

April 2, 2022



A committee of Reston Citizens Association
www.RestonAccessibility.org

Linda B. Ford
Acting Commissioner
Department of Motor Vehicles
2300 West Broad Street, Room 701
Richmond, VA 23220

Re: Accessibility problems at 100 Free Court, Sterling, VA

Dear Acting Commissioner Ford,

On March 22, I visited the above office to cancel my VA driver's license, change my home address and order a VA Real ID. I use a mobility scooter.

1) Upon arriving, I was faced with two sets of heavy entry doors with no automatic door openers. A gentleman opened and held the doors for me.

2) There are 15 customer counters inside. Only one is of wheelchair/scooter height. I was originally sent to a standing height station. I asked if there was a counter accessible for customers using scooters or wheelchairs, and was sent to the one accessible counter. I filled in paperwork, but when it was time to be photographed the camera did not work.

I was sent back to a standing height station supposedly just to be photographed. Eventually I was photographed, but I had to do the paperwork all over again and show my documents again. During that time, I could not see the DMV rep because her computer monitor was between us.

3) It has been 31 years since the Americans with Disabilities Act (ADA) regulations were first published (1991), yet this public facility is not in compliance with basic accessibility accommodation requirements. Was that an anomaly, or are all or many Commonwealth service centers inaccessible in practical, required ADA terms?

Approximately 18% of Virginia's population is people with disabilities of one kind or another, yet only 2.7% of the Free Court counters were accessible – except that the figure was really 0%, because the camera did not work, forcing a customer with a mobility disability to sit at a standing height counter. Given the possibility of all or part of the functions not being available at that one counter, surely there should be two wheelchair/scooter height counters.

I have served as chairman of Reston Accessibility Committee (RAC) since 2008, and during that time we have had successful collaborations with numerous facility owners and property managers, including a Fairfax County government facility. In 2011-2012, I participated as a

Partnering throughout the greater Reston community to improve access for persons with mobility impairments

stakeholder in several working group meetings in Richmond, bringing the USBC up to date in several areas of required accessibility features.

4) Please expedite accessibility upgrades at Free Court and at all other service centers which do not meet ADA accessibility requirements. I look forward to hearing from you.

Regards,



Ken Fredgren

Chairman,

Reston Accessibility Committee (RAC)

Recipient of the Fairfax County Building Safety Month 2013 Community Partnership Award

RAC is a committee of Reston Citizens Association

703-674-8256

www.RestonAccessibility.org

CC: Del. Ken Plum

Del. Suhas Subramanyam

Sen. Jennifer Boysko

Sen. Janet Howell

Sup. Koran Saines

Sup. Walter Alcorn

RAC members