

2. ORDERING

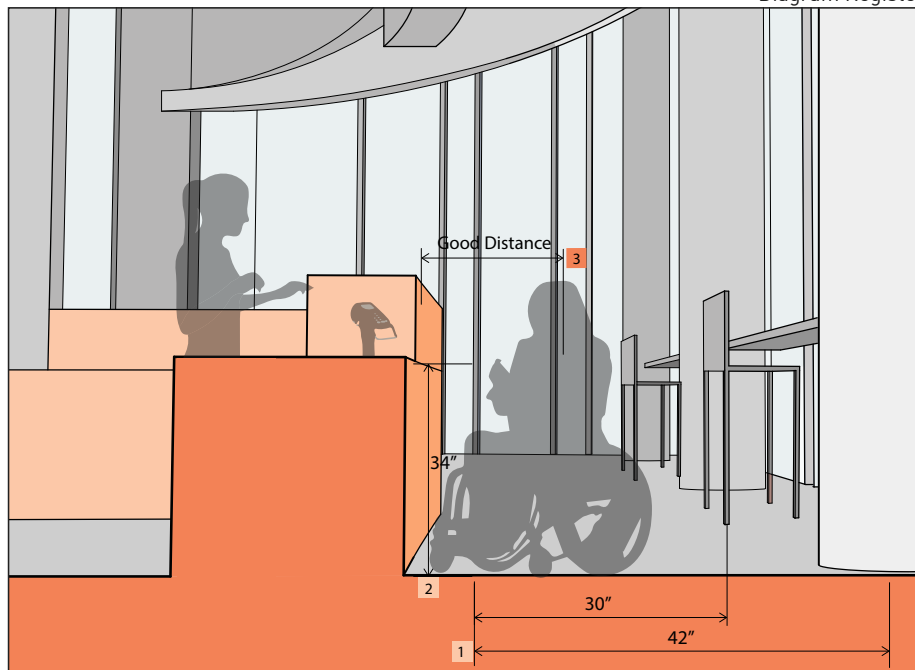
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When considering and investigating convenience of the café for wheelchair occupants, one group member ordered food at the café counter. Unless they go around the entirety of the counter, entering opposite of the ordering line is difficult, for the narrow spacing between the counter and register makes it hard for the wheelchair to turn a complete 180 degrees. When making an order, however, the register and credit card reader is a perfect height, with no strain on this activity.

After making an order, the distance between the register and condiment area is too far for convenience. It is impossible for wheelchair occupants, or even the tallest member of our group, to reach the napkins, milk, or sugar, when seated.

Section 304.3 relates to the turning space size for those in wheelchairs, where a circular space should have a 60" diameter minimum. Seeing as the area between the register counter and the wall is only 42", this does not comply

Diagram Register



- 1 Distance too narrow for comfortable 180 degree turn (ADA Section 403.3 Turning Space)
- 2 Comfortable countertop height.
- 3 Good distance between credit card reader and wheelchair occupant's reach.

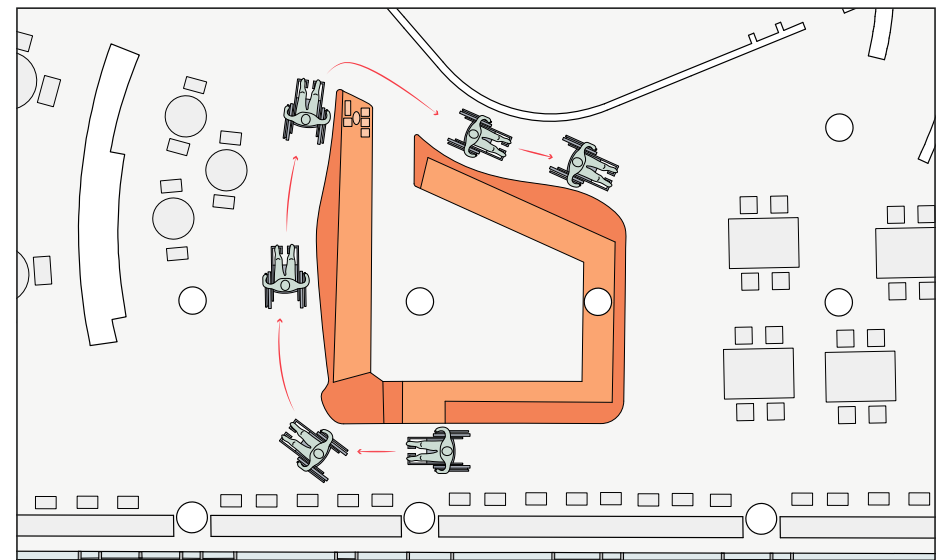
Observation Journal 2017 | E. DEGRANDPRE, J. ZHANG, S. ZHEN, C. ZHU.

SUGGESTION:

In order to maximize the space between the ordering counter and the tables (#1 on the register diagram), chairs should be removed from alongside the counter. This adds another row of space that would be taken away from the long line that forms during peak lunch and dinner times. Physically lowering the height of the entire counter by one foot would eliminate the danger of the countertop. Also adding a shorter table for condiments halfway between points 1 & 2 would allow for more accessibility distance-wise and heightwise.

with this part of the ADA code.

Section 308.2.1 (Unobstructed) Rule of the ADA manual states that the highest unobstructed reach should only be 48 inches tall; and in our case the countertop height did not violate that code but the objects that needed to be reached were pushed further in, making it more difficult (and perhaps creating an obstruction for reaching the objects). The countertop is also dangerous as it is the at the perfect height for someone to bump their head when not careful.



Sequence of ordering: register, condiment area, and seating.



Photos: Ordering at Tazza D'Oro

