

St. Louis Travel Guide
For Individuals with
Blindness and Visual Impairment



Compiled by students enrolled in the
Missouri School for the Blind's Explorations in Accessible Travel

Summer 2018

Introduction

This ***St. Louis Travel Guide for Individuals with Blindness and Visual Impairment*** is the cumulative project of Missouri School for the Blind's (MSB's) *Explorations in Accessible Travel*, a 1-week exploratory program designed to introduce students who are blind or visually impaired to a variety of skills, techniques and practical tips designed to make traveling in an unfamiliar environment fun and safe.

During *Explorations in Accessible Travel*, students have practiced safe community-based travel skills while traveling to different destinations each day. Students have learned about the history and unique culture of St. Louis, while exploring our beautiful city and touring some of our most popular tourist sights. During each travel experience students took time out to check out the accessibility of each site. Student Traveler's made personal observations and spoke with employees to determine just how accessible each location is for a traveler who is blind or visually impaired. Then, they wrote a review of the accessibility of each site including ease of travel, access to braille documents and labels, and more which is chronicled in the following page.

As a service to our larger St. Louis community, and a means of raising awareness of the needs of travelers who are blind and visually impaired, we have sent a copy of our review to each location we visited with an offer to help them become more accessible for other travelers who are blind or visually impaired. We have offered MSB students' services to braille documents and make tactile maps of their grounds as needed.

Itinerary

Monday - July 16, 2018

AM: Scott Joplin House - Tour 10am

Lunch: Blueberry Hill

PM: National Blues Museum - Tour 1:30pm

Tuesday - July 17, 2018

AM: Chocolate Chocolate Chocolate Company - Tour 10am (arrive 9:45am)

Lunch: Mission Tacos

PM: Herbaria Soap Factory

Wednesday - July 18, 2018

AM: Six Flags

Lunch: Mooseburger Lodge

PM: Six Flags

Thursday - July 19, 2018

AM: Arch - Tram Ride

Lunch: Riverboat Lunch (pre-ordered)

PM: Arch - Movie

Friday - July 20, 2018 - Complete and Publish Accessible Travel Guide in regular print, large print and braille

Accessible Travel Evaluation

Location: Scott Joplin House State Historic Site

Address: 2658 Delmar, St. Louis, MO 63103

Phone Number: (314) 340-5790

Days/Hours of Operation: Monday through Saturday 10 a.m. to 4 p.m.

Admission/Cost: Adults (18 and older): \$6

Youth (Ages 6-17): \$4

Child (Ages 0-5): Free*

*Children under the age of six are admitted free with a paid adult

Parking Availability: Parking is on the street.

Access to Public Transportation: Yes, close to Metro bus stops.

Website: <https://mostateparks.com/park/scott-joplin-house-state-historic-site>

Description of the Location: Downtown St. Louis on a commercial street corner.

Photo of the Location:



Accessibility Review

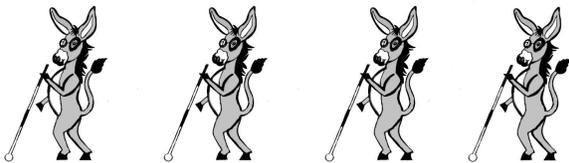
1. Does the location offer braille and large print options for all of their literature? There were large print options in one area, but no braille.

2. Does the location provide a tactile map for visitors with a visual impairment? No tactile map.
3. Does the location have a Guest Relations/Reception/Courtesy Desk that is easy to find? What kinds of information could they offer you and was it accessible? There is a reception area that is easy to find. The reception area had lots of literature and the people were very helpful.
4. Are the corners, steps, and edges of the building marked with high visibility contrasting colored material so that they can be easily seen by a person with a visual impairment? The steps were contrasting with different colors. However, they were not marked clearly.
5. Are all bushes, trees, or flower arrangements near the entrance or walkways leading to the location clipped so there are no hazards for persons who are blind or visually impaired? The plants and flowers were clipped in some areas and not clipped in others.
6. Does this location have a website? If so, was it accessible for an individual using a screen reader like JAWS? And enlargement software like ZoomText? Yes, they do have a web site, but there is no JAWS or ZoomText on the site.
7. Do all signs and labels have braille and raised lettering? (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) No signs or labels with braille or raised lettering.
8. Do all signs and labels have high contrast background and foreground? Are the letters, numbers and symbols large, clear and free of serifs? (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) The signs were somewhat contrasted, but still hard to read for large print readers.
9. What plan does the location have for helping a guest who is blind or visual impairment evacuate their building or go to a safe place in the case of an

emergency (fire, tornado, earthquake, intruder etc.)? How are their employees trained to help a person with blindness or visual impairment in an emergency situation? There were no emergency plans for the visually impaired.

10. What features made this location a good or bad place for a person with a visual impairment to visit? The steps were chipped and the bricks by our vehicle were a hazard to a visually impaired as one of our group knocked a bunch over and almost knocked some people over. On a positive note, the location was small and there were many tactile opportunities.

Final Score: 4 out of 5 Traveling Mules



Accessible Travel Evaluation

Location: Blueberry Hill

Address: 6504 Delmar Blvd, St. Louis, MO 63130

Phone Number: (314) 727-4444

Days/Hours of Operation: Monday through Saturday 11 AM – 1:30 AM
Sunday 11 AM – Midnight

Admission/Cost: Free Admission, except for concert venues

Parking Availability: Meter parking in the street or Paid Parking Garage

Access to Public Transportation: Yes, Metro bus stops are nearby. Also, the streetcars are due to be in use soon on the Delmar Loop.

Website: <http://blueberryhill.com>

Description of the Location: On popular Delmar Loop in St. Louis, Mo.

Photo of the Location:



Accessibility Review

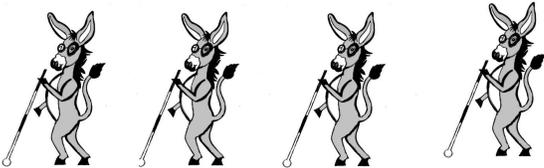
1. Does the location offer braille and large print options for all of their literature? No large print or braille options are available.
2. Does the location provide a tactile map for visitors with a visual impairment? No tactile map.

3. Does the location have a Guest Relations/Reception/Courtesy Desk that is easy to find? What kinds of information could they offer you and was it accessible? They have a wait staff that is very helpful. We ordered ahead, so there was no way to know about the other information.
4. Are the corners, steps, and edges of the building marked with high visibility contrasting colored material so that they can be easily seen by a person with a visual impairment? No, however it was pretty flat getting to and through the door.
5. Are all bushes, trees, or flower arrangements near the entrance or walkways leading to the location clipped so there are no hazards for persons who are blind or visually impaired? There were no plants at the entrance of the restaurant.
6. Does this location have a website? If so, was it accessible for an individual using a screen reader like JAWS? And enlargement software like ZoomText? Yes, Blueberry Hill has a web site, however there are no options for the visually impaired on the site.
7. Do all signs and labels have braille and raised lettering? (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) Only a few had large print, but no braille or raised lettering.
8. Do all signs and labels have high contrast background and foreground? Are the letters, numbers and symbols large, clear and free of serifs? Only (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) The only signs that were easy to read were the exit signs. There were several signs that were large enough to read.
9. What plan does the location have for helping a guest who is blind or visual impairment evacuate their building or go to a safe place in the case of an

emergency (fire, tornado, earthquake, intruder etc.)? How are their employees trained to help a person with blindness or visual impairment in an emergency situation? There really wasn't any plan that was noticed by students.

10. What features made this location a good or bad place for a person with a visual impairment to visit? This location was bad for visually impaired because the bathroom was really small and the step up into the bathrooms tripped everyone. There was no sign at all about the step and nothing was marked on ground.

Final Score: 4 out of 5 Traveling Mules



Accessible Travel Evaluation

Location: National Blues Museum

Address: 615 Washington Ave, St. Louis, MO 63101

Phone Number: (314) 925-0016

Days/Hours of Operation: Tuesday through Saturday 10AM – 5PM
Monday & Sunday 12PM – 5PM

Admission/Cost: Adults (18 years and older) - \$15
Seniors Over 65 - \$12
Ret. Or Active Military - \$12
College Student with school ID - \$10
Children ages 5-17 - \$10
Children under 5 – **FREE** (must be accompanied by an adult)

Parking Availability: Meter Parking and Paid Parking Garages

Access to Public Transportation: Close to Metro bus stops.

Website: www.nationalbluesmuseum.org

Description of the Location: Downtown St. Louis, close to restaurants, hotels, and shops.

Photo of the Location:

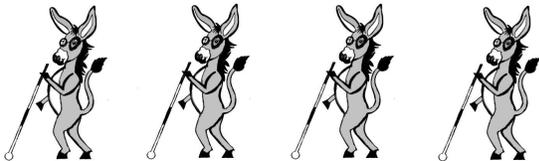


Accessibility Review

1. Does the location offer braille and large print options for all of their literature? When the Museum director gave us a tour, the question was asked and he said they have everything in audio.
2. Does the location provide a tactile map for visitors with a visual impairment? No tactile map was available.
3. Does the location have a Guest Relations/Reception/Courtesy Desk that is easy to find? What kinds of information could they offer you and was it accessible? Yes, they were extremely helpful to our group.
4. Are the corners, steps, and edges of the building marked with high visibility contrasting colored material so that they can be easily seen by a person with a visual impairment? Yes, there were clearly marked areas for visually impaired.
5. Are all bushes, trees, or flower arrangements near the entrance or walkways leading to the location clipped so there are no hazards for persons who are blind or visually impaired? The doors were glass and not marked well for visually impaired. Everything was neatly clipped back away from entrance.
6. Does this location have a website? If so, was it accessible for an individual using a screen reader like JAWS? And enlargement software like ZoomText? Yes, they have a web site. They use voiceover for the iPhone.
7. Do all signs and labels have braille and raised lettering? (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) Not all had raised lettering, but more than other locations. The bathrooms were clearly marked in braille and large print.

8. Do all signs and labels have high contrast background and foreground? Are the letters, numbers and symbols large, clear and free of serifs? (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) Yes, the exit signs, bathroom signs were highly contrasted in large print.
9. What plan does the location have for helping a guest who is blind or visual impairment evacuate their building or go to a safe place in the case of an emergency (fire, tornado, earthquake, intruder etc.)? How are their employees trained to help a person with blindness or visual impairment in an emergency situation? Glowing exit signs, but for blind individuals there was no plan mentioned.
10. What features made this location a good or bad place for a person with a visual impairment to visit? The tour was great! We had a great tour guide and there were lots of tactile things for all to enjoy. It was a win/win for this group.

Final Score: _4_ out of 5 Traveling Mules



Accessible Travel Evaluation

Location: Chocolate Chocolate Chocolate Company

Address: 5025 Pattison Ave, St. Louis, MO 63110

Phone Number: (314) 338-3501

Days/Hours of Operation: Monday through Friday - 9AM-4:30PM
Saturday - 9AM-3PM & Sunday – Closed

Admission/Cost: Free Factory Tours

Parking Availability: Free parking in front of building

Access to Public Transportation: Metro bus stops close by.

Website: www.chocolatechocolate.com

Description of the Location: Small store front with massive factory and warehouse attached. Very close to Interstate I-44.

Photo of the Location:



Accessibility Review

1. Does the location offer braille and large print options for all of their literature? None available.

2. Does the location provide a tactile map for visitors with a visual impairment? None available.
3. Does the location have a Guest Relations/Reception/Courtesy Desk that is easy to find? What kinds of information could they offer you and was it accessible? No guest relations, reception or courtesy desk.
4. Are the corners, steps, and edges of the building marked with high visibility contrasting colored material so that they can be easily seen by a person with a visual impairment? The corners were contrasted well and there was a ramp going into the building and a ramp in the factory.
5. Are all bushes, trees, or flower arrangements near the entrance or walkways leading to the location clipped so there are no hazards for persons who are blind or visually impaired? Clipped and well-landscaped entrance.
6. Does this location have a website? If so, was it accessible for an individual using a screen reader like JAWS? And enlargement software like ZoomText? Yes, they have a website. Voiceover works well on the web site.
7. Do all signs and labels have braille and raised lettering? (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) No signs had raised lettering, no braille.
8. Do all signs and labels have high contrast background and foreground? Are the letters, numbers and symbols large, clear and free of serifs? (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) No high contrast labels or signs, except for labels on bags and some packages made it easier for large print students to see and read.
9. What plan does the location have for helping a guest who is blind or visual impairment evacuate their building or go to a safe place in the case of an

emergency (fire, tornado, earthquake, intruder etc.)? How are their employees trained to help a person with blindness or visual impairment in an emergency situation? No specific plan, however they have numerous well marked exits.

10. What features made this location a good or bad place for a person with a visual impairment to visit? Taste chocolate and see how it is made. The tour guide answers many questions.

Final Score: 3 out of 5 Traveling Mules



Accessible Travel Evaluation

Location: Mission Taco Joint – Historic Soulard

Address: 908 Lafayette Ave, St. Louis, MO 63104

Phone Number: (314) 858-8226

Days/Hours of Operation: Monday through Saturday 11AM-1:30AM
Sunday 11AM-Midnight

Admission/Cost: Restaurant

Parking Availability: Street (metered) Parking

Access to Public Transportation: Close to Metro bus stops.

Website: missiontacojoint.com

Description of the Location: On the corner of Lafayette Avenue in historic Soulard.

Photo of the Location:



Accessibility Review

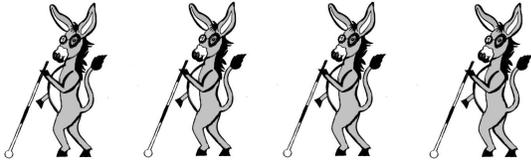
1. Does the location offer braille and large print options for all of their literature? No, but wait staff was willing to help at every opportunity.
2. Does the location provide a tactile map for visitors with a visual impairment? No tactile map.

3. Does the location have a Guest Relations/Reception/Courtesy Desk that is easy to find? What kinds of information could they offer you and was it accessible? Waiting area where the hostess is very helpful. The menus are not large print or braille.
4. Are the corners, steps, and edges of the building marked with high visibility contrasting colored material so that they can be easily seen by a person with a visual impairment? Steps were marked well, especially inside the building when we had to step up into restaurant. Unless you are color blind, you may not see the marking on the step.
5. Are all bushes, trees, or flower arrangements near the entrance or walkways leading to the location clipped so there are no hazards for persons who are blind or visually impaired? No trees or other foliage.
6. Does this location have a website? If so, was it accessible for an individual using a screen reader like JAWS? And enlargement software like ZoomText? Mission Taco has voiceover for the visually impaired.
7. Do all signs and labels have braille and raised lettering? (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) A few had braille and many were in large print.
8. Do all signs and labels have high contrast background and foreground? Are the letters, numbers and symbols large, clear and free of serifs? (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) Yes, the restroom and bar area signs were contrasted very well.
9. What plan does the location have for helping a guest who is blind or visual impairment evacuate their building or go to a safe place in the case of an emergency (fire, tornado, earthquake, intruder etc.)? How are their employees trained to help a person with blindness or visual

impairment in an emergency situation? They do not have a plan for visually impaired customers, but they do have multiple exits if needed.

10. What features made this location a good or bad place for a person with a visual impairment to visit? Nothing was necessarily good or bad, but the food was awesome! 😊

Final Score: _4_ out of 5 Traveling Mules



Accessible Travel Evaluation

Location: Herbaria Pure Pleasure

Address: 2106 Marconi Ave, St. Louis, MO 63110

Phone Number: (314) 601-3904

Days/Hours of Operation: Monday – Saturday, 10 a.m. - 5 p.m. Closed most holidays.

Admission/Cost: Free Tours (Free soap sample for kids)

Parking Availability: Street (metered) Parking

Access to Public Transportation: Close to Metro stops.

Website: www.herbariasoap.com

Description of the Location: Located on the Hill in St. Louis, this store is on a narrow street on Marconi Avenue.

Photo of the Location:



Accessibility Review

1. Does the location offer braille and large print options for all of their literature? No, they do not offer braille or large print options on their literature. The lady who gave the tour would be more than happy to do whatever would help our students and was interested in what they suggested.

2. Does the location provide a tactile map for visitors with a visual impairment? No tactile map.
3. Does the location have a Guest Relations/Reception/Courtesy Desk that is easy to find? What kinds of information could they offer you and was it accessible? Herbaria is a very small business and therefore they welcomed us as we arrived.
4. Are the corners, steps, and edges of the building marked with high visibility contrasting colored material so that they can be easily seen by a person with a visual impairment? The steps were not marked well, but with use of a cane the area could be easily navigated.
5. Are all bushes, trees, or flower arrangements near the entrance or walkways leading to the location clipped so there are no hazards for persons who are blind or visually impaired? No foliage at the entrance.
6. Does this location have a website? If so, was it accessible for an individual using a screen reader like JAWS? And enlargement software like ZoomText? Yes, there is a web site. Voice over works well on the site.
7. Do all signs and labels have braille and raised lettering? (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) No braille or raised lettering on any of the merchandise or signs.
8. Do all signs and labels have high contrast background and foreground? Are the letters, numbers and symbols large, clear and free of serifs? (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) Nothing was highly contrasted.
9. What plan does the location have for helping a guest who is blind or visual impairment evacuate their building or go to a safe place in the case of an

emergency (fire, tornado, earthquake, intruder etc.)? How are their employees trained to help a person with blindness or visual impairment in an emergency situation? No real evacuation plan or visually impaired. This location was so small that it is probably not necessary. The only location that would be safe in a tornado would be the restroom which was small.

10. What features made this location a good or bad place for a person with a visual impairment to visit? The smells were very welcoming and students were able to touch and smell many things including making a soap cutout which was a big hit.

Final Score: 3 out of 5 Traveling Mules



Accessible Travel Evaluation

Location: Six Flags St. Louis

Address: 4900 Six Flags Road, Eureka, MO 63025

Phone Number: (636) 938-5300

Days/Hours of Operation: Sunday through Friday 10AM-9PM
Saturday 10AM-10PM

Admission/Cost: General Admission - \$67.99
Children Under 48" - \$52.99
Children 2 & Under **FREE**

Parking Availability: Daily Parking \$25

Access to Public Transportation: Metro bus runs from specific locations around the city, by catching the 410X Eureka Express to Six Flags.

Website: www.sixflags.com/stlouis

Description of the Location: Large theme park located in Eureka, Missouri about 40 minutes west of St. Louis.

Photo of the Location:



Accessibility Review

1. Does the location offer braille and large print options for all of their literature? No.

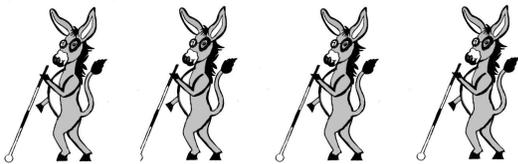
2. Does the location provide a tactile map for visitors with a visual impairment? No.
3. Does the location have a Guest Relations/Reception/Courtesy Desk that is easy to find? What kinds of information could they offer you and was it accessible? Yes there is a guest relations desk that is at the entrance.
4. Are the corners, steps, and edges of the building marked with high visibility contrasting colored material so that they can be easily seen by a person with a visual impairment? Yes, all the stairs had yellow lines on them. If someone is walking with a person with visual impairment they may need to give more specific directions.
5. Are all bushes, trees, or flower arrangements near the entrance or walkways leading to the location clipped so there are no hazards for persons who are blind or visually impaired? Yes they were clipped and well-manicured.
6. Does this location have a website? If so, was it accessible for an individual using a screen reader like JAWS? And enlargement software like ZoomText? Yes, there is a huge web site and all works with voice over.
7. Do all signs and labels have braille and raised lettering? (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) Most had raised lettering, but no braille was available.
8. Do all signs and labels have high contrast background and foreground? Are the letters, numbers and symbols large, clear and free of serifs? (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) Yes, all labels had high contrast background and foreground. Letters and numbers were free of serifs.

9. What plan does the location have for helping a guest who is blind or visual impairment evacuate their building or go to a safe place in the case of an emergency (fire, tornado, earthquake, intruder etc.)? How are their employees trained to help a person with blindness or visual impairment in an emergency situation? The only exit was the front exit and no employee who was asked knew anything about helping blind or visually impaired people.

10. What features made this location a good or bad place for a person with a visual impairment to visit?

Fun things to do for all people, but it may be worse when there are more people in the park.

Final Score: _4_ out of 5 Traveling Mules



Accessible Travel Evaluation

Location: St. Louis Arch

Address: 1 Fine Arts Drive, St. Louis, MO 63110

Phone Number: (314) 721-0072

Days/Hours of Operation: Tuesday through Sunday 10AM-5PM
Friday 10AM-9PM
Closed Monday

Admission/Cost: Museum is Free every day. Tram Ride to the top of the Arch:
Adults (16 & up) \$13 & Children (3-15) \$10

Parking Availability: Various parking options are available to drivers. Metered parking available on street around Arch. Parking lots around Gateway Arch are calculated hourly. \$3 and up for parking lots around Gateway Arch.

Access to Public Transportation: Gateway Arch National Park is easily accessible from St. Louis' **MetroLink Lightrail**. The trip from St. Louis Lambert International Airport to the Gateway Arch is 28 minutes, with departures to and from Lambert every 15-20 minutes. **MetroBus** has routes that run close to the park. **Downtown Trolley** tickets can also be purchased from MetroRide store.

Website: www.slam.org

Description of the Location: The Gateway Arch is located in Downtown St. Louis on the Mississippi River.

Photo of the Location:



Accessibility Review

1. Does the location offer braille and large print options for all of their literature? Yes, there was a lot of large print throughout the museum.
2. Does the location provide a tactile map for visitors with a visual impairment? Yes, there were many tactile maps at the Arch.
3. Does the location have a Guest Relations/Reception/Courtesy Desk that is easy to find? What kinds of information could they offer you and was it accessible? The guest relations desk was easy to find and was also accessible.
4. Are the corners, steps, and edges of the building marked with high visibility contrasting colored material so that they can be easily seen by a person with a visual impairment? No, there was no visible contrasting or colored material. The lighting and contrasting was excellent in the museum area and the movie theatre.
5. Are all bushes, trees, or flower arrangements near the entrance or walkways leading to the location clipped so there are no hazards for persons who are blind or visually impaired? Yes, the lawns were well manicured.
6. Does this location have a website? If so, was it accessible for an individual using a screen reader like JAWS? And enlargement software like ZoomText? Yes, there was voice over on the site.
7. Do all signs and labels have braille and raised lettering? (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) Many of the signs and labels had raised lettering and most had words in braille.
8. Do all signs and labels have high contrast background and foreground? Are the letters, numbers and symbols large, clear and free of serifs? (Be sure to

check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) Yes, all signs and labels have high contrast background. Free of serifs.

9. What plan does the location have for helping a guest who is blind or visual impairment evacuate their building or go to a safe place in the case of an emergency (fire, tornado, earthquake, intruder etc.)? How are their employees trained to help a person with blindness or visual impairment in an emergency situation? Multiple exits and open floor plan.

10. What features made this location a good or bad place for a person with a visual impairment to visit? St. Louis Arch museum and signs were tactile in most areas. The entrance was extremely WHITE. This was a hard thing to handle for many visually impaired students. The stairs were not all marked with high contrast colors. This was also an issue for some students. In the museum, black lights effected students' who have certain visual impairments in being able to see at all.

Final Score: 4.5 out of 5 Traveling Mules



Accessible Travel Evaluation

Location: Gateway Arch Riverboats

Address: 50 S. Leonor K. Sullivan Blvd, St. Louis, MO 63102

Phone Number: (877) 982-1410

Days/Hours of Operation: Monday through Sunday 10AM-4PM

Admission/Cost: Adults \$20 Children (3-15) \$10

Parking Availability: Various parking options are available to drivers. Metered parking available on street around Arch. Parking lots around Gateway Arch are calculated hourly. Cash parking on levee.

Access to Public Transportation: Access to Public Transportation: Gateway Arch National Park is easily accessible from St. Louis' **MetroLink Lightrail**. The trip from St. Louis Lambert International Airport to the Gateway Arch is 28 minutes, with departures to and from Lambert every 15-20 minutes. **MetroBus** has routes that run close to the park. **Downtown Trolley** tickets can also be purchased from MetroRide store.

Website: <http://www.gatewayarch.com/experience/riverboat-cruise/st-louis-riverboat-cruise/>

Description of the Location: Located in downtown St. Louis on the Mississippi River behind the Gateway Arch. A short, yet steep walk from the Arch.

Photo of the Location:



Accessibility Review

1. Does the location offer braille and large print options for all of their literature? Didn't see any literature at location, guest relations at the Arch had information about the Riverboat. Information was available in large print when requested.
2. Does the location provide a tactile map for visitors with a visual impairment? No, not on the Riverboat.
3. Does the location have a Guest Relations/Reception/Courtesy Desk that is easy to find? What kinds of information could they offer you and was it accessible? Yes, at the Arch there was everything about the Steamboat.
4. Are the corners, steps, and edges of the building marked with high visibility contrasting colored material so that they can be easily seen by a person with a visual impairment? The Riverboat has well marked stairs with an additional feature of tactile strips.
5. Are all bushes, trees, or flower arrangements near the entrance or walkways leading to the location clipped so there are no hazards for persons who are blind or visually impaired? There were no bushes, trees or flower arrangements at the entrance.
6. Does this location have a website? If so, was it accessible for an individual using a screen reader like JAWS? And enlargement software like ZoomText? Connected to the Arch web site. Voiceover works from a cellphone.
7. Do all signs and labels have braille and raised lettering? (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) No signs had specifically raised lettering or braille; however the crew went over the emergency plan before we took off.

8. Do all signs and labels have high contrast background and foreground? Are the letters, numbers and symbols large, clear and free of serifs? (Be sure to check for exit and entrance signs, fire and emergency signs, restroom and meeting room signs, informational signs etc.) No signs or labels had any high contrast background or foreground.

9. What plan does the location have for helping a guest who is blind or visual impairment evacuate their building or go to a safe place in the case of an emergency (fire, tornado, earthquake, intruder etc.)? How are their employees trained to help a person with blindness or visual impairment in an emergency situation? The crew went over the evacuation plan and showed us a life jacket before we took off.

10. What features made this location a good or bad place for a person with a visual impairment to visit? Everyone heard the captain describe every move that we made in the boat. It was nice on deck. Red, white and blue on the boat which was easy for some visually impaired to see.
On a negative note, there were several wooden poles that did have markings; however, they were located in the middle of narrow passageways.

Final Score: 3 out of 5 Traveling Mules

