



**Mayor's Office for
People with Disabilities**

Open Storefront Accessibility Guidance

As NYC re-opens post-COVID19 and stores expand outdoors to accommodate social distancing, we cannot forget about accessibility.

The Open Storefronts program (available October 30, 2020 to September 30, 2021) assists existing ground-floor storefront businesses who want to use outdoor areas on a temporary basis. The program allows eligible businesses to conduct activity on sidewalks, on roadways under the [Open Streets: Restaurants](#) program, or a combination of both. In addition to businesses engaged in retail trade, repair stores, personal care services, and dry-cleaning and laundry services can use outdoor space for seating, queuing, or display of dry goods. [For a list of eligible retail activities, please visit Open Storefronts FAQ 2.](#)

If you witness a store not following these accessibility guidelines, point it out to them. It is important that we have a conversation to create a community that meets the needs of everyone. If they are not receptive, you can report them by calling 311 or texting 311-692.

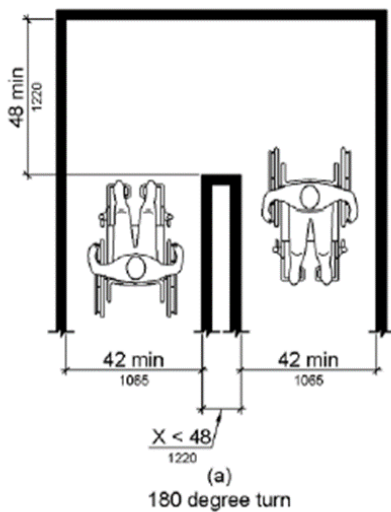
Entrances

Keep the accessible entrance, including maneuvering space open and free of obstructions. Do Not block ramps or lifts. [See page 30 of SBS Storefront Guide](#)

Accessible Route

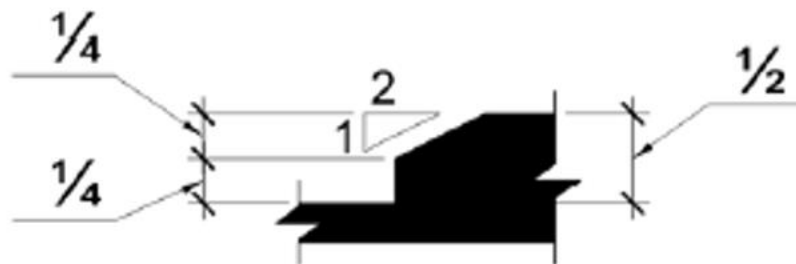
A 36-inch minimum route needs to be maintained throughout the retail space. For sidewalk clearance requirements see [DOT Open Storefronts Siting Requirements](#).

In addition, if the accessible route makes a 180 degree turn around an element which is less than 48 inches wide, clear width shall be 42 inches minimum approaching the turn, 48 inches minimum at the turn and 42 inches minimum leaving the turn.



Changes in Level

Changes in level of $\frac{1}{4}$ inch high maximum can be vertical. Changes in level between $\frac{1}{4}$ inch high minimum and $\frac{1}{2}$ inch high maximum must be beveled with a slope not steeper than 1:2. Any level change greater than $\frac{1}{2}$ inch triggers requirements for a ramp.



Ramp Requirements

Running Slope - 1:12 (8.33%)

Cross Slope - 1:48 (2%)

Clear width - 36 inches minimum (measured between handrails where provided)

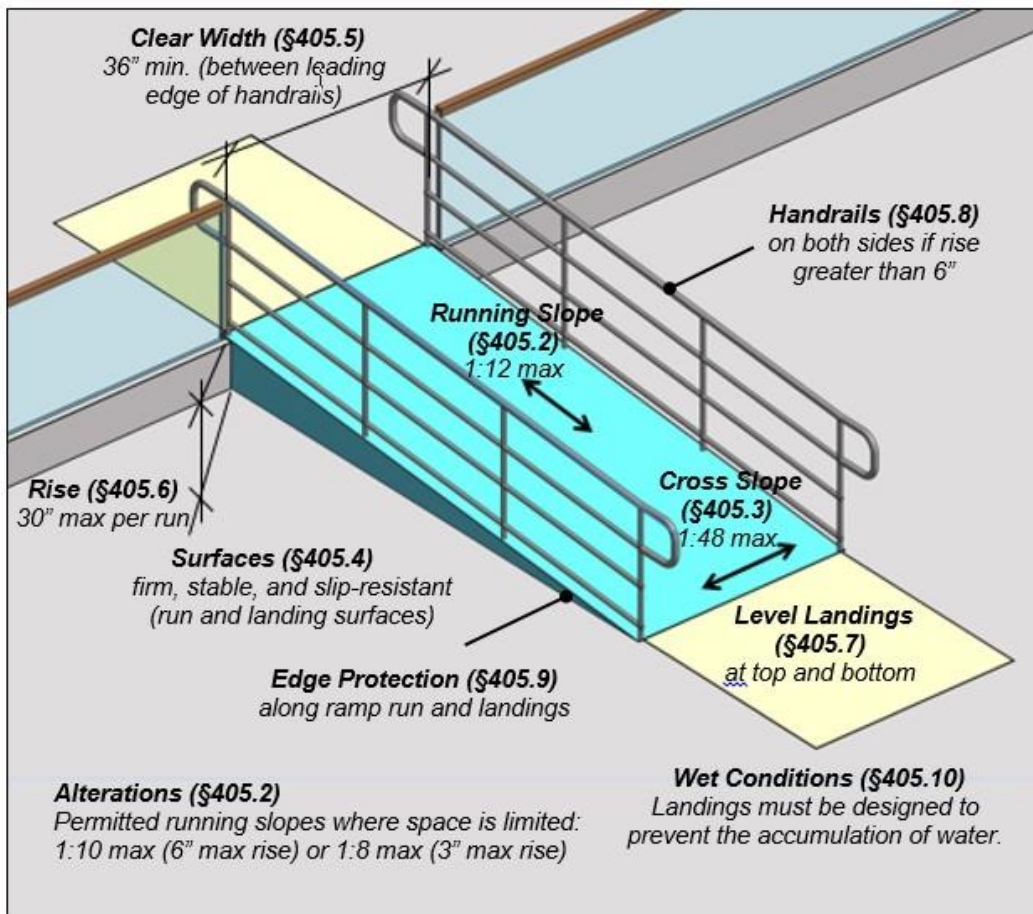
Handrails - Handrails are required on both sides of ramps with a rise greater than 6 inches

Handrail height - Handrails must be mounted 34 – 38 inches above surface of ramp

Handrail extensions – 12-inch extensions must be provided at top and bottom of ramp

Edge protection - Edge protection along ramp runs must be provided curbs, barriers, or extended surfaces

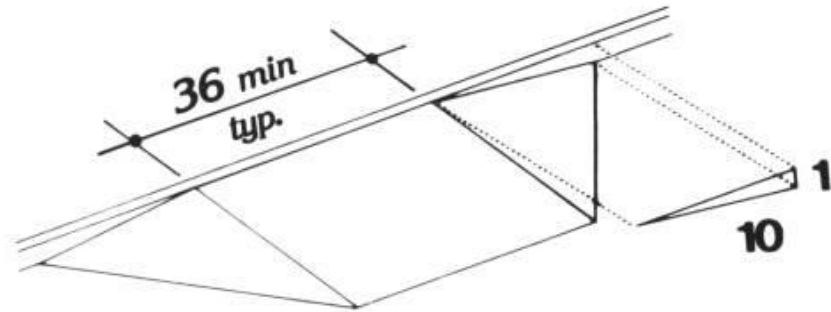
Landings - Level landings are required at the top and bottom of each run (maximum ramp run is 30 feet)



Alternative Curb Ramp

A curb ramp connects the sidewalk to the street level.

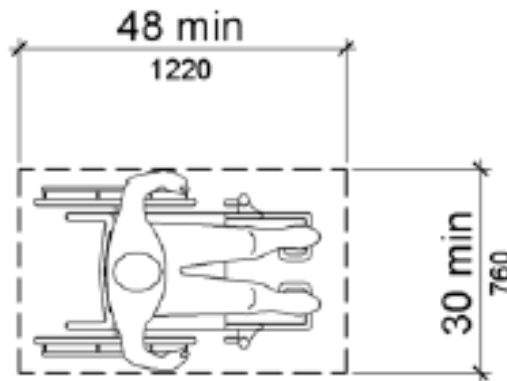
Curbs with a height of 6 inches or less do not require handrails but must provide edge protection – either vertical or sloped. Although vertical edge protection would be easiest, inverted side flares are also an option – see below:



Sales and Service Counters

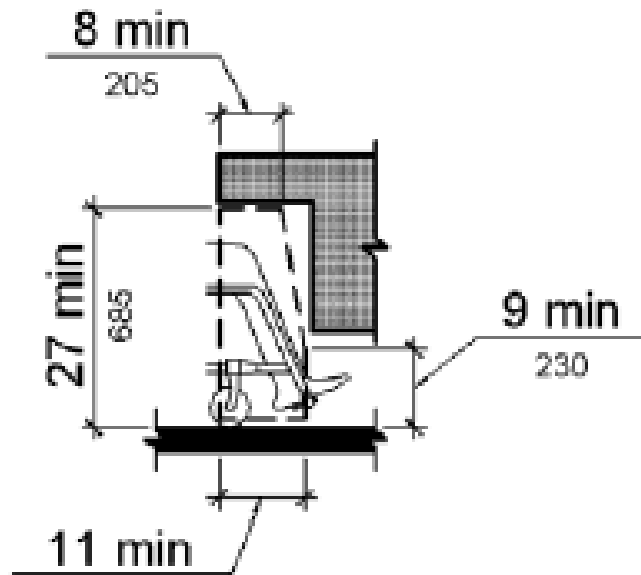
The accessible portion of the counter shall extend the same depth as the sales or service countertop.

A parallel or forward approach must be provided. A parallel approach requires a portion of the counter surface to be 36 inches long minimum and 36 inches high maximum above the finish floor. The clear floor or ground space shall be 30 inches minimum by 48 inches minimum adjacent to the 36 inches minimum length of counter.



A forward approach requires a portion of the counter surface to be 30 inches long minimum and 36 inches high maximum. Knee and toe space shall be provided under the counter. Toe clearance must extend 17 inches minimum under the counter and knee clearance must be 11 inches deep minimum at 9 inches above

the finish floor or ground, and 8 inches deep minimum at 27 inches above the finish floor or ground.



Additional Resource

[US Access Board Standards - ADA 904.4 Sales and Service Counters](#)