

# Access Guide for The Ohio State University

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# Denney Hall

## General information

**Address:** 164 Annie & John Glenn Avenue, Columbus, Ohio, 43210-1326

**General description:** Denney Hall was constructed in 1960. The building has three entrances: one on the building's west-facing side, one on the south-facing side, and one on the east-facing side (the south-facing side has a second exterior door eastward of the south entrance, used only as an emergency exit from inside the building and inaccessible from the outside). The west and south entrances both open into the southwest interior space, while the east entrance opens into the east interior space. Each first-floor interior space has one stairwell and one elevator, which are the only means of moving between floors. The second floor consists of one hallway that runs the length of the building, with classrooms on either side; there is an elevator and stairwell at both the east and west ends. There are no restrooms on the first floor; the closest restrooms are located on the second floor.

**Alarms:** The fire alarms have a flashing light and produce a loud, beeping sound.

**Food/drink:** There are no locations to purchase food or drink inside Denney Hall. The nearest locations to purchase food/drink are the Terra Byte Café, located on the first floor of the 18th Avenue Library (the nearest building to the northwest of Denney Hall), and the Campus Grind coffee shop, located on the first floor of McPherson (the nearest building to the northeast of Denney Hall). Both of Denney Hall's first-floor interior spaces have one water fountain each, not indicated by a sign; the second floor has one water fountain at the west end, and two of differing heights at the east end, all of which are unmarked. Users of the space may also eat foods containing nuts and nut oils; there are no restrictions for foods consumed in the space.

### **Signage:**

- **Signs:** There are no building maps available for reference. Signs printed in a standard bold type font and braille indicate the location and directional name of stairwells. The elevators are visible from the east and west first-floor entrances but have no identificatory signage. On the second floor, only the west elevator has an identificatory sign and braille beside it.
- **Posters/flyers:** Both first-floor interior spaces contain 1-2 display boards in sight of or next to the stairwells and elevators. On the second floor, there is one large display board in the hallway, and narrow, floor-to-ceiling length display boards beside every classroom door. Content on the display boards include: posters and flyers advertising course offerings; campus conferences, events, and studies; and social activism-based educational flyers on topics that may include physical and sexual violence and drug use. In the fall of 2019, flyers containing white supremacist propaganda were reported in Denney Hall, and, although the building staff responded quickly, some users still saw the flyers before they were taken down.

- **Graffiti:** There is graffiti on the inner walls of most of the second-floor bathroom stalls. The messages range from body positive, to inspiring and motivational, to political.

#### **Sensory information:**

- **Lighting:** All interior lighting is fluorescent. With the exceptions of the second-floor hallway and classrooms, interior spaces are dimly lit. Only in the second-floor classrooms are non-staff users allowed to use lighting controls.
- **Scent/Air Quality:** The building is cleaned with unscented chemicals, and there are no visible dust particles in the air. There is no chemical storage on the first floor, but there is a custodial closet at the west end of the second floor that contains unscented chemical solutions used for cleaning (the closet is closed the majority of the time). Scented air fresheners are not used in the building; however, there are no restrictions against personal scented products, and some users wear scented perfumes and deodorants.
- **Sound:** There is a constant, low, mechanical buzzing/humming sound in the first-floor interior spaces, the stairwells, and the second-floor hallway, which seems to come from overhead vents.
- **Temperature:** Denney Hall uses a building-wide ventilation system for heating and cooling. Individual users do not have access to temperature controls. Temperature fluctuates wildly throughout the building, and even throughout floors. Rooms can be anywhere from stifling hot to freezing cold.

#### **First Floor Entrances and Interior Spaces**

##### **First Floor Entrances:**



##### **West Entrance:**

The western entrance sits at ground level. A black mat attempts to bridge the divot between the narrow concrete sidewalk alongside the building and the rough, brick path next to it. During busy periods (weekdays during class changes), the brick pathway is very busy and the three west entrance doors open up into flows of sidewalk traffic. All three doors open with bar handles approximately 33" from the ground, and the leftmost door also opens automatically with a button on the brick wall to the left. It is also important

to note that the two left doors open into each other, so opening one door may cause a collision with users entering or exiting through the other door. In addition, during rainy weather, large puddles form along the border between the concrete sidewalk and brick pathway, partially obstructing access to the west entrance.

**South Entrance:**

Pictured is the south entrance. Each of the four doors opens outwards to the right with a bar handle. The far right door also opens automatically with a button on the concrete wall to the right. This entrance is separated from the main walkway with a partial brick wall and an overhang, which protects users from rain or snow when entering the building. This entrance opens into the southern side of the southwest interior with carpeted mats, stairs to the left, and seating directly ahead. View of the elevator is obstructed from this entrance by a partial wall behind the seating.

**East Entrance:**

The east entrance has three manually opening doors that open outwards with bar handles. The middle door also opens automatically with a button. A small overhang covers the entrance to shield users from rain and snow. The entrance is somewhat off-set from flows of sidewalk traffic by mulch beds on either side.

**First Floor Interiors:****Southwest Interior:**

This image displays the western half of the southwest interior. Pictured to the left are an automatic hand sanitizer dispenser, the west elevator, and a display board. To the left of the elevator is the west entrance/exit. The floor in this area is carpeted with two mats, and users of the space must travel from the western carpeted section onto smooth tile flooring and back to carpeted mats in order to reach the water fountain and four chairs for seating on the south side of the space. The narrowest stretch of the interior space, which exceeds 59" is located on the flat-surfaced section. To the right of the pictured space are the south entrance and the southwest stairwell.





### East Interior:

Upon entering the east interior, to the right are a display board promoting course offerings, a humming/buzzing vent, a manual hand sanitizer dispenser, a water fountain, and the east elevator. To the left is the eastern stairwell, which users must access by manually opening one of two doors with a bar handle. The east interior is carpeted, but the elevator and stairwell have smooth, flat laminate and concrete flooring. The overhead fluorescent lighting is consistently dim.

## Second Floor Hallway, Classrooms, Restrooms, and Elevators/Stairwells

### Stairwells, Entrances, and Elevators:

- **East and West Stairwells:** The stairwell is divided into two separate flights of stairs by a 90 degree turn halfway between floors. The steps are made of a stone-like material, and many are pockmarked with small divots and craters. The forward edge of each step is lined with a rough, sandpaper-like anti-slip material.
- **East and west entrance doors:** The entrance doors are ADA compliant at 35" wide, and they are opened manually.
  - To leave the stairwell and enter the hallway, one must twist the handle downward and pull the door toward them. The handle is ADA compliant at 36.5" from the ground.
  - To leave the hallway and enter the stairwell, one must push the door away from them via a push-bar. The push-bar is ADA compliant at 41" from the ground.
- **East and West Elevators:** The elevators are available to all users regardless of ability. There are no navigational signs indicating how to access the elevators. The east elevator has an identifying placard and Braille beside it. The west elevator has no identifying signage. The elevators open directly onto the second floor hallway; the hallway is the only route of access to the elevators, and can become crowded and noisy during class changes. Be mindful of the slight gap between the floor of the elevator and the floor of the hallway.



### Hallway:

In the left half of the photo, there are two wooden benches, above which is a bright fluorescent light. A small protruding wall to the right separates the benches from the nearby classroom door. To the left of the classroom door is a narrow floor-to-ceiling length bulletin board featuring flyers for courses and events. The floor is covered in laminate tile.

The hallway is ADA accessible at 103½" wide. There are no handrails for balance or support, but there are a total of 21

benches lining either side of the hallway on which users can sit. At approximately the midpoint of the hallway, there is a low metal curb that stretches the full width of the hall. The space is lit by overhead fluorescent lighting; there is a high window at either end of the hallway, which let in little natural light.

**Classrooms:** The location of each classroom is indicated by a small plaque that is positioned high on the wall and protrudes perpendicular to it. The room number is displayed on the plaque. The plaques include Braille but may be out of reach for some users. Seeing users, as well, may have difficulty reading the room numbers because they are fairly small in size.

Depicted is a north-facing second-floor classroom. Rolling desks are scattered throughout the room. On the far left wall, there is a black board, above which is a rolled up projector screen. To the left of the black board there is a podium with a desktop computer on it. On the far right wall, transparent windows overlook the North Quad and let in natural light. There is fluorescent overhead lighting (turned off in the picture), and the floor is carpeted.



- **Physical Specifics:**
  - **Doorways:** To leave the hallway and enter a classroom, the user must twist the door handle downward and pull. The door handle is ADA compliant at 38" from the ground on both sides of the door. To leave a classroom and enter the hallway, the user must twist the door handle downward and push away.
  - **Flooring:** Classrooms are carpeted.
  - **Seating:** There are varying numbers of rolling desks in each classroom. Desks are available for both left-handed and right-handed users.
- **Sensory Specifics**
  - **Lighting:** Each classroom has light switches and dimmers. A row of windows runs the length of each classroom's outer wall. The windows allow plenty of natural light into each room, but blinds are available to darken the rooms if need be.
  - **Noise:** Construction noise can be heard clearly from north-facing classrooms; street noise can be heard from south-facing classrooms.
  - **Temperature:** Classroom temperatures cannot be individually adjusted. Users are able to open classroom windows; additionally, while fans are not provided, outlets are available for users who bring their own.





**Restrooms:** There is one men's restroom and one women's restroom on the second floor. Each has a total of six stalls, one of which is accessible. All stalls lock from the inside. There are no family restrooms, gender-neutral restrooms, or single-user restrooms.

Depicted is the second-floor women's restroom. On the left wall are four sinks--one is lower than the others and allows wheelchair clearance. Above the sinks are two soap dispensers and three paper towel dispensers--one of each is lowered to be accessible to seated users. There are translucent windows along the far wall that let in natural light. To the right are six restroom stalls; the stall nearest the windows is accessible.

- **Physical Specifics**

- **Signage:** The only signage that indicates the location of the restrooms is a plaque directly beside each restroom door. Unlike the classroom number plaques, the bathroom signs are flat against the wall, and can only be read when one is directly or nearly in front of them.
- **Doors:** To leave the hallway and enter either bathroom, the user must twist the door handle downward and push away from them. To leave the bathroom and enter the hallway, the user must twist the handle downward and pull toward them. The handles on either side of the door are ADA compliant at 40" from the ground. The doors open directly onto the hallway, and it can be difficult for users to see whether people are approaching before they themselves enter the hall.
- **Flooring:** The restroom flooring consists of small raised tiles.
- **Sinks:** There are four sinks, one of which is lowered and, at 31.5" from the ground, allows wheelchair clearance.
- **Soap Dispensers:** There are two soap dispensers, one of which is within seated users' arm's reach. The soap within is unscented, but there is no label indicating so.
- **Paper Towel Dispensers:** There are three paper towel dispensers, one of which is 40.5" from the ground and is accessible to seated users.

- **Sensory Specifics**

- **Lighting:** The restrooms are dimly lit by overhead fluorescent lighting. There are translucent windows along the outer wall that let in natural light. While there is a light switch in each restroom, it is meant to be used only by building staff.
- **Noise:** Street noise can be heard in the restrooms. Irregular loud noise also occurs when the toilets are flushed.

- **Accessible Stall** (the following information is applicable to the accessible stall in both the men's and the women's restrooms)

Depicted is the accessible stall in the second-floor women's restroom. On the far left wall is a disposable seat cover dispenser, below which is a grab bar, below which is the toilet paper dispenser. On the adjacent concrete wall is a second grab bar, below which is the toilet. On the ground to the left of the toilet is a menstrual product receptacle. The floor is made of green and pink tile.



- **Path to Stall:** There are no permanent obstructions along the path to the any of the stalls. However, the accessible stall is the farthest from the bathroom door, and thus the users of the accessible stall must traverse the longest distance to reach it. There is also the potential for their path to be obstructed by people exiting the non-accessible stalls as they move across the room to the sinks.
- **Entrance:** At 34" wide, the entrance to the accessible stall is ADA compliant, but just barely. No key is needed to enter the accessible stall.
- **Grab Bars:** There are grab bars on two sides of the toilet: the back wall, and the side wall closest to the toilet. Depending on the mobility of the user, the transfer to the toilet could be done from either the front or the side; however, a side transfer is the easier of the two.
- **Measurements:** The toilet is 12½" from the nearest wall. The toilet paper is only 4" away from the edge of the toilet, and is located on the wall nearest it.

- **Women's Restroom Specifics**

- **Menstrual Product Receptacles:** Every two non-accessible stalls have a shared menstrual product receptacle. It is located on the ground beside the toilet (to the left or right, depending on the stall) and is directly under the separating wall. The accessible stall has a receptacle on the floor to the right of the toilet.

**Third and Fourth-Floor Hallways, Restrooms, Classrooms and Elevators/Stairwells**

There are two main stairways in Denney Hall, on the east (closest to High Street) and west ends of the building, and an elevator located near each stairway. The stairways feature handrails and are 12 feet wide.

The two elevators in Denney Hall are both spacious enough to accommodate individuals in wheelchairs or with mobility devices. Both elevators can access the first, second, third, fourth, and fifth floors of Denney Hall and include braille signs.

Hallways and classroom doors exceed ADA regulations. Hallways are generally clear of any obstructions and do not have grates or holes that wheelchair users, individuals with

scooters, or canes would get stuck on. There are no handrails lining the hallway ways. Wooden and cushioned benches partially line the hallways against the walls and many electrical outlets are located next to seating areas for easy access. Rooms numbers are indicated by plaques located next to the doors and include braille labels.

Water fountains are located on the east and west ends of the 3rd and 4th floors. Water fountains are functional and accessible with the exception of the shorter water fountain on the west end of the 3rd floor (broken) and one on the west side of the 4th floor (on the stair landing before the hallway entrance) that has low water pressure. Most water fountains in Denney Hall are about 41.5" above the ground. The water does not appear to have any abnormal coloring, tastes, or odors.

**Sensory Information**

*Lighting*

Denney Hall uses fluorescent lighting. The lights in most rooms cannot be dimmed, although half of the lights in a



**4th Floor Hallway of Denney Hall**

A fluorescent-lit hallway with a smooth tile floor leads to the west-end stairway of Denney Hall. Along the wall are two sets of cushioned seats, with a wall outlet beside one of the seats.

room can usually be turned off for less intense lighting. Every classroom has several windows with operable shades, allowing for adjustment of natural light if desired. There are very few to no windows in the hallways.

### *Temperatures*

Classroom temperatures are generally comfortable and classroom windows may be opened. There are thermostats in most classrooms, but they do not control the temperature of the room very well and hallway temperatures cannot be adjusted.

### *Odors*

Denney Hall is typically void of strong odors or scents. However, students or faculty may be wearing perfumes or colognes. The hand soap in the restrooms on the 3rd and 4th floors of Denney Hall are mildly scented.

### *Sounds*

Some of the classrooms have an occasional “howling” noise from wind blowing outside, or from air-conditioning units in the windows. This can be quite loud and disruptive at times.

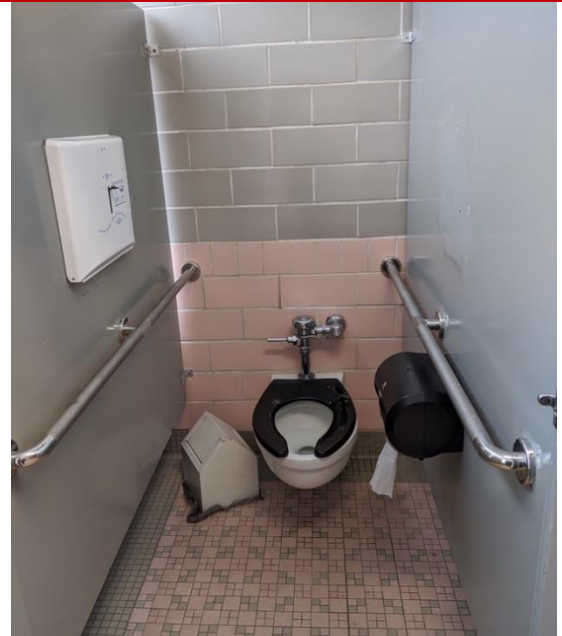
## **Restrooms**

### *Multi-user restrooms (323T, 333T, 431T)*

There are no automatic door openers for the restrooms on the third floor of Denney Hall. The men’s (323T) and women’s (333T) restrooms on the third floor each have about three to four stalls with one stall that is wider than the others. Yet, the entrance of these stalls is not wide enough to meet ADA requirements (29.5” wide) and may not be accessible by all users. These stalls contain side handrails, which also limit the space within the stall to maneuver. Toilet paper is within reach while seated on the toilet for all of the stalls. Sinks are approximately 33.5” high (28.5” clearance underneath). Soap dispensers are 39.5” high and between the sinks. The soap in the dispensers is fragranced, although it is a milder scent. Paper towel dispensers require users to pull the paper towel from the dispenser. The paper towel dispensers are sometimes difficult to reach because they are located above the sinks.

The images on the next page show the widest stalls of the men’s and women’s restrooms on the third floor. The stalls are very narrow and the width of the entrance does not comply with ADA regulations. There are handrails on the side walls of the stalls. There is a small waste bin located to the left side and back of the stall in the women’s restroom.





The fourth-floor women's restroom (431T) offers a spacious stall for wheelchair accessibility, and an automatic door open button (see images below). However, a waste bin is located in the corner of a narrow turn near the entrance, making passage difficult. The widest stall features handrails, but there is still plenty of space within the stall to maneuver. Toilet paper is within reach while seated on the toilet for all of the stalls. Sinks are also approximately 33.5" high (28.5" clearance underneath) in this restroom. Soap dispensers are 39.5" high and reachable

between the sinks. The soap in the dispensers is fragranced, although it is a milder scent. This restroom also offers free feminine napkins. Paper towel dispensers are an accessible height (less than 5' above the ground) but they do require users to pull the paper towel from the dispenser.



The image to the right shows the door of the fourth-floor women's restroom. To the left of the door is a button to automatically open the door. Behind the door is a sharp turn, but the path is wide enough to pass through without the waste bin.

The widest stall of the fourth-floor women's restroom is shown in the image on the next page and is adequately spacious to accommodate wheelchair users. Handrails are on the wall adjacent to and behind the toilet. There is a small waste bin to the left and back of the stall.



**Fourth-Floor Women's Restroom Stall**

#### *Single-user / gender-neutral restroom (443T)*

There is one single-user and gender-neutral restroom in Denney Hall, located on the 4th floor (443T). While the widths of the door and stall are accessible for wheelchair users, there is no automatic door opener. The stall features handrails, but there is still plenty of space within the stall to maneuver. Toilet paper is within reach while seated on the toilet for all of the stalls. Sinks are approximately 33.5" high (28.5" clearance underneath) in this restroom, and the soap dispenser is reachable between the sinks. The soap in

the dispensers is fragranced, although it is a milder scent. Paper towel dispensers are an accessible height (less than 5' above the ground) but they do require users to pull the paper towel from the dispenser.

The door to room 443T has a sign that reads, "This **all-gender restroom** is coded for **single occupancy**. After you enter, please **lock the door** behind you. When you leave, please **turn off the lights**." Inside are one urinal and one spacious stall that has handrails adjacent to and behind the toilet. There is a small waste bin to the back and right of the stall.



**Fourth-Floor Gender-Neutral Restroom**



**Fourth-Floor Gender-Neutral Stall**



# The Blackwell Inn and Conference Center

## **Background Information**

The Blackwell Inn and Conference Center is located at 2110 Tuttle Park Place, Columbus, Ohio, 43210. It was built in 2002 and is located on the northern edge of The Ohio State University campus. The Blackwell can be reached by phone at (614) 247-4000. The Blackwell's website address is <https://theblackwell.com>. The attached conference center is sometimes referred to separately as the Pfahl Conference Center. The public areas and conference spaces of the hotel are on the first two floors, and the rest of the floors are occupied by hotel rooms.

## **Parking**

There are two parking options offered at The Blackwell: self parking and valet parking. The Lane Avenue Parking Garage is located next to the hotel on the north side of the building, resulting in a two minute walk from the garage to the hotel entrance as estimated by Google Maps. The parking garage has stairs, an elevator, and sloped ramps, although the ramps are also where cars may be driving. The parking rates vary by the amount of minutes or hours your car is in the garage, but the daily maximum cost for the Lane Avenue Parking Garage is \$14.50.

In the front driveway loop of The Blackwell, there is a valet service that can park your car, eliminating the walk. The service does cost \$15 for day parking and \$25 per vehicle for overnight parking, so it may not be financially feasible for all. Further, if a vehicle has accessibility modifications, there is no guarantee that a valet driver will know how or be able to operate the vehicle.

## **Entrances**

The main entrance to the building, which faces Tuttle Park Place, is accessed by a sidewalk that is at street level, so there is no curb. There are bollards between the sidewalk and road to stop cars from driving onto the sidewalk, but there are no colored bumps on the ground to indicate where the sidewalk stops and the road starts. The entrance is on a small loop covered by a high roof that is separate from the main road and is therefore not close to traffic. The entrance can be reached from this loop or the sidewalk from the left and right, which can be narrow between the side of the building, the trash cans, and the bollards. At the narrowest point, the distance between the trash can and bollards is roughly 40 inches.



Description: A trash can is in the foreground. Just beyond it on the sidewalk is the first of three bollards. There is a narrow pathway on the sidewalk between the trashcan and bollard. The sidewalk is flush with the driveway, and the automatic door button to enter the hotel can be seen in the background.

The entrance is accessible with a push-button that opens the front doors, or manually by a vertical handle 38 inches from the ground. There is also a valet service at the front door, with one to two attendants who often open doors for guests. Each door is 37 inches wide when open, and multiple doors open at the same time with no pole or bar between them, so the entryway can be 74 inches wide if necessary.

There is also a back entrance to the second floor, where the ballrooms are located. The back entrance faces the Fisher College of Business, and again has a push-button to enter and 37-inch-wide doors.

## **Restrooms**

There are 3 restrooms in the public spaces of the Blackwell: one in the main lobby, directly across from the entrance doors in the back of the room; one down the hallway to the right of the lobby, next to the Pfahl Conference Center and Bistro 2110; and one on the second floor to the right of the grand staircase down a narrow hallway. All restrooms offer changing tables in both the “Male” and “Female” restrooms. The Pfahl / Bistro 2110 restrooms do not have visible signs for the changing tables, but they contain them.

The second floor restrooms are the largest, with seven total stalls in the “Female” restroom and three stalls in the “Male” restroom. The Male restroom has 3 urinals, two at standard height and one that is one foot off the ground. The Female restroom has a basket of free pads and tampons on the sink counter. The path to the stalls and sinks in each restroom is wide and unobstructed, and the area under the sink is empty to allow wheelchair clearance. The

bathroom doors themselves all require a push to enter and a pull to exit, and the stalls each lock from the inside with a twist mechanism.

Each public restroom in the building has one accessible stall. The entrance to each accessible stall is 33 ½" wide, but, due to the space the door occupies when it is open, is realistically only 32" wide. There are grab bars on each adjacent side of the toilet, and the transfer to the toilet can be from the side or the front, as it is located in a corner. The seat starts 9 ½" from the closest wall on its left side, and the toilet paper is 12" from the seat directly and 22" off the ground. Toilet seat covers are also available and are located 62" from the ground.



Description: An automatic flush toilet sits just to the left of a corner. There are grab bars behind and to the right of the toilet. Below the right grab bar is a toilet paper dispenser. Roughly two feet above the grab bar is a toilet seat cover dispenser.

The soap used in the restrooms is Purell's "Professional Fresh Scent Foam Soap." Soap dispensers are located on the sink counter and dispense automatically. While the counter is 22 inches deep, the automatic faucets are 6 inches from the wall and the soap dispensers are 7 inches from the wall. The soap containers are connected to the dispensers and hang below the counter, which may be an obstruction for wheelchair clearance in certain areas at the sinks. The soap brand and information is displayed on the container.



Description: A plastic soap container is the focal point of the image. The container hangs below the sink counter and shows the Purell logo and specific type of soap on a label, written in English, French, and Spanish.

The paper towel dispensers are less than five feet off the ground and dispense automatically, but the hand sanitizer pump is five feet off the ground, and may not be accessible from a seated position. There is a light switch inside the door of each bathroom that is less than five feet off the ground.

At all locations, between the “Male” and “Female” restroom doors is a drinking fountain. The second floor restroom has two drinking fountains of differing heights, while the two ground floor restrooms have one low drinking fountain and one automatic water bottle refilling station.

There are no restrooms that are individual or labeled “family” or “gender neutral” in the public spaces of The Blackwell.

## **Elevators**

The elevators are located on the right side of the lobby, clearly visible from the entrance so there is no signage to indicate where they are. There is a clear path to the elevator doors. The interior of the elevators is unobstructed and the doors measure 41” across.

## **Hallways and Public Spaces**

### **Hallways**

There is plenty of seating in each main space and along the sides of all hallways. The hallways are wide with plenty of space to maneuver, with two exceptions. On the second floor, the main



landing surrounds the grand staircase in an overlook that is surrounded by handrails. On the right side of the staircase, the pathway is 48" wide from handrail to wall. Chairs that are placed in shallow alcoves also protrude into the pathway, making it more difficult to maneuver. This furniture can be moved for events upon request. On the left side, the hallway that leads to the bathrooms is 50" wide.

Description: Railings encircle a view of the lobby to the right. On the far side of this rectangular cutout, the stairs can be seen. The space between the railings and wall is narrow. Two yellow armchairs and a few columns further protrude into this space.



### Main Lobby and Atrium

The front desk is to the left of the entrance, and has two heights. The middle desk is roughly 4' tall, while the two areas to either side are closer to 2' tall. There is a hallway to Pfahl, elevators, and a small seating area on the right. A staircase is in the middle, but is slightly off-center and has a small seating area in front of it.



Description: The front lobby stretches the width of the building. The check-in desks are along the left wall and the elevators along the right wall. A carpeted staircase is the central focal point. In front of it, there are 4 armchairs facing each other. Two other chairs can be seen to the right side of the staircase.

### Second Floor

Besides previously mentioned hallways that may be too small, the second floor is spacious and contains plenty of seating. It centers around the grand staircase and has a hallway to the left that all the ballrooms are accessed by.

## **Signage**

Signs next to restrooms, ballrooms, and elevators include braille beneath the non-tactile words. The sign in the lobby that points visitors to the Bistro and conference center is placed high on a pillar, but is outlined in neon light as a visual cue for those with light perception difficulties.

Description: A sign is mounted on a column just below the ceiling. The top reads "Conference Center" in all caps. Below, there is an oval of blue fluorescent light and the inside reads "Bistro 2110." On the right side, a large arrow points to the right.]



## **Sensory Obstructions**

The main areas are lit by both natural light and soft, dim incandescent light. There is no control in the main area for guests to change the lighting, and at the time of evaluation, there were no flickering or strobing lights.

The temperature in the public spaces is typical room temperature, and there is no place for guests to control the temperature through a thermostat or fan.

No maintenance, construction, or other loud / repetitive noises were evident in The Blackwell at the time of evaluation. The only sound was the soft jazz played ambiently throughout the building.

There was no detectable smell of air fresheners, and no visible air fresheners on the walls or plugged into outlets. The only scent came from Bistro 2110, which was the scent of food cooking.

The walls are painted in neutral colors, and although parts of the floor are patterned carpet, the pattern is simple and geometric and likely not disorienting. There are no bright or clashing colors.

## **Health and Safety**

Bistro 2110 is not a nut-free establishment and may be using nuts or nut oils at the time of visit. As mentioned in the *Sensory Obstructions* section, the scent of food from Bistro 2110 is evident throughout the public spaces of The Blackwell, so allergens may be present for some individuals.



The surface cleaner used in the main lobby is Spic And Span Disinfecting All-Purpose Spray, which contains Ammonium Chloride (n-Alkyl Dimethyl Benzyl Ammonium Chloride and Dimethyl Ethylbenzyl Ammonium Chloride) as its active ingredients. The Blackwell uses a third-party cleaning service, Scioto Services, who state that they use Green Seal Certified cleaning products. Additionally, their use of micro-fibers and CRI Green Label Certified equipment means there is an “improvement of indoor air quality.” The space appears to be well-kept and has no visible dust particles in the air.

There are fire alarms throughout the main spaces of The Blackwell, which include both a visual and an audial component.

### **In-house Bistro**

Bistro 2110 is a moderately high-priced dining establishment on the ground floor of The Blackwell, adjacent to the Pfahl Conference Center. As mentioned in the *Health and Safety* section, the Bistro is not nut-free. It is a sit-down dining experience where most meals are brought to the guest, but there is also a buffet option which is not accessible, as there is not wheelchair clearance underneath and it requires the ability to hold a plate while also placing items on the plate.

# Pathways between Denney Hall and the Blackwell Inn

## Pathways

The pathways along the street outside of Denny are about eight feet wide and are at an even height with the road. There is no risen curb edge that would make wheelchair maneuverability difficult and the sidewalk is sufficiently wide to allow a wheelchair or guide-dog to pass through. There is, however, one location along Annie and John Glenn road where the sidewalk narrows to about a third of its usual width due to the presence of a tree that takes up space that would otherwise be paved over by the sidewalk. We took a photograph of this narrow part of the sidewalk and have submitted it with our report under the title “Narrow-Sidewalk.”



In this photograph, one can see that the otherwise sufficiently wide sidewalk narrows to about a third of its original length for a short stretch to accommodate for the growth of a large tree. Other than the presence of this one tree, the pathways along Annie and John Glenn are fairly exemplary of accessible sidewalks. There is a nice zero-step curb between the street and the sidewalk which can be seen in the “Narrow-Sidewalk” image, affording wheelchair-bound individuals the same opportunity to cross the street at any location as other more able-bodied individuals. The only other complaint with the sidewalks could be the transition from smooth pavement to a brick path between the sidewalk and the road, which could make for a bumpy or unpleasant surface for wheelchair transit. This can also be seen in the “Narrow-Sidewalk” image.

As a person approaches 18<sup>th</sup> Ave. Library, the pathways transition from concrete to brick. While brick pathways in and of itself may be a challenge for wheelchair users, the bricks are arranged in a relatively smooth fashion. We found no missing or broken bricks on this pathway. They are maintained quite well for a brick pathway. There are two different types of brick layout pathways.



The image “18th Ave. Brick” shows one of the brick layouts in a pathway on 18<sup>th</sup> Ave. The bricks are a black color and are aligned in a crisscrossed pattern. The pathway is quite smooth. This should allow for wheelchair users to pass along this pathway with relative ease. The image “Brick-Pathway” shows the other brick layout used on campus.



This image shows another pathway of bricks. These bricks are all aligned parallel to one another. While there are no missing bricks or significant bumps, this pathway could be quite bumpy to a wheelchair user. While it may be accessible, it has the potential to make a wheelchair user nauseous.



There is one major pathway obstacle along 19<sup>th</sup> avenue right: a collapsed sidewalk. This part of the sidewalk can be found in the image “Collapsed-Sidewalk.”

While the rest of the street has a relatively smooth sidewalk, right outside of McPherson Laboratory there is a storm drain where the sidewalk becomes angled at about 45 degrees. However, the pathway happens to be about twice the width of a normal sidewalk outside McPherson. This does give a person a greater chance at better accessibility around the design flaw, but during class changes when the pathways are congested with students, it will still be very difficult to get around.



### **Outdoor Variables**

While heavy snow is not common in the Columbus area, it is not unheard of. However, there were no days where the snowfall reached greater than two inches in one day while this study was conducted. The one day it had snowed about two inches overnight and into the morning, the sidewalks were well-maintained by Ohio State’s maintenance. Pathways were cleared, and there were no signs of ice on the sidewalks. They were just as accessible as a sunny day in the summer. We cannot confidently say maintenance could keep up with heavier snowfall and maintain the same amount of accessibility they had kept in the minimal snowfall. Unfortunately, we did not think of capturing a photo of the snow on campus before it melted, but you could look up images on google to see what pathways look like with different levels of snow.



Construction often appears on campus out of thin air without much warning. At the time this study was being conducted in late-February and early-March of 2020, there was no construction happening in our specific boundaries between the Blackwell Inn and Denney Hall. However, this could change any day as the University does not give warnings for when and where construction occurs. During the study, there was construction happening on Lane right across the street from Scott Traditions Dining Hall and on 19<sup>th</sup> Ave. close to College Rd. on the north side of the road. The construction across the street from Scott can be found in the image “Construction.”

The area is fenced off, but no one appears to be working at the time at which the picture was taken. However, at other times of the day it is common to hear the loud noises of

power tools, materials, forklifts, and other general construction noises. There is a sign in the image that says “Sidewalk Closed.” There is no way to get around this construction without crossing the street or taking a significant detour. With construction also comes noise pollution, which could be quite triggering. At times, these constructions sights were extremely loud and could sometimes be heard inside a classroom in Denney Hall. While we understand that construction is to an extent unavoidable, it would be nice if there was some warning in advance that could let people know ahead of time that they are entering an area with lots of noise pollution. Along with the noise pollution, the construction could block major pathways. This obstruction could cause a person to use extra minutes to search for accessible pathways in stormy weather and below-freezing temperatures.

Vehicles are a common sight on the pathways of Ohio State. Even though it appears to be inaccessible to the streets, the entirety of 18<sup>th</sup> Ave. on campus is used by cars all the time. Mini-motorized cars are used by Ohio State’s maintenance and are often driven on the sidewalks. Ohio State has a ban on bikes and electronic scooter use on sidewalks, but the rule is not enforced. Users of these vehicles on the sidewalks are a common sight on campus.



During our study, we captured an image titled “Vehicles-Obstruction” of motorized Lime scooter and a motorized mini-car parked right by each other on the sidewalk outside of the business campus. They blocked a major portion of the pathway and caused of bottleneck of pedestrians. A sight like this could happen anywhere on campus. Scooters are often haphazardly parked on the sidewalk. Coincidentally, the photo also contains a person in the background riding a skateboard on the sidewalk. All of these vehicles have the potential to come out of nowhere along these pathways and startle an individual.



### Doorways

Most of the doorways to the buildings along Woodruff have electric powered doors that can be opened automatically by pressing a button. We took a picture of one of the doorways to the several buildings along Woodruff and have titled it “Mendoza-Door-Picture.”

In this image you can see that there is a button to open the doors to the Mendoza building automatically so that individuals who are limited to

wheelchairs can enter the building fairly easily. There is also a ramp leading down to the doorway, which shows that those who designed the building were conscious of the fact that disabled individuals will be using the building, but the ramp itself is built at a right angle and the corner could be difficult to navigate for someone with a wheelchair. The door also opens outward, which would leave a wheelchair-bound individual with little room to move forward or backward once it is opened.



## The Blackwell Inn

While most of the buildings along Woodruff have electricity powered doors that can be operated at the push of a button, the Woodruff side of the Blackwell Inn itself seems to lack any disability consciousness at all. Walking through the courtyard behind Blackwell Inn that was bordering Woodruff, we immediately noticed that the most direct path to get to the doors of Blackwell consisted of several sets of stairs. We took a picture of these stairs and have titled it “Blackwell-Stairs.”

In the image, you can see the path leading from Woodruff up to the Blackwell Inn marked by an increase in elevation in the form of four sets of stairs, the last of which consists of four individual steps and is steep enough that it would be quite difficult for an individual with limited mobility to navigate. There *is* a ramp that can be used by wheelchair-bound individuals to circumvent these stairs, but it is all the way on the opposite side of the courtyard from the stairs and leads to the doors of the Blackwell Inn only in a distant and roundabout manner. We have submitted a picture of the layout of the courtyard and the ramp’s indirect path from Woodruff to Blackwell to the Carmen file and titled it “Blackwell-Ramp.”



Once an individual with restrictions to his or her mobility has overcome the increased elevation between Woodruff and Blackwell, either by braving the stairs or taking the more distant ramp, they will be met with an *infuriating* issue: there is another set up stairs leading up



to Blackwell's doors, but this time there is a ramp which is actually inexplicably blocked by a gate and thus not allowing access to the doors to Blackwell Inn. We have included a picture of this gate and named it "Blackwell-Blocked-Gate."

In this picture you can see that behind the gate—which very oddly does not open—the Blackwell doors are *not* electric powered and lack handicap-accessible buttons to open the doors automatically. Of course, that would only be an issue if a handicapped individual were to get past the gate blocking their way or if they were to take the stairs. (Note: there are doors in the picture that are clearly accessible without having to go through the gate, but these doors do *not* lead directly into Blackwell, but rather into some separate meeting room.)

Because of these several obstacles, we would recommend that a person with limited mobility not attempt to enter the Blackwell Inn from Woodruff. Instead, they would have an easier time continuing down Woodruff and taking a right onto Tuttle Park, then entering Blackwell from the front of the building where the doors are powered and can be automatically opened at the press of a button.

# Ground Transportation

## Public Transportation Services

### General Information:

The Ohio State University Transportation and Traffic Management provides buses, paratransit services, motorized scooters, and a public bicycle service. It specifically offers:

- Door to door paratransit transportation, both on and off campus. If their schedule allows for it, they accept unscheduled rides.
- Wheelchair-accessible buses with disability priority seating

### Customer Support:

Transportation and Traffic Management Contact Information:

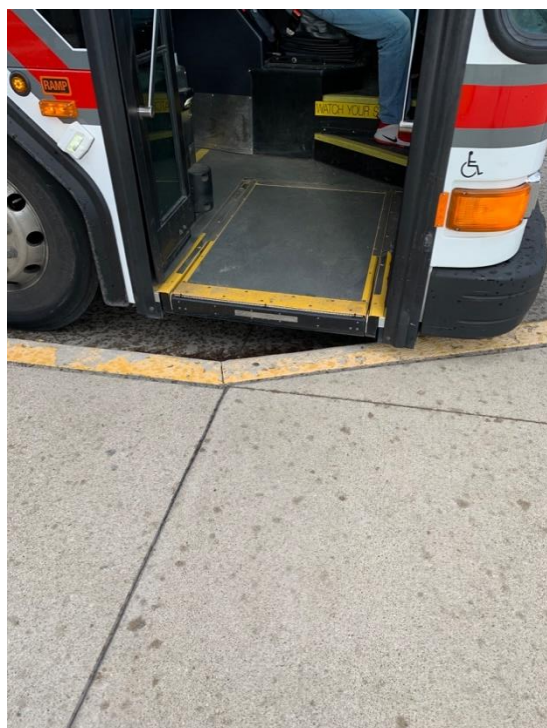
2578 Kenny Road Columbus, Ohio 43210

Phone: 614-292-7433

Hours: Monday—Friday: 7:30 am to 4:00pm

### **Campus Area Bus Service (CABS)**

The Campus Area Bus Service (CABS) is a free transit service with adaptable transportation provided by The Ohio State University Transportation and Traffic Management. No ID or bus pass required to ride any of the buses. Everyone is welcome to get on a bus at any of their stops on and off campus. In addition, the Ohio State app provides real-time bus tracking and you can find bus routes and schedules online at <https://ttm.osu.edu/cabs>. The routes provided: North Express, Campus Loop North, Campus Loop South, East Residential, Buckeye Village, West Campus, Medical Center Express, Morehouse to Ackerman Shuttle, and Ackerman Shuttle.



### **CABS Image Descriptions**

[View of an entrance to a low-floor CABS bus alongside a sidewalk. There is a gap between the bus and sidewalk. The wheelchair ramp and lift are built into the floor, in the shape of a rectangle and can be identified by yellow paint on one side against a grey backdrop.]

The buses are low-floor and low-entrance buses which makes them accessible to wheel-chair users. The front and back entrances do not have steps and can accommodate wheel-chair users with ramps that extend to align with the height of the sidewalk. For non-wheelchair users there are gaps between the floor of the bus and sidewalk. As a result, it forces passengers to carefully watch the gap when they board or alight, which may cause delays and



creates the possibility of injuries. In addition to that, there is no clear path to the bus from the sidewalk due to the lack of a ramp. The passenger must rely on the bus's ramp to extend onto the sidewalk to enter. Both entrances leading inside are narrow and do not leave enough space for a wheelchair user to comfortably maneuver to the disability priority seating. More importantly, this poses a serious issue for individuals with disorders such as Claustrophobia and



cannot be in crowded spaces. The buses are equipped with audible information to announce each stop. There is no need for passengers to push a stop button as all buses are required to stop at all stops. The digital visual information of both the interior and exterior of the bus display the name of the stop and route name. However, the digital visual information outside the bus does not display the time. Worth noting this digital visual information are not accessible for passengers with vision disabilities as it is displayed in the color neon red against a black digital screen.

[This photo depicts four people sitting on seats made of a soft fabric in the colors red, grey, white and navy blue inside a CABS bus. There are vertically aligned silver poles on either side of the bus and horizontally aligned silver poles along the top of the bus for stability. See-

though windows are above the seats and there's a digital clock displaying the date and time in the color neon red. Above everyone on the bus roof's right and left sides are a variety of different laminated advertisements.]

[This photo displays priority seating of the CABS bus. It shows red fastening devices for wheelchair users attached to mid-level height seat barrier from other seats. Above the seat barrier, a silver pole extends vertically to the top of the bus. Also, not accessible for those sitting in the middle section of the seating. A see-through window above this seating has a decal message stating "please allow seniors and persons with disabilities to use these seats when requested".]

The disability priority seating is in the front and can be accessed by lifting the seats up against the wall. The decal on the window is a visible signifier of this reserved seating. The wheelchair user is strapped with securements





from below the seats and side barriers. There are only two poles on the sides of this seating area, which is dangerous considering if there are three users accessing the space, one would not have any access to stability. The only other pole is horizontally along the roof of the bus, impossible to any wheelchair user.

[Image of back entrance of a CABS bus and two steps highlighted by yellow leading to the back of the bus. There are two black barriers on either side of the step, separating the back from the front. The top and sides of the black barriers are silver poles that can be used as handrails for stability.]

There are steps leading up to the back of the bus barring any wheelchair users from accessing that space. The allocation of seating in the bus points to a design bias towards able-bodied passengers. It can be harmful for those with a

cane or other walking aids; however, these steps are visibly marked.

The sign for bus routes is about six to seven feet tall and not accessible for wheelchair users. Thus, I recommend accessing bus-tracking and other information on the Ohio State app or online at <https://ttm.osu.edu/cabs>. The names of bus routes are highlighted in different colors, which are not accessible to people with visual disabilities. The sign presents another access

barrier as it does not include any information concerning paratransit or other mobility services. Passengers with disabilities are required to exert additional effort to search for these services.

[Image shows a glass bus stop with black poles surrounding it. Inside are two passengers seated on a long bench. Attached to the roof is a long rectangular light box, which is currently turned off. The entrance to the bus stop appears to be narrow for wheelchair users. In the background, there is a multiple-floor parking garage and a tree.] There are two narrow entrances on the far right and left of the bus stop for wheelchair users to access. However, there is no disability priority seating inside the bus stop, which only has seating for able-bodied passengers. The interior width of the bus stop is limited and does not provide wheelchair users much room for movement with other able-bodied passengers inside.



### **CABS Paratransit Services**

The CABS paratransit service offers door-to-door transportation for on-campus and its surrounding areas. The scheduled times are typically Monday through Friday from 6:45 am to Midnight and on Saturdays & Sundays from 9 am to 8 pm. Their first pick up is at 6:55 am and their last pick up is at 11:55 am. They provide on-demand rides; however, it is better for passengers to schedule their ride ahead of time to ensure pick-up. Priority rides are given to those with classes and scheduled rides. “Calls received for same-day service must be received before 10:45 p.m.” (CABS Paratransit). In order to access these services, attendees should contact the Paratransit dispatch line at 614-292-6202, and submit a [Paratransit Service Request Form](#) signed by your healthcare provider for eligibility.

Note: In the case of cancellations, “riders must be phoned in at least one hour prior to the scheduled ride during normal business hours” in order to provide drivers the opportunity to pick up other passengers.



### **Central Ohio Transit Authority (COTA)**

#### **Customer Support:**

Phone: 614-228-1776

Hours: Monday—Friday: 8:00 am to 5:00 pm

Office: 33 N. High Street. Columbus, OH 43215

#### **General Information:**

The Central Ohio Transit Authority provides busses and paratransit services in and around Central Ohio. It specifically offers:

- COTA's CBUS — a free Downtown Circulator that is within walking distance from many hotels in the area
  - Operates 7 days a week, every 10 to 15 minutes
- Shared-ride public paratransit services for people with functional limitations and disabilities
- Disability riders with a 50% discount on fixed-route services
- Personal Care Attendant (PCAs) allowed to board free of charge
- Presence of service animals
- Wheelchair-accessible buses with disability priority seating

The Central Ohio Transit Authority (COTA) is a public transit agency serving the Columbus metropolitan area. It offers 43 bus routes and the daily schedule for each varies and is dependent upon the schedules of each bus route. The standard service operates throughout the day between 15-30 minutes apart. The Frequent service operates throughout the day every 15 minutes or better. The Rush Hour service operates Monday through Friday between 6:30 a.m. and 9 a.m. and 3 pm and 6 p.m. The COTA CBUS operates only within the downtown area and is a free route. Riders with disabilities are allowed access to the fixed-bus routes, however, they must plan.

Fares must be exact no change is provided by drivers. Those with an ADA card can ride free. The price of single trip options for standard and frequent services are \$2.00 and \$2.75 for rush hour services. COTA provides Reduced Fares for persons with disabilities.

**Note:** Those with physical, mental, or psychological incapacity or disability not included above that causes a person to have difficulty in utilizing fixed-bus routes must be certified by a licensed professional to be eligible for reduced fares.



[Image Description: Passengers are seated in the back area. There are vertically aligned silver poles on either side of the bus and horizontally aligned silver poles along the top of the bus for stability. See-through windows are above the seats and attached to them are yellow ropes passengers must pull to signal their stop. There's a digital clock displaying the date and time in the color neon read.]

Access barriers here are like the ones with CABS. The buses are low-floor and low-entrance buses which makes them accessible to wheel-chair users. The front and back entrances do not have steps and can accommodate wheel-chair users with ramps that extend to align with the height of the sidewalk. However, for non-wheelchair users there are gaps between the floor of the bus and sidewalk. As a result, it forces passengers to carefully watch the gap when they board or alight, which may cause delays and creates the possibility of injuries. Wheelchair users must sit in the disability priority seating in the front of the bus; however, the back is not accessible for people with mobility devices. Likewise, the yellow pull ropes attached to the windows and the horizontal poles above are not accessible to wheelchair users as they are too high up. Bus stops are announced and displayed onboard fixed-route buses, so riders know the next bus stop. The visual information like CABS's is also not accessible for people with visual disabilities.

Online Information:

Information regarding the Central Ohio Transit Authority's fixed-bus routes policies, additional information, and requesting a ride can all be accessed through the following websites:

<https://www.cota.com/>

**Central Ohio Transit Authority Paratransit Services**

Customer Support:

Phone: (614) 275-5833

Fax: (614) 272-3015

Email: [pullinstl@cota.com](mailto:pullinstl@cota.com)

Office: 1330 Fields Avenue, Columbus, OH 43201

Online Information:

Information regarding the Central Ohio Transit Authority's ADA and Accessibility policies, additional information, and requesting a ride can all be accessed through the following websites: <https://www.cota.com/accessibility-for-riders-with-disabilities/>

General Information: The COTA paratransit service offers same day and door-to-door 24-hour service for the Columbus metropolitan area. Personal Care Attendants (PCAs) are welcomed and if space permits, extra guests are allowed. It is better for passengers to schedule their ride ahead of time to ensure pick-up. Priority rides are given to those with classes and scheduled rides. "Trips may be scheduled at least two hours in advance or further in advance with greater flexibility" (CABS Paratransit).

"Visitors to the Columbus metropolitan area who are unable to use the accessible Central Ohio Transit Authority (COTA) local bus because of their disabilities, are eligible to use Mainstream

service for 21 days in a rolling 365-day period.” In order to access these services, attendees should apply for visitor’s status and have their current paratransit provider mail, fax, or email verification to their office.

Note: If the visitor does not have paratransit in their home area and the individual’s disability is not apparent, a certification of the disability by their healthcare provider is needed. Applicants are also required to provide items 1, 2, 5, 6, 7 above. After this information are received by COTA’s mobility services, the applicant will be contacted within one business day.

### **Lyft Ride-Sharing Service**

#### Online Information:

Information regarding Lyft and their riding policies can be found on their website:

<https://help.lyft.com/hc/en-us>

The following link provides information regarding Emotional Support Animal, Service Animal, and Wheelchair Policies: <https://help.lyft.com/hc/en-us/articles/115012926827#transfer>

If an incident or situation needs to be reported, the Lyft Safety Team is available 24 hours a day, 7 days a week through their mobile application and website. The link to the website is <https://help.lyft.com/hc/en-us/articles/115013077888-Report-a-safety-incident-or-citation>, and users must type in their phone number. The Lyft Safety Team will be in contact with you shortly.

#### General Information:

Lyft is a ride-sharing service that provides transportation means to folks who use their phone application. Lyft provides accessible accommodations for riders who have specific access needs such as having a service animal, having an emotional support animal (ESA), and needing to use mobility devices such as wheelchairs.

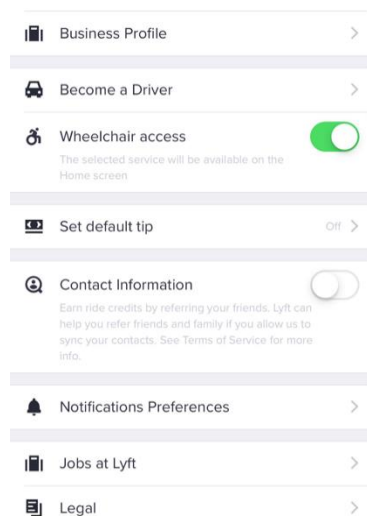
#### Requesting an Accessible Lyft:

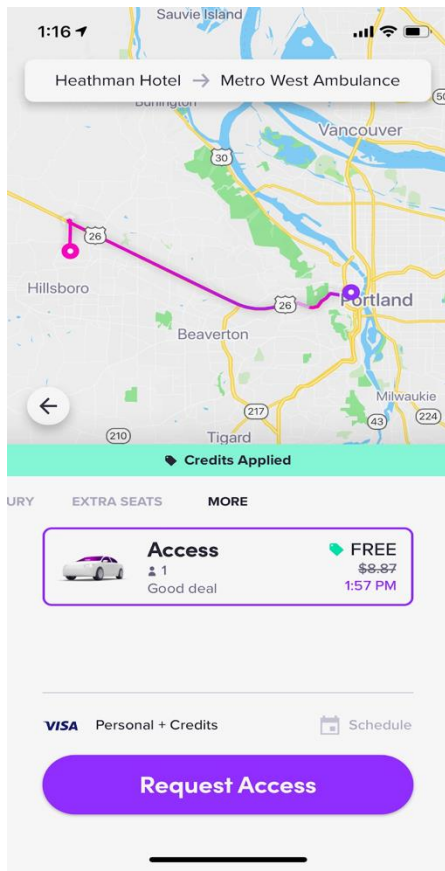
Lyft operates 24 hours a day, 7 days a week, 365 days a year and is accessed through the mobile app. People with mobility devices such as wheelchairs or scooters can follow the listed information to locate an accessible ride:

1. Tap the menu icon in the top left corner
2. Scroll down and tap ‘Settings’
3. Find ‘Wheelchair access’ in the menu
4. Slide the toggle to the right, so that it shows green

[Image Description: Image shows the Lyft application, and the user selecting “Wheelchair Access”]

5. Type in your destination, then swipe left to see additional modes
6. Tap “More” then tap “Access” to select wheelchair mode





[Image Description: Photo is showing the Lyft application. The photo shows a map with cities, and the route the driver is taking going from A to B.]

#### Cancelling a Lyft:

If a ride needs to be cancelled, riders can do so through the mobile app. However, cancellation fees can occur if the rider is not present at the indicated pickup location or if the driver is waiting more than five minutes for the rider to arrive at the pickup location.

#### Notes:

If the rider has a service animal or emotional support animal, the driver is instructed to help you as best as they can. It is best to contact the driver as soon as possible once the driver is confirmed to prevent delays or cancellations from happening. If the rider cannot assist you, you will be charged no fee and will be able to request an additional ride.

Drivers can have scents and air fresheners in their vehicles. If scents and allergens are a concern, it is best to contact the driver as soon as possible once the driver is confirmed to prevent delays or cancellations from happening.

Lyft drivers can be identified by a Lyft sticker present on their windshield. In addition, the app provides the license plate number for users to ensure that it is the correct driver.

### **Uber Ride-Sharing Service**

#### General Information:

Uber is a ride-sharing service that provides transportation means to folks who use their phone application. Uber provides accessible accommodations for riders who have specific access needs such as having a service animal, having an emotional support animal (ESA), and needing to use mobility devices such as wheelchairs.

To sign-up for this service, users need to download the Uber mobile application, sign-up for a Uber account, enter a valid phone number, and enter a valid form of payment (either a credit card, Uber gift card, or link to an Apple Pay, Google Wallet, or PayPal account). Once the trip is completed, funds are debited from the funding source.

#### Requesting an Accessible Uber:

If a wheelchair or mobility device is being used, you can contact your Uber driver once your ride is requested and let them know about the access needs. The driver can either proceed or with the rider's consent, cancel the ride, and then the rider would need to request a new driver.

If a rider has a service animal, Uber drivers are required to provide rides regardless of allergies, religious objections, or generalized fear of animals. You can contact your Uber driver once your



ride is requested and let them know about the access needs. The driver can either proceed or with the rider's consent, cancel the ride, and then the rider would need to request a new driver.

#### Cancelling an Uber:

If a ride needs to be cancelled, riders can do so through the mobile app. However, cancellation fees can occur if the rider is not present at the indicated pickup location or if the driver is waiting more than five minutes for the rider to arrive at the pickup location.

#### Notes:

If the rider has a service animal or emotional support animal, the driver is instructed to help you as best as they can. It is best to contact the driver as soon as possible once the driver is confirmed to prevent delays or cancellations from happening. If the rider cannot assist you, you will be charged no fee and will be able to request an additional ride.

Drivers can have scents and air fresheners in their vehicles. If scents and allergens are a concern, it is best to contact the driver as soon as possible once the driver is confirmed to prevent delays or cancellations from happening.

Uber drivers can be identified by an Uber sticker present on their windshield. In addition, the app provides the license plate number for users to ensure that it is the correct driver.

#### **Columbus Taxi Service:**

##### Customer Support:

Phone: (614)-262-4444

Email: [pickup@columbustaxiservice.com](mailto:pickup@columbustaxiservice.com)

##### Online Information:

Information regarding Columbus Taxi Service policies, additional information, and requesting a ride can all be accessed through the following website: <https://www.columbustaxiservice.com/>

##### General Information:

"Columbus Taxi Service is a taxicab company operating in Columbus, OH. The vehicles are painted orange color with white checkers and white lettering displayed on the sides. The combination of white checkers, white lettering, and an orange body color makes these taxis easily identifiable from a distance. Company name and phone number are also on both sides of all taxicabs."

The Columbus Taxi Service provides transport to residences, airports, appointments, hospitals, shopping centers, sporting events, entertainment centers and can deliver local express mail, medicines, and packages.

If requesting a shuttle, shuttle services can serve up to seven people, and requests can be made in advance through their website, email, or phone number.

##### Requesting a Taxicab:

There are many taxi vehicles that can be accessed, and riders will need to contact their customer support phone number, use their mobile website, or use their mobile app to place a request.

##### Requesting an Accessible Taxicab:

To request an accessible taxicab, it is best to contact the Columbus Taxi Service to arrange specific accommodations or alert the drivers to specific access needs of the person or group.

Note:

For additional questions or access needs, contact their phone number to arrange specific accommodations for your ride.

**Yellow Cab of Columbus**

Customer Support:

Phone: 614-444-4444

Email: [expresscolumbustaxi@gmail.com](mailto:expresscolumbustaxi@gmail.com)

Hours: Open 24 hours

Office: 1989 Camaro Avenue, Columbus, OH 43207

Online Information:

Information regarding Yellow Cab of Columbus policies, additional information, and ride requests can all be accessed through the following website: <https://yellowcabofcolumbus.com/>

Information regarding their services, pricing, and taxi costs can be located through the following website: <https://www.expresscolumbustaxi.com/services.php>

General Information:

The Yellow Cab of Columbus fleet consists of vehicles ranging from standard Crown Victoria taxis, which are yellow with a white and black checkered pattern around them. Their phone number and brand name can be located on both sides of all the vehicles.

Requesting a Taxicab:

There are 200 taxi vehicles that can be accessed, and riders will need to contact their customer support phone number, use their mobile website, or use their mobile app to place a request.

Requesting an Accessible Taxicab through their Paratransit Services:

There are ten paratransit vehicles that can be accessed, and passengers with wheelchairs will have their mobility device wheeled through the side of the paratransit vehicle, and the passenger will ride in the front passenger position. Up to four additional people can ride in the rear of the paratransit taxi.

To request a paratransit, contact their phone number or go to their website to request a cab. In addition, there is a mobile app that can be downloaded on both Apple and Android devices, in which you are able to request a ride and watch it arrive at your location.

Note:

For additional questions or access needs, contact their phone number to arrange specific accommodations for your ride.

**Express Cab of Columbus**

Customer Support:

Phone: 614-822-8666

Email: [expresscolumbustaxi@gmail.com](mailto:expresscolumbustaxi@gmail.com)

Hours: Open 24 hours

Office: 2774 Jester Lane, Columbus, OH 43231

Online Information:

Information regarding Yellow Cab of Columbus policies, additional information, and ride requests can all be accessed through the following website:

<https://www.expresscolumbustaxi.com/>

Information regarding their services, pricing, and taxi costs can be located through the following website: <https://www.expresscolumbustaxi.com/services.php>

**Requesting a Taxicab:**

Riders can make reservations for rides and request rides through their phone number or their website. If there are specific access needs that are needed, riders can make the driver aware of that online or during the phone call.

**Note:**

For additional questions or access needs, contact their phone number to arrange specific accommodations for your ride.

**Quick Columbus Taxi**

**Customer Support:**

Phone: 614-500-7222

614-874-6666

Email: [QuickColumbusTaxi@gmail.com](mailto:QuickColumbusTaxi@gmail.com)

Hours: Open 24 hours

Office: 3296 Westerville Road, Columbus, OH 43224

**Online Information:**

Information regarding Quick Columbus Taxi policies, additional information, and ride requests can all be accessed through the following website:

<https://quickcolumbustaxi.com/reservation.php>

Information regarding their services, pricing, and taxi costs can be located through the following website: <https://quickcolumbustaxi.com/service.php>

**Requesting a Taxicab:**

Riders can make reservations for rides and request rides through their phone number or their website. If there are specific access needs that are needed, riders can make the driver aware of that online or during the phone call.

**Note:**

For additional questions or access needs, contact their phone number to arrange specific accommodations for your ride.

# Shops and Storefronts at/near Denney Hall & the Blackwell Inn

## Target 1892 N High Street

The Target location, which opened in 2018, had numerous obstructions in and around the aisles that would be annoyances for people who can walk but major hindrances for wheelchair users or shoppers who have difficulty walking. There were several pallets sitting in the way of clothing racks on the edge of one aisle. The pallets were stacked with merchandise waiting to be put onto shelves and racks. Granted, the pallets were only there temporarily, but there were no employees working to push the merchandise out. If the pallets had been placed in the center of the aisles instead of the edge, they would not have obstructed anyone's access to merchandise and there would have been enough room on both sides of the aisle for people to get through without difficulty.

Additionally, in four of the store's aisles, there were large structural support pillars, one shown in image "Target Pillar in Aisle," blocking access to sections of the shelves. The pillars took up about half the width of the aisle and the items on the shelves they were blocking are almost entirely unreachable. This would make it nearly impossible for someone in a wheelchair to be able to get around, or people who aren't expecting pillars to be in the way may run into them.

In 2006, Target was sued for not having an accessible website for blind users. The complaints were regarding users' inability to access the Target website with assistive technologies. This was the first legal case concerning accessibility with commercial websites (NFB et al. v Target Corporation). While they may have made strides in making their website more accessible, it seems the inside of the 2018 store still seems inaccessible.

More significant than these relatively minor issues, however, is the fact that people with walking impairments were completely ignored in the otherwise carefully planned store layout. This Target location was designed to provide a streamlined pathway for customers to easily navigate themselves through the store. The problem is that



Target pillar in aisle - a large support pillar in an aisle of the Target on 16th and High. It takes up about half the width of the aisle, and there are four of these throughout the store.





A staircase leading up to the store and across from it, a ramp leading down to the checkout lanes.

only people who can walk are able to participate in this process. As you can see from the image “Target Staircase and Ramp” showing the ramp across from the stairs, there are stairs to go down in order to access a part of the store. If you couldn’t use the stairs, you would need to use a ramp that’s on the other side. However, this ramp is part of the store’s design in which it is primarily used for checkout; you’d have to fight against the crowd in order to get to the one part of the store.

Upon entering the store, customers walk to a two-step staircase. The “upper level” is where 90% of the store’s merchandise is held. From here, customers can go around this upper level and pick up whatever they’re looking for until they’re done. Across from the staircase, there’s a ramp leading directly to the checkout lanes that customers are meant to walk down to when they’re done shopping. This design is clearly meant to give customers an efficient and convenient shopping experience, and for most people it does. But people who can’t walk are excluded from this convenience.

The ramp is specifically meant for customers who on their way out of the store. This means that people who need to use the ramp must walk through the checkout lanes and up the ramp against traffic. Even though a ramp is technically provided, it is meant for people don’t need it, not for people who do.

### **CVS Pharmacy 2160 N High Street**

CVS had similar problems with barriers throughout the building. There were totes and stacks of items sitting in front of shelves, blocking access and taking up space in the aisles. One image “CVS Stack of Beverages in Aisle” shows a stack of wine and liquor in the middle of the floor. Like at Target, these obstructions were merchandise that were waiting to be put in their respective places. There is no reason to bring these items out and leave them to tend to later. If employees took them to the shelves immediately, it would take a very short time, and nothing would be blocked for more than several minutes. This problem, at both CVS and Target (especially at Target where



A stack of wine and liquor in the aisle blocking access to the shelves.

there are more employees to share the workload), could be solved without any major structural changes to the building.

CVS features sliding doors that open when they motion sense you, which makes accessing the building easy—you don't even need to press a handicap button.

One of the primary positive features of CVS in the (somewhat) accessible MinuteClinic. If you are deaf or hearing impaired, you can request an American Sign Language interpreter for 24-48 hours in advance of when you want to visit the CVS MinuteClinic. Patients with visual impairments can also request documents in alternative formats such as braille (CVS MinuteClinic). Even though you need to ask in advance for these accommodations, they are still extremely beneficial to those who may need them. The only problem is that you need to request these accommodations in advance, and someone that may need immediate help will have to wait in order to get it.

### **Starbucks 1782 N High Street & 2136 N High Street**

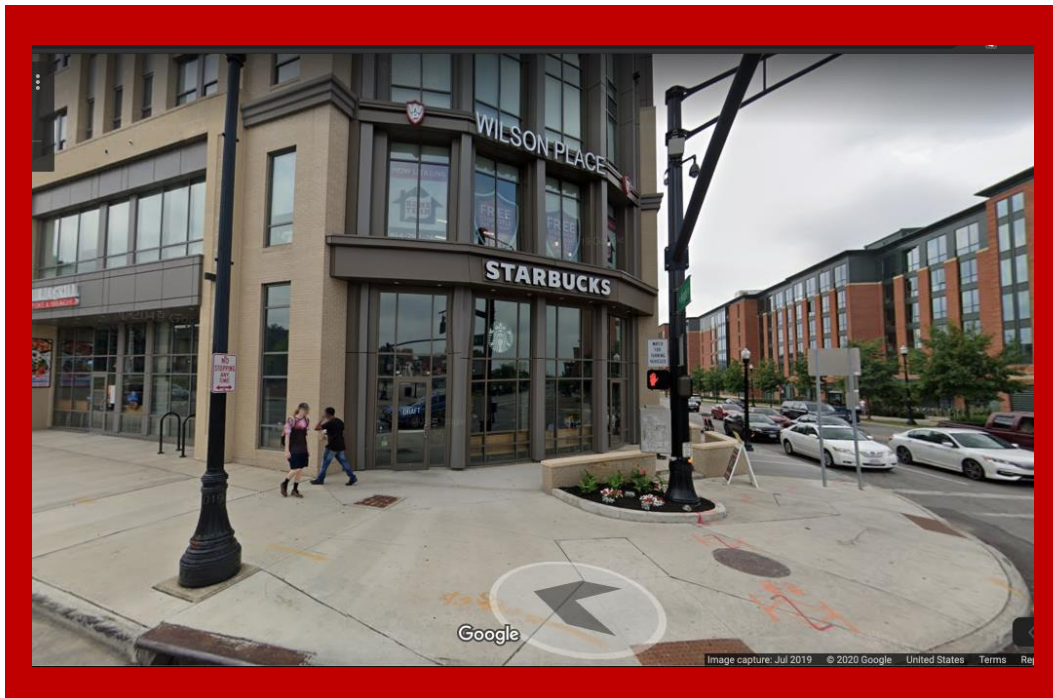


Starbucks offers many positive aspects that are beneficial to those who may need it. For instance, they have a lower counter that can help people who can't reach the higher countertop that can be seen in image "Starbucks Low Countertop."

The first Starbucks from the image "Starbucks 1782 N High" located at 1782 N High Street had no stairs to the entrance, but rather an incline on both sides fit for wheelchair users. This Starbucks also has its own parking lot with handicapped spaces, so it may also be easier to access.







The second Starbucks from image "Starbucks Wilson Place Entrance" located at 2136 N High Street is in a higher traffic area without its own parking lot, but it also had a no-step entrance.

All Starbucks offer the lower countertop, so no matter what Starbucks location you go there will be an easily accessible lower counter.

### **Curl Market 80 W Woodruff Ave**

The Curl Market located on 80 W Woodruff Avenue, has an architectural feature on the outside where you can walk up two steps if you choose, or you can enter the building by walking up the inclined sidewalk on the side as can be seen from image "Curl Market Outside."

Upon entering the building, there are stairs to the sides that allow you to go upstairs to an eating area, but as you can see from image "Curl Market Hallway," there is also a hallway that leads to an elevator. The middle of the lower level of the Curl Market has all the food counters and racks in which to pick food from. The space is large enough to move around in as can be seen from image "Curl Market Lower Level."



There is also outside dining available for people that want to eat or sit outside. The doors have the handicap button that opens the doors for you, which can be a beneficial aid to people who cannot easily open doors, although they seem very low to the ground and may not be easy to reach for people, even those in wheelchairs. The chairs that can be seen from image "Curl Market Chairs" are all easily moveable and lightweight plastic chairs, so if you needed to move a chair at a table in order to fit a wheelchair, they would be easy to push aside.



The bottom floor of Curl Market is a large space with counters and racks to pick food from.



The dining area in Curl Market with lightweight, easily moveable chairs



# Restaurants/Cafes in the Vicinity of Denney Hall

## Dunkin Donuts

2060 N High St, Columbus, OH 43201

Hours: Everyday: 6am-10pm

### **Distance and Accessibility:**

Dunkin Donuts is about a 0.4 mile distance from Denney Hall, and though there are many routes between the buildings, one must travel east from Denney Hall, and then travel north on North High St. to arrive at Dunkin Donuts. The path and sidewalk around the establishment has no grates or holes, yet there are often traffic cones or barrels on the streets and sidewalks along North High St.

This restaurant has many accessibility barriers, which begin before the actual entrance of the restaurant--perhaps because it was constructed in 1950. Though there are three entrances to the space, the main entrance can only be accessed by climbing 7 stairs. These doors are each 32" wide, and can both be opened to create a space that is 64" wide, yet assistance may be needed as there is no handicap push button. These stairs lead up to the right side of the establishment, though there are separate entrances on the left side of the restaurant that may be less apparent, as there is no signage indicating an alternate (more accessible) entrance. A clear path to these alternate entrances can be found by taking the sidewalk along North High St. around to the left side of the building, where the parking lot lies.

The left entrances are accessible by a driveway into a parking lot that also poses as a ramp--hence there is no ramp or wheelchair ramp that is specifically designed for wheel/motorized chairs. This may be dangerous, as the ramp doubles as a parking lot and could be hazardous because the slant comes from the busy North High St. and cars may also be trying to access the ramp at the same time. There is another double door entrance, where each door is 32" wide on the left side of the establishment, yet there is also a single-door entrance that is simply 32" wide. None of these entrances have handicap push buttons, rather they have manual door handles. The manual handles on both the inside and outside of the doors are approximately 40" tall, which is more than accessible by ADA standards.

Once inside the building, there is only one floor of the Dunkin Donuts restaurant. Though the hallway widths frequently vary throughout the cafe, they are always wider than 64", yet do not have handrails. There are loose tables and chairs that are moved around by customers which may create barriers in the path of the main walkway, yet it seems rare that a table or chair would completely obstruct a walkway. There are no water fountains in the space, yet a cup of water can be accessed for free at the food counter.

The main source of lighting during the day is daylight, as there are many large glass windows to let natural light in, yet there is also fluorescent lighting present. Users do not have access to adjust this lighting, as there are no dimmers or blinds. There are no alarms, other than a fire

alarm that does have a visual component. The thermal comfort of the building cannot be accessibly managed by the user. There are no detected air fresheners, chemical storage spaces, or visible dust particles in the air. During our visit, the building was not being cleaned, and it can be assumed that most cleaning takes place near closing time. Scented perfumes worn by people in the building could be sensed. Also, the establishment or people within the establishment may be using nuts or nut products, as hazelnut flavoring is often used in coffees, and other nut essence can often be found in pastries and ice cream flavors. There are aural sounds that may be disruptive, including a mechanical clicking noise sensed near the front entrance. There is also music at a low volume and a low hum coming from refrigerators and other cooking appliances behind the counters.

There are adequate signs indicating that the restrooms are in the back of the restaurant, to the left back of the cashier/food counter. There are two total accessible single-user restrooms in the space, one labelled for males, and one labelled for females--each of these signs have braille. There are no gender-neutral or family restrooms. Both stalls lock from the inside and there is a light switch inside each stall that is about 4" from the ground. There is no paper towel dispenser but there is a hand dryer that is less than 5" from the ground. The sinks in both bathrooms have wheelchair clearance underneath and the soaps are in arm's reach from a seated distance. The soap is fragrance free although it does not have a label saying so. You do not need a key to access the restroom. The width of the bathroom door is 34" and is more than accessible by ADA standards. There are grab bars on the left side of the toilet when sitting down. The transfer to the toilet will be from the front. The toilet is 12" from the wall and the toilet paper is a 7" reach. The stalls are free from obstruction and there is no storage or clutter in the bathroom.



#### **Dunkin Donuts Main Entrance**

This image is a picture of the main entrance to Dunkin Donuts on High Street and East Woodruff Avenue. There are seven steep stairs with a handrail on one side leading to a set of double doors. There is no handicap push button to open the doors automatically. There is no signage shown to indicate an alternate accessible entrance (even though there is a separate entrance).

#### **Terra Byte Cafe (18th Ave Library)**

175 W 18th Ave, Columbus, OH 43210

Hours: Saturday: 9am-8pm

Sunday: 9am-11pm

Monday & Tuesday: 7:45am-11pm

**Distance and Accessibility:**

Terra Byte Cafe is practically neighbors to Denney Hall. It is housed inside of the 18th Ave Library, which is less than a hundred feet northwest of Denney. There are many entrances to the library, yet the one closest to Denney faces east towards the courtyard, and has a wheelchair accessible door with a handicap push button. Once through the entrance, one must navigate past the security barriers that are quite narrow, but still allow space for wheelchair access. Past these barriers, the cafe can be found to the right and is signed clearly.

The order line is marked by a retractable belt barrier, which may in parts be too slim for wheelchair access. Yet the order counters themselves are at a low height of no higher than 3'. There heightened cocktail tables, but there are also low accessible tables available, yet I would say that the cafe area is often busy during school days. There are also accessible water fountains and male and female multi-user restrooms that can be accessed with a handicap push button.

**Terra Byte Cafe**

This image shows the signage “Terra Byte Cafe” above the place where customers order. It shows the entrance into the zigzag ordering line created by a retractable belt barrier and noted with “Please Enter Here” at the start of the line. The low height of the counters can be seen in the background of the photo.



**Heirloom Cafe (Wexner Center for the Arts)**

1871 N High St, Columbus, OH 43201

Hours: Saturday & Sunday: CLOSED

Monday & Tuesday: 8am-4pm

**Distance and Accessibility:**

Heirloom Cafe is about a 0.2 mile distance from Denney Hall, one must travel east on Annie and John Glenn Ave., and south on College Rd. There are two entrances to the space, yet the west entrance, closest to College Rd. is wheelchair accessible and has handicap push buttons, whereas the east entrance facing N High St. descends into the establishment with a few stairs. Once inside of the Wexner Center for the Arts (that houses Heirloom Cafe), there are about 25

stairs that descend into the art museum and the Heirloom cafe, yet there is also an accessible elevator.

The cafe is often crowded, especially around lunchtime, when it may be hard to find a table. Also, seating is often tight and it may be hard to maneuver around other customers, and between tables and chairs. The walkway to the checkout counter is accessible and not obstructed by any objects, yet there is a column near the counter that may be hard to maneuver around (but is wide enough for a wheel/motorized chair). There are two water fountains, one of which is at a lower height to be wheelchair accessible.

There are two accessible multi-user restrooms, one which is marked “women” the other which is marked “men”—both signs are also marked with braille. There is a two-door entry into the restroom, and the doors are push to open, yet there is also a handicap push button available. Because of the two-door entry, it may be hard to maneuver because there is a tight corner. Inside the restroom, there is an accessible (widened) stall that has handrails.



#### **Heirloom Cafe**

This photo shows that the tables and chairs in Heirloom Cafe are often close together and may be hard to navigate or access when other customers are seated or walking nearby. Similarly, the Heirloom Cafe is very crowded and it is sometimes hard to find a table. There are many windows in the space making it quite bright during the day.

#### **Poke Bros.**

2036 N High St, Columbus, OH 43201

Hours: Everyday: 11am-9pm

#### **Distance and Accessibility:**

Poke Bros is about a 0.3 mile distance from Denney Hall, one must travel along Annie and John Glenn Ave and 18th Avenue to reach North High St. and make a left to arrive at Poke Bros. There are sidewalks you may take and follow these directions. When arriving at Poke Bros, you must enter through a door that needs to be manually opened and directly after opening you must go up a slight ramp to enter the main area. There are bar stools to your immediate right to sit at along a glass window and when further entering there is seating on either side. On the left there are tables with movable chairs, and on the right two booths. There is a large amount of space between, allowing plenty of accessible space to order at the counter. There are two more booths to the right of the counter against the wall. There are four large screens that list



the menu in clear formatting. There are also menus you can hold to read from. The food is out behind a glass window so you may see food before ordering. There are cups sitting out for easily accessible free water.

### **Poke Bros Entrance**

This photo shows the one entrance to this space off of North High St. There is one door with no handicap button, so the door must be pulled open from the right side when facing the door. There are wooden steps on either side of the door, making it somewhat constricting when trying to enter and open the door. Looking in from the outside you can vaguely see that as soon as the door is opened there is a small ramp up to the main level. The ramp is about 2 feet long and it goes up.



### **Joy's Village Restaurant**

2060 N High St, Columbus, OH 43201

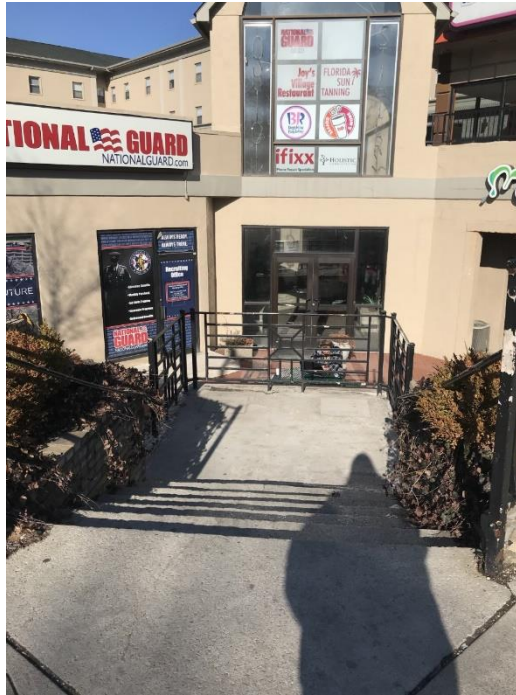
Hours: Saturday: 11am-10:30pm

Sunday: 11am-10pm

Monday & Tuesday: 10:30am-10pm

### **Distance and Accessibility:**

Joy's Village Restaurant is about 0.4 miles from Denney Hall, one must travel along Annie and John Glenn Ave. and North High St. to arrive there. There are many sidewalks you can take, as well as crosswalks. You may take a car along these roads as well and be dropped off on North High St. directly in front of the restaurant. There are also OSU buses that run right in front of Stillman Hall that you can hop on. Stillman Hall is directly in front of Denney Hall if you are looking facing North High St. The entrance to this establishment descends with steep steps and is further examined in the image description.



### **Joy's Village Entrance**

The only entrance is a steep 7 steps down to a landing with a black steel fence surrounding the landing, and then to your direct right another 5 steep steps to the actual entrance to Joy's Village Restaurant. There are double doors leading to the restaurant area. There are no handicap push buttons to open the doors, so one must do so manually. There is also a plant sitting directly in front of the right door, so when arriving you may notice that only one door is available to open to access the restaurant. A picnic table sits in front of the door about 3 feet from the entrance, so when opening the door, it is quite close to the picnic table.