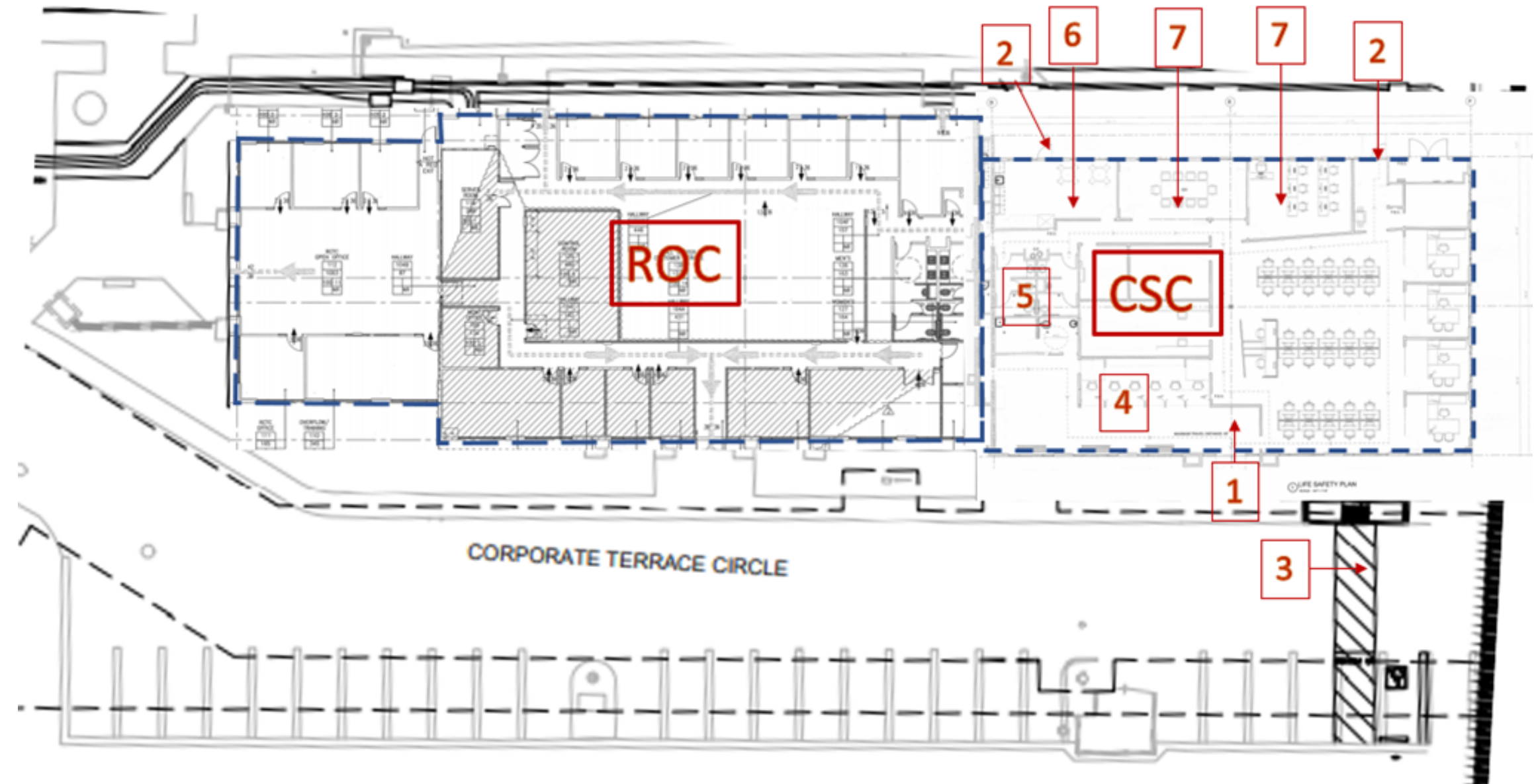


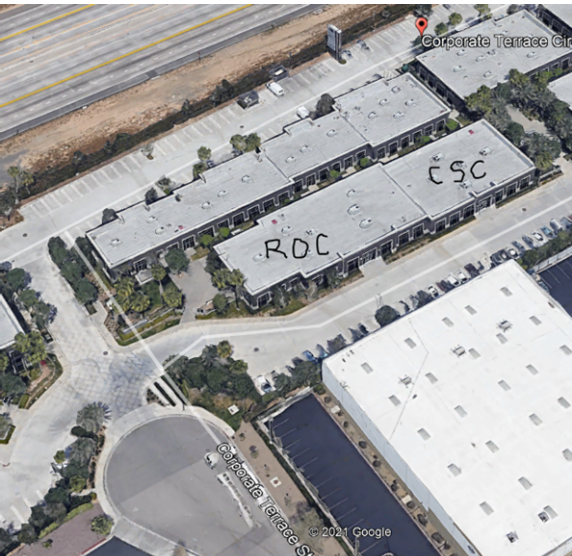
Evaluation of Physical Barriers – Customer Service Center

Address: 301 Corporate Terrace Circle, Corona, 92879

Evaluation Date: 07-14-2021



FLOOR PLAN OF CSC and ROC



- AERIAL VIEW OF ROC AND CSC

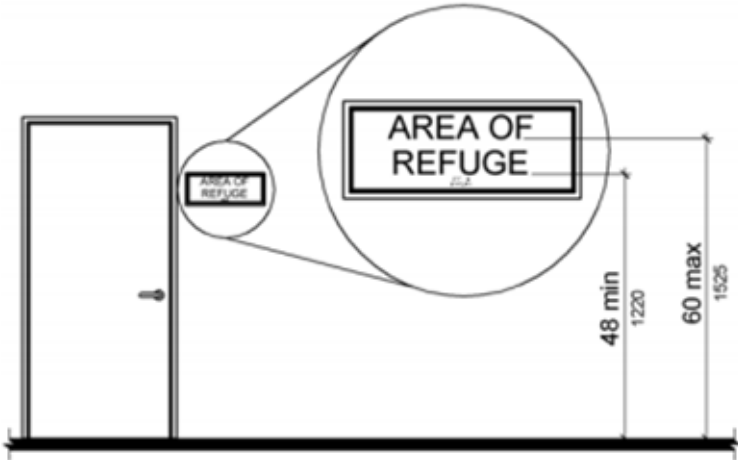
These elements were assessed to identify any physical barriers:

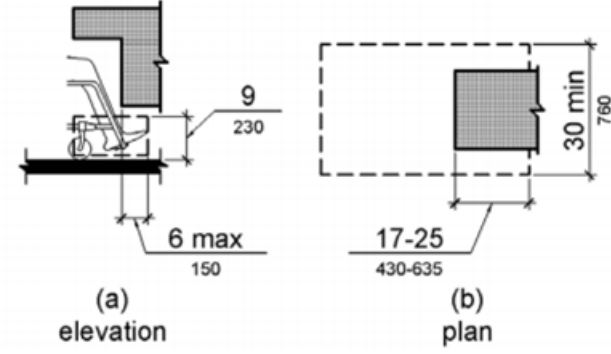
1. Entry doors
2. Exit doors
3. Exterior Accessible route
4. Common Use Areas
 - a. Entry Lobby
 - b. Corridors
 - c. Locker room
 - d. Open Office area
 - e. Controls for light, thermostat, etc.
5. Restrooms
6. Break room
7. Conference Room/Meeting room
8. Fire Alarm
9. Signage
10. Employee Work Areas

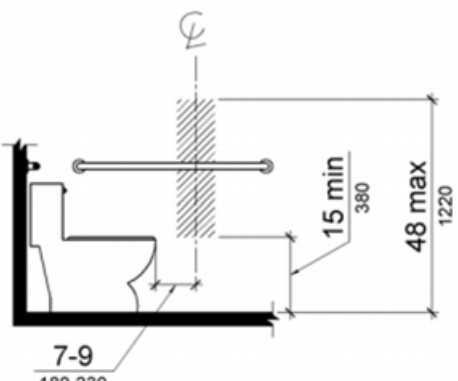
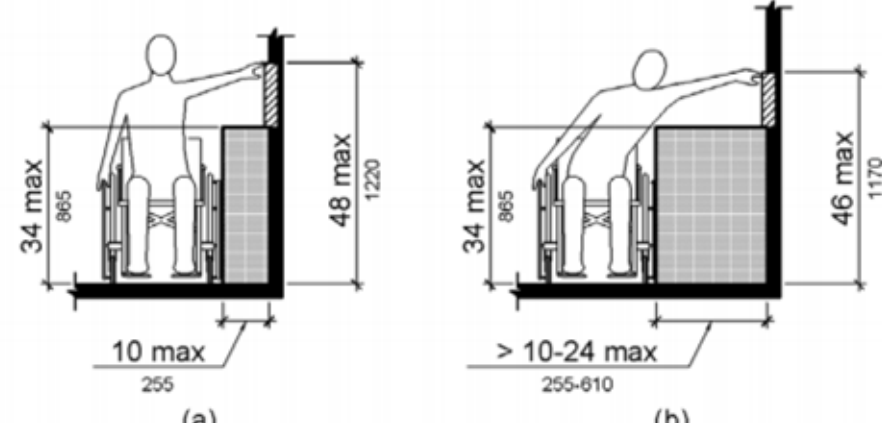
Year Leased: 2007

Applicable ADA Standards: DOT's ADA Standards (2006) and, SOC: DOJ 2010 ADA Standards.

Note: Criteria used to assess the elements were based on DOJ 2010 standards, DOT's ADA standards (2006).

Issues/Barriers Identified	Recommendations	Comments /ADA Requirements
1. Entry Door		
a) No issues found		
b) General: Most of the doors on the accessible route close too fast.	<p>Adjust closing mechanism to comply with closing speed per 404.2.8.1. and 408.2.8.2</p> <p>Testing for the opening force shall be part of routine maintenance practice.</p>	<p>404.2.8.1, Door closers and gate closers shall be adjusted so that from an open position of 90 degrees, the time required to move the door to a position of 12 degrees from the latch is 5 seconds minimum.</p> <p>404.2.8.2 Spring Hinges. Door and gate spring hinges shall be adjusted so that from the open position of 70 degrees, the door or gate shall move to the closed position in 1.5 seconds minimum</p> <p>404.2.9 Door and Gate Opening Force. Fire doors shall have a minimum opening force allowable by the appropriate administrative authority. The force for pushing or pulling open a door or gate other than fire doors shall be as follows: 1. Interior hinged doors and gates: 5 pounds (22.2 N) maximum.</p>
2. Exit Doors		
a) No International Symbol of Accessibility signage is provided on CSC EXIT doors which are also restricted rear entry doors	Directional signage to the accessible door should be provided at one of the exit doors. And, International Symbol of Accessibility signage should be provided at restricted accessible entry/exit door also.	206.4.7 Restricted Entrances. Where restricted entrances are provided to a building or facility, at least one restricted entrance to the building or facility shall comply with 404. 216.6 Entrances. Where not all entrances comply with 404, entrances complying with 404 shall be identified by the International Symbol of Accessibility complying with 703.7.2.1. Directional signs complying with 703.5 that indicate the location of the nearest entrance complying with 404 shall be provided at entrances that do not comply with 404.
b) Tactile signs are missing at all exit doors.	Provide signs in accordance with ADA requirements at exit doors.	<p>216.4.1 Exit Doors. Doors at exit passageways, exit discharge, and exit stairways shall be identified by tactile signs complying with 703.1, 703.2, and 703.5.</p> <p>703.1 General. Signs shall comply with 703. Where both visual and tactile characters are required, either one sign with both visual and tactile characters, or two separate signs, one with visual, and one with tactile characters, shall be provided.</p> <p>703.2 Raised Characters. Raised characters shall comply with 703.2 and shall be duplicated in braille complying with 703.3. Raised characters shall be installed in accordance with 703.4.</p>  <p>Figure 703.4.1 Height of Tactile Characters Above Finish Floor or Ground</p>

Issues/Barriers Identified	Recommendations	Comments /ADA Requirements
3. Exterior Accessible Routes		
No issues were found at the exterior accessible route from accessible parking to CSC entry door.	No action by RCTC	Maintenance of sidewalks outside the building are not under RCTC's scope.
4. Common Use Areas		
a) Entry Lobby		
I. Reception Area: Low counters do not have the toe clearance per 306.2.	Replace or modify furniture to provide at least one ADA compliant reception counter with the required toe clearance	<p>306.2.1 General: Space under an element between the finish floor or ground and 9 inches (230 mm) above the finish floor or ground shall be considered toe clearance and shall comply with 306.2.</p> <p>306.2.5 Width. Toe clearance shall be 30 inches (760 mm) wide minimum.</p>  <p style="text-align: center;">Figure 306.2 Toe Clearance</p>
II. International Symbol of Accessibility (ISA) sign is missing at the accessible height counters	Provide ISA sign at low counter modified per above.	
b) Corridor - No issues found	No action by RCTC	
c) Locker Area – not applicable		
d) Open Office Area - No issues found		
e) Controls for lights and thermostat		
In the conference room, access to light switch is blocked by the door in open position	Provide occupancy sensor to switch on the light automatically.	309 Operable Parts 309.1 General. Operable parts shall comply with 309. 309.2 Clear Floor Space. A clear floor or ground space complying with 305 shall be provided.
5. Restrooms		
i. Clear space in front of the soap dispenser in the accessible unisex toilet room is blocked due to the additional trash can but reach range complies with 308.2.2 Obstructed High Reach	Remove additional trash can to provide convenient access to soap dispenser	Advisory 606.1 General. If soap and towel dispensers are provided, they must be located within the reach ranges specified in 308. Locate soap and towel dispensers so that they are conveniently usable by a person at the accessible lavatory

Issues/Barriers Identified	Recommendations	Comments /ADA Requirements
ii. Toilet paper dispenser in the ADA stall in women’s room is an inch too far from the edge of seat and does not comply with 604.7	Relocate toilet paper dispenser to be maximum 9 inches away from front of seat. Verify toilet paper dispenser location in the Men’s room and relocate as required.	 <p>Figure 604.7 Dispenser Outlet Location</p>
6. Breakroom		
i. Break room counter is 35 inches high and non-compliant with 902.3	Modify counter or provide alternate means to reduce height of counter.	902.3: The tops of dining surfaces and work surfaces shall be 28 inches (710 mm) minimum and 34 inches (865 mm) maximum above the finish floor or ground
ii. Sink faucet and switches have an obstructed high side reach over the 35 inch high and 25 inch deep break room counter which does not comply with 308.3.2	Provide ADA compliant sink, faucet, and controls.	308.3.2 Obstructed High Reach. Where a clear floor or ground space allows a parallel approach to an element and the high side reach is over an obstruction, the height of the obstruction shall be 34 inches (865 mm) maximum and the depth of the obstruction shall be 24 inches (610 mm) maximum  <p>Figure 308.3.2 Obstructed High Side Reach</p>
7. Meeting Rooms		
i. No issues found		
8. Fire Alarm		
i. Fire alarm devices to be tested.	Fire alarm devices shall be tested for compliance to ADA standard 702.1.	It is assumed that permanently installed audible and visible alarms comply with NFPA 72 and California building code requirements, and that maintenance and testing are performed by trained persons to ensure safe and reliable operations of the system. ADA Standards require that the maximum allowable sound level of audible notification appliances complying with section 4-3.2.1 of NFPA 72 (1999 edition) shall have a sound level no more than 110 dB at the minimum hearing distance from the audible appliance.

Issues/Barriers Identified	Recommendations	Comments /ADA Requirements
9. Signage		
Missing signage at exit doors.	See item 2	See item 2
10. Employee Work Areas		
i. In compliance with ADA Standards requirement 203.9, approach, entry, and exit from other employee work areas such as private offices were evaluated but non-required turning space within these rooms was not checked.		203.9 Employee Work Areas. Spaces and elements within employee work areas shall only be required to comply with 206.2.8, 207.1, and 215.3 and shall be designed and constructed so that individuals with disabilities can approach, enter, and exit the employee work area.
ii. Server room and transponder room were not evaluated due to strictly restricted access.	Qualified personnel with authority to access these spaces need to review any restricted rooms for ADA compliance	Equal Employment Opportunity Commission (EEOC) implements title I of the ADA which requires non-discrimination in the workplace. EEOC provides guidance regarding employers' obligations to provide reasonable accommodations for employees with disabilities.