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Hyatt Regency Hotel and Conference Center

Due to the large digital file size with all of the photographs, each venue is presented as an individual report.

Accessibility OBSERVATIONAL ADA Site Survey of venues with the AAPMR Event Planning Team for the October 2018 Conference in Orlando, FL.

No field measurements

Site Visit: April 17-19, 2017

Venues: Point Orlando, Cuba Libre Restaurant

Sea World

Hyatt Regency Hotel and Conference Center

B-Line Diner, Lunch

Rosen Centre Hotel and Conference Center

Orange County Convention Center

Universal City Walk

- The Groove
- City Walk's Rising Star
- Pat O'Brien's
- Bob Marley, A Tribute to Freedom

Universal's Islands of Adventure

Transportation:

Mears Transportation. Accessible transportation by Client.

Accessible Features are based on both the 2010 ADA Standards for Accessible Design and the 2012 Florida Accessibility Code for Building Construction

- Note: The 2012 Florida has several areas that are more stringent than the 2010 ADA for parking and hotel lodging facilities.
- Not Several of the facilities were built before the 1991 ADA Standard, but should have been brought up to that Standard.
- Consumers expect current ADA Standards.

pg. 1 The comments and observations provided within documents provided by Susan Berry Design, Inc. and/or Disability Smart Solutions (SBD/DSS), are for general information & compliance purposes only. SBD/DSS are not licensed attorneys or architects in the State of Florida. We do not claim to be agents, representatives, or licensees of the DOJ (Department of Justice), ADA (Americans with Disabilities Act) or any other state or government agency. Any information provided is not intended as professional legal advice, nor does it supersede government authority. Susan Berry Design, Inc., Disability Smart Solutions and/or their assignees, do not assume any liability for information contained or omitted within our documentation.

Basis for the Report

The Department of Justice recommendation for their top 4 priorities for Title III (places of public access) regulations:

Priority 1: Accessible approach and entrance

- i. Includes site access, parking, accessible paths throughout the property or facility, and entrances

Priority 2: Access to goods and services

- ii. Assures that all goods and services are available to all consumers. Includes signage, counter tops, public phones, pools, exercise rooms, braille and auditory signals and other accessible features.

Priority 3: Access to restrooms and drinking fountains

Priority 4: Any other measure necessary

CONTENTS

ITEM	PAGES
Point Orlando, Cuba Libre Restaurant	<i>See individual report, not in this document</i>
Sea World	<i>See individual report, not in this document</i>
Hyatt Regency Hotel and Conference Center B-Line Diner, Lunch	
Rosen Centre Hotel and Conference Center	<i>See individual report, not in this document</i>
Orange County Convention Center	<i>See individual report, not in this document</i>
Universal City Walk <ul style="list-style-type: none">• The Groove• City Walk's Rising Star• Pat O'Brien's• Bob Marley, A Tribute to Freedom Universal's Islands of Adventure	<i>See individual report, not in this document</i>

General Facility Concerns include, but are not limited to:

- Access to goods and services for cross-disability population. Mobility, as well as vision, sound, and sensory.
- Parking
- Drop-off
- Dignified access to all venues
- Accessible paths. Safe and comfortable ease of movement. Smooth surfaces. Accessible ramps and elevators. Easy to understand wayfinding. Emergency egress and areas of refuge.
- Accessible transportation for tours.
- Services
- Information Services and procedures
- Signage and wayfinding
- Customer Service
- Lobby
- Public Amenities
- Restaurants and Shops
- Business Centers
- Vending
- Restrooms and Drinking Fountains
- Communication features and signage
- Supplemental equipment
- Mobility Accessible and Communication Accessible Guest Rooms and Facilities
- Mobility Accessible and Communication Accessible features in all conference, meeting and display spaces.
- Accessible layouts for all function spaces.
 - *Not provided by venue Sales when asked.*
- Accessible stages for all function spaces.
- Accessible performance areas.
- Accessible gathering areas for “Happy Hour” or other “Party” functions.
- Awareness of chemical use, fragrances and ventilation for people with chemical sensitivities.
- Accessible registration areas
- Food functions. Accessibility. Accessible furniture and circulation space. Menu options for food sensitivities. Food and service within reach.
 - *Menus were not reviewed.*
- Accessible concessions.
- Service animal considerations. Relief areas.
- Emergency procedures.
 - *Not reviewed.*

Hyatt Regency Hotel and Conference Center

Access to goods and services for cross-disability population. Mobility, as well as vision, sound, and sensory.

Yes, see all comments below.
Hyatt is in the process of correcting many ADA concerns.

Parking



Good. 98" high garage clearance.
502.5 Vertical Clearance. Parking spaces for vans and access aisles and vehicular routes serving them shall provide a vertical clearance of **98 inches** (2490 mm) minimum.



Good. Accessible aisles, accessible path, signage, and accessible parking spaces appear to meet 2012 Florida Accessibility Standard.
I did not field measure.

Good.



Drop-off



Lobby drop off appears to meet ADA Standards at the center location.

The curb between the columns could be a concern.

I did not field measure.

I did not review the 2 other drop-off areas.



Valet key drop area counter is higher than ADA Standard



Lobby drop off appears to meet ADA Standards.
I did not field measure.

Pedestrian Access

Access from Parking garage

Elevators appeared to meet most ADA Standards.
I did not inspect all elements or measure.





Accessible path from garage to hotel.

There are **NO CLOSE** accessible parking spaces to Lobby.
This is a **BIG** concern for people with limited energy and weakness.



Accessible path to pedestrian sidewalks and convention center.



Accessible route to pedestrian sidewalks and convention center.

No truncated domes at this space. Not required by ADA.

DOT requirements vary by location.



Accessible route to pedestrian sidewalks and convention center.



Skywalk from Conference Center to East and West OCCC

Dignified access to all venues

See notes below

LOBBY Tower Two



Lobby front desk has a lowered counter. *Not measured.*



Concierge has a lowered counter. Not measured.

Guest Business Center in corner is higher than ADA Standard. Verify.



Accessible lobby



Accessible lift to lower level restaurant.
Clear directional signage.



Accessible water table in lobby. **Not measured.**



Clear directional signage.
Braille is not required for directional signage.

I am not sure if the letters are raised.

I did not field measure. The courtesy phone at Lobby Tower Two looks accessible or easy to reach and hold on one's lap. **Not measured.**

No TTY information. **Did not check volume control**



Dual height drinking fountains. Clear access to restroom braille signage. **Not measured.**



Women's restroom near lobby Tower Two

Sink pipes are protected. Clear accessible floor space and turn around space.



Recessed toilet paper and location of seat liners are very comfortable.



Hook and door handle are perfect.

Verify if exposed PVC pipes or if sink pipes are properly wrapped.



Coffee Shop area at Lobby. Accessible counters. **Not measured.**

We did not look at retail or measure.





Older signage at Tower One looks recessed rather than raised. Good information.

I did not review the drop off in this area. *We only quickly walked through.*



We did not enter the restaurants or stores in Tower One. Floor surfaces and access all look good.





I did not measure the heights.

I believe this section was built to 1991 ADA Standard.

The courtesy phone does not have TTY information.

The coin slot is too high on the pay phone.



Restaurants

The sales counter looks higher than ADA Standard



There is NO accessible counter seating.

There is accessible table seating. Access aisles are comfortable.



Furniture blocked accessible access to exit.



Lobby Bar, Tower One has no accessible bar seating.



CONFERENCE CENTER

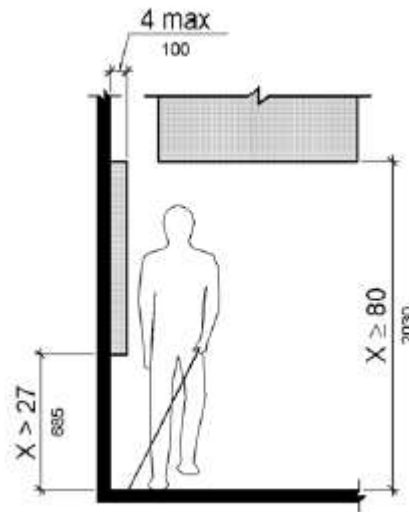
Clear access from Tower One to the Conference Center
I did not observe any restrooms in Tower One or the Conference Center.



Narrow trash cans are placed to protect Guests from low protruding light fixtures. Good Detail. In other areas, the sconces project into clear floor space.



Figure 307.2 Limits of Protruding Objects



2010 ADA Standard

307.2 Protrusion Limits. Objects with leading edges more than 27 inches (685 mm) and not more than 80 inches (2030 mm) above the finish floor or ground shall protrude 4 inches (100 mm) maximum horizontally into the circulation path

Clear signage with braille at each meeting space.

The doors to the meeting spaces DID NOT have wheelchair level peep holes.



Braille and raised room number on signage.

Interactive touch screen signage is above ADA forward reach.



Typical large ballroom.

I did not see raised platforms, accessible stairs or accessible ramps.
Verify with Venue if accessible ramps are provided.

Note: Some portable stage ramps are slightly higher than 1:12.



I did not field measure counters. There is no sink. It is not considered a work surface.



Accessible registration desk in conference center. *Not measured.*



Accessible vending and ATM



Conference Center Entry at International Drive Side. *I did not review the lower level entry.*

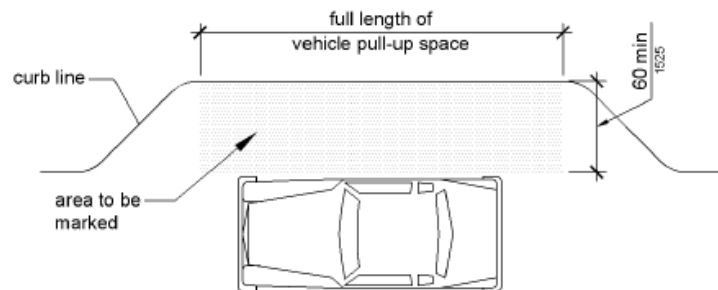


Splayed ramp at entry doesn't meet the current 2010 ADA Standard for Drop off. **There might be 20' but the ramp is awkward.**



503.2 Vehicle Pull-Up Space. Passenger loading zones shall provide a vehicular pull-up space 96 inches (2440 mm) wide minimum and 20 feet (6100 mm) long minimum. 503.3 Access Aisle. Passenger loading zones shall provide access aisles complying with 503 adjacent to the vehicle pull-up space. Access aisles shall adjoin an accessible route and shall not overlap the vehicular way.

Figure 503.3 Passenger Loading Zone Access Aisle
2010 ADA Standard



**ACCESSIBLE GUEST
ROOM TOWER ONE
11836
Mobility Accessible
Room.**

No doorbell for
Communication
Accessible.

I did not review room
dispersion, Florida
Special Accessible
Rooms, or room ratios
for Communication
Accessible Rooms and
Mobility Accessible
Rooms.

Accessible peep hole. Accessible door hardware. Braille and raised
room identification signage. Accessible drapery controls.



Comfortable drawer pulls. 36" clear between beds. Beds at a
comfortable height. Extra lighting under beds. Clear open bed
frames. Extra outlet at nightstand. Strobe and sound emergency
alarms.

I did not measure anything in the room. Observational Report.
Closet meets the 50% storage rule. Accessible hanging. Clear front
approach to safe. Iron and ironing board within accessible reach.



Housekeeping needs to leave the adjustable shower head mounted below 48" a.f.f.

The shower hose might be shorter than 59". It doesn't look long enough to reach someone's toes at the other end of the tub.

NO TUB SEAT IN THE ROOM.

610.2 Bathtub Seats. The top of bathtub seats shall be 17 inches (430 mm) minimum and 19 inches (485 mm) maximum above the bathroom finish floor. The depth of a removable in-tub seat shall be 15 inches (380 mm) minimum and 16 inches (405 mm) maximum. **The seat shall be capable of secure placement.**

Residential type shower seats MAY NOT be used.

Grab bars are in the wrong location for a removeable tub seat.

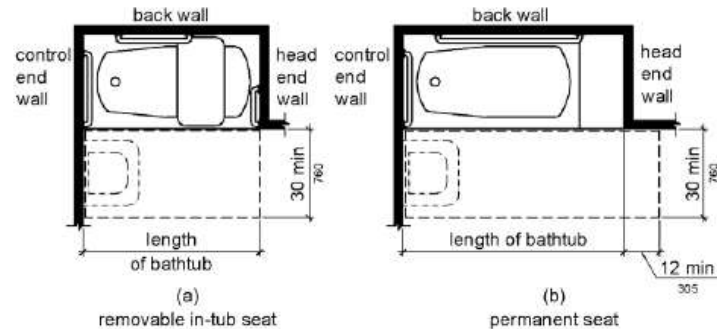


Figure 607.2 Clearance for Bathtubs

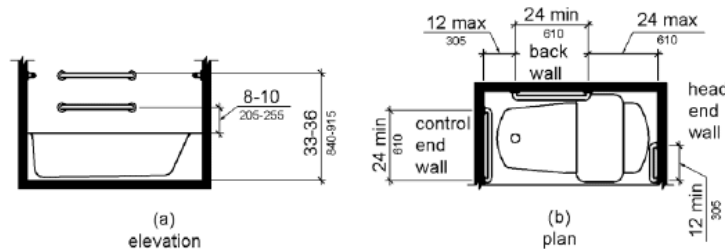


Figure 607.4.2 Grab Bars for Bathtubs with Removable In-Tub Seats



The rear toilet grab bar does not meet the 2010 ADA Standard
The toilet paper is too close to the toilet.

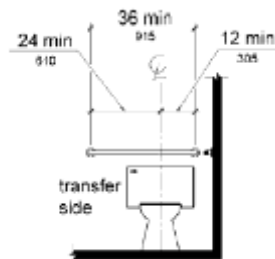


Figure 604.5.2 Rear Wall Grab Bar at Water Closets

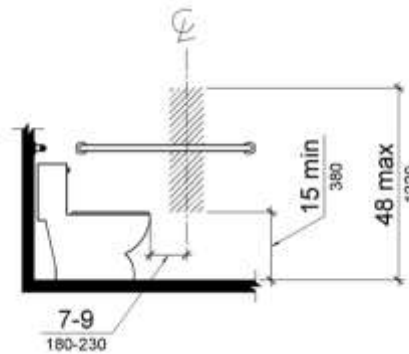


Figure 604.7 Toilet Paper dispenser

The lower reflective edge of the mirror looks higher than 40". Adding a shaving mirror does not negate this ADA Standard.

I did not see an electrical outlet at the vanity.

I did not measure clear floor turn around space.



The only robe hook I saw was above ADA reach.

The door latch height meets ADA Standards.



**ACCESSIBLE GUEST
ROOM TOWER TWO
21332**

Mobility Accessible
Room & Communication
Accessible Room.
Doorbell for
Communication
Accessible.

I did not review room
dispersion, Florida
Special Accessible
Rooms, or room ratios
for Communication
Accessible Rooms and
Mobility Accessible
Rooms.

Accessible peep hole. Accessible door hardware. Braille and raised
room identification signage. Doorbell in reach range.

No clear front or side approach access to the room thermostat.



Comfortable drawer pulls. 36" clear between beds. Beds at a
comfortable height. Extra lighting under beds. Clear open bed
frames. Extra outlet at nightstand.

I did not measure anything in the room. Observational Report.
Clear knee space at desk.



Strobe and sound emergency alarms. Closet meets the 50% storage rule. Accessible hanging. Clear front approach to safe. Iron and ironing board within accessible reach.



Grab bars at toilet are right lengths
Robe hook at accessible level
Verify distance of toilet paper from toilet. Looks comfortable enough.



Back mirror compensates for lower edge of decorative mirror possibly higher than 40".

Pipes are not wrapped.



NO PERMANENT SEAT in the accessible roll-in shower. NO SHOWER SEAT IN ROOM.

- Residential type shower seats MAY NOT be used.

With a permanent shower seat, the existing grab bar needs to be shorter per the Figure 608.3.2.

The grab bar should not be above the seat.

Housekeeping needs to leave the adjustable shower head mounted below 48" a.f.f.

The shower hose might be shorter than 59". It doesn't look long enough to reach someone's toes.

It's great that the shower also has a standard head.

608.4 Seats. A folding or non-folding seat shall be provided in transfer type shower compartments. A folding seat shall be provided in roll-in type showers required in transient lodging guest rooms with mobility features complying with 806.2. Seats shall comply with 610.

610.3 Shower Compartment Seats. Where a seat is provided in a standard roll-in shower compartment, it shall be a folding type, shall be installed on the side wall adjacent to the controls, and shall extend from the back wall to a point within 3 inches (75 mm) of the compartment entry. The top of the seat shall be 17 inches (430 mm) minimum and 19 inches (485 mm) maximum above the bathroom finish floor. Seats shall comply with 610.3.1 or 610.3.2.

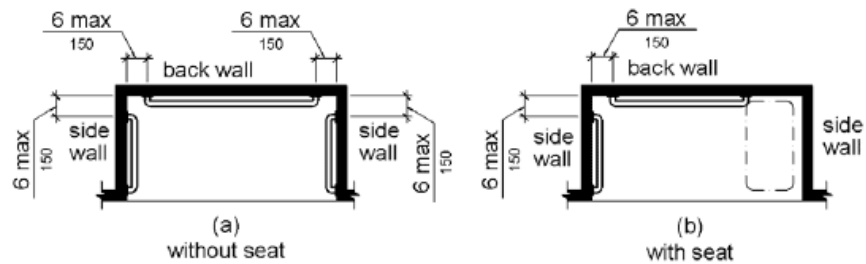


Figure 608.3.2 Grab Bars for Standard Roll-In Type Showers

Items on the counter are within forward reach range. The counter appeared lower than 36". *I did not field measure.*



LUXURY SUITES

*no accessible suites
were reviewed*



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POOL AREA

2 walk in sides. ADA Standard requires 2 different means of access to a pool larger than 300-foot perimeter.



Accessible lifts WERE NOT available without assistance.



Cut off stair return is a sharp edge.



Both accessible pool showers were blocked with furniture.



Accessible path to restrooms and cabana.



ADA Accessible access to the clear side of the 2 restroom doors and braille signage ADA Approach is blocked by the drinking fountain location.

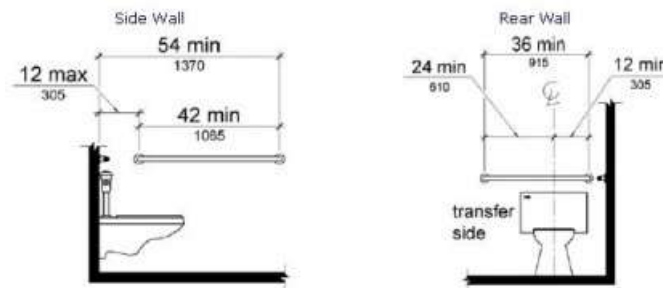
Emergency equipment is not on a solid ground surface for ADA access.





The restroom threshold has more than a ¼' gap or ½' rise.
Maintenance.



Pipes at the sink are NOT wrapped.
Rear grab bar location is incorrect.



	<p>The baby changing table blocks access when used.</p> 
<p>Accessible ramps and elevators.</p>	 <p>yes</p>
<p>Accessible layouts for all function spaces.</p>	<p><i>No printed layouts for function spaces provided. Client may submit for review.</i></p>
<p>Accessible stages for all function spaces.</p>	<p><i>Not reviewed.</i></p>
<p>Accessible performance areas.</p>	<p><i>Not reviewed</i></p>
<p>Accessible gathering areas for “Happy Hour” or other “Party” functions</p>	<p><i>Not reviewed</i></p>
<p>Awareness of chemical use, fragrances and ventilation for people</p>	<p>None noticed</p>

with chemical sensitivities.	
Food functions. Accessibility. Accessible furniture and circulation space. Menu options for food sensitivities. Food and service within reach.	<i>Menus' not reviewed.</i>
Accessible concessions.	<i>Not reviewed</i>
Service animal considerations. Relief areas.	<p>Pet relief area located on a flat accessible sidewalk.</p> <p>Location Signage should be at the beginning of the sidewalk, on a solid surface, with braille.</p>  
Emergency procedures. Emergency egress and areas of refuge.	<p><i>Not reviewed.</i></p> <p>I DID NOT notice designated Areas of Refuge at upper level stairs.</p>