).		
Bedford Reservation	Gorge Overlook	Gorge Overlook CXT Restrooms	33	6	15	15	69	4							D		D		Access routes are provided, but exceed slope tolerances			
Bedford Reservation	Hemlock Creek Picnic Area	Hemlock Creek Picnic Shelter	35	5	8	25	73	4		C				F	C				Many adjustments can be made by park staff. 5-horseshoes and playground have no accessible route.	Current shelter tables have been retrofitted (2019).		
Bedford Reservation	Lost Meadows Reserved Picnic Area	Lost Meadows CXT Restrooms	25	15	8	25	73	4	C					F	C		D		CXT is accessible. Access route cross slope and running slope exceed tolerances			
Bedford Reservation	Lost Meadows Reserved Picnic Area	Lost Meadows Reserved Picnic Canopy	20	15	8	25	68	4	B					F	F		D		No access routes provided to activities. Many deficiencies can be address by park staff.	Shelter tables have been modified/replaced to be ADA compliant (2019).		
Bedford Reservation	Shawnee Hills Golf Course	Romtec Toilet near No 6 Green	25	15	5	20	65	4					E					E	Romtec units are not ADA compliant			
Bedford Reservation	Shawnee Hills Golf Course	Shawnee Hills Golf Course Clubhouse	25	15	15	20	75	4					E	E			E		Many adjustments in restrooms required. Access route to restrooms is narrow	Paratransit stop added at curved driveway (2019).		
Bedford Reservation	Shawnee Hills Golf Course	Shawnee Hills Range Building	25	15	15	15	70	4						D		D	B		New equipment necessary for self led activities.			
Big Creek Reservation	Memphis Picnic Area	Memphis Picnic Area Romtec Restrooms	35	5	5	25	70	4									F		Romtec units are not ADA compliant			
Big Creek Reservation	Memphis Picnic Area	Memphis Picnic Shelter	35	5	8	25	73	4		C					F				No route to swings	Removed one grill (2019).		
Big Creek Reservation	Memphis Picnic Area	Memphis Reserved Picnic Shelter	35	15	8	20	78	4	C								E		Adjacent restrooms are portajohns and no direct route	Replaced portajohns with CXT (2019). Lowered grill and lowered cook table (2019).	\$50,000	
Brecksville Reservation	Chippewa Creek Gorge Overlook Picnic Area	Chippewa Creek Gorge Overlook Picnic Shelter	40	0	3	25	68	4		F									No accessible route, tables are not accessible, grill is not accessible			
Brecksville Reservation	Meadows Picnic Area	Meadows Cookhouse Picnic Shelter	25	15	8	25	73	4		F									No accessible route, tables are not accessible, grill is not accessible. Neighboring shelter at Meadows is advertised as	This is supposed to be rehabbed through a job by Rodstrom (2020).		
Brecksville Reservation	Meadows Picnic Area	Meadows Picnic Shelter	35	15	10	15	75	4		D									Facility has numerouse deficiencies, most of which are minor. Facility advertised as ADA accessible so definciencies need to be addressed.	Jeremy suggested that this year the path work may be able to be done (2020). Meadows accessible pad needs to be repoured (2020). All signs were replaced (2020).		
Brecksville Reservation	Meadows Picnic Area	Meadows Romtec Restrooms	35	15	15	10	75	4		C									Replaced with CXT in 2017	Replaced with CXT (2017).		
Brecksville Reservation	Oak Grove Picnic Area	Oak Grove CXT Restrooms	30	15	10	10	65	4	C					C					Urinal was removed, installed door stop, and moved tp dispenser, coat hook, tp seat cover, and soap dispensers (2019).			
Brecksville Reservation	Oak Grove Picnic Area	Oak Grove Reserved Picnic Shelter	35	15	10	15	75	4	D					D					Tables are not accessible, grill is not accessible, water fountain inaccessible	Oak Grove modifications were planned to be complete by Memorial Day (2020). A new table layout is being implemented based on P&D layout guidance and the backstop removed		
Brecksville Reservation	Ottawa Point Picnic Area	Ottawa Point Romtec Restrooms	25	15	10	20	70	4	E										Romtec does not have required clear floor space, cannot be made accessible	New, double CXT added (2020). Fines will be added along the path to make it more firm and stable (2020).		
Brecksville Reservation	Plateau Picnic Area	Plateau Picnic Shelter	30	5	7	25	67	4		F				F					No accessible route to facility, step up in facility, unlevel and gaps in pavement	Planned work is to remove the work table, move the grill, add a new 12' table at the shelter (2020). There will be work at the accessible pad near the parking lot - the accessible route is >6%		
Brecksville Reservation	Sleepy Hollow Golf Course	Romtec Toilet near No 4 Fairway	25	15	10	25	75	4					F						Romtec does not have required clear floor space, cannot be made accessible			
Brookside Reservation	Brookside Park Picnic Area	Brookside Reserved Picnic Shelter	40	12	10	15	77	4	D										Programming Code 0 has minor site, accessible path and seating barriers,	ADA parking signage updated (2019).		
Euclid Creek Reservation	Euclid Beach Park	Euclid Beach Concession Building	25	15	10	15	65	4									D		Lacks accessible serving window; work area has 5" step at entry			

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Euclid Creek Reservation	Highland Picnic Area	Highland APT Romtec Restrooms	35	5	10	25	75	4									F		Romtec units are not ADA compliant	New hand sanitizer dispenser and signage installed (2019).		
Euclid Creek Reservation	Highland Picnic Area	Highland Romtec Restrooms	35	5	12	25	77	4									F		Romtec units are not ADA compliant	New signage installed (2019).		
Euclid Creek Reservation	Villa Angela Park	Villa Angela Restroom Building	30	15	15	10	70	4							B		C		Some gaps @ pavers; overall route is 625' and exceeds 5% at points; lacks signage; lacks changing stall	New hand dryers and signage installed (2019).		
Euclid Creek Reservation	Wildwood Park	Wildwood Marina Office and Concession Building	25	15	10	20	70	4									E		Site access exceeds slopes and lacks ramps; building entry ramp non-compliant; lacks accessible service counters	Paratransit stop added at curb cut, new walkway (2019).		
Euclid Creek Reservation	Wildwood Park	Wildwood Picnic Shelter	30	15	10	10	65	4	C										Adjust grills & add pavement; adjust tables, water spigot etc.			
Garfield Park Reservation	Garfield Park Nature Center	Garfield Park Center	25	5	10	25	65	4									F		Has major barrier from the parking lot, but the toilet rooms barriers are minimal	Paratransit stop added at entrance walkway (2019).		
Garfield Park Reservation	Trolley Turn Picnic Area	Trolley Turn Reserved Picnic Canopy	15	15	10	25	65	4	F										Significant barriers in the accessible route in the parking area, and moderate barrier in clear floor space and routes within the			
Hinckley Reservation	Brooklyn Exchange Cabin	Brooklyn Exchange Cabin CXT Restrooms	25	15	15	15	70	4									D		Moderate slope issues on the accessible path, but only minor barriers within the CXT	Urinals removed and relocated waste and recycling cans (2019).		
Hinckley Reservation	Indian Point Picnic Area	Indian Point Picnic Area Restrooms	25	5	10	25	65	4									F		Has significant running slope in the accessible path, minor slope issues in the parking and within in the toilet room	Noncompliant dispensers were relocated (2019).		
Hinckley Reservation	Johnson Picnic Area	Johnson Picnic Area CXT Restrooms	30	15	10	20	75	4									E		Does not have an accessible route due to gravel walk, and only minor interior barriers at the urinal	Urinals removed and relocated waste and recycling cans (2019).		
Hinckley Reservation	Johnson Picnic Area	Johnsons Picnic Shelter	25	10	10	25	70	4		F									No accessible path to the shelter, no accessible seating, and no accessible path around the fire pit			
Hinckley Reservation	Kiwanis Picnic Area	Kiwanis Reserved Picnic Shelter	20	15	10	25	70	4	F								F		Significant barriers in the accessible path in the parking area, to and from the shelter; Portable toilets and lavatory provided in parking area that are not accessible			
Hinckley Reservation	Ledge Lake Picnic Area	Ledge Lake Reserved Picnic Shelter A	30	15	8	25	78	4	F								F		Significant barriers in the accessible path in the parking area, no accessible path to and from the shelter; Portable toilets and lavatory provided in parking area that are not accessible			
Hinckley Reservation	Ledge Lake Picnic Area	Ledge Lake Reserved Picnic Shelter C	30	15	8	25	78	4	F										Significant barriers in the accessible path from the parking area, and minor clear floor space and reach range areas			
Hinckley Reservation	Redwing Picnic Area	Redwing Enclosed Reserved Picnic Cabin	20	15	15	25	75	4	F					F					Major barriers in parking surface and slopes, interior reach range and clear floor space barriers; No accessible path to ball	Ballfield removed and grill and prep table deficiencies corrected (2019).		
Hinckley Reservation	South Ball Field	South Ball Field Restrooms	20	15	8	25	68	4						F			F		Has no accessible path or seating to the ball field; Has slope issues in the accessible path, but minor issues within the toilet	Urinals removed and relocated hand sanitizer, waste and recycling cans (2019).		
Hinckley Reservation	State Road Sledding Hill	Hinckley Sledding Hill CXT Restrooms	20	15	10	25	70	4						F			D		There is no accessible route to the ball field; Major barries in the parking areas and the minor in the toilet rooms	Urinals removed and relocated waste and recycling cans (2019).		
Hinckley Reservation	Top O'Ledges Picnic Area	Top O Ledges Picnic Area Restrooms	30	8	15	15	68	4									D		Has minor issues in toilet room but major slope issues in the path to the shelter	Hand sanitizer, waste and recycling cans relocated (2019).		
Hinckley Reservation	Whipps Ledges	Whipps Ledges CXT Restrooms	25	5	10	25	65	4									F		Has major slope issues in the path from the parking lot and within the parking lot and minor barriers in the toilet room	Hand sanitizer relocated (2019).		
Hinckley Reservation	Whipps Ledges Picnic Area	Whipps Ledges Picnic Shelter	35	5	10	25	75	4	F										Significant barriers to the accessible route in and from the parking area, no accessible path to the shelter and moderate	Accessible path from parking area and around grills provided (2019).		
Huntington Reservation	Huntington Beach	Huntington Beach CXT Restroom	35	15	15	5	70	4						B	B		B		Only ADA spaces provided, consider restriping lot. Paratransit stop added.			
Huntington Reservation	Lake Picnic Area	Water Tower Concession Building	40	15	12	10	77	4		D		C			C		C		Park staff and general maintenace of materials beyond their life span will address many issues	Updates planned for 2020-2021		
Huntington Reservation	Wolf Picnic Area	Wolf Reserved Picnic Canopy	25	15	5	25	70	4	D	D			F	F	D	D			Park staff can address parking deficiencies. Access route issues throughout.			
Lakefront Reservation	E. 72nd / Gordon	Lakefront Mgmt Office	25	15	15	15	70	4				D					D					

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Lakefront Reservation	East 55th Street Marina	East 55th Street Marina Offices and Restroom Building	30	8	10	20	68	4		E								E	Restroom has major deficiencies, including showers.	Boater's bath house had ADA compliant shower pans installed in men's and women's (2019). Installed accessible changing tables in men's and women's restrooms (2020).		
Lakefront Reservation	Edgewater Park	Upper Edgewater Shelter & restrooms	40	15	12	5	72	4	B						B	B			Building recently renovated and largely complies, some pavement issues still exist.	Existing low water fountain repaired (2017). Added 2 ADA picnic tables (2019). 6 electrical outlets mouted in ceiling in west wing were dropped down onto posts at accessible height (2019). ADA parking signs moved to properly align (2019).		
Lakefront Reservation	Gordon Park	Gordon Park Boat Launch Restrooms	30	10	8	20	68	4		E							E		Restroom entryway is not accessible, accessible route has slope issues, several deficiencies inside as well	Braille signage installed at RRs (2017).		
Lakefront Reservation	Gordon Park	Gordon Park Fishing Area Restrooms	30	10	8	20	68	4		E					E				Restroom entryway is not accessible, accessible route has slope issues, several deficiencies inside as well			
Lakefront Reservation	Heritage Park I	Lorenzo Carter Cabin	10	15	15	25	65	4			F								No accessible route to structure, structure within has vertical and horizontal gaps.	Potential for removal		
Mill Stream Run Reservation	Albion Woods Picnic Area	Albion Woods Picnic Shelter	30	15	10	15	70	4		D									Moderate clearance and change in level issues throughout			
Mill Stream Run Reservation	Royalview Picnic Area	Royalview Picnic Area Restrooms	35	7	12	25	79	4									F		Has major issues with access and clearance	Adjusted location of Toilet Paper and Hand Dryers (2019).		
Mill Stream Run Reservation	South Quarry Picnic Area	South Quarry Picnic Area Romtec Restrooms	30	5	10	25	70	4									F		Has clearance issues, accessbile path to and from parking	ADA Signage on building updated (2019).		
Mill Stream Run Reservation	The Chalet Recreation Area	The Chalet Canopy	20	15	10	25	70	4									F		No access from canopy to path			
North Chagrin Reservation	Forest Picnic Area	Forest Romtec Restroom	30	5	10	25	70	4									F		Romtec units are not ADA compliant	Replaced with CXT (2019).		
North Chagrin Reservation	Intergrove Lodge Picnic Area	Intergrove Reserved Lodge	35	15	8	10	68	4	C										Counters too high; add van spot; adjust benches/ firepit			
North Chagrin Reservation	Manakiki Golf Course	Manakiki Golf Course Clubhouse	30	15	15	20	80	4					D			E			No access to main ballroom; egress issues from lower level; access routes and restrooms need to be improved. Historical Structure. Management agreement in place.			
North Chagrin Reservation	Manakiki Golf Course	Romtec Toilet near No 15 Green	25	15	8	25	73	4									F		Floor space and grab bars / angled wall do not comply			
North Chagrin Reservation	Manakiki Golf Course	Romtec Toilet near No 3 Tee	25	15	8	25	73	4									F		Floor space and grab bars / angled wall do not comply			
North Chagrin Reservation	North Chagrin Nature Center	Nature Education Building	35	15	15	5	70	4			C	A					B		Building access, protruding objects, minor adjustments	currently remodeling for preschool (2020).		
North Chagrin Reservation	North Chagrin Nature Center	Owl Aviary	35	15	15	0	65	4			A	A			A					Many improvements have been made, additional required (2019).		
North Chagrin Reservation	River Grove Picnic Area	Oak Leaf Reserved Picnic Shelter	20	15	15	15	65	4	D										Column bracing is protruding object			
North Chagrin Reservation	River Grove Picnic Area	River Grove Romtec Restrooms	20	15	15	25	75	4									F		Romtec units are not ADA compliant	TP & hand sanitizer adjusted (2019).		
North Chagrin Reservation	Squires Castle Picnic Area	Squires Castle Picnic Shelter	40	15	15	5	75	4		B									Reduce number of tables; adjust grills and trash cans	new tables and ADA layout (2019).		
Ohio & Erie Canal Reservation	Morgans Hollow Picnic Area	Morgans Hollow Reserved Picnic Shelter	20	15	10	25	70	4	D	D				F			D		Fountain needs adjustments. 4,5- No access route to volleyball or horseshoes.			
Ohio & Erie Canal Reservation	Towpath Fishing Area	Towpath Romtec Restrooms	25	15	8	20	68	4		E				E	E		E		Romtec units are not ADA compliant			
Rocky River Reservation	Big Met Golf Course	Big Met Entry Shelter	40	15	10	5	70	4					B						Open air pergola structure over walkway from main parking lot. Not on accessible path.			
Rocky River Reservation	Big Met Golf Course	Rain Shelter at No 5 Tee	25	15	8	20	68	4					E						Benches are not ADA compliant and insufficient clear floor space			

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Rocky River Reservation	Big Met Golf Course	Rain Shelter by No 6 Green	25	15	8	20	68	4					E						Benches are not ADA compliant and insufficient clear floor space			
Rocky River Reservation	Big Met Golf Course	Rain Shelter near No 15 Green	25	15	10	25	75	4					F						Structure will angled columns which protrude. Benches are not ADA compliant and insufficient clear floor space			
Rocky River Reservation	Big Met Golf Course	Rain Shelter near No 15 Tee	25	15	8	20	68	4					E						Benches are not ADA compliant and insufficient clear floor space			
Rocky River Reservation	Big Met Golf Course	Rain Shelter near No 5 Tee	25	15	8	20	68	4					E						Benches are not ADA compliant and insufficient clear floor space			
Rocky River Reservation	Big Met Golf Course	Rain Shelter near No 9 Tee	25	15	8	20	68	4					E						Benches are not ADA compliant and insufficient clear floor space			
Rocky River Reservation	Big Met Golf Course	Romtec near No 12 Fairway	25	15	10	20	70	4					E						Romtec units are not ADA compliant	Restroom signs updated (2019).		
Rocky River Reservation	Cedar Point Picnic Area	Cedar Point Cookhouse Picnic Shelter	35	10	8	25	78	4		F									No ADA parking or path to shelter. No seating at shelter. Angled columns creating protusion.	Path improvement to APT (2019).		
Rocky River Reservation	Cedar Point Picnic Area	Cedar Point Romtec Restrooms	30	10	10	20	70	4		E					E				Romtec units are not ADA compliant	Restroom signs updated (2019).		
Rocky River Reservation	Cottonwood	Baseball field (1)	30	15	8	25	78	4						F					No accessible route to facility / field of play (both sides)			
Rocky River Reservation	Cottonwood Picnic Area	Cottonwood Picnic Shelter	35	15	10	15	75	4	D	D									No accessible seating/grills/drinking fountain. Parking is nearly compliant. Accessible route compliant.	Parking signs updated (2019).		
Rocky River Reservation	Lagoon	Baseball fields (2)	20	15	8	25	68	4						F					No accessible route to facility / field of play (both sides)			
Rocky River Reservation	Lagoon Picnic Area	Lagoon Picnic Shelter	25	10	10	20	65	4		E									Parking spaces incorrectly located and dimensional non-compliance. No accessible seating or drinking fountain. Gaps in	Parking signs updated (2019).		
Rocky River Reservation	Lagoon Picnic Area	Lagoon Romtec Restrooms	25	10	10	20	65	4		E					E				Romtec units are not ADA compliant. Gap in slab at sidewalk.	Restroom signs updated (2019).		
Rocky River Reservation	Little Met Golf Course	Rain Shelter near No 6 Green	25	15	10	25	75	4					F						Port o Potty at Rain Shelter not accessible. Bench not accessible.	Sidewalk gap filled (2019).		
Rocky River Reservation	Mastick Woods Golf Course	Rain Shelter near No 4 Green	25	15	10	25	75	4					F						Structure has angled columns/roof eaves which protrude below minimum clearance height. Benches are not ADA compliant and insufficient clear floor space			
Rocky River Reservation	North Mastick Picnic Area	North Mastick Romtec Restrooms	30	10	5	20	65	4		E									Romtec units are not ADA compliant.	Restroom signs updated (2019).		
Rocky River Reservation	Rocky River Nature Center	Rocky River Nature Center CXT	35	8	8	25	76	4							F				Restroom facility IS accessible but route to restroom contains slope issues (cross slope >6%).	Restroom signs updated (2019).		
Rocky River Reservation	Scenic Park	Scenic Park Restrooms	40	2	15	20	77	4		E					E		E	E	Width of approach in women's restroom too narrow. Grab bar, pipe insulation, door pressure, soap dispensers, flush valve heights, exterior signage.	Restroom signs updated (2019).		
Rocky River Reservation	South Mastick Picnic Area	South Mastick Picnic Area Restrooms	35	15	15	5	70	4	B	B				B	B				Toilet paper dispenser needs relocated. Drinking fountain is completely inaccesible.			
Rocky River Reservation	Sycamore Picnic Area	Sycamore Reserved Picnic Shelter	40	15	8	10	73	4	C	C									Parking needs a van designated spot. Grills and water fountain have insufficient circulation. Area needs ADA restrooms to be fully compliant.			
Rocky River Reservation	Willow Bend Picnic Area	Willow Bend CXT Restrooms	35	15	15	5	70	4	B	B					B				Relocate toilet paper dispenser.			
Rocky River Reservation	Willow Bend Picnic Area	Willow Bend Reserved Picnic Shelter	25	15	10	15	65	4		D									Gaps in joints of pavilion slab. No accessible seating. Drinking fountain inaccessible. (Lack of accessible route to basketball court addressed separately.)			
South Chagrin Reservation	Harper Ridge Picnic Area	Harper Ridge Reserved Picnic Shelter	35	15	10	10	70	4	C										slab leveling, table and grill adjustments needed	Relocated litter containers along walkways (2019).		

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South Chagrin Reservation	Henry Church Rock Picnic Area	Henry Church Rock Cookhouse Picnic Shelter	40	5	10	20	75	4		E									No accessible route to shelter	Installed ADA walk at ADA parking stalls (2019). Added ADA pad, tables and grills (2019). Added ADA walk to new fire ring (2019). Relocated litter containers along walkways (2019).		
South Chagrin Reservation	Sulphur Springs Picnic Area	Sulphur Springs Picnic Area Restrooms	25	10	10	25	70	4									F		Portajohns			
South Chagrin Reservation	Sulphur Springs Picnic Area	Sulphur Springs Reserved Picnic Shelter	35	10	10	10	65	4	C										Bracing at columns is protruding object; adjust table spacing; add conc @ grill; accessible route exceeds 5%			
South Chagrin Reservation	The Shelterhouse Picnic Area	The Shelterhouse CXT Restrooms	35	15	15	5	70	4									B		Adjust TP and sanitizer dispensers	Shelter tables have been modified/replaced to be ADA compliant (2019).		
South Chagrin Reservation	The Shelterhouse Picnic Area	The Shelterhouse Reserved Picnic Shelter	35	15	10	10	70	4	C	C									Thresholds and slab cracks exceed 1/2"; grills need pavement; arches are too low and become protruding objects	Repaced tables with ADA accessible tables (2019). Paratransit stop added at parking lot (2019).		
Washington Reservation	Washington Park	Washington First Tee Canopy	35	15	15	5	70	4		B			B	B		B			Provide ADA picnic tables, adjust grade to address cross slope issues			
West Creek Reservation	West Creek Large Program Picnic Area	Keystone Reserved Picnic Shelter	35	15	10	10	70	4	C	C					C	C	C		Many deficiencies can be addressed through general maintenance. 0, 1-Ramp at accessible parking exceeds cross slope			
West Creek Reservation	West Creek Large Program Picnic Area	West Creek Restroom Building	35	15	15	10	75	4	C	C					C	C	C		Shared access route to shelter and restroom. Adjustments necessary in restroom.	Men's RR-lowered urinal flush valve, lowered grab bars, relocated toilet paper dispenser (2019). Women's RR- lowered grab bars (2019).		
Acacia Reservation	Acacia Reservation	Acacia Golf Course Shelter A	5	0	5	25	35	5							F				No access route to shelter. Deficiencies in shelter.			
Acacia Reservation	Acacia Reservation	Acacia Golf Course Shelter B	5	0	5	25	35	5							F				No access route to shelter. Deficiencies in shelter.			
Acacia Reservation	Acacia Reservation	Acacia Golf Course Shelter C	5	15	5	25	50	5							F				No access route to shelter. Deficiencies in shelter.			
Bedford Reservation	Egbert Picnic Area	Egbert Picnic Area CXT Restrooms	35	8	10	5	58	5		B				B	B		B		CXT is accessible but cross slope along route is 3%			
Bedford Reservation	Forbes Woods	Forbes Woods CXT Restrooms	20	5	15	10	50	5							C		C		No access aisle in parking area. Replace fountain.			
Bedford Reservation	Hermit's Hollow Picnic Area	Hermits Hollow CXT Restrooms	20	2	2	25	49	5		C					F	C		C	Restroom itself is compliant. Excessive cross slope and running slope			
Bedford Reservation	Hermit's Hollow Picnic Area	Hermits Hollow Picnic Shelter	20	2	10	25	57	5		D					F	D			Defienciencies in and around shelter. No accessible route to horseshoes. Many materials beyond their lifespan. Replacement will correct many issues.	Shelter tables have been modified/replaced to be ADA compliant (2019).		
Bedford Reservation	Shawnee Hills Golf Course	Shawnee Hills Picnic Canopy	30	15	10	5	60	5	B	B			B	B		B			Park staff can address issues by providing ADA tables and raise tent canopy.			
Bedford Reservation	Willis Picnic Area	Willis Field CXT Restrooms	20	15	10	10	55	5	C	C			C	C	C	C	C		Restroom itself is compliant. Excessive cross slope. Replace water fountain			
Bedford Reservation	Willis Picnic Area	Willis Field Press Box	5	15	15	25	60	5						F	F		F		203.10 Raised Refereeing, Judging, and Scoring Areas. Raised structures used solely for refereeing, judging, or scoring a sport shall not be required to comply with these requirements or to be on an accessible route. Therefore, no accessible route is			
Bedford Reservation	Willis Picnic Area	Willis Reserved Picnic Shelter	20	5	8	10	43	5	C	C							C		Shelter deficiencies can be addressed by park staff. Access routes have cross slope issues. Parking needs restriped			
Big Creek Reservation	Fern Hill Picnic Area	Lower Fern Hill Picnic Shelter	20	1	10	25	56	5		F									Accessible route, grills, head clearance, drinking fountain, slab all F. Pavilion planned for replacement in 2018.	Shelter has been replaced and parking lot signs corrected (2019).	\$40,000	
Big Creek Reservation	Lower Fern Hill	Lower Fern Hill CXT Restrooms	30	1	1	5	37	5									B					
Big Creek Reservation	Snow Road Picnic Area	Snow Road Picnic Shelter A	30	1	1	5	37	5		B									No direct route from parking or connection to drinking fountain etc			

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Big Creek Reservation	Snow Road Picnic Area	Snow Road Picnic Shelter B	30	1	1	5	37	5		B									No designated ADA parking - need paint and sign			
Big Creek Reservation	Upper Fern Hill Picnic Area	Upper Fern Hill Picnic Shelter	30	1	7	20	58	5		E									Route from parking lot exceeds slope limits			
Bradley Woods Reservation	Codrington Shelterhouse Picnic Area	Codrington Picnic Shelter	25	8	9	10	52	5		C									Gaps in slab cause difficult maneuverability. Grill which is a major feature is not compliant.	AR to shelter replaced, eliminating 1/2" crack on approach (2019). Additionally garbage/recycling cans and mutt mitt dispensers in pkg area and near Bunn's lake adjusted to proper heights and distances (2019). The noncompliant grills were removed when the roof was redone (2019). Docks at Bunn's Lake were also removed when the repaving of the parking lot and the new APT around Bunn's Lake was installed (2020).		
Bradley Woods Reservation	Codrington Shelterhouse Picnic Area	Codrington Romtec Restrooms	25	5	9	5	44	5		B									Most deficiencies can be addressed by adjusting locations of fixtures.	Restroom signage replaced and grab bars being adjusted shortly if not done yet (2020).		
Brecksville Reservation	Aukerman Picnic Area	Auckerman CXT	25	10	10	0	45	5							A	A				Removed urinal and tp seat dispenser, installed door stop, and moved tp dispenser, coak hook, and soap dispensers (2019).		
Brecksville Reservation	Aukerman Picnic Area	Aukerman Picnic Shelter	35	5	12	10	62	5		C			?	C	C	C			Most deficiencies can be addressed by adjusting locations of fixtures. Water fountain is not compliant grills are not	Grills replaced, picnic tables moved, and trash/recycling can locations modified (2019).		
Brecksville Reservation	Harriet Keeler Picnic Area	Harriet Keeler Restrooms	40	8	3	10	61	5		C									Most deficiencies can be addressed by adjusting locations of fixtures.	Proper ADA signage placed and door handles replaced with ADA levers (2019).		
Brecksville Reservation	Meadows Picnic Area	Meadows Overlook	10	5	10	25	50	5				F							The overlooks structure is not on an accessible route, no ramp provided even if able to make it to structure.			
Brecksville Reservation	Ottawa Point Picnic Area	Ottawa Point Reserved Picnic Shelter	25	2	8	25	60	5	F					F					Parking lot is not firm and stable (gravel), horseshoe pit is not on accessible route, gaps in flooring of shelter	Horseshoe pits were replaced with concrete cornhole (2019). Concrete work in progress (2020). Fines have been added to the new double CXT that was being added in February (2020).		
Brecksville Reservation	Sleepy Hollow Golf Course	Rain Shelter near No 5 Green	20	15	10	10	55	5					C						Cross bracing is at 78" aff., technically a protruding object			
Euclid Creek Reservation	Highland Picnic Area	Highland Cookhouse Picnic Shelter	35	2	10	15	62	5		D									Columns are protruding objects; rearrange tables; adjust grills	Paratransit stop added at curved driveway (2019).		
Euclid Creek Reservation	Highland Picnic Area	Highland Picnic Shelter	35	2	8	10	55	5	C										Reduce number of tables	Paratransit stop added at curved driveway (2019).		
Euclid Creek Reservation	Highland Picnic Area	Upper Highland Reserved Picnic Shelter	25	15	10	5	55	5	B										Reduce number of tables			
Euclid Creek Reservation	Highland Picnic Area	Upper Highland Romtec Restrooms	25	0	1	25	51	5									F		Romtec units are not ADA compliant	New hand sanitizer dispenser installed (2019).		
Euclid Creek Reservation	Welsh Woods Picnic Area	Welsh Woods Picnic Area Romtec Restrooms	25	4	8	25	62	5									F		Romtec units are not ADA compliant	New hand sanitizer dispenser and signage installed (2019).		
Euclid Creek Reservation	Welsh Woods Picnic Area	Welsh Woods Picnic Shelter	35	4	8	15	62	5	D										Site parking and ramps not compliant; south route exceeds 5%; adjust grill heights and table spacing			
Euclid Creek Reservation	Wildwood Park	Wildwood Marina Restroom Building	20	2	10	20	52	5									E		Need to remove CMU stall wall to create ADA stall			
Garfield Park Reservation	Old Birch Picnic Area	Old Birch Picnic Shelter	20	0	1	25	46	5	F								F		Significant barriers in the accessible route and within the shelter; Portable toilets and lavatory provided in parking area that are not accessible			
Garfield Park Reservation	Windy Ridge Picnic Area	Windy Ridge Picnic Shelter	25	2	10	25	62	5		F									Significant barriers in the accessible route within the parking area and to the shelter, moderate barriers within the shelter; Portable toilets and lavatory provided in parking area that are			
Hinckley Reservation	Johnson Picnic Area	Johnsons Picnic Area Romtec Restrooms	10	5	10	20	45	5									E		Has significant barriers within and around the toilet rooms, and moderate accessible route barriers			

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Hinckley Reservation	Ledge Lake Picnic Area	Ledge Lake Reserved Picnic Shelter B	30	15	8	10	63	5	C										Has some clear floor space and reach range areas			
Hinckley Reservation	Redwing Picnic Area	Redwing Cabin CXT Restrooms	5	15	10	15	45	5									D		Has major barriers in the parking area, minor barriers in the path from the parking area, and minimal barriers to the urinal	Urinals removed and relocated waste and recycling cans (2019).		
Huntington Reservation	Wolf Picnic Area	Wolf Picnic Area CXT Restrooms	25	15	10	5	55	5		F					B		B		No access route to shelter. Park staff can address CXT deficiencies			
Lakefront Reservation	East 55th Street Marina	East 55th Street Marina Fishing Area Restrooms	25	1	7	20	53	5		E					E				Restroom building has major deficiencies, including accessible route and parking issues.	2 women's faucets replaced with ADA compliant faucets (2018). Braille signage installed at RRs (2017). Non-compliant water fountain removed (2017). ADA parking signs added (2017). Men's restroom had changing table added (2020).		
Lakefront Reservation	East Bank	Water Taxi Building and Docks	35	15	10	0	60	5			A				A		A		No designated ADA parking for West Bank.			
Lakefront Reservation	Edgewater Park	Upper Edgewater Restroom and Maintenance Building	30	1	5	25	61	5		C					F	F			Bathrooms are largely compliant, some modifications needed such as changing bench dimensions and water fountains.	ADA compliant push button faucets replaced in men's (2) and women's (2) RRs (2019). Paratransit stop added at statue parking lot (2019).		
Lakefront Reservation	Gordon Park	Lakefront Management Area Restrooms	20	8	10	20	58	5		E					E				Entry doorway is not accessible, many minor deficiencies	Braille signage installed at RRs (2017).		
Mill Stream Run Reservation	Bonnie Park Picnic Area	Bonnie Park CXT Restrooms	30	1	10	15	56	5									D		Has moderate slope issues on the accessible path, but only minor barriers within the CXT	Relocated toilet paper dispensers, replaced toilet seats, and provided new signage with braille (2019).		
Mill Stream Run Reservation	Bonnie Park Picnic Area	Bonnie Park Picnic Shelter	30	1	10	15	56	5		D									Has moderate clearance and change in level issues throughout	ADA parking signage updated (2019).		
Mill Stream Run Reservation	Music Mound Picnic Area	Music Mound Restroom	15	1	10	10	36	5									C		Has moderate slope issues on the accessible path, but only minor barriers within the CXT	ADA parking and building signage updated (2019).		
Mill Stream Run Reservation	North Quarry Picnic Area	North Quarry CXT Restrooms	30	1	5	10	46	5									C		Has minor issues with accessible path, clearances and reach ranges			
Mill Stream Run Reservation	North Quarry Picnic Area	North Quarry Picnic Area Cookhouse Shelter	30	1	5	15	51	5		F							D		Not on accessible path and has clearance issues; Parking has slope issues			
Mill Stream Run Reservation	William Green Picnic Area	William Green Lodge Reserved Picnic Shelter	25	15	10	10	60	5	C										Has minor clearance and reach range issues			
Mill Stream Run Reservation	Wintergreen Girl Scout Cabin	Wintergreen Girl Scout Cabin	25	15	13	10	63	5	C										Minor clearance and reach range issues	Parking spaces leveled and defined (2019).		
Mill Stream Run Reservation	Wintergreen Girl Scout Cabin	Wintergreen Girl Scout Cabin Restrooms	25	15	15	0	55	5									A		ADA accessible restrooms added in early 2017.			
North Chagrin Reservation	Forest Picnic Area	Forest Picnic Shelter	30	3	1	10	44	5		C									pavement deficiencies; grill and drinking fountain adjustments needed			
North Chagrin Reservation	Intergrove Lodge Picnic Area	Intergrove CXT Restrooms	25	15	8	5	53	5									B		Adjust TP	TP & hand sanitizer adjusted (2019).		
North Chagrin Reservation	Manakiki Golf Course	Vending Rain Shelter near No 15 Green	5	15	10	5	35	5					B						Gaps and drop offs along edge of slab - backfill and seed			
North Chagrin Reservation	Manakiki Golf Course	Vending Rain Shelter near No 3 Tee	5	15	10	5	35	5					B						Gaps and drop offs along edge of slab - backfill and seed			
North Chagrin Reservation	North Chagrin Management Center	North Chagrin Ranger Station and Restrooms	25	9	2	20	56	5									E		Access and restroom would have to be reconfigured to meet code			
North Chagrin Reservation	Old River Farm Picnic Area	Old River Farm CXT Restrooms	25	2	8	5	40	5									B		Adjust TP; parking lot needs van spot and aisle	TP & hand sanitizer adjusted (2019).		

Program Codes: (0) Reserved Picnicking; (1) Picknicking; (2) Guided Education; (3) Self-Lead Education; (4) Organized Sports & Physical Activities; (5) Self-Lead Sports & Physical Activities; (6) Passive Rec; (7) Special Events; (8) Services; (9) Vehicle Based Activities																						
Abbreviated Program Code Grade Criteria: (A) Accessible (B) ADA deficiencies can be addressed through basic maintenance (C) Only minor modifications needed to comply. Restrooms may have deficiencies but meet basic clearance and turning requirements (D) Facility meets programmatic needs but some features deficiencies (E) Restrooms have significant barriers (F) Lacks basic accommodations or contains hazards																						
Phasing Implementation: Phase 1 (2019-2022); Phase 2 (2023-2027); Phase 3 (2028-2033); Phase 4 (2034-2041); Phase 5 (2042-2049)																						
			45	15	15	25	100		Program Codes													
Reservation Name	Site Location	Facility	Visitation	Org/Un-Org	Geography	Grade	Total Points	Phase	(0)	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	Consolidated Notes for Grade Justification See Report for Description and Remediation Measures	Corrective Action Updates	Capital Improvement Cost	
North Chagrin Reservation	River Grove Picnic Area	Buckeye Enclosed Reserved Picnic Shelter	35	9	13	5	62	5	B										Minor interior adjustments; grill area changes needed			
North Chagrin Reservation	River Grove Picnic Area	Chestnut Enclosed Reserved Picnic Shelter	35	9	13	5	62	5	B										Minor interior adjustments; grill area changes needed			
North Chagrin Reservation	River Grove Picnic Area	River Grove CXT Restrooms	35	9	13	5	62	5									B		Adjust TP	TP & hand sanitizer adjusted (2019).		
North Chagrin Reservation	Strawberry Picnic Area	Strawberry Picnic Shelter	30	5	10	5	50	5	B										Adjust grills; add protection at column bracing (protruding object)			
North Chagrin Reservation	Strawberry Picnic Area	Strawberry Romtec Restrooms	25	3	10	25	63	5									F			TP & hand sanitizer adjusted (2019).		
Ohio & Erie Canal Reservation	Furnace Ridge	Furnace Ridge Overlook Shelter	15	5	10	25	55	5				F			F				Issues with access route	Shelter tables have been modified/replaced to be ADA compliant (2019).		
Ohio & Erie Canal Reservation	Morgans Hollow Picnic Area	Morgans Hollow Romtec Restrooms	20	15	10	15	60	5	D	D				D			D		Access route issues to restroom and deficiencies within restroom.	Shelter tables have been modified/replaced to be ADA compliant (2019).		
Ohio & Erie Canal Reservation	Settlers Bluff Picnic Area	Settlers Bluff Restrooms	25	5	10	10	50	5		C			C	C	C		C		Adjustments needed in restroom and maintenance on exterior			
Ohio & Erie Canal Reservation	Settlers Bluff Picnic Area	Settlers Bluff Shelterhouse	25	5	10	15	55	5		D			D	D	C		D		Restripe parking lot, and make adjustments when repaving,. 4,5- no access route to baseball field. 1-General maintenace needed near and within shelter/restroom			
Rocky River Reservation	Lewis Road Riding Ring	Lewis Road Picnic Shelter	15	15	10	25	65	5		F					F	F			No accessible parking, route, or seating. No firm or stable surface. Protuding objects.			
Rocky River Reservation	Little Met Golf Course	Rain Shelter near No 2 Tee	20	15	10	10	55	5					C						Benches are not ADA compliant			
Rocky River Reservation	Rangers/Operations Administration Center	Ranger Headquarters and Park Operations Administration Building	30	8	10	15	63	5									D		No van accessible parking. Accessible path cross slope and running slopes exceed maximum. Transaction counter height too high. Restroom barriers included door pressure issues.	Parking and restroom signs updated (2019).. Paratransit stop added visitor parking lot (2019)..		
Rocky River Reservation	South Mastick	Baseball field (1)	10	2	8	25	45	5						F					No accessible route to facility / field of play (both sides)			
Rocky River Reservation	South Mastick Picnic Area	South Mastick Picnic Shelter	35	5	5	10	55	5	C	C									Insufficient amount of parking spaces. Grills, water fountain and map kiosk all have insufficient circulation.	Accessible picnic table added in shelter (2019).		
Rocky River Reservation	Sycamore Picnic Area	Sycamore Reserved Picnic Shelter Port-o-Potties	35	0	1	25	61	5	F	F									Port-o-potty is inaccessible. Provide accessible port-of-potty. Accessible pavilion located at South Mastick			
Rocky River Reservation	Willow Bend	Basketball court (1 hoop)	1	15	15	25	56	5						F					No accessible route to facility / field of play (both sides)			
South Chagrin Reservation	Harper Ridge Picnic Area	Harper Ridge Picnic Area Restrooms	20	1	15	5	41	5									B		Adjust TP			
South Chagrin Reservation	Polo Fields	Polo Field East Picnic Shelter	25	15	5	5	50	5		B									Gaps at slab / column; route exceeds 7% - SEE NOTES FOR SOUTH			
South Chagrin Reservation	Polo Fields	Polo Field Romtec Restrooms	25	15	15	5	60	5									B		Masonry structure; access exceeds 5%; tp, bars, doors need adjusted			
South Chagrin Reservation	Polo Fields	Polo Field South Picnic Shelter	25	15	15	5	60	5		B									No accessible spots noted			
South Chagrin Reservation	Shadow Lake Picnic Area	Shadow Lake Picnic Area Romtec Restrooms	20	5	10	25	60	5									F		Romtec units are not ADA compliant			
Washington Reservation	Washington Park	Washington Eagle Canopy	25	15	10	5	55	5		B			B	B		B			Provide cane detection around canopy, raise canopy provide ADA picnic tables			

Program Codes: (0) Reserved Picnicking; (1) Picknicking; (2) Guided Education; (3) Self-Lead Education; (4) Organized Sports & Physical Activities; (5) Self-Lead Sports & Physical Activities; (6) Passive Rec; (7) Special Events; (8) Services; (9) Vehicle Based Activities																						
Abbreviated Program Code Grade Criteria: (A) Accessible (B) ADA deficiencies can be addressed through basic maintenance (C) Only minor modifications needed to comply. Restrooms may have deficiencies but meet basic clearance and turning requirements (D) Facility meets programmatic needs but some features deficiencies (E) Restrooms have significant barriers (F) Lacks basic accommodations or contains hazards																						
Phasing Implementation: Phase 1 (2019-2022); Phase 2 (2023-2027); Phase 3 (2028-2033); Phase 4 (2034-2041); Phase 5 (2042-2049)																						
			45	15	15	25	100		Program Codes													
<u>Reservation Name</u>	<u>Site Location</u>	<u>Facility</u>	<u>Visitation</u>	<u>Org/Un-Org</u>	<u>Geography</u>	<u>Grade</u>	<u>Total Points</u>	<u>Phase</u>	<u>(0)</u>	<u>(1)</u>	<u>(2)</u>	<u>(3)</u>	<u>(4)</u>	<u>(5)</u>	<u>(6)</u>	<u>(7)</u>	<u>(8)</u>	<u>(9)</u>	<u>Consolidated Notes for Grade Justification</u> <u>See Report for Description and Remediation Measures</u>	<u>Corrective Action Updates</u>	<u>Capital Improvement Cost</u>	
West Creek Reservation	West Creek Landfill Overlook	West Creek Overlook Shelter	35	10	5	5	55	5		B					B	B			Address access route grades, changes in level			

Appendix 4: Programming Transition Plan

Table 1: Aquatics

Program Type/Specific Program	Eligibility Criteria	Location Offered	Barrier	OK or Solution	Priority	Staff	Projected Date	Action Taken
Open swim	None	Edgewater Beach, Hinckley Spillway, Huntington Beach, Ledge Pool, Wallace Lake, Villa Angela Beach	Vision	Ok-Verbal Instruction	NA	Moore/Eastman		Implemented Solution
			Hearing	Ok-guests need to hear whistles and emergency announcements, staff gets trained in various ways to provide alternative communication (i.e. hand signals), pen and paper, can provide an interpreter with advanced notice	NA	"		Solution implemented as needed. Hand signals already implemented.
			Cognitive	Ok - Case by case basis	NA	"		
			Mobility	Ok	NA	"		
American Red Cross (ARC) Learn-to-Swim	None for initial enrollment, recommendations to advance to next level pre-determined by ARC	Ledge Pool	Vision	OK- Review w/ staff how to use descriptive vocabulary	NA	Moore/Eastman	Annually	Implemented Solution
			Hearing	Ok- staff trained on how to demonstrate, can provide an interpreter with advanced notice	NA	"	Annually	Solution implemented as needed.
			Cognitive	Ok-case by case basis	NA	"		
			Mobility	Ok- able to modify course standards to meet objective, reduce participant/instructor ratio	NA	"		Solution implemented as needed.

American Red Cross Water-based Courses	Varies by course, pre-set by ARC i.e., swimming endurance, minimum age for instructor level, timed in- water skills, etc.	Edgewater Beach, Hinckley Spillway, Huntington Beach, Ledge Pool, Wallace Lake, Villa Angela Beach	Vision	Ok- Instructor led. Can verbally instruct participants	NA	Moore/Eastman		Implemented solution
			Hearing	Ok- staff trained on how to demonstrate, can provide an interpreter with advanced notice	NA	"		Solution implemented as needed.
			Cognitive	Ok-case by case basis	NA	"		
			Mobility	Ok- able to modify course standards to meet objective, reduce participant/instructor ratio	NA	"		Solution implemented as needed.
American Red Cross Emergency Prep Courses	None	Ledge Pool, Park Operations Hickory Room, Mill Stream Brickyard Room	Vision	Ok- books are used as supplement, all content is also verbalized	NA	Moore/Eastman		Implemented solution
			Hearing	Ok-Closed captioning available for videos, course books have same content as spoken content, can provide and interpreter or assisted listening device with advanced notice.	NA	"		Solution implemented as needed.
			Cognitive	Ok- case by case basis	NA	"		

			Mobility	Ok- able to modify course standards to meet objective, no barriers to participate but if objectives cannot be met, certifications can't be issued	NA	"		Solution implemented as needed.
Ledge Pool Special Events	None	Ledge Pool and Recreation Area	Vision	Ok- Created large print hand outs for low vision	NA	Moore/Eastman		Implemented solution
			Hearing	Ok-closed captioning or assisted listening devices or interpreter available with advanced notice	NA	"		Solution implemented as needed.
			Cognitive	Ok- case by case basis	NA	"		
			Mobility	Ok- courtesy all terrain wheelchair available to get around parking lot, pool and lake area during the dog paddle. Changed dog hike to self-guided with description of terrain	NA	"		Solution implemented as needed.
Paddleboat Rental	Minimum age to rent/operate	Wallace Lake	Vision	Ok- read waiver/rules to them, provide a companion	NA	Moore/Eastman/McRitchie		Solution implemented as needed.
			Hearing	Ok- rules are printed on waiver and posted	NA	"		Implemented solution
			Cognitive	Ok-case by case basis	NA	"		

Appendix 4: Programming Transition Plan

Table 2: Chalet

Program Type/Specific Program	Eligibility Criteria	Location Offered	Barrier	OK or Solution	Priority	Staff	Projected Date	Action Taken
Toboggan	42" tall, gloves mittens, ability to hold oneself upright.	Chalet	Vision	Signage/Verbal Instruction	2	Manager/ Staff	Current	Information/training has been added to annual staff orientation/ training. 2016 - Warning and Rules signs added with pictorials.
			Hearing	Point to signage and/or communicate via pen and paper.	1	Manager and training staff	Current	Information/training has been added to annual staff orientation/ training. 2016 - Warning and Rules signs added with pictorials.
			Cognitive	Have patience when communicating rules. Use signage.	2		Current	Current
			Mobility	Toboggan chutes are not accessible. Guests would need to go up 108 steps and safely hold themselves upright and onto the sled.	2		Current	The Chalet currently has wheelchair lift to bring people to the main floor of the building.
Hayrides		Chalet	Vision	Signage/Verbal Instruction	2	Manager/ Staff	Current	Information/training has been added to annual staff orientation/ training. 2016 - Warning and Rules signs added with pictorials.
			Hearing	Point to signage and/or communicate via pen and paper.	1	Manager and training staff	Current	Information/training has been added to annual staff orientation/ training. 2016 - Warning and Rules signs added with pictorials.
			Cognitive	Accessible	NA		Current	Current
			Mobility	Hayrides are accessible by ramp	NA		Current	Current
Private Rentals		Chalet	Vision	Signage/Verbal Instruction	2	Manager/ Staff	Current	Information/training has been added to annual staff orientation/ training. 2016 - Warning and Rules signs added with pictorials.

			Hearing	Point to signage and/or communicate via pen and paper.	1	Manager/ Staff	Current	Information/training has been added to annual staff orientation/ training. 2016 - Warning and Rules signs added with pictorials.
			Cognitive	Accessible	NA		Current	Current
			Mobility	Accessible - Lift to second floor. Accessible restrooms are outside; shared with GoApe!	NA		Current	Current
Concessions		Chalet	Vision	Signage/Verbal Instruction	2	Manager/ Staff	Current	Information/training has been added to annual staff orientation/ training.
			Hearing	Point to signage and/or communicate via pen and paper.	1	Manager and training staff	Current	Information/training has been added to annual staff orientation/ training.
			Cognitive	Accessible	NA		Current	Current
			Mobility	Accessible	NA		Current	Current

Appendix 4: Programming Transition Plan

Table 3: Golf

Program Type/Specific Program	Eligibility Criteria	Location Offered	Barrier	OK or Solution	Priority	Staff	Projected Date	Action Taken
General Golf Play/Leagues/Foot Golf		Manakiki, Washington, Shawnee Hills, Sleepy Hollow, Seneca, Big Met, Little Met, Mastick Woods	Vision	Purchase & stock Chromax golf balls, offers highly visible florescent golf ball. Offer complimentary non-golfer companion riding fee. Enlarge scorecards for guests.	2	John Fiander	Spring 2017	Purchased Volvik Golf Balls. A variety of colored golf balls were stocked at each location.
			Hearing	Staff may write notes with a guest.	1	Clubhouse Managers, Cashiers, Starters	Spring 2017 Orientation	Staff training is continuous
			Cognitive	Offer complimentary non-golfer companion riding fee. This person must not act or perform duties as a caddie	2	Clubhouse Managers, Cashiers, Starters		Completed
			Mobility	Cleveland Metroparks currently has SoloRiders located at Big Met, Shawnee Hills, and Seneca. Cleveland Metroparks will allow a coach/companion ride in a golf cart or walk the golf course at no charge.	2	Clubhouse Managers, Cashiers, Starters		Completed
Golf Lessons/AOG		Various	Vision	Providing bright flags on the practice tee to make targets more visible.	3	Golf Course General Managers		Completed and on-going

			Hearing	Outdoor Education currently owns 3 transmitter amplifiers units. If requested and given advanced notice we can borrow Outdoor Educations units. The Golf Division will look into purchasing a unit in the future. Provide sign language interpreter with 72 hours notice.	1	Geoff Koller	Winter 2016/2017	Completed
			Cognitive	Golf Professional develop questionnaire or inquiry to prepare for any accommodations requested. Invite a non-participating companion at no charge. Ensure space is provided on the registration form so the guest may be able to request an accommodation.	1	Geoff Koller	Winter 2016/2017	Completed and on-going
			Mobility	Offer Solo-Rider golf carts at no charge.	2	Tournament Committee		Completed
Tournaments		Various	Vision	Adopt Rules for Golfers with Disabilities by the USGA to all Cleveland Metroparks tournaments.	3	Clubhouse Managers		Completed

			Hearing	Inform playing partners of accommodations in order to keep an accurate score. Provide a sign language interpreter with 72 hours notice.	1			Completed
			Cognitive	Offer complimentary spectator fees for guests that are non-golfers and providing assistance. Adopt Rules for Golfers with Disabilities by the USGA to all Cleveland Metroparks tournaments.	2			Completed
			Mobility	Provide Solo-Riders, will need to follow same cart rules on a given day. Adopt Rules for Golfers with Disabilities by the USGA to all Cleveland Metroparks tournaments.	2			Completed

Appendix 4: Programming Transition Plan

Table 4: Natural Resources

Program Type/Specific Program	Eligibility Criteria	Location Offered	Barrier	OK or Solution	Priority	Staff	Projected Date	Action Taken
Lectures, webinars, discussions, business meetings	None	WSC, Acacia, RRNC, NCNC, Canalway, Zoo, Administration	Vision	Ability to provide spoken word descriptions of photographs, slides or exhibits during presentations with 72 hour advance notice.	A	All staff	Complete	
			Hearing	Provide receiver and earbud device with advanced notice. Provide sound amplification via bullhorn or other device. Ability to provide a sign language interpreter with 72 hours advance notice.	A	All staff	Complete	Purchased bullhorns and will borrow receivers from OE.
			Cognitive	Cognitive disabilities will be considered on a case by case basis.	A	All staff	Complete	
			Mobility	Provide preferred seating or wheelchair if requested 72 hours in advance.	A	All staff	Complete	
Field tours, outdoor demonstrations	See footnote	All reservations	Vision	Provide a volunteer or staff escort for descriptive narration with 72 hours advance notice.	A	All staff		

			Hearing	Provide receiver and earbud device with advanced notice. Provide sound amplification via bullhorn or other device. Ability to provide a sign language interpreter with 72 hours advance notice.	A	All staff		Purchased bullhorns and will borrow receivers from OE.
			Cognitive	Cognitive disabilities will be considered on a case by case basis.	A	All staff		
			Mobility	Provide a volunteer or staff escort for assistance. Some areas may be inaccessible depending on barrier. Ability to provide photographs of inaccessible sites with 72 hours advance notice.	A	All staff		
Research permit access: Entity conducting research responsible to address ADA access	None	All reservations	Vision	None				
			Hearing	None				
			Cognitive	None				
			Mobility	None				

Appendix 4: Programming Transition Plan

Table 5: Outdoor Experiences

Program Type/Specific Program	Eligibility Criteria	Location Offered	Barrier	OK or Solution	Priority	Staff	Projected Date	Action Taken
Interpretive strolls on level paved surface	None	Most reservations and some urban settings	Vision	Provide a volunteer or staff escort for descriptive narration with advanced notice	A	All OE unit Managers	Complete	
			Hearing	Provide receiver and earbud device with advanced notice. Ability to provide a sign language	A		Complete	
			Mobility	Ok if able to navigate level paved surfaces				
Interpretive walks on unpaved surface	Must be able to navigate unpaved surface	All reservations and some urban settings	Vision	Provide a volunteer or staff escort for descriptive narration with advanced notice	A	All OE unit Managers	Complete	
			Hearing	Provide receiver and earbud device with advanced notice. Ability to provide a sign language	A		Complete	
			Mobility	Ok if able to navigate unpaved surfaces				
Interpretive hikes on hilly, unpaved, with steps, steep inclines, and slopes, stream	Must be able to navigate steps and steep inclines alone	All reservations	Vision	Provide a volunteer or staff escort for descriptive narration with advanced notice	A	All OE unit Managers	Complete	

crossings, exposed roots, etc.	or with the aid of a personal care attendant		Hearing	Provide receiver and earbud device with advanced notice. Ability to provide a sign language interpreter with 72 hours advanced notice.	A		Complete	There are multiple listening devices available throughout the Division
			Mobility	Must be able to navigate steps and steep inclines alone or with the aid of a personal care attendant				
Lectures/indoor talks/movies in a center	None	All Centers	Vision	Leaders will provide audio description when applicable.		All OE unit Managers		
			Hearing	Provide receiver and earbud device with advanced notice. Ability to provide a sign language interpreter with 72 hours advanced notice.	A		Complete	
			Mobility	Ok				
Outdoor demonstrations (gardening for wildlife, installing a rain barrel, campfire cooking)	None	All centers and some reservations	Vision	Provide a volunteer or staff escort for descriptive narration with advanced notice	A	All OE unit Managers	Complete	
			Hearing	Provide receiver and earbud device with advanced notice. Ability to provide a sign language	A		Complete	There are multiple listening devices available throughout the Division
			Mobility	Program can be adapted to accommodate a wheelchair or other device	A		Complete	

School Programs (pre-college age)	None	All reservations	Vision	Provide a volunteer or staff escort for descriptive narration with advanced notice	A	All OE unit Managers	Complete	
			Hearing	Provide receiver and earbud device with advanced notice. Ability to provide a sign language	A		Complete	There are multiple listening devices available throughout the Division
			Mobility	Program can be adapted to accommodate a wheelchair or other device	A		Complete	
Camps	None	Most reservations	Vision	Provide a volunteer or staff escort for descriptive narration with advanced notice	A	All OE unit Managers	Complete	Staff have been informed to be prepared to provide descriptive narration
			Hearing	Provide receiver and earbud device with advanced notice. Ability to provide a sign language interpreter with 72 hours advanced notice.	A		Complete	There are multiple listening devices available throughout the Division
			Mobility	Must be able to navigate steps and steep inclines alone or with the aid of a personal care attendant				
Interpretive Bus Trips/Excursions	None	Within and outside the park reservations	Vision	Provide a volunteer or staff escort for descriptive narration with advanced notice	A	All OE unit Managers	Complete	Staff have been informed to be prepared to provide descriptive narration

		and district	Hearing	Provide receiver and earbud device with advanced notice. Ability to provide a sign language	A		Complete	There are multiple listening devices available throughout the Division
			Mobility	CM bus has a wheelchair lift.	A		Complete	
Water taxi interpretive programs	Must be able to transfer yourself to a seat. Dock ramp may be steep depending on water levels	Rivergate and Cuyahoga River	Vision	Provide a volunteer or staff escort for descriptive narration with advanced notice	B	All OE unit Managers	Complete	Staff have been informed to be prepared to provide descriptive narration
			Hearing	Provide receiver and earbud device with advanced notice. Ability to provide a sign language interpreter with 72 hours advanced notice.	B		Complete	There are multiple listening devices available throughout the Division
			Mobility	Must be able to transfer yourself to a seat. Not wheelchair compatible			Complete	
Center exhibits	None	Nature Centers	Vision	Provide a volunteer or staff escort for descriptive narration with advanced notice	A	All OE unit Managers	Complete	Staff have been informed to be prepared to provide descriptive narration
			Hearing	Exhibits can be enhanced as renovations take place.	B		2021-2025	
			Mobility	Wheelchair available for loan during visit	A		Complete	
Special Events	Majority of the events are on level surfaces	Various	Vision	Provide a volunteer or staff escort for descriptive narration with advanced notice	B	All OE unit Managers	Complete	Staff have been informed to be prepared to provide descriptive narration

			Hearing	None				
			Mobility	Majority of the events are on level paved surfaces				
Cart tours	Must be able to transfer yourself to a seat. Not wheel chair compatible	CanalWay Center	Vision	Provide a volunteer or staff escort for descriptive narration with advanced notice	A	CWC Manager	Complete	Staff have been informed to be prepared to provide descriptive narration
			Hearing	Provide receiver and earbud device with advanced notice. Ability to provide a sign language	B		Complete	There are multiple listening devices available throughout the Division
			Mobility	May have to transfer to a seat			Complete	Carts are wheelchair accessible
Outdoor adventures (snowshoeing, cross-country skiing, canoeing, kayaking, paddleboard, backpacking, climbing, Voyageur canoe, etc.	Each activity had different eligibility requirements on file. See details below*	All reservations for most. Lakefront, MSRR and Hinckley reservations for water based activities	Vision	Provide a volunteer or staff escort for descriptive narration with advanced notice	A	Outdoor Recreation Manager, Brecksville	Complete	Staff have been informed to be prepared to provide descriptive narration
			Hearing	Provide receiver and earbud device with advanced notice. Ability to provide a sign language interpreter with 72 hours advanced notice.	A		Complete	There are multiple listening devices available throughout the Division
			Mobility	Need to continue to purchase adaptive equipment for all outdoor adventure activities	A		2020-2026	Purchased some adaptive equipment for kayaks 2019 - purchased adaptive fishing equipment to use at upcoming fishing programs. Devices for one-armed paddlers or those guests with reduced strength/mobility in their hand/arm.

Trails	Trails vary from level and paved to rugged, unpaved, steep slopes, etc.	All reservations	Vision	Interpretive signs will use font size, color and contrast, etc. as appropriate to achieve effective communication.	B	Marketing	2026	New signs are run through Marketing and are reviewed for ADA compliance
			Hearing	None				
			Mobility	Need very detailed descriptions of trail conditions at trailheads. Many areas are off limits. Interpretive signs will be mounted and placed for maximum accessibility.	B		2026	
Front Desk	None	All centers	Vision	Provide a volunteer or staff to answer visitor questions	A	Center Managers	Complete	
			Hearing	Ok, provide pen and paper to facilitate communication	A		Complete	
			Mobility	Reception desk should be low enough to see over from a seated position	A		Complete	
NatureTracks	Majority of the events are on level surfaces, there are a	Schools and special events within Cuyahoga	Vision	Provide a volunteer or staff escort for descriptive narration with advanced notice	A	Outreach Manager	Complete	Staff have been informed to be prepared to provide descriptive narration

	couple of steps to get into the vehicle.	County	Hearing	Provide receiver and earbud device with advanced notice. Ability to provide a sign language interpreter with 72 hours advanced notice	B		Complete	There are multiple listening devices available throughout the Division
			Mobility	Lift system in place for wheelchairs	A		Complete	
Videos for website and social media	None		Vision	All internally produced videos for educational purposes will have descriptive narration.		Marketing		
			Hearing	All internally produced videos for educational purposes will have captions.			2020	
			Mobility	NA				

*For Outdoor Recreation Programs...

General Essential Eligibility Requirements that all participants must meet. A participant....

1. ...must meet minimum age and pre-trip meeting requirements for each individual program.
2. ...must meet program fee requirements for each individual program.
3. ...must be able to remain adequately hydrated, fed, and properly dressed in order to avoid environmental injuries such as hypothermia, heat-related illnesses, sunburn, and frostbite.
4. ...must refrain from use of alcohol and tobacco before or during outdoor recreation activities and any illegal drugs throughout the duration of a program.
5. ...must be able, either alone or with the aid of a personal care attendant, to manage, administer and protect any prescription medications currently prescribed to him or her. All medications, including over-the-counter medications shall be declared in medical history section of the registration form.
6. ...must be able, either alone, with the aid of an augmentative communication device, or a personal care attendant to follow directions and communicate needs.
7. ...must not exceed manufacturers’ maximum recommended weight limit for equipment being used.
8. ...must be able to manage personal mobility either alone, with a reasonable amount of assistance, with the aid of a personal care attendant, or with adaptive equipment.
9. ...must be able to independently wear and maintain wearing all safety equipment correctly including but not limited to PFD (Personal Flotation Device), helmet, and harness.

Water Programs: A participant...

1. ...must be able, in the event of an unexpected capsizes, to breathe independently and maintain a seal with their mouth (i.e. not require medical devices to sustain breathing), and independently demonstrate the ability to self-right him or herself from face down to face up position while wearing the appropriate PFD.
2. ...must be able to independently hold their head and neck upright (without restraints), in order to maintain proper body positioning, avoid an unexpected capsizes, and freely exit watercraft.
3. ...must be able to reenter the watercraft in deep water independently or with a reasonable amount of assistance.

Terrain Programs: A participant...

1. ...must be able, either alone or with the aid of a personal care attendant or adaptive equipment to travel at least 1 mile on varying terrain as well as be able to carry their own gear on camping/backpacking trips.
2. ...must be able to, for backcountry programs only, travel in a physically demanding, remote backcountry environment for the uninterrupted period of the trip length, which can range from one to ten days with varying temperatures and environmental conditions including but not limited to, rain snow, hail, sun, and wind. The remoteness is such that cell signal may be unavailable, and it may require at minimum an hour, but perhaps in excess of 2 days travel to reach the nearest road and advanced medical care; participant assumes all costs associated with rescue.

Rock Climbing Programs: A participant...

1. ...must be able, either alone or with the aid of a personal care attendant or adaptive equipment to travel on sloped, natural surface trails with rocks and roots for varying distances to get to a climbing site void of amenities such as restroom facilities, water, etc.
2. ...must refrain from having any external devices other than required climbing safety equipment.

The Outdoor Experiences Division strives to make the majority of its programs accessible to all. The staff provides customized programs to groups with cognitive, hearing, vision and mobility needs on a case by case basis. The Outdoor Experiences Administration will serve as the gatekeeper for general questions about access.



Appendix 4: Programming Transition Plan

Table 6: Rangers

Program Type/Specific Program	Eligibility Criteria	Location Offered	Barrier	OK or Solution	Priority	Staff	Projected Date	Action Taken
Recieivng Citizen Complaints	None	Various	Vision	All written materials shall be read to the person with a vision disability.	1	Various	Complete	NA
			Hearing	Depending on the situation, Police shall employ the following to communicate with deaf or hard of hearing: Paper, pen, Qualified Interpreter, gestures, visual aids, or computer.	1	Various	Complete	A list of qualified interpreters is available on the employee portal or from the ADA Coordinator
			Cognitive	Local social services shall be utilized per Police General Order 10.26	1	Various	Complete	NA
			Mobility	To the extent possible, Rangers will meet the citizen at a location of their choosing. If the citizen must come to a CMP location, the complaint will be taken at an accessible facility.	1	Various	Complete	NA
Interrogation	None	Various	Vision	All written materials shall be read to the person with a vision disability.	1	Special Operations Unit	Complete	NA

			Hearing	Depending on the situation, Police shall employ the following to communicate with deaf or hard of hearing: Paper, Pen, Qualified Interpreter, gestures, visual aids, or computer	1	Special Operations Unit	Complete	A list of qualified interpreters is available on the employee portal or from the ADA Coordinator
			Cognitive	Local social services shall be utilized per Police General Order 10.26	1	Special Operations Unit	Complete	NA
			Mobility	Interrogation will occur at location that is accessible	1	Special Operations Unit	Complete	NA
Arresting, booking and holding suspects	None	Various	Vision	All written materials shall be read to the person with a vision disability. If a signature is required on documents, Police shall assist the person with signing.	1	Various	Complete	NA
			Hearing	Depending on the situation, Police shall employ the following to communicate with deaf or hard of hearing: Paper, Pen, Qualified Interpreter, gestures, visual aids, or computer.	1	Various	Complete	A list of qualified interpreters is available on the employee portal or from the ADA Coordinator

			Cognitive	Local social services shall be utilized per Police General Order 10.26	1	Various	Complete	
			Mobility	Local rescue squads are available for transport, if needed (General Order 13.1).To the extent possible, prisoners shall be housed at a local facility. Police Headquarters/holding areas are accessible.	1	Various	Complete	
Operating telephone (911) emergency center	None	Police Headquarters	Vision	OK	1	Dispatchers		
			Hearing	Ohio Relay (7-1-1) TDD at all Public Safety Answering Points (PSAPS) (General Order 12.01)	1	Dispatchers	Complete	CCOM is able to receive 911 texts
			Cognitive	Additional awareness training needed for dispatchers (General Order 10.26)	1	Designated Captain	Begin Summer 2019 (on-going)	Will identify suitable training and schedule
			Mobility	NA	NA	NA	NA	NA
Providing emergency medical services	None	None	Vision	3rd party provides- Local Fire and EMS shall be utilized (General Order 10.26)	1	Non-CMPD responders	Complete	NA
			Hearing	3rd party provides: Local Fire and EMS shall be utilized (General Order 10.26)	1	Non-CMPD responders	Complete	NA

			Cognitive	3rd party provides: Local Fire and EMS shall be utilized (General Order 10.26)	1	Non-CMPD responders	Complete	NA
			Mobility	3rd party provides: Local Fire and EMS shall be utilized (General Order 10.26)	1	Non-CMPD responders	Complete	NA
Enforcing laws	None	None	Vision	Review and, if needed, update enforcement signs. Pay particular attention to colors, fonts and size. Explore “smart”/auditory signs.	2		2020	Work with Park Operations and Visual Communications to complete.
			Hearing	Depending on the situation, Police shall employ the following to communicate with deaf or hard of hearing: Paper, Pen, Qualified Interpreter, gestures, visual aids, or computer	1		Complete	A list of qualified interpreters is available on the employee portal or from the ADA Coordinator
			Cognitive	Local social services shall be utilized (General Order 10.26)	1		Complete	
			Mobility	OK	1		Complete	
Public Outreach	None	None	Vision	Awareness of accommodations needed; provide verbal presentation and verbal description of any written materials. Provide braille for written material.	2	Various, led by Chief	Complete	Update request form for accommodations prior to event.

			Hearing	Depending on the situation, Police shall employ the following to communicate with deaf or hard of hearing: Paper, Pen, Qualified Interpreter, gestures, visual aids, computer, and assistive listening devices. Provide written scripts when requested.	2	Various, led by Chief	Complete	Update request form for accommodations prior to event. A list of qualified interpreters is available on the employee portal or from the ADA Coordinator. Assistive Listening Devices can be borrowed from the Zoo.
			Cognitive	Present material at 3rd grade level	2	Various, led by Chief	Complete	Update request form for accommodations prior to event.
			Mobility	Awareness of accommodations needed if public outreach occurring off-site, work with entity in control of the site to address; If public outreach is happening on Cleveland Metroparks property, ensure that Cleveland Metroparks venue that is used is accessible.	1	Various, led by Chief	Complete	Update request form for accommodations prior to event.
Policy	None	None	Rangers shall create a policy/General Order detailing barriers and solutions to services provided by Police		1	Designated Lt.	Complete	Reviewed template policies.

Police shall look for signs of disability when interacting with the public, realizing that a person's disability may be a reason for non-compliance
To the extent possible, devices and equipment that aid a person with disabilities, including service animals, shall accompany the person throughout the course of their contact with Police

Appendix 4: Programming Transition Plan

Table 7: Special Events

Program Type/Specific Program	Eligibility Criteria	Location Offered	Barrier	OK or Solution	Priority	Staff	Projected Date	Action Taken
Fairy Tales and Frogs	None	RainForest	Vision	Provide descriptive narration		Sam	2021	
			Hearing	Provide ASL interpreter, Assistive listening devices are available – available via Education		Sam	ASL: 2018 LD: 2017	Complete
			Mobility	Have characters come to the individual		Sam	2017	Complete
Kids Day	None	Various Zoo	Vision	Provide descriptive narration		Sam	2021	
			Hearing	Provide ASL interpreter, Assistive listening devices are available – available via Education		Sam	ASL: 2018 LD: 2017	Complete
			Mobility	Tram service can get folks to activities at PCA/WT. Have characters come to the individual		Sam	2017	Complete
Senior Safari	None	Various Zoo	Vision	Provide descriptive narration		Sam	2021	
			Hearing	Provide ASL interpreter, Assistive listening devices are available – available via Education		Sam	ASL: 2018 LD: 2017	Complete
			Mobility	Concentrate activities in same area.		Sam	2017	Complete
Boo at the Zoo	None	Various Zoo	Vision	Provide descriptive narration		Sam	2021	

			Hearing	Provide ASL interpreter, Assistive listening devices are available – available via Education		Sam	ASL: 2018 LD: 2017	Complete
			Mobility	Trams do not run during Boo. Relocate activities?		Sam	2017	Complete
December Days	None	Various Zoo	Vision	Provide descriptive narration		Sam	2021	
			Hearing	Provide ASL interpreter, Assistive listening devices are available – available via Education		Sam	ASL: 2018 LD: 2017	Complete
			Mobility	Tram service can get folks to activities at PCA/WT.		Sam		Ok
Noon Years Eve	None	Various Zoo, Welcome Plaza	Vision	Provide descriptive narration		Sam	2021	
			Hearing	Provide ASL interpreter, Assistive listening devices are available – available via Education		Sam	ASL: 2018 LD: 2017	Complete
			Mobility	OK		Sam		Ok
Dream Night	None	Various Zoo	Vision	Provide descriptive narration		Sam	2021	
			Hearing	Provide ASL interpreter, Assistive listening devices are available – available via Education		Sam	ASL: 2018 LD: 2017	Complete
			Mobility	Tram service can get folks to activities at PCA/WT.		Sam	2018	Complete
Party For the Planet	None	Various Zoo	Vision	Provide descriptive narration		Sam	2021	

			Hearing	Provide ASL interpreter, Assistive listening devices are available – available via Education		Sam	ASL: 2018 LD: 2017	Complete
			Mobility	Tram service can get folks to activities at PCA/WT.		Sam	2017	Complete
Edgewater Live	None	Edgewater	Vision	Provide descriptive narration		Sam	2021	
			Hearing	Provide ASL interpreter, Assistive listening devices are available – available via Education		Sam	2018	Complete
			Mobility	Beach wheelchairs. Locate food trucks adjacent to APT. Temporary accessible path and area near the stage		Sam	BW: 2017 Food Truck: 2017 Path: 2019	Wheelchair and Food Trucks Complete
Euclid Beach Live	None	Euclid Beach	Vision	Provide descriptive narration		Sam	2021	
			Hearing	Provide ASL interpreter, Assistive listening devices are available – available via Education		Sam	2018	Complete
			Mobility	Locate food trucks adjacent to APT.		Sam	OK	OK
Wild Winter Lights	None	Euclid Beach	Vision	Provide descriptive narration		Sam	2020	
			Hearing	Provide ASL interpreter, Assistive listening devices are available – available via Education		Sam	2020	
			Mobility	Ok		Sam	2020	

Appendix 4: Programming Transition Plan

Table 8: Zoo

Program Type/Specific Program	Eligibility Criteria	Location Offered	Barrier	OK or Solution	Phase 1=0-3 yrs 2=4-8 yrs 3=9-15 yrs 4=16-25yrs 5=26-35 yrs	Staff	Projected Date
Amplified, pre-recorded script/guest experience	None	Tram Rides Train Ride Carousel Ride 4D Theater	Vision	Provide Guest Services escort for narration with 72 hrs notice	Complete	Savona	2018
			Hearing	Assitive Listening Device Available (4D Theater) ASL interpreter available with 72 hrs notice Typed Australian Train and Tram Scripts are available upon request Typed Safety Speech Avaiable (all but 4D Theater)	All Complete	ALD - Savona ALS - Savona Scripts - Searles Safety Speech - Savona	ALD - 2016 ALS - 2017 Scripts - 2017 Safety Speech - 2017
			Mobility	Acessible seating and ramps available (carousel) Accesssible Seating (4D Theater) Accessible ramp to 4D Theater	All Complete	All - Savona/Lowe	

Amplified live programs/shows/transportation	None	Savanna Theater Ballarat Theater Seal and Sea Lion Show Elephant Crossing Tiger Passage - Training Window Frieghtliner	Vision	Provide Guest Services escort for narration with 72 hrs notice	Complete	Savona	2018
			Hearing	ASL interpreter available with 72 hours notice Assistive Listening Device available Typed Savanna Theater, AEC, Ballarat, and Seal Show scripts available upon request	ASL - Complete ALD - 1 Scripts - Complete	ASL - Savona ALD - Searles Scripts - Savona and Searles	ASL - 2016 ALD: ST - 2018 S/SL - 2018 Tiger - 2016 Ballarat - 2018 EC - 2018 Script - 2017
			Mobility	Staff will assist placement with 72 hours notice	Complete	Savona	2017
Behind the Scenes Tours w/ mobility challenges	Minimum age Must be able to use a foot wash (or wash wheels) Must be TB negative or be able to wear a mask	WT Camel Barn (1) Koala Gray kangaroos African Elephant filtration area Aldabra Tortoise Yard Homestead Basement Australian Barn Sea Lion Back Area Wolf Holding RF Reptile Room RF Amphibian Giant Anteater Otter Rhino Barn	Vision	Training of tour guides on descriptive text, increase use of touchable tools and biofacts	All Complete	All - Searles and Kornak	Training - 2018 Biofacts - 2016
			Hearing	Assitive Listening Device ASL interpreter avaiable with 72 hours notice	All Complete	Searles, Lowe, IT and Savona	ALD - 2016 ALS - 2017

	If not able to transfer from a wheelchair to vehicle, give 72 hours notice	RF Cat Area Trailer Savanna Theater	Mobility	Choose among areas that are mobility accessible (above) Refer to Zoo Transition Plan for phasing of mobility issue resolution For those that use wheelchairs not able to transfer to golf cart or van, we can use the Stillwater cart, tram or Freightliner with 72 hours notice	All Complete	Areas - Searles and Kornak Transition Plan - Lowe and Searles Transportation - Searles, Kornak and Savona	Areas - 2016 Transportation - 2017
Grassy area active games	None	Ryan's Landing Big Creek Grass (drop off) Upper Admin Picnic	Vision	Train staff on descriptive text Provide Guest Services escort for narration with 72 hours notice	All Complete	Descriptive text - Searles Escort - Savona	2018
			Hearing	ASL interpreter available with 72 hours notice Assistive Listening Device	All Complete	ASL - Savona Searles, Lowe and IT	ASL - 2017 Escort - 2016
			Mobility	Change to circle game or non-running game on asphalt	Complete	Searles	2016
Program drop-off/pick-up	None	Big Creek Grass Wilderness Trek Entrance Reinberger Education Building RainForest/Zoo Entrance	Vision	OK			
			Hearing	OK			
			Mobility	Move from grassy to asphalted areas Establish soft, accessible play area at drop off/pickup location	Move to asphalt - Complete Accessible area - 2	Asphalt Area - Searles Accessible Area - Lowe	Asphalt Area - 2016 Accessible Area - 2023

Guided public area tours/Interpretation	None	African Elephant Crossing Wilderness Trek RainForest African Savanna Australian Adventure PCA Waterfowl Lake/BOP	Vision	Train staff on decriptive text, increase use of touchable tools and biofacts	All Complete	Training - Searles and Savona Biofacts - Searles and Kornak	Training - 2018 Biofacts - 2016
			Hearing	ASL interpreter available with 72 hours notice Provide Assistive Listening Device with 72 hours notice	All Complete	ASL - Savona ALD - Searles and Savona	ASL - 2017 ALD - 2016
			Mobility	Refer to Zoo Transition Plan for phasing of mobility issue resolution		Lowe and Searles	
Self Guided Guest Exhibit Experience - graphics	None	Whole Zoo - Public Space - Graphics	Vision	Provide Braille restroom signs Main interpretive copy should be available in various formats (Braille, audio) Design on directional and safety signs, to the extent possible, follow Smithsonian guide	Signs - Complete Alternative formats - 1 Directional/Safety signs - 1	Signs - Searles Alternative Formats - Searles and IT Directional/Safety Signs - Searles and Marleting	Signs - 2017 Alternative Formats - 2021 Directional Safety Signs - 2021
			Hearing	OK			
			Mobility	Create training to assure that all guest services staff can assist with accessibility of rides or exhibit space Refer the Zoo Tranistion Plan for phasing of mobility issue resolution	Complete	Training - Searles and Savona Transition Plan - Lowe and Searles	Training - 2017

Self Guided Guest Exhibit Experience - Electronic interactives	None	Zoo Public Space - Electronic and AV interactives: Gum Leaf Hideout SAS Center Flamingo vocalization Condor vocalization Swan vocalization Gorilla RF pepper's ghost RF Ant inquiry SAS pulse ox SAS blood pressure PCA handprints	Vision	Train staff on descriptive text Provide Guest Services escort for narration with 72 hours notice Provide one kiosk with audio description Provide tactile characters on or directly below controls To the extent possible, follow Smithsonian guide	Training - Complete Escort - Complete Kiosk - 2 Tactile - 2 Align with Smithsonian - 2	Training - Searles and Savona Escort - Savona Kiosk - Searles, MRKTG and IT Tactile - Searles and IT Align with Smithsonian - Searles and MRKTG	Training - 2018 Escort - 2018 Kiosk - 2024 2023 Smithsonian - 2023 Tactile - Align with
			Hearing	Scripts will be made available Subtitles on all videos, new non-narrative interactives - provide visitor operated volume controls Present instructions for interactives in printed format ASL interpreter available with 72 hours notice	Scripts - Complete Subtitles - Complete Voilume Controls - 1 (on-going) Printed format - 2 ASL - Complete	Scripts - Searles Subtitles - Searles and IT Volume - Searles, IT, Lowe Print - Searles and IT ASL - Savona	Scripts - 2019 Subtitles - 2018 - 2018 2nd Flr RF - 2021 1st Flr RF 2023 ASL - 2023 Volume Print:

			Mobility	For activities that require speaking into a specific area or listening at a specific height, provide adjustable heights Refer to Zoo Transition Plan for phasing of mobility issue resolution	2	Adjustable Heights - Searles, IT and Lowe Transition Plan - Lowe	2026
Guest and program participant - Get close with animals or biofacts	Must be able to control hand location		Vision	Training tour guides on descriptive text Physically guide touching of animal Staff or volunteer provide verbal description of item being touched (train staff and volunteers in descriptive text) Provide Guest Services escort for narration with 72 hours notice	All Complete	Training - Searles and Savona Guide Touching - Searles Verbal Description - Savona and Searles Escort - Savona	Training - 2018 Guide Touching - 2016 Verbal Description - 2018 Escort - 2018
			Hearing	Portable Assitive Listening Device ASL interpreter available with 72 hours notice	All Complete	ALD - Searles Savona ASL -	2016
			Mobility	Refer to Zoo Transition Plan for phasing of mobility issue resolution		Lowe	

Zoo bus transportation	Must be minimum 4 years old		Vision	Staff should give verbal instruction on ingress and egress	Complete	Searles	2016
			Hearing	Provide ASL interpretation	Complete	Searles	2016
			Mobility	OK			
Excursions	Must be minimum 4 years old to ride bus There will be specific mobility eligibility requirements on some based the location of the excursion	Villa Angela Beach Ben Franklin Elementary School Various tree planting, beach clean-up, chemistry lab, etc.	Vision	Train staff on descriptive text Establish eligibility requirements for animal holding and cage cleaning Provide Braille labels in education classrooms and Zoo Crew storage areas	Training - Complete Eligibility requirements - Complete Braille label - Complete	Training - Searles Eligibility Requirements - Searles Braille - Searles	Training - 2018 Eligibility Requirements - 2017 Braille - 2019
			Hearing	Provide ASL interpreter with 72 hours notice Use assistive listening devices	All Complete	ASL - Savona ALD - Searles	ASL - 2017 ALD - 2016
			Mobility	Establish eligibility requirements	Complete	Searles	2017
Zoo Crew and other programs - animal handling, cleaning, interpretation, enrichment	For animal handling, cleaning and enrichment - must have full capabilities in color, sound, smell, visual perception, as		Vision	Training staff on descriptive text	Complete	Searles	2018
			Hearing	Assistive listening device Provide ASL interpreter with 72 hours notice	All Complete	ALD - Searles ASL - Savona	ALD - 2016 ASL - 2017
			Mobility	Establish eligibility requirements for particular excursion	Complete	Searles	2018

Nature Play Activities - registered and self guided	Must be able to navigate uneven and grassy surfaces	Brookside Park Hillside Circle of Wildlife Nature Play Area	Vision	Train staff on descriptive text Provide Guest Services escort for narration with 72 hours notice	All Complete	Training - Searles Escort - Searles and Savona	2018
			Hearing	Provide ASL interpreter with 72 hours notice Provide assistive listening device with 72 hours notice	All Complete	ASL - Savona ALD - Searles	ASL - 2017 ALD - 2016
			Mobility	Establish eligibility requirements Refer to Zoo Transition Plan for phasing of mobility issue resolution	Complete	Eligibility Requirements - Searles Transition Plan - Lowe	Eligibility Requirements - 2018
Animal Feeding	None	Giraffe Lorikeet Elephant Feeder	Vision	Train staff on descriptive text Provide Guest Services escort for narration with 72 hours notice	All Complete	Training - Searles Escort - Searles and Savona	2018
			Hearing	Provide ASL interpreter with 72 hours notice	Complete	Savona	2017
			Mobility	Refer to Zoo Transition Plan for phasing of mobility issue resolution		Lowe	
Yagga Tree slide and suspended bridge			Vision	Train staff on descriptive text Provide Guest Services escort for narration with 72 hours notice	All Complete	Training - Searles and Savona Savona Escort -	2018
			Hearing	Provide ASL interpreter with 72 hours notice	Complete	Savona	2017

			Mobility	Refer to Zoo Transition Plan for phasing of mobility issue resolution		Low	
Playgrounds			Vision	Provide Guest Services escort for narration with 72 hours notice	Complete	Savona	2018
			Hearing	Provide ASL interpreter with 72 hours notice	Complete	Savona	
			Mobility	Refer to Zoo Transition Plan for phasing of mobility issue resolution		Low	
Camel Ride			Vision	Provide Guest Services escort for narration with 72 hours notice	Complete	Savona	2018
			Hearing	Provide ASL interpreter with 72 hours notice	Complete	Savona	
			Mobility	Refer to Zoo Transition Plan for phasing of mobility issue resolution		Low	