

2017 TOP 10 VIOLATIONS (OVERALL)

Rank #	Key Code	Violation Description	Total Number of Violations	Percent of Total
1	11	Parking: parking lot does not contain the minimum number of accessible parking spaces	1,792	17%
2	16	Accessible Route and Entry: curb ramps or entrance ramps are non-compliant or non-existent.	1,091	10%
3	12	Parking: the existing parking spaces are not compliant.	947	9%
4	15	Accessible Route and Entry: routes to and from the parking lot or public right-of-way are not accessible.	830	8%
5	14	Parking: van-accessible parking, van access aisles and/or loading zones are non-compliant or non-existent.	645	6%
6	26	Access within Public Facility: heights of surfaces such as counters, bars, and tables, for example, are non-compliant.	608	6%
7	13	Parking: signage in parking lot is non-compliant. For example, spaces need to be designated as reserved by a sign showing the symbol of accessibility.	504	5%
8	44	General Violations: accessible features are not maintained.	434	4%
9	18	Accessible Route and Entry: handles, pulls, latches, locks, or other operating devices are not accessible.	405	4%
10	20	Access within Public Facility: access aisles or path of travel within building are not accessible.	367	3%
Total			7,623	72%

2017 TOP 10 VIOLATIONS (ESTABLISHMENTS SERVING FOOD OR DRINK)

Rank #	Key Code	Violation Description	Total Number of Violations	Percent of Total
1	26	Access within Public Facility: heights of surfaces such as counters, bars, and tables, for example, are non-compliant.	237	9%
2	16	Accessible Route and Entry: curb ramps or entrance ramps are non-compliant or non-existent.	197	8%
3	12	Parking: the existing parking spaces are not compliant.	192	8%
4	11	Parking: parking lot does not contain the minimum number of accessible parking spaces	189	7%
5	8	Height and Clearance: height of top and bottom of counters/sinks are not accessible, plumbing insufficiently covered, coat racks too high, light switch too high.	140	5%
6	15	Accessible Route and Entry: routes to and from the parking lot or public right-of-way are not accessible.	137	5%
7	1	Bathrooms: entry doors are not accessible or not on an accessible route.	119	5%
8	44	General Violations: accessible features are not maintained.	114	4%
9	14	Parking: van-accessible parking, van access aisles and/or loading zones are non-compliant or non-existent.	113	4%
10	5	Bathrooms: lavatories and mirrors are not accessible.	110	4%
Total			2,571	60%

2017 TOP 10 VIOLATIONS (SALES OR RENTAL ESTABLISHMENTS)

Rank #	Key Code	Violation Description	Total Number of Violations	Percent of Total
1	11	Parking: parking lot does not contain the minimum number of accessible parking spaces	792	17%
2	16	Accessible Route and Entry: curb ramps or entrance ramps are non-compliant or non-existent.	541	12%
3	12	Parking: the existing parking spaces are not compliant.	423	9%
4	15	Accessible Route and Entry: routes to and from the parking lot or public right-of-way are not accessible.	381	8%
5	14	Parking: van-accessible parking, van access aisles and/or loading zones are non-compliant or non-existent.	251	5%
6	13	Parking: signage in parking lot is non-compliant. For example, spaces need to be designated as reserved by a sign showing the symbol of accessibility.	238	5%
7	18	Accessible Route and Entry: handles, pulls, latches, locks, or other operating devices are not accessible.	225	5%
8	26	Access within Public Facility: heights of surfaces such as counters, bars, and tables, for example, are non-compliant.	214	5%
9	20	Access within Public Facility: access aisles or path of travel within building are not accessible.	212	5%
10	44	General Violations: accessible features are not maintained.	180	4%
Total			4,666	74%

2017 TOP 10 VIOLATIONS (SERVICE ESTABLISHMENTS)

Rank #	Key Code	Violation Description	Total Number of Violations	Percent of Total
1	11	Parking: parking lot does not contain the minimum number of accessible parking spaces	890	31%
2	12	Parking: the existing parking spaces are not compliant.	342	12%
3	16	Accessible Route and Entry: curb ramps or entrance ramps are non-compliant or non-existent.	300	10%
4	15	Accessible Route and Entry: routes to and from the parking lot or public right-of-way are not accessible.	281	10%
5	14	Parking: van-accessible parking, van access aisles and/or loading zones are non-compliant or non-existent.	264	9%
6	13	Parking: signage in parking lot is non-compliant. For example, spaces need to be designated as reserved by a sign showing the symbol of accessibility.	164	6%
7	26	Access within Public Facility: heights of surfaces such as counters, bars, and tables, for example, are non-compliant.	107	4%
8	44	General Violations: accessible features are not maintained.	101	4%
9	20	Access within Public Facility: access aisles or path of travel within building are not accessible.	63	2%
10	30	General Public Equipment: gas pumps, automatic teller machines, or fare machines are not compliant.	52	2%
Total			2,907	88%