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PERFORMANCE UPDATE

DEPARTMENT OF VETERANS ASSISTANCE

AUDIT OVERVIEW

The Department of Veterans Assistance Has Relocated or Renovated Its Field Office Locations to Comply With the Americans With Disabilities Act Accessibility Guidelines and the Privacy Act of 1974

The Department of Veterans Assistance Has Improved Its Oversight of State Owned Vehicles



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CONTENTS

Executive Summary 5

Issue 1: The Department of Veterans Assistance Has Relocated or Renovated Its Field Office Locations to Comply With the Americans With Disabilities Act Accessibility Guidelines and the Privacy Act of 1974 7

Issue 2: The Department of Veterans Assistance Has Improved Its Oversight of State Owned Vehicles 11

List of Tables

Table 1: Changes Made to Department of Veterans Assistance Field Offices 7

List of Appendices

Appendix A: Transmittal Letter 15

Appendix B: Objectives, Scope and Methodology 17

Appendix C: The American With Disabilities Act Checklist 19

Appendix D: Agency Responses 35

EXECUTIVE SUMMARY

The Legislative Auditor conducted a compliance review of the Department of Veterans Assistance (Department) authorized pursuant to West Virginia Code §4-2-5. The objective of this update is to determine the extent to which the Department has complied with the recommendations made in the special reports issued in June 2014 and January 2015.

Frequently Used Acronyms in This Report:

ADA: Americans with Disabilities Act

VTN: Volunteer Transportation Network

VAMC: Veterans Administration Medical Center

Report Highlights

Issue 1 (2014): The Department of Veterans Assistance Has Relocated or Renovated Its Field Office Locations to Comply With the Americans With Disabilities Act Accessibility Guidelines and the Privacy Act of 1974.

- The Department is in full compliance with all three recommendations made in issue 1 of the June 2014 special report.
- The Department has relocated or renovated seven office facilities that were identified as having accessibility and/or privacy issues and ensured that all of its field office locations comply with ADA Accessibility Guidelines and the Privacy Act.

Issue 1 (2015): The Department of Veterans Assistance Has Improved Its Oversight of State-Owned Vehicles.

- The Department is in full compliance with two recommendations and partial compliance with one additional recommendation made in Issue 1 of the January 2015 special report.
- The Department has acquired titles for each state-owned van used in the VTN program, redrafted the lease agreements to acquire signatures, and maintains an accurate inventory of each van entered into the program.
- The Department has established a set of procedures and processes for the administration of the VTN program, however, it has not created a formal, written set of policies and procedures to ensure future continuity of services.

PERD's Evaluation of the Agency's Written Response

PERD received a written response to the report from the Department of Veterans Assistance on July 28th, 2016. The full response is provided in Appendix D. The Department of Veterans Assistance's comments agree with the report findings. The Department indicates in its response that it has included an internal policies and procedures document as was recommended in the January 2015 report. The Legislative Auditor's review of this document finds that it is satisfactory to bring the Department into full compliance with the January 2015 recommendation, and brings the Department into full compliance with all recommendations made by the Legislative Auditor.

ISSUE1

Updated Issue 1 of 2014 PERD Special Report

The Department of Veterans Assistance Has Relocated or Renovated Its Field Office Locations to Comply With the Americans With Disabilities Act Accessibility Guidelines and the Privacy Act of 1974.

Recommendation 1 (2014)

The Department of Veterans Assistance should consider either relocating or retrofitting offices that fail to meet accessibility or privacy standards in order to meet the Americans with Disabilities Act Accessibility Guidelines and the Privacy Act of 1974 standards.

The Department relocated four office facilities (Beckley, Lewisburg, Spencer, and Welch), renovated two office facilities (Henlawson and Moorefield), and added access to a conference room for an office facility (Summersville).

Level of Compliance: In Compliance

The Department of Veterans Assistance (Department) took action to address issues that were identified at seven of its field office locations. The Department relocated four office facilities (Beckley, Lewisburg, Spencer, and Welch), renovated two office facilities (Henlawson and Moorefield), and added access to a conference room for an office facility (Summersville). Table 1 provides an overview of the Department’s response to recommendation 1 of the 2014 special report.

Table 1
Changes Made to Department of Veterans Assistance Field Offices

Facility	Type of Change Made	Issue Addressed by Change
Beckley	Relocated	Accessibility and Privacy
Henlawson	Renovated	Privacy
Lewisburg	Relocated	Accessibility and Privacy
Moorefield	Renovated	Accessibility
Spencer	Relocated	Privacy
Summersville*	Added Access to Conference Room	Privacy
Welch	Relocated	Privacy

*PERD did not conduct a follow-up visit to the Summersville field office. The added conference room was evaluated as a part of the 2014 special report and presented no issues to accessibility.
Source: PERD’s analysis of the Department’s response to recommendation 1 of the 2014 report.

The Performance Evaluation and Research Division (PERD) conducted follow-up visits to the field offices that were relocated or underwent renovations to determine if the new office spaces and renovations adequately addressed the issues identified in its June 2014 special report. PERD used the Americans with Disabilities Act (ADA) Checklist (Appendix C) to record office measurements and assess compliance with ADA Accessibility Guidelines. PERD also conducted interviews with staff at each of the seven office location.

The new facilities used for the Department's Beckley and Lewisburg locations meet ADA Accessibility Guidelines and do not present barriers to accessibility. The new facilities correct the issues that were present at the prior locations, which included narrow access aisles and doorways, a lack of accessible parking, and a lack of maneuvering space for wheelchairs. In addition, the newly constructed restroom facility at the Moorefield office meets ADA Accessibility Guidelines.

The relocated field offices in Beckley, Lewisburg, Spencer, and Welch provide a fully-enclosed, private space in which veterans may divulge personal identification information and confidential medical information. In addition, the new facilities in Beckley and Lewisburg provide staff with a separate, secure file-storage room. The Henlawson office location underwent renovations to create two private office spaces for staff. In addition, PERD staff determined that the newly-constructed office spaces alleviate privacy issues without creating accessibility issues. Finally, the Department worked with the lessor of the Summersville office to secured shared access to an adjacent conference room for use by the Department's staff to alleviate privacy concerns. While the conference room is not exclusively for the use of the Department, field office staff indicated that this agreement has alleviated the privacy concerns identified in the previous report. **Therefore, the Legislative Auditor determines that the Department is in compliance with Recommendation 1.**

Recommendation 2 (2014)

The Department of Veterans Assistance should consider each field office's compliance with the Americans with Disabilities Act Accessibility Guidelines and the Privacy Act of 1974 standards when renewing or initiating lease agreements.

Level of Compliance: In Compliance

The Department responded by taking action to address privacy and accessibility concerns at each of the seven offices identified by the PERD 2014 special report. The Department relocated four offices, renovated two offices, and added access to an additional room for one office to ensure that each office location complies with the ADA Accessibility

The new facilities correct the issues that were present at the prior locations, which included narrow access aisles and doorways, a lack of accessible parking, and a lack of maneuvering space for wheelchairs.

The Department responded by taking action to address privacy and accessibility concerns at each of the seven offices identified by the PERD 2014 special report.

Guidelines and Privacy Act of 1974 standards. **Therefore, the Legislative Auditor determines that the Department is in compliance with Recommendation 2.**

Recommendation 3 (2014)

The Department of Veterans Assistance should ensure that all office locations provide a smoke-free environment for its employees and the veterans they serve.

Level of Compliance: In Compliance

The Moorefield field office is located in a shared facility with an American Legion Post, which includes a bar-area. Under Hardy County's Clean Indoor Air Regulations, smoking is permitted in bars. The Department informed PERD that it has worked with the lessor to install new filters in the smoke-eater exhaust fans at the Moorefield field office. The Department indicates that the exhaust fans are behind closed doors and it has a verbal agreement with the lessor to keep the fans continuously running, which was not the case during the prior audit. In addition, the doorway accessing the bar-area is now only used for mail delivery. The Department is in the process of purchasing an industrial air purifier for the hallway area near the doorway leading from the field office into the bar-area. Field office staff reported to PERD that since these actions were taken, there have not been any complaints regarding smoke or odors in the office facility.

The Department has taken a number of actions to reduce the presence of second-hand smoke at the Moorefield office, and the location complies with the West Virginia Department of Personnel's Smoking Restrictions in the Workplace Policy. The U.S. Surgeon General, the World Health Organization, and the American Society of Heating, Refrigerating, and Air-Conditioning Engineers agree that the only effective strategy to reduce exposure to tobacco smoke to safe indoor levels is to implement 100 percent smoke-free environments. While the Department is considered to be in compliance with recommendation 3, future consideration should be given to relocating the facility to completely eliminate the effects of second-hand cigarette smoke. **The Legislative Auditor determines that the Department is in compliance with recommendation 3.**

Field office staff reported to PERD that since these actions were taken, there have not been any complaints regarding smoke or odors in the office facility.

The Department is in full compliance with all three recommendations made in Issue 1 of the June 2014 special report.

Conclusion

The Department is in full compliance with all three recommendations made in Issue 1 of the June 2014 special report. The Department relocated or renovated each of the field office locations

identified as having accessibility or privacy issues. In addition, the Department has taken action to limit the exposure to second-hand smoke in its Moorefield office.

ISSUE 2

Updated Issue 1 of 2015 PERD Special Report

The Department of Veterans Assistance Has Improved Its Oversight of State-Owned Vehicles.

Recommendation 1 (2015)

The Legislative Auditor recommends that the Department establish a set of formal, written policies and procedures to guide the Department with respect to purchasing, delivering, tracking, reacquiring, or disposing of state-owned vans, and any other aspect of the VTN.

Level of Compliance: Partial Compliance

In response to the Legislative Auditor's query as to how the Department responded to this recommendation, the Department emphasized that it has established a set of procedures and processes for its staff to purchase, deliver, track, and surplus state-owned vans. The Department did not provide a formal, written document that will guide and assist future administrations with the program. **Therefore, the Legislative Auditor determines that the Department is in partial compliance with recommendation 1.**

The Department also provided its inventory list, which includes information such as the vehicle's description, fixed asset number, inventory number, location, vehicle identification number, and OASIS ID number for each van.

Recommendation 2 (2015)

The Legislative Auditor recommends that the Department comply with all statutes regarding the maintenance of records and annual inventories.

Level of Compliance: In Compliance

The Department provided PERD with copies of vehicle titles issued by the West Virginia Division of Motor Vehicles for three of the four vehicles for which a title could not be provided in the January 2015 report, and provided PERD with copy of a duplicate title request¹ for the fourth vehicle. The Department also provided its inventory list, which includes information such as the vehicle's description, fixed asset number, inventory number, location, vehicle identification number, and OASIS ID number for each van. Finally, the Department submitted to PERD a copy of the leases for all of the vehicles in the Volunteer Transportation Network (VTN) program. PERD cross-referenced the van

¹The West Virginia DMV requires an application for state residents who seek to replace a lost vehicle title. The DMV is responsible for processing both new titles and all replacement titles in West Virginia.

inventory data that were used in the June 2014 report to ensure that the Department has acquired vehicle titles and lease agreements for all vans that were missing documentation. **The Legislative Auditor determines that the Department is in compliance with recommendation 2.**

Recommendation 3 (2015)

The Legislative Auditor recommends that the Legislature should consider amending the Department of Administration rule 148-3-9.1 to allow volunteer drivers to operate state-owned vehicles currently under lease in the VTN.

Level of Compliance: Requires Legislative Action

No Legislative Action has been taken because the Department of Administration has not started the process of amending its rule regarding the permissible use of state-owned or leased vehicles.

Recommendation 4 (2015)

The Legislative Auditor recommends that, beginning on July 1, 2015, the Legislature should consider reappropriating funds currently set aside in Act. 342 for the purchase of vans into the Department's existing grant program with the DAV in Activity 485.

Level of Compliance: Requires Legislative Action

No legislative action has been taken on this issue.

Recommendation 5 (2015)

The Legislative Auditor recommends that the Department redraft lease agreements for all state-owned vans currently active in the Disabled American Veterans' Volunteer Transportation Network to acquire signatures and further protect the interests of the state of West Virginia.

Level of Compliance: In Compliance

According to documentation submitted by the Department to PERD, new lease agreements were drafted with each Veterans Administration Medical Center (VAMC) in January 2015, approximately two weeks after the Legislative Auditor's report. The new lease agreements are designed as master lease agreements between the Department and

According to documentation submitted by the Department to PERD, new lease agreements were drafted with each Veterans Administration Medical Center (VAMC) in January 2015, approximately two weeks after the Legislative Auditor's report.

the VAMCs, whereby each of the state-owned vehicles used by an individual VAMC is included under one lease agreement. As a result, the Department maintains 5, fully-executed lease agreements that cover all of the state-owned vehicles as opposed to maintaining 76 individual lease agreements.

The Department also modified the terms of the lease agreements. Under the agreements, the duration of the leases remains at a maximum of five years. However, the Department has included a provision that allows for extended use of a state-owned van beyond the five-year maximum if it is mutually agreed upon, in writing, with the VAMC to which the vehicle is leased. **As a result, the Legislative Auditor determines that the Department is in compliance with recommendation 5.**

The Department maintains 5, fully-executed lease agreements that cover all of the state-owned vehicles as opposed to maintaining 76 individual lease agreements.

Conclusion

The Department is in full compliance with two recommendations and partial compliance with a third recommendation from all of the applicable recommendations of Issue 1 of the January 2015 special report. The Department has greatly improved its oversight of the state-owned vans that are purchased and leased to the VAMCs for use in the VTN program. The Department has titles and fully executed lease agreements for all of the state-owned vans, and each van has been entered into the fixed assets system. The Department maintains an inventory of the state-owned vans and can account for their present locations. While the Department has established clear policies and processes for the VTN program, it has not created a formal, written document detailing the program. The Legislative Auditor has previously found that the absence of formal, written policies and procedures contributed to the Department's lack of oversight. Therefore, it is important for the current Department administration to develop a detailed guide for the VTN program to ensure future continuity of service.

The Department has greatly improved its oversight of the state-owned vans that are purchased and leased to the VAMCs for use in the VTN program.

Appendix A Transmittal Letter

WEST VIRGINIA LEGISLATURE *Performance Evaluation and Research Division*

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July 8, 2016

John Sylvia
Director

Billy Wayne Bailey, Deputy Cabinet Secretary
West Virginia Department of Veterans Assistance
1514B Kanawha Blvd., East
Charleston, WV 25311

Dear Deputy Secretary Bailey:

This is to transmit a draft copy of the Performance Update for the Department of Veterans Assistance. This report is tentatively scheduled to be presented during the August 2016 interim meetings of the Joint Committee on Government Operations, and the Joint Committee on Government Organization. We will inform you of the exact time and location once the information becomes available. It is expected that a representative from your agency be present at the meeting to orally respond to the report and answer any questions committee members may have during or after the meeting.

If you would like to schedule an exit conference to discuss any concerns you may have with the report, please notify us by Friday, July 15, 2016. In addition, we need your written response by noon on Friday, July 22, 2016 in order for it to be included in the final report. If your agency intends to distribute additional material to committee members at the meeting, please contact the House Government Organization staff by August 18, 2016 at 304-340-3192 to make arrangements.

We request that your personnel not disclose the report to anyone not affiliated with your agency. Thank you for your cooperation.

Sincerely,


John Sylvia

Enclosure

_____ *Joint Committee on Government and Finance* _____

Appendix B

Objective, Scope and Methodology

The Performance Evaluation and Research Division (PERD) within the Office of the Legislative Auditor conducted this compliance review of the Department of Veterans Assistance (Department) as authorized by Chapter 4, Article 2, Section 5 of the *West Virginia Code*, as amended. The purpose of the Department is to aid, assist, counsel and advise veterans who have served in and been honorably discharged from the armed forces of the United States and their widows, widowers and dependents, including populations of veterans who may have special needs as a result of homelessness, incarceration or physical or mental disabilities.

Objective

The objective of this compliance review is to determine the Department's level of compliance with each of the eight recommendations made in the Legislative Auditor's June 2014 and January 2015 special reports on the Department.

Scope

The scope of this compliance review focuses on the agency's responses to the recommendations made in the June 2014 and January 2015 special reports. The scope was limited to the activities documented in the Department's response to information request, the Department's submitted documentation, and physical observations of Department facilities.

Methodology

Auditors requested that the Department respond to recommendations made in the June 2014 and January 2015 special reports on the Department. PERD reviewed a variety of Department documents, including vehicle titles issued by the West Virginia Division of Motor Vehicles and lease agreements between the Department and the U.S. Department of Veterans Affairs. This review also required follow-up visits to relocated or renovated Department facilities used to collect physical evidence in the form of measurements and photographs. Upon review, the information from the agency's response and the supporting documentation was determined to be appropriate, sufficient, and accurate to meet the objective of this review.

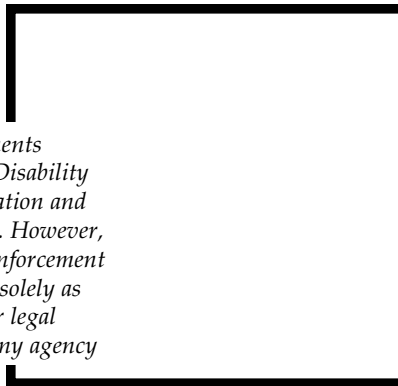
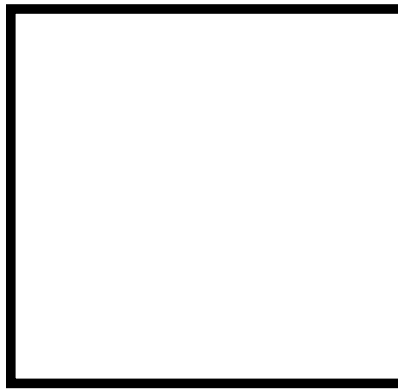
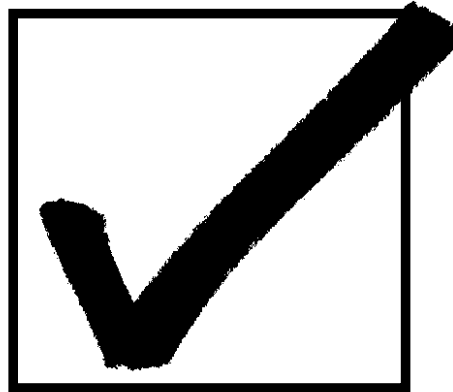
In order to determine the level of compliance of the Department to the appropriate recommendation, PERD used the following table:

Levels of Compliance	
In Compliance	The Department of Veterans Assistance has corrected the problem(s) identified in the 2014 and 2015 special reports.
Partial Compliance	The Department of Veterans Assistance has partially corrected the problem(s) identified in the 2014 and 2015 special reports.
Planned Compliance	The Department of Veterans Assistance has not corrected the problem(s), but it has provided sufficient and appropriate evidence that it is in the planning stages of resolving the problem(s).
In Dispute	The Department of Veterans Assistance does not agree with either the problem(s) identified or the proposed solution(s).
Non-Compliance	The Department of Veterans Assistance has not corrected the problem(s) identified in the 2014 and 2015 special reports.
Requires Legislative Action	The recommendation was directed to the Legislature for statutory amendment.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

Appendix C The Americans With Disabilities Act Checklist

Checklist for Existing Facilities version 2.1



To obtain additional copies of this **checklist**, contact your Disability and Business Technical Assistance Center. To be automatically connected to your regional center, call 1-800-949-4ADA. This **checklist** may be copied as many times as desired by the Disability and Business Technical Assistance Centers for distribution to small businesses but may not be reproduced in whole or in part and sold by any other entity without written permission of Adaptive Environments, the author.

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**The Americans with Disabilities Act
Checklist for Readily Achievable Barrier Removal**
August 1995

Checklist for Existing Facilities version 2.1

Introduction

Title III of the **Americans with Disabilities Act** requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from our country's businesses and services, and to afford our businesses and services the opportunity to benefit from the patronage of all Americans.

The regulations require that architectural and communication barriers that are structural must be removed in public areas of **existing facilities** when their removal is **readily achievable**—in other words, easily accomplished and able to be carried out without much difficulty or expense. **Public accommodations** that must meet the barrier removal requirement include a broad range of establishments (both for-profit and nonprofit)—such as hotels, restaurants, theaters, museums, retail stores, private schools, banks, doctors' offices, and other places that serve the public. People who own, lease, lease out, or operate places of public accommodation in existing buildings are responsible for complying with the barrier removal requirement.

The removal of barriers can often be achieved by making simple changes to the physical environment. However, the regulations do not define exactly how much effort and expense are required for a facility to meet its obligation. This judgment must be made on a case-by-case basis, taking into consideration such factors as the size, type, and overall financial resources of the facility, and the nature and cost of the access improvements needed. These factors are described in more detail in the ADA regulations issued by the Department of Justice.

The process of determining what changes are readily achievable is not a one-time effort; access should be re-evaluated annually. Barrier removal that might be difficult to carry out now may be readily achievable later. Tax incentives are available to help absorb costs over several years.

Purpose of This Checklist

This checklist will help you identify accessibility problems and solutions in existing facilities in order to meet your obligations under the ADA.

The goal of the survey process is to plan how to make an existing facility more usable for people with disabilities. The Department of Justice (DOJ) recommends the development of an Implementation Plan, specifying what improvements you will make to remove barriers and when each solution will be carried out: "...Such a plan...could serve as evidence of a good faith effort to comply...."

Technical Requirements

This checklist details some of the requirements found in the ADA Standards for Accessible Design (Standards). The ADA Accessibility Guidelines (ADAAG), when adopted by DOJ, became the Standards. The Standards are part of the Department of Justice Title III Regulations, 28 CFR Part 36 (*Nondiscrimination on the basis of disability... Final Rule*). Section 36.304 of this regulation, which covers barrier removal, should be reviewed before this survey is conducted.

However, keep in mind that full compliance with the Standards is required only for new construction and alterations. The requirements are presented here as a guide to help you determine what may be readily achievable barrier removal for existing facilities. The Standards should be followed for all barrier removal unless doing so is not readily achievable. If complying with the Standards is not readily achievable, you may undertake a modification that does not fully comply, as long as it poses no health or safety risk.

In addition to the technical specifications, each item has a scoping provision, which can be found under Section 4.1 in the Standards. This section clarifies when access is required and what the exceptions may be.

Each state has its own regulations regarding accessibility. To ensure compliance with all codes, know your state and local codes and use the more stringent technical requirement for every modification you make; that is, the requirement that provides greater access for individuals with disabilities. The barrier removal requirement for existing facilities is new under the ADA and supersedes less stringent local or state codes.

What This Checklist is Not

This checklist does not cover all of the requirements of the Standards; therefore, it is **not** for facilities undergoing new construction or alterations. In addition, it does not attempt to illustrate all possible barriers or propose all possible barrier removal solutions. The Standards should be consulted for guidance in situations not covered here.

The Title III regulation covers more than barrier removal, but this checklist does **not** cover Title III's requirements for nondiscriminatory policies and practices and for the provision of auxiliary communication aids and services. The communication features covered are those that are **structural** in nature.

Priorities

This checklist is based on the four priorities recommended by the Title III regulations for planning readily achievable barrier removal projects:

- Priority 1: Accessible **approach and entrance**
- Priority 2: Access to **goods and services**
- Priority 3: Access to **rest rooms**
- Priority 4: Any **other measures** necessary

Note that the references to ADAAG throughout the checklist refer to the Standards for Accessible Design.

How to Use This Checklist

✓ **Get Organized:** Establish a time frame for completing the survey. Determine how many copies of the checklist you will need to survey the whole facility. Decide who will conduct the survey. It is strongly recommended that you invite two or three additional people, including people with various disabilities and accessibility expertise, to assist in identifying barriers, developing solutions for removing these barriers, and setting priorities for implementing improvements.

✓ **Obtain Floor Plans:** It is very helpful to have the building floor plans with you while you survey. If plans are not available, use graph paper to sketch the layout of all interior and exterior spaces used by your organization. Make notes on the sketch or plan while you are surveying.

✓ **Conduct the Survey:** Bring copies of this checklist, a clipboard, a pencil or pen, and a flexible steel

tape measure. With three people surveying, one person numbers key items on the floor plan to match with the field notes, taken by a second person, while the third takes measurements. ***Be sure to record all dimensions!*** As a reminder, questions that require a dimension to be measured and recorded are marked with the ruler symbol. Think about each space from the perspective of people with physical, hearing, visual, and cognitive disabilities, noting areas that need improvement.

✓ **Summarize Barriers and Solutions:** List barriers found and ideas for their removal. Consider the solutions listed beside each question, and add your own ideas. Consult with building contractors and equipment suppliers to estimate the costs for making the proposed modifications.

✓ **Make Decisions and Set Priorities:** Review the summary with decision makers and advisors. Decide which solutions will best eliminate barriers at a reasonable cost. Prioritize the items you decide upon and make a timeline for carrying them out. Where the removal of barriers is not readily achievable, you must consider whether there are **alternative methods** for providing access that *are* readily achievable.

✓ **Maintain Documentation:** Keep your survey, notes, summary, record of work completed, and plans for alternative methods on file.

✓ **Make Changes:** Implement changes as planned. Always refer directly to the Standards and your state and local codes for complete technical requirements before making any access improvement. References to the applicable sections of the Standards are listed at the beginning of each group of questions. If you need help understanding the federal, state, or local requirements, contact your Disability and Business Technical Assistance Center.

✓ **Follow Up:** Review your Implementation Plan each year to re-evaluate whether more improvements have become readily achievable.

To obtain a copy of the Title III regulations and the Standards or other technical information, call the U.S. Dept. of Justice ADA Information Line at (800) 514-0301 Voice, (202) 514-0381 TDD, or (800) 514-0383 TDD. For questions about ADAAG, contact the Architectural and Transportation Barriers Compliance Board at (800) USA-ABLE.

QUESTIONS	POSSIBLE SOLUTIONS
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Priority

1 Accessible Approach/Entrance

People with disabilities should be able to arrive on the site, approach the building, and enter as freely as everyone else. At least one route of travel should be safe and accessible for everyone, including people with disabilities.

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

Is there a route of travel that does not require the use of stairs?

Yes No

- Add a ramp if the route of travel is interrupted by stairs.
- Add an alternative route on level ground.

Is the route of travel stable, firm and slip-resistant?

- Repair uneven paving.
- Fill small bumps and breaks with beveled patches.
- Replace gravel with hard top.

Is the route at least 36 inches wide?

width

- Change or move landscaping, furnishings, or other features that narrow the route of travel.
- Widen route.

Can all objects protruding into the circulation paths be detected by a person with a visual disability using a cane?

distance from wall/
height

- Move or remove protruding objects.
- Add a cane-detectable base that extends to the ground.
- Place a cane-detectable object on the ground underneath as a warning barrier.

In order to be detected using a cane, an object must be within 27 inches of the ground. Objects hanging or mounted overhead must be higher than 80 inches to provide clear head room. It is not necessary to remove objects that protrude less than 4 inches from the wall.

Do curbs on the route have curb cuts at drives, parking, and drop-offs?

- Install curb cut.
- Add small ramp up to curb.

Ramps (ADAAG 4.8)

Are the slopes of ramps no greater than 1:12?

Slope is given as a ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For a 1:12 maximum slope, **at least** one foot of ramp length is needed for each inch of height.

slope

- Lengthen ramp to decrease slope.
- Relocate ramp.
- If available space is limited, reconfigure ramp to include switchbacks.

4 Checklist for Existing Facilities version 2.1 © revised August 1995, Adaptive Environments Center, Inc. for the National Institute on Disability and Rehabilitation Research. For technical assistance, call 1-800-949-4ADA (voice/TDD).


QUESTIONS **POSSIBLE SOLUTIONS**

Ramps, continued

Do all ramps longer than 6 feet have railings on both sides?


Yes No

Add railings.

 Are railings sturdy, and between 34 and 38 inches high?

height

Adjust height of railing if not between 30 and 38 inches.
 Secure handrails in fixtures.


 Is the width between railings or curbs at least 36 inches?

width

Relocate the railings.
 Widen the ramp.


Are ramps non-slip?

Add non-slip surface material.

 Is there a 5-foot-long level landing at every 30-foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?

length


Remodel or relocate ramp.

 Does the ramp rise no more than 30 inches between landings?

rise

Remodel or relocate ramp.

Parking and Drop-Off Areas (ADAAG 4.6)


 Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot access aisle)? For guidance in determining the appropriate number to designate, the table below gives the ADAAG requirements for new construction and alterations (for lots with more than 100 spaces, refer to ADAAG):

number of accessible spaces

Reconfigure a reasonable number of spaces by repainting stripes.

Total spaces	Accessible
1 to 25	1 space
26 to 50	2 spaces
51 to 75	3 spaces
76 to 100	4 spaces

Note widths of existing accessible spaces:

 Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?

width/
 vertical clearance

Reconfigure to provide van-accessible space(s).

At least one of every 8 accessible spaces must be van-accessible (with a minimum of one van-accessible space in all cases).

QUESTIONS	POSSIBLE SOLUTIONS
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Parking and Drop-Off Areas, continued

Are the access aisles part of the accessible route to the accessible entrance?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

- Add curb ramps.
- Reconstruct sidewalk.

Are the accessible spaces closest to the accessible entrance?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

- Reconfigure spaces.

Are accessible spaces marked with the International Symbol of Accessibility? Are there signs reading "Van Accessible" at van spaces?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

- Add signs, placed so that they are not obstructed by cars.

Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

- Implement a policy to check periodically for violators and report them to the proper authorities.

Entrance (ADAAG 4.13, 4.14, 4.5)

If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

- If it is not possible to make the main entrance accessible, create a dignified alternate accessible entrance. If parking is provided, make sure there is accessible parking near all accessible entrances.

Do not use a service entrance as the accessible entrance unless there is no other option.

Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

- Install signs before inaccessible entrances so that people do not have to retrace the approach.

Can the alternate accessible entrance be used independently?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

- Eliminate as much as possible the need for assistance—to answer a doorbell, to operate a lift, or to put down a temporary ramp, for example.

Does the entrance door have at least 32 inches clear opening (for a double door, at least one 32-inch leaf)?

<input type="checkbox"/>	<input type="checkbox"/>
clear opening	






- Widen the door to 32 inches clear.
- If technically infeasible, widen to 31-3/8 inches minimum.
- Install offset (swing-clear) hinges.

Is there at least 18 inches of clear wall space on the pull side of the door, next to the handle?

<input type="checkbox"/>	<input type="checkbox"/>
clear space	

- Remove or relocate furnishings, partitions, or other obstructions.
- Move door.
- Add power-assisted or automatic door opener.

A person using a wheelchair or crutches needs this space to get close enough to open the door.

QUESTIONS		POSSIBLE SOLUTIONS
<p> Entrance, continued Is the threshold edge 1/4-inch high or less, or if beveled edge, no more than 3/4-inch high?</p>	<p>Yes No</p> <div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div style="border: 1px solid black; width: 60px; height: 20px; margin: 5px auto;"></div> <p>height</p>	<ul style="list-style-type: none"> <input type="checkbox"/> If there is a single step with a rise of 6 inches or less, add a short ramp. <input type="checkbox"/> If there is a threshold greater than 3/4-inch high, remove it or modify it to be a ramp.
<p> If provided, are carpeting or mats a maximum of 1/2-inch high?</p>	<div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div style="border: 1px solid black; width: 60px; height: 20px; margin: 5px auto;"></div> <p>height</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Replace or remove mats.
<p>Are edges securely installed to minimize tripping hazards?</p>	<div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> <input type="checkbox"/> </div>	<ul style="list-style-type: none"> <input type="checkbox"/> Secure carpeting or mats at edges.
<p> Is the door handle no higher than 48 inches and operable with a closed fist?</p> <p>The "closed fist" test for handles and controls: Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.</p>	<div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div style="border: 1px solid black; width: 60px; height: 20px; margin: 5px auto;"></div> <p>height</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Lower handle. <input type="checkbox"/> Replace inaccessible knob with a lever or loop handle. <input type="checkbox"/> Retrofit with an add-on lever extension.
<p> Can doors be opened without too much force (exterior doors reserved; maximum is 5 lbf for interior doors)?</p> <p>You can use an inexpensive force meter or a fish scale to measure the force required to open a door. Attach the hook end to the doorknob or handle. Pull on the ring end until the door opens, and read off the amount of force required. If you do not have a force meter or a fish scale, you will need to judge subjectively whether the door is easy enough to open.</p>	<div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div style="border: 1px solid black; width: 60px; height: 20px; margin: 5px auto;"></div> <p>force</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Adjust the door closers and oil the hinges. <input type="checkbox"/> Install power-assisted or automatic door openers. <input type="checkbox"/> Install lighter doors.
<p> If the door has a closer, does it take at least 3 seconds to close?</p>	<div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div style="border: 1px solid black; width: 60px; height: 20px; margin: 5px auto;"></div> <p>seconds</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Adjust door closer.

QUESTIONS	POSSIBLE SOLUTIONS
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Priority

2 Access to Goods and Services

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

Yes No

Horizontal Circulation (ADAAG 4.3)

Does the accessible entrance provide direct access to the main floor, lobby, or elevator?

- Add ramps or lifts.
- Make another entrance accessible.

Are all public spaces on an accessible route of travel?

- Provide access to all public spaces along an accessible route of travel.

Is the accessible route to all public spaces at least 36 inches wide?

width

- Move furnishings such as tables, chairs, display racks, vending machines, and counters to make more room.

Is there a 5-foot circle or a T-shaped space for a person using a wheelchair to reverse direction?

width

- Rearrange furnishings, displays, and equipment.

Doors (ADAAG 4.13)

Do doors into public spaces have at least a 32-inch clear opening?

clear opening

- Install offset (swing-clear) hinges.
- Widen doors.

On the pull side of doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair or crutches can get near to open the door?

clear space

- Reverse the door swing if it is safe to do so.
- Move or remove obstructing partitions.

Can doors be opened without too much force (5 lbf maximum for interior doors)?

force

- Adjust or replace closers.
- Install lighter doors.
- Install power-assisted or automatic door openers.

Are door handles 48 inches high or less and operable with a closed fist?

height

- Lower handles.
- Replace inaccessible knobs or latches with lever or loop handles.
- Retrofit with add-on levers.
- Install power-assisted or automatic door openers.





Are all threshold edges 1/4-inch high or less, or if beveled edge, no more than 3/4-inch high?

height

- If there is a threshold greater than 3/4-inch high, remove it or modify it to be a ramp.
- If between 1/4- and 3/4-inch high, add bevels to both sides.

Checklist for Existing Facilities version 2.1 © revised August 1995, Adaptive Environments Center, Inc. for the National Institute on Disability and Rehabilitation Research. For technical assistance, call 1-800-949-4ADA (voice/TDD).

8

QUESTIONS		POSSIBLE SOLUTIONS
<p>Rooms and Spaces (ADAAG 4.2, 4.4, 4.5)</p> <p> Are all aisles and pathways to materials and services at least 36 inches wide?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> <input type="checkbox"/> <input style="width: 50px;" type="text"/> width </p>		<p><input type="checkbox"/> Rearrange furnishings and fixtures to clear aisles.</p>
<p> Is there a 5-foot circle or T-shaped space for turning a wheelchair completely?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> <input type="checkbox"/> <input style="width: 50px;" type="text"/> width </p>		<p><input type="checkbox"/> Rearrange furnishings to clear more room.</p>
<p>Is carpeting low-pile, tightly woven, and securely attached along edges?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>		<p><input type="checkbox"/> Secure edges on all sides. <input type="checkbox"/> Replace carpeting.</p>
<p> In circulation paths through public areas, are all obstacles cane-detectable (located within 27 inches of the floor or higher than 80 inches, or protruding less than 4 inches from the wall)?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> <input type="checkbox"/> <input style="width: 50px;" type="text"/> height/ protrusion </p>		<p><input type="checkbox"/> Remove obstacles. <input type="checkbox"/> Install furnishings, planters, or other cane-detectable barriers underneath.</p>
<p>Emergency Egress (ADAAG 4.28)</p> <p>If emergency systems are provided, do they have both flashing lights and audible signals?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>		<p><input type="checkbox"/> Install visible and audible alarms. <input type="checkbox"/> Provide portable devices.</p>
<p>Signage for Goods and Services (ADAAG 4.30)</p> <p>Different requirements apply to different types of signs.</p> <p> If provided, do signs and room numbers designating permanent rooms and spaces where goods and services are provided comply with the appropriate requirements for such signage?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>		<p><input type="checkbox"/> Provide signs that have raised letters, Grade II Braille, and that meet all other requirements for permanent room or space signage. (See ADAAG 4.1.3(16) and 4.30.)</p>
<p>• Signs mounted with centerline 60 inches from floor.</p> <p style="text-align: center;"> Y N <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input style="width: 50px;" type="text"/> height </p>		
<p>• Mounted on wall adjacent to latch side of door, or as close as possible.</p> <p style="text-align: center;"> <input type="checkbox"/> <input type="checkbox"/> </p>		
<p>• Raised characters, sized between 5/8 and 2 inches high, with high contrast (for room numbers, rest rooms, exits).</p> <p style="text-align: center;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input style="width: 50px;" type="text"/> character height </p>		
<p>• Brailled text of the same information.</p> <p style="text-align: center;"> <input type="checkbox"/> <input type="checkbox"/> </p>		
<p>• If pictogram is used, it must be accompanied by raised characters and braille.</p> <p style="text-align: center;"> <input type="checkbox"/> <input type="checkbox"/> </p>		

QUESTIONS	POSSIBLE SOLUTIONS
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Directional and Informational Signage

The following questions apply to directional and informational signs that fall under Priority 2.

Yes No

If mounted above 80 inches, do they have letters at least 3 inches high, with high contrast, and non-glare finish?

<input type="checkbox"/>	<input type="checkbox"/>
<input style="width: 60px;" type="text"/>	
letter height	

Review requirements and replace signs as needed, meeting the requirements for character size, contrast, and finish.

Do directional and informational signs comply with legibility requirements? (Building directories or temporary signs need not comply.)

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Review requirements and replace signs as needed.

Controls (ADAAG 4.27)

Are all controls that are available for use by the public (including electrical, mechanical, cabinet, game, and self-service controls) located at an accessible height?

<input type="checkbox"/>	<input type="checkbox"/>
<input style="width: 60px;" type="text"/>	
height	

Relocate controls.

Reach ranges: The maximum height for a side reach is 54 inches; for a forward reach, 48 inches. The minimum reachable height is 15 inches for a front approach and 9 inches for a side approach.

Are they operable with a closed fist?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Replace controls.

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

Are the aisles between fixed seating (other than assembly area seating) at least 36 inches wide?

<input type="checkbox"/>	<input type="checkbox"/>
<input style="width: 60px;" type="text"/>	
width	

Rearrange chairs or tables to provide 36-inch aisles.

Are the spaces for wheelchair seating distributed throughout?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Rearrange tables to allow room for wheelchairs in seating areas throughout the area.
 Remove some fixed seating.

Are the tops of tables or counters between 28 and 34 inches high?

<input type="checkbox"/>	<input type="checkbox"/>
<input style="width: 60px;" type="text"/>	
height	

Lower part or all of high surface.
 Provide auxiliary table or counter.

Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?

<input type="checkbox"/>	<input type="checkbox"/>
<input style="width: 60px;" type="text"/>	
height/ width/ depth	

Replace or raise tables.

QUESTIONS	POSSIBLE SOLUTIONS
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Seats, Tables, and Counters, continued
 At each type of cashier counter, is there a portion of the main counter that is no more than 36 inches high?

Yes No

height

- Provide a lower auxiliary counter or folding shelf.
- Arrange the counter and surrounding furnishings to create a space to hand items back and forth.



Is there a portion of food-ordering counters that is no more than 36 inches high, or is there space at the side for passing items to customers who have difficulty reaching over a high counter?

height

- Lower section of counter.
- Arrange the counter and surrounding furnishings to create a space to pass items.

Vertical Circulation (ADAAG 4.1.3(5), 4.3)
 Are there ramps, lifts, or elevators to all public levels?

- Install ramps or lifts.
- Modify a service elevator.
- Relocate goods or services to an accessible area.

On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternate route?

- Post clear signs directing people along an accessible route to ramps, lifts, or elevators.

Stairs (ADAAG 4.9)
 The following questions apply to stairs connecting levels *not* serviced by an elevator, ramp, or lift.

Do treads have a non-slip surface?

- Add non-slip surface to treads.

Do stairs have continuous rails on both sides, with extensions beyond the top and bottom stairs?

- Add or replace handrails if possible within existing floor plan.

Elevators (ADAAG 4.10)
 Are there both visible and verbal or audible door opening/closing and floor indicators (one tone = up, two tones = down)?

- Install visible and verbal or audible signals.



Are the call buttons in the hallway no higher than 42 inches?

height

- Lower call buttons.
- Provide a permanently attached reach stick.

Do the controls inside the cab have raised and braille lettering?

- Install raised lettering and braille next to buttons.

QUESTIONS	POSSIBLE SOLUTIONS
-----------	--------------------

	Yes	No	
Elevators, continued			
Is there a sign on both door jambs at every floor identifying the floor in raised and braille letters?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Install tactile signs to identify floor numbers, at a height of 60 inches from floor.
If an emergency intercom is provided, is it usable without voice communication?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Modify communication system.
Is the emergency intercom identified by braille and raised letters?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Add tactile identification.
Lifts (ADAAG 4.2, 4.11)			
Can the lift be used without assistance? If not, is a call button provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> At each stopping level, post clear instructions for use of the lift. <input type="checkbox"/> Provide a call button.
Is there at least 30 by 48 inches of clear space for a person in a wheelchair to approach to reach the controls and use the lift?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Rearrange furnishings and equipment to clear more space.
	clear space		
Are controls between 15 and 48 inches high (up to 54 inches if a side approach is possible)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Move controls.
	height		

Priority

3 Usability of Rest Rooms

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

Getting to the Rest Rooms (ADAAG 4.1)

If rest rooms are available to the public, is at least one rest room (either one for each sex, or unisex) fully accessible?

- Reconfigure rest room.
- Combine rest rooms to create one unisex accessible rest room.

Are there signs at inaccessible rest rooms that give directions to accessible ones?

- Install accessible signs.

Doorways and Passages (ADAAG 4.2, 4.13, 4.30)

Is there tactile signage identifying rest rooms?

- Add accessible signage, placed to the side of the door, 60 inches to centerline (not on the door itself).

Mount signs on the wall, on the latch side of the door, complying with the requirements for permanent signage. Avoid using ambiguous symbols in place of text to identify rest rooms.

QUESTIONS	POSSIBLE SOLUTIONS
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Doorways and Passages, continued

Are pictograms or symbols used to identify rest rooms, and, if used, are raised characters and braille included below them?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

- If symbols are used, add supplementary verbal signage with raised characters and braille below pictogram symbol.

Is the doorway at least 32 inches clear?

<input type="checkbox"/>	<input type="checkbox"/>
clear width	

- Install offset (swing-clear) hinges.
- Widen the doorway.

Are doors equipped with accessible handles (operable with a closed fist), 48 inches high or less?

<input type="checkbox"/>	<input type="checkbox"/>
height	

- Lower handles.
- Replace knobs or latches with lever or loop handles.
- Add lever extensions.
- Install power-assisted or automatic door openers.

Can doors be opened easily (5 lbf maximum force)?

<input type="checkbox"/>	<input type="checkbox"/>
force	

- Adjust or replace closers.
- Install lighter doors.
- Install power-assisted or automatic door openers.

Does the entry configuration provide adequate maneuvering space for a person using a wheelchair?

<input type="checkbox"/>	<input type="checkbox"/>
clear width	

- Rearrange furnishings such as chairs and trash cans.
- Remove inner door if there is a vestibule with two doors.
- Move or remove obstructing partitions.

A person in a wheelchair needs 36 inches of clear width for forward movement, and a 5-foot diameter or T-shaped clear space to make turns. A minimum distance of 48 inches clear of the door swing is needed between the two doors of an entry vestibule.

Is there a 36-inch-wide path to all fixtures?

<input type="checkbox"/>	<input type="checkbox"/>
width	

- Remove obstructions.

Stalls (ADAAG 4.17)

Is the stall door operable with a closed fist, inside and out?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

- Replace inaccessible knobs with lever or loop handles.
- Add lever extensions.

Is there a wheelchair-accessible stall that has an area of at least 5 feet by 5 feet, clear of the door swing, OR is there a stall that is less accessible but that provides greater access than a typical stall (either 36 by 69 inches or 48 by 69 inches)?

<input type="checkbox"/>	<input type="checkbox"/>
length/ width	

- Move or remove partitions.
- Reverse the door swing if it is safe to do so.

QUESTIONS


POSSIBLE SOLUTIONS

Stalls, continued

In the accessible stall, are there grab bars behind and on the side wall nearest to the toilet?

Yes No


Add grab bars.

 Is the toilet seat 17 to 19 inches high?

Add raised seat.

height


Lavatories (ADAAG 4.19, 4.24)

 Does one lavatory have a 30-inch-wide by 48-inch-deep clear space in front?

- Rearrange furnishings.
- Replace lavatory.
- Remove or alter cabinetry to provide space underneath.
- Make sure hot pipes are covered.
- Move a partition or wall.


A maximum of 19 inches of the required depth may be under the lavatory.

clear space

 Is the lavatory rim no higher than 34 inches?

Adjust or replace lavatory.

height

 Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?

Adjust or replace lavatory.


height

Can the faucet be operated with one closed fist?

Replace with paddle handles.

Are soap and other dispensers and hand dryers within reach ranges (see page 7) and usable with one closed fist?

- Lower dispensers.
- Replace with or provide additional accessible dispensers.

 Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?

- Lower or tilt down the mirror.
- Add a larger mirror anywhere in the room.

height


Priority

4 Additional Access

Note that this priority is for items not required for basic access in the first three priorities.

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

Drinking Fountains (ADAAG 4.15)


 Is there at least one fountain with clear floor space of at least 30 by 48 inches in front?

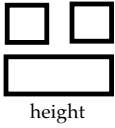
Clear more room by rearranging or removing furnishings.

clear space

QUESTIONS	POSSIBLE SOLUTIONS
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Drinking Fountains, continued

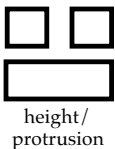
 Is there one fountain with its spout no higher than 36 inches from the ground, and another with a standard height spout (or a single "hi-lo" fountain)?

Yes **No**

 height

Are controls mounted on the front or on the side near the front edge, and operable with one closed fist?


Yes **No**

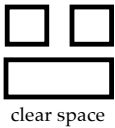
 Is each water fountain cane-detectable (located within 27 inches of the floor or protruding into the circulation space less than 4 inches from the wall)?


Yes **No**

 height/
protrusion

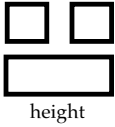
- Provide cup dispensers for fountains with spouts that are too high.
- Provide accessible cooler.
- Replace the controls.
- Place a planter or other cane-detectable barrier on each side at floor level.


Telephones (ADAAG 4.31)

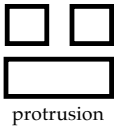
 If pay or public use phones are provided, is there clear floor space of at least 30 by 48 inches in front of at least one?

Yes **No**

 clear space

 Is the highest operable part of the phone no higher than 48 inches (up to 54 inches if a side approach is possible)?

Yes **No**

 height

 Does the phone protrude no more than 4 inches into the circulation space?

Yes **No**

 protrusion

Does the phone have push-button controls?

Yes **No**

Is the phone hearing-aid compatible?

Yes **No**

Is the phone adapted with volume control?

Yes **No**

Is the phone with volume control identified with appropriate signage?

Yes **No**

If there are four or more public phones in the building, is one of the phones equipped with a text telephone (TT or TDD)?

Yes **No**

Is the location of the text telephone identified by accessible signage bearing the International TDD Symbol?

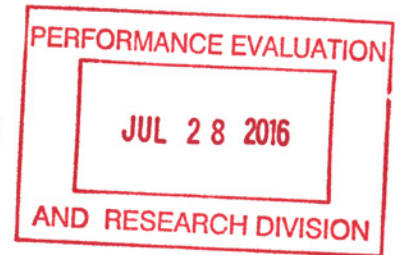
Yes **No**

- Move furnishings.
- Replace booth with open station.
- Lower telephone.
- Place a cane-detectable barrier on each side at floor level.
- Contact phone company to install push-buttons.
- Have phone replaced with a hearing-aid compatible one.
- Have volume control added.
- Add signage.
- Install a text telephone.
- Have a portable TT available.
- Provide a shelf and outlet next to phone.
- Add signage.

Appendix D Agency Response



West Virginia
Department of Veterans Assistance



Dear Mr. Sylvia:

This notice is to confirm that the Department of Veterans Assistance has received and is in full understanding of all the recommendations and designations that have been offered by the Performance Evaluation and Research Division of the West Virginia Legislative Auditor's Office.

Whereas the Department of Veterans Assistance (WVDVA) has been deemed In Compliance on all but one recommendation previously offered by the Division and In Partial Compliance on the remaining recommendation, I would like to offer one addition to our response. This addition relates to Recommendation 1 of the Updated Issue 1 of the 2015 PERD Special Report, which is the recommendation that received the Partial Compliance designation.

When the Department initially responded to the PERD Special Report, the Legislative Auditor recommended that the WVDVA establish a set of written policies and procedures to guide the Department with respect to purchasing, delivering, tracking, reacquiring or disposing of state-owned vans. Our response to this question was that the WVDVA is now following the written guidelines that have been set by the State Purchasing Office. Those guidelines are now spelled out in the OASIS manual.

Following subsequent conversations with the Legislative Auditor's Office and further explanation by that Office regarding its recommendation, the WVDVA would like to offer the attached document. This document - entitled Policies and Procedures for the Purchase, Delivery, Tracking, Reacquisition and Disposal of WVDVA Vehicles - will serve, going forward, as an instruction sheet regarding the acquisition and movement of vans and other vehicles. Whereas the WVDVA will continue to follow State Purchasing requirements, the new policies and procedures document defines purchasing and other requirements in a manner that is specific to the WVDVA.

We hope this newly defined department policy will address any concerns that might have not been appropriately spelled out by the previous WVDVA response.

Thank you.

Billy Wayne Bailey

Deputy Secretary

West Virginia Department of Veterans Assistance

"America is #1 - Thanks to our Veterans"

Policies and Procedures for the Purchase, Delivery, Tracking, Reacquisition and Disposal of WVDVA Vehicles

MAINTENANCE OF EXISTING VEHICLES

Department vehicles follow the preventive maintenance schedule that is established by the overseeing fleet management service.

Existing WVDVA-utilized vehicles (in 2016) fall under the care of Automotive Resources International (ARI), which provides preventive maintenance coupon sheets. These coupons serve as purchase orders for routine maintenance.

Vehicle maintenance should be kept up-to-date to ensure:

- Safe operation of the vehicle
- That warranty requirements are met
- That maintenance costs are effectively managed

An ARI SERVICE CARD is used to handle maintenance and repairs not covered by the coupons.

Vans utilized by the state's Veterans Administration (VA) hospital are owned by the WVDVA but are leased to the VA. The maintenance of these vehicles is provided by the federal facilities. The maintenance agreements are spelled out within the lease agreement between the WVDVA and the VA.

DETERMINATION OF WHEN A VEHICLE SHOULD BE RETIRED/REPLACED

Authorization for when a WVDVA vehicle is to be replaced is to be made by Department's Operations Manager.

Factors to be considered in the decision would be:

- Safety of the vehicle
- Excessive mileage/long-term-usage of the vehicle
- Anecdotal reports by frequent drivers regarding the vehicle's handling ability and safety
- Excessive maintenance costs

State procedures are that a vehicle must be five years old or have more than 100,000 miles of usage.

Regarding vehicles leased to federal facilities, federal Fleet Coordinators contact the WVDVA when they recommend that vehicles need to be either retired or replaced. The benchmark for replacement is, under normal circumstances, when a vehicle would cost the federal government more to repair than it is worth.

PURSHASING PROCEDURE FOR VEHICLES

The WVDVA's Operations Manager assesses the need for a WVDVA/State vehicle for any facility, field office or person serving in a primary position.

The Operations Manager, in consultation with other appropriate WVDVA executives, will examine the specific budget or allocation inventory necessary to determine if a vehicle is available and affordable.

When it is determined that a vehicle purchase is necessary, the ordering of the vehicle is done by following the appropriate accounting procedure laid out in the wvOASIS manual. This can be found in the wvOASIS Asset Management Training Manual (Version 1.0), beginning on Page 90.

Follow-up with State Purchasing as necessary.

NEW VEHICLE DELIVERY

After the WVDVA has forwarded the initial paperwork in the OASIS program to order new vehicles, WV Surplus Property notifies the WVDVA when vehicles arrive. Once the vehicles arrive, they are placed in the OASIS program as fixed assets.

TRACKING INVENTORY OF VEHICLES

Tracking information for all vehicles, whether utilized by WVDVA personnel or leased to federal facilities, is maintained in a database that is managed by the Operations Manager.

Vehicles are tracked by placing them in the OASIS fixed assets program as an "FA" document. The WVDVA also retains leases signed by each of the four federal VA Hospital directors listing all of the vehicles at their location.

DISPOSING OF RETIRING VEHICLES

Retired vehicles are delivered to WV Surplus Property. Documentation is completed through the OASIS Program under a "FD" document.



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