

Wheeling Around Town



Report on Restaurant Accessibility Oklahoma City Metro July, 2013

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"Not everything that is faced can be changed, but nothing can be changed until it is faced." - James Baldwin

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Dedication

This is not a book. It's just a report. But I nonetheless dedicate it to my friend and mentor, Steve Stokes, late of the planet Earth. Not a day goes by that I don't compare my handling of some aspect of my disability to Steve's handling of a similar situation. "What would Steve do", I ask myself. The answers have always made my life better.

Steve was the Director of the Oklahoma Office of Disability Concerns from 1989 until his death in January 2013.

I learned from Steve that we are all only temporarily able-bodied.

He was an inspiration to all who had the privilege of knowing him.



Joe Steven Stokes

February 5, 1950 - January 10, 2013

Acknowledgements

This project would not have been possible without my family: My wife Barbara and my son James. Particularly James. I need help to get my wheelchair in and out of the back seat of my car. That means that if I want to review a restaurant then I either have to meet someone there or someone drives with me. Usually, it is James that drives with me.

James does more than just handle my chair. He also takes pictures of the restaurant's parking, signage, tables, and restroom. He points out things I might have missed and he helps me go through the restaurant's rating and comments.

And Barbara and James have both done their own reviews of restaurants.

Barbara and James were also involved in the creation of the ratings system.

I'm especially thankful there for the support and encouragement of Steve Stokes and Pam Henry.

My old friend Paul Wesselhoft, State Representative from Moore, was instrumental in getting me involved in disability issues. For that I will be eternally grateful. It was Paul who introduced me to Steve Stokes and it was during our many lunches that I learned about the Americans with Disabilities Act and other state disability issues.

Finally, I need to thank a boat load of Facebook friends and fans who have encouraged me all the way. They have been more than tolerant of my rants and raves. Sometimes it *does* take a village and, for me, they are the villagers.

Paul D. Cardin

Disclaimers

This was not a scientific study of Oklahoma City restaurant accessibility. Restaurants were not chosen as a representative sample.

The rating system was not based on any known system.

While we have attempted to apply objective criteria to our Accessibility Reviews, ultimately, all reviews are subjective.

There may be errors in a particular restaurant's rating because we remembered something incorrectly.

With two exceptions, restaurants have not been contacted concerning their accessibility reviews. Early in the project we congratulated two restaurants on their reviews. We have since discontinued that practice.

Since this study was conducted over a two year time period, some restaurants may have already fixed their inaccessible features.

Nothing in this report should be construed to mean that any particular restaurant is or is not in compliance with the Americans with Disabilities Act. Our Accessibility Reviews are only intended to provide information to the disabled community.

Some of the areas reviewed are the responsibility of the landlord and not the restaurant.

We are NOT experts in ADA law. If you have questions about compliance with the Americans with Disabilities Act, you can contact the Oklahoma Office of Disability Concerns at 405-521-3756 or the OKC Mayor's Committee on Disability Concerns, Pam Henry, Chair, at 405-773-0684.

WheelingAroundTown.com is a community service project of Wheat Communications, LLC.

Preface

About WheelingAroundTown.com

I've spent the last 9 years in a wheelchair. My major gripes are not related to mobility issues but rather to accessibility issues. More specifically, to the accessibility of restaurants.

My wife and I love to eat out. (Well, I love and she likes.) But the unknown adventure of restaurant accessibility would inevitably lead to choosing the tried and true rather than the new.

When we were considering a restaurant, we would always call ahead and ask about wheelchair accessibility. The answer was almost always "yes we are wheelchair accessible". We soon discovered that a restaurant's idea of "accessible" was not ours.

Thus, WheelingAroundTown.com.

Our hope was that those of us with disabilities could find enough information on the site to feel good about trying new restaurants.

As we reviewed more and more restaurants, we found more and more barriers to accessibility. Sometimes they were minor. But sometimes they were major.

And that's when we decided to summarize and publish our findings.

Bear in mind that all reviews (food, accessibility or otherwise) are always subjective. And that is certainly the case here. We have approached the grading issue from the standpoint (sit point) of a person in a wheelchair without assistance. Someone in an accessible van with a power chair may not find things as difficult as I do.

An important note: We are **not** trying to uncover violations of the Americans with Disabilities Act. We are simply providing information so that the disabled can make informed choices.

We invite restaurants to comment on their reviews.

Disclaimer: The guy in the wheelchair on the cover is not me.

Paul D. Cardin

Summary

Over the last two years, WheelingAroundTown.com has been reviewing and rating the accessibility of Oklahoma City Metro restaurants. 80 restaurants have so far been reviewed. The ratings focused on 10 different areas of accessibility. Those accessibility are listed in the table below.

Presenting statistical data is always tricky. While the underlying data is objective, how percentages are generated can be extremely subjective. We've tried to keep that in mind when tabulating results. Therefore, we've converted each rating to the following grading scale:

A+	97-100	C+	77-79
A	94-96	C	74-76
A-	90-93	C-	70-73
B+	87-89	D+	67-69
B	84-86	D	65-66
B-	80-83	F	0-64

The overall accessibility grade for the restaurants we reviewed is a **B-.**

The average rating for each accessibility area is:

Disabled Parking and Signage	C+
Level Disabled Parking	B
Close Disabled Parking	B+
Disabled Parking Condition	B
Ramp Condition/Incline	B
Curb Cut Out Condition	B+
Front Door Accessibility	B
Inside Navigation	B-
Accessible Seating	B
Restroom Accessibility	C

Conclusions

From the previous table we see that the three areas most in need of improvement are Disabled Parking/Signage, Inside Navigation and Restroom Accessibility.

Most signage issues are easy to fix. Most restaurants with problems in this area simply need newly printed signs and new paint in the disabled parking spots. But a few of the restaurants had problems with inadequate, or just plain missing, loading zones.

Inside navigation problems are easy to fix, but restaurants may be unwilling to do so. If there are too many tables to easily navigate, then some of the tables may need to be removed. A common problem seems to be inadequate space between booths that line the wall and the tables in the middle. Cramming tables into a restaurant may be good business, but it's bad news for the disabled.

Restroom accessibility is the biggest problem we found. In some cases the stalls are too small. In some cases the stall doors cannot be closed or locked. In some cases it's just impossible to get into the restroom. An informal poll of our disabled friends singled out restroom accessibility as their highest concern. That is certainly borne out with this data.

Overall Average

The overall accessibility grade for the 80 restaurants we reviewed was a **B-**. When you consider where we were 20 years ago, that might be good news. But Oklahoma City can do better.

An Alternate Interpretation.

A chain is only as strong as its weakest link. So, too, a restaurant may only be as accessible as its lowest graded accessibility area.

Based on the average (without weighting) of all the lowest grades, the average is **F**. That **F** should not be used to replace the **B-**. It simply means that most restaurants have at least one accessibility problem area. That's one too many. If a restaurant has a great restroom but there is not easy navigation inside then as far as the disabled person is concerned the restaurant is not accessible.

Oklahoma City is a growing and vibrant city. Oklahoma City is an NBA city. Oklahoma City is an **A+** city. It should not have **B-** accessibility.

Where Do We Go From Here

We will constantly seek out new restaurants to review. We will be moving into new cities, and will be actively searching for volunteers to assist in reviewing restaurants.

We hope that readers of this report will visit our website at wheelingaroundtown.com and read the actual accessibility reviews.

Our reviews are not intended to uncover violations of the Americans with Disabilities Act. However:

- We hope that restaurant owners and managers will read the reviews of their restaurants, determine for themselves their compliance with ADA guidelines and initiate necessary improvements.
- We hope that mall owners and managers will read the reviews of restaurants in their malls, determine for themselves their compliance with ADA guidelines and initiate necessary improvements.

We hope

However, historically, the most effective way to convince restaurants, and other public accommodations, to follow ADA guidelines is to bring suits against them in Federal court. They have to be Federal lawsuits because the ADA is Federal law.

Some states (not Oklahoma) have incorporated the ADA guidelines into state statutes. That makes compliance easier to enforce. We hope that will happen here. It just seems odd that I have to file a Federal lawsuit in order to use the restroom at my favorite restaurant.

We will not, however, be filing any Federal lawsuits, although we have been encouraged by some to do so. But we will share our information with any who choose to file Federal suits.

We will provide this report to Governor Fallin, to Lt. Governor Lamb, to Oklahoma legislators, to the Oklahoma Office of Disability Concerns, to Mayor Cornett, to City Manager Couch, to Oklahoma City Council members, and to the Oklahoma City Mayor's Committee on Disability Concerns.

To be clear, we DO NOT want to see restaurants, especially "legendary" restaurants, closed over ADA compliance issues. But, as was mentioned earlier, Oklahoma City is an **A+** city. It should not have **B-** accessibility.

Ride a Mile on Our Wheels

What we DO want to see is an increased awareness of the barriers to accessibility. When you next visit your favorite restaurant, try to image what it would be like to be there in a wheelchair.

- Imagine going through the aisles in a wheelchair. Is there room?
- Imagine opening the front door from a sitting position. Is it hard to open?
- Imagine opening the restroom door from a sitting position. Is it too heavy?
- **Above all remember that we are all only temporarily able-bodied.**

Finally, if you are a journalist or a public official, we'd like to invite you to join us on a "Wheel Along" when we do our next restaurant accessibility review.

We'll provide you with a wheelchair and ask that you remain in the chair as we navigate the parking lot, the ramp, the inside and the bathroom. (We'll tell you what to look for in the bathroom, but you're on your own in there.)

With apologies to Elvis, we'd just like you to ride a mile on our wheels.

For more information, just contact us through the [Contact Us](#) form on WheelingAroundTown.com or call us toll free at 877-449-4274

Personal Experiences

Parking and Signage

There is supposed to be a clear and safe path from the disabled parking spot to the front door. This means NOT sending the disabled individual into the parking lot or into mall traffic lanes to reach the ramp. Few restaurants afford this safe path. In cases of restaurants in shopping malls or strips, the disabled parking spots are usually in a parking lot that is away from the building. These spots are usually well marked and are as close as possible to the front door, but you have to cross a mall traffic lane. Sometimes you can see coming traffic. Sometimes you can't. Sometimes there are cross walks, which help. But most of the time it's "look both ways and pray."

Another issue we found was parking spots on an incline. In a few cases the incline was so steep a wheelchair would roll backwards right into the parking lot or mall traffic. And mine did. Twice.

Ramps and Cut Outs

In many cases, the ramps have been added to the sidewalks rather than being built in from the start. These ramps have a tendency to be both too steep and also in bad condition. Sometimes there is a gap between the ramp and the sidewalk. It's possible to get stuck in that gap. And I have.

And, believe it or not, we found one steep ramp, going from the sidewalk up to the front door, with no ramp to get onto the sidewalk. Who draws up these things!?!

At one restaurant the sidewalk was so slanted I really thought I was going to fall over. At another the ramp was so steep I almost fell backwards. Some restaurants have sidewalks so narrow you have to pass by the front door and then open it. One restaurant actually had its disabled parking spot ON THE RAMP. Yep, you had to drive up the ramp to park.

Inside Navigation and Accessible Seating

The more tables you can pack into a restaurant, the more profit the restaurant can make. Profits are good. But having so many tables that it is impossible for a wheelchair to get around is not good. I've experienced being "trapped" inside a restaurant once it fills up and tables are hard to move. On several occasions I have had to apologize over and over as I asked diners to move so I could pass by. Once I had to ask a waitress to push me down an aisle between fixed position tables and booths.

Restrooms

There have been some restaurants that should get an award for their restrooms. These are spacious (big enough for an aide or caretaker) and they are properly outfitted with grab rails and reachable sinks. But some are, well, crime zones. On a couple of occasions I actually got stuck in the stall. And by “stuck” I mean I couldn’t move and someone had to dislodge me. One restaurant had a massive piece of furniture in front of the hallway to the restrooms. Only enough space to walk through.

You can read more of our adventures by reading the reviews at <http://wheelingaroundtown.com/whelearound/index.php/reviews>.

The Good, The Bad, The Ugly

We have assigned to each review an icon that can serve as an early indicator of how we rated the restaurant. If the restaurant has a good review, it is awarded the “Happy Charlie” icon. If there are problems with a restaurant, then it is awarded the “Unhappy Charlie” icon.

Sometimes, the inaccessible nature of some areas is so great that we conclude that the disabled are simply not welcome and that restaurant gets the “Unwelcome Charlie” icon.

Finally, if there are some issues that make a restaurant, in our opinion, unsafe for the disabled to visit, then we give it “The Scream” icon.



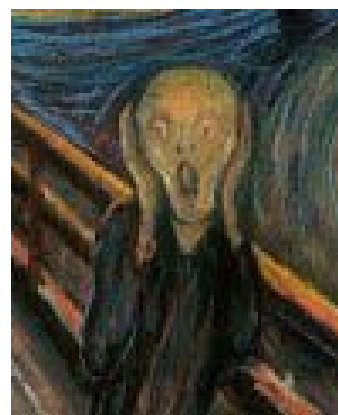
Happy Charlie



Unhappy Charlie



Unwelcome Charlie



The Scream

The top 5 restaurants rated by overall average:

Mahogany
Pho'Nomenal
Red's Southern Diner (Closed)
Nhinja Sushi & Wok
Vintage Timeless Coffee (Closed)

(We do not believe that the two restaurants that closed did so because they offered exceptional accessibility.)

The bottom 5 restaurants rated by overall average:

Joey's Café
Eischen's
Pho Cuong
Mutt's Amazing Hot Dogs
Nic's Grill

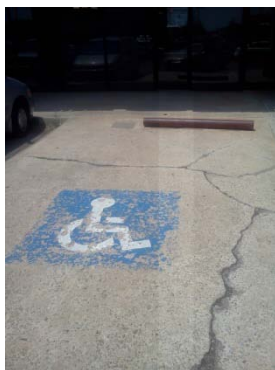
Restaurants that in our opinion presented safety issues:

Kim Wah
Charleston's – NW Expressway
Café 7
Saturn Grill – Memorial

A few photos:



Kim Wah
(Ramp exits into traffic lane.)



Saturn Grill
(Disabled Parking spot is ON the ramp.)



Mutt's
(Too small and no grab rails.)

Methodology

How We Picked and Rated Restaurants

Initially, we picked restaurants that were close (NW OKC). Sometimes, we selected restaurants that we had visited many times before. We soon discovered that visiting a restaurant with a review in mind was a different experience from just eating at a restaurant. We began to see accessibility barriers that we completely overlooked before.

Eventually, we expanded into other areas in the Oklahoma City metro. Then we discovered Urbanspoon.com. Urbanspoon is a food review site, but they listed restaurants in the order of “buzz”. The more people were talking and blogging about a restaurant, the higher up on the list it was. We began to use their list to find restaurants to review. We decided that if people were talking about a particular restaurant then we should review it for accessibility.

Since our reviews were considered blogs by Urbanspoon, we began to link our reviews to their system, becoming the 3rd ranked blog in Oklahoma City.



Our experiences at those early restaurants provided us the framework for our rating system.

We realize that our rating system can seem complex. (But once you get the hang of it it's not hard.) It would be so much easier to simply rate a restaurant on a 1 to 10 basis. But that would not reveal the specifics of inaccessibility. We wouldn't know about the crack in the ramp or the difficult entrance or the problems in restrooms. Those are the details that can make or break a visit for a disabled person.

We focused on 10 accessibility areas which are listed in the next section. “The Rating Criteria” are weighted as follows: Parking issues: 25%; Ramp and Front Door issues: 25%; Inside Navigation issues: 25%; and Restroom issues: 25%.

By rating all restaurants by the same criteria, we also gain the ability to get meaningful statistical information. Thus, this report.

The Rating Criteria

(Our ratings are designed to provide information to the disabled and are not designed to uncover violations of the Americans with Disabilities Act. Some areas may be reviewed that are simply annoyances.)

_____ (1-5) Disabled Parking and Signage

- Start with 5 points.
- If there are no posted signs for the Disabled Parking spots, subtract .5.
- If the painted images on the concrete are not clearly visible, subtract .5.
- If there is no loading zone adjacent to the Disabled Parking spot, subtract 1.
- If you are driving a van and there is no Van Accessible spot, subtract .5.
- If the ramp is directly in front of the Disabled Parking space, subtract 1.
- If you cannot go directly from your car to the entrance without crossing a parking lot or a mall traffic lane, subtract 1.

_____ (1-5) Level Disabled Parking

- If the Disabled Parking spots are on level ground, rate it 5.
- If the Disabled Parking spots are on an incline, rate it 4.
- If the Disabled Parking spots are on a pronounced incline, rate it 2.5.

_____ (1-5) Close Disabled Parking

- If the Disabled Parking spots are directly in front of the restaurant, rate it 5 and go to the next rating.
- Otherwise, start with 5 points.
- If the Disabled Parking spots are within two businesses away from the restaurant, subtract .5.
- If the Disabled Parking spots are more than two businesses away from the restaurant, subtract another .5.

_____ (1-5) Disabled Parking Condition

- If the Disabled Parking spots (including access aisles) are in good condition (with no cracks or holes), rate it 5.
- If the Disabled Parking spots (including access aisles) are in fair conditions (with some cracking but no holes), rate it 4.
- If the Disabled Parking spots (including access aisles) are in poor condition (with cracking and holes), rate it 2.

_____ (1-5) Ramp Condition/Incline

- Start with 5 points.
- If there is no need for a ramp, rate it 5 and go to the next rating.
- Otherwise, If the ramp is in need of repair, subtract 2.
- If the ramp is on a pronounced incline, subtract 2.

_____ (1-5) Curb Cut Out Condition

- Start with 5 points.
- If there is a gap between the ramp and the sidewalk, subtract 1.
- If the cut out is in need of repair, subtract 1.
- If the ramp is simply adjacent to the sidewalk, without a curb cut out, subtract 2.

_____ (1-5) Front Door Accessibility

- Start with 5 points.
- If the front door swings open in such a way that you have to roll around it to access the entrance, subtract 2.
- If there is not adequate room between the edge of the sidewalk and the opened door, subtract 2.

_____ (1-5) Inside Navigation

- Start with 5 points.
- If there is not enough aisle space to navigate to other parts of the restaurant, subtract .5.
- If there is not a clear path to the bathroom, subtract 1.
- If there are self-serve food or drink stations, subtract .5.

_____ (1-5) Accessible Seating

- Start with 5 points.
- If there is an area of tables that is not accessible, subtract .5.
- If there is not adequate accessible seating, subtract 1.
- If the tables are not big enough to accommodate a wheelchair or power chair, subtract 1.

_____ (1-5) Restroom Accessibility

- Start with 5 points.
- If there are no grab bars, subtract 4.5, enter .5 in the restroom rating. No need to go on with this rating. This bathroom is inaccessible.
- If the handle to the bathroom is such that it cannot be opened with a closed fist, subtract 1.
- If the bathroom door is hard to open, subtract .5.
- If there is not enough room to turn around inside the bathroom, subtract 1.
- If the TP, soap, or paper towel dispenser is out of reach, subtract .5.
- If there is a stall door, and if it is difficult to close while inside the stall, subtract .5.
- If you cannot get in the stall and close the door, subtract 1.

Useful information to note in a review:

- Is the entrance a double door or a single door?
- Is there a second door or doors?
- If there is a second door, is the area between the first door(s) and the second door(s) cluttered with items in the pathway?
- Is the restroom single occupancy or not?
- Is there a side room for small groups?
- Is there an order line?
- If there is an order line, where is the menu in relation to the order line and the order counter?
- If there is an order counter, is it reachable from a wheelchair?
- If there is an order line, are there printed menus from which to order?
- If there is a payment counter, is it reachable from a wheelchair?

Media Resources

July 2013 Report on Oklahoma City Metro Restaurant Accessibility (PDF)

This report can be found on the WheelingAroundTown.com website under the [Report](#) tab.

ADA Publications

A large number of ADA publications can be found on the WheelingAroundTown.com website under the Reference tab. The following may be of particular interest:

[ADA Update: A Primer for Small Business](#) (PDF)

[ADA Fact Sheet – Accessible Parking](#) (PDF)

[ADA Checklist for Readily Achievable Barrier Removal](#) (PDF)

[Guidance on the 2010 ADA Standards for Accessible Design](#) (PDF)

If you have questions about compliance with the Americans with Disabilities Act, you can contact the Oklahoma Office of Disability Concerns at 405-521-3756 or the OKC Mayor's Committee on Disability Concerns, Pam Henry, Chair, at 405-773-0684.

If you have any problem downloading any of these files, just send us a request to email you a copy through [this link](#).

We can be contacted as follows:

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Restaurant Listings

Restaurant	AVG	GRADE	LOWEST	GRADE	AREA
4-U Café	86	B	70	C-	Ramp
Abel's Mexican Restaurant	79	C+	50	F	Restroom
Abuelo's	97	A+	90	A-	N/A
Applebee's - Edmond	81	B-	60	F	Front Door
Applebee's - Memorial	93	A-	80	B-	Restroom
B.J.'s Restaurant	82	B-	40	F	Front Door
Big Ed's Hamburgers	90	A-	70	C-	Restroom
Big Truck Tacos	86	B	60	F	Seating
Bravo!	84	B	40	F	Ramp
Café 7	78	C+	50	F	Ramp
Café Kacao	92	A-	80	B-	Restroom
Café Perico - N. Penn	98	A+	90	A-	N/A
Cajun King	65	D	10	F	Restroom
Camilya's Mediterranean Café	61	F	10	F	Restroom
Cattlemen's Steakhouse	79	C+	60	F	Inside Nav
Charcoal Oven	90	A-	90	A-	Seating
Charlston's NW Expressway	71	C-	30	F	Ramp
Cheever's	74	C	40	F	Inside Nav
Eischen's	53	F	40	F	Parking
El Chico Mexican	81	B-	50	F	Restroom
Five Guys Burgers - NW Expressway	90	A-	60	F	Parking
Flatire Burgers - Edmond	95	A	70	C-	Parking
Freddies - N May	95	A	50	F	Parking
Grand House	82	B-	10	F	Parking
Grandy's - North	82	B-	60	F	Ramp
Green and Grilled	96	A	90	A-	Restroom
Harry Bear's	89	B+	80	B-	Restroom
Hu Hot Mongolian Grill	78	C+	40	F	Parking
Humble Pie Pizza	84	B	60	F	Inside Nav
Iguana Mexican Grill	78	C+	70	C-	Restroom
Inca Trail Peruvian Restaurant	81	B-	30	F	Parking
Interurban - Edmond	67	D+	10	F	Parking
Interurban - Memorial	74	C	40	F	Seating
Iron Starr Urban Bar-B-Q	93	A-	80	B-	Restroom
Jimmy John's - Memorial	96	A	80	B-	Front Door
Jimmy John's - N. May	82	B-	40	F	Parking
Joey's Café	56	F	10	F	Inside Nav
Johnnie Carino's - Memorial	94	A	80	B-	Restroom
Johnnies Charcoal Broiler – Britton Rd.	83	B-	70	C-	Restroom

Restaurant	AVG	GRADE	LOWEST	GRADE	AREA
Johnnies Express – N. May	97	A+	90	A-	N/A
Kim Wah	59	F	10	F	Ramp
La Baguette	74	C	50	F	Parking
Longhorn Steakhouse	93	A-	80	B-	Inside Nav
Lottinville's	71	C-	10	F	Front Door
Louie's on the Lake	82	B-	10	F	Seating
Mahogany	100	A+	100	A+	N/A
Main Street Noodle - Stillwater	64	F	10	F	Parking
Mimi's Café	90	A-	70	C-	Parking
Mutt's Amazing Hot Dogs	50	F	10	F	Restroom
Nhinja Sushi & Wok	99	A+	90	A-	N/A
Nic's Grill	10	F	10	F	Everything
Nu Nu's Mediterranean Cafe	88	B+	70	C-	Inside Nav
Okura Sushi Grill	98	A+	90	A-	Inside Nav
Old School Bagel - Edmond	98	A+	90	A-	Front Door
Old School Bagel - N May	79	C+	40	F	Parking
Olive Garden - Memorial	91	A-	80	B-	Restroom
Opus Prime Steakhouse	94	A	90	A-	Inside Nav
P.F. Chang	94	A	90	A-	Inside Nav
Panera Bread - Memorial	90	A-	80	B-	Parking
Pearl's	96	A	30	F	Parking
Pho Cuong	50	F	10	F	Restroom
Pho'Nomenal	100	A+	100	A+	N/A
Red Lobster - Memorial	94	A	90	A-	Parking
Red's Southern Diner	100	A+	90	A-	N/A
RePUBLIC Gastro Pub	66	D	10	F	Restroom
Rib Crib BBQ - Edmond	95	A	80	B-	Restroom
Rococo - Northpark	86	B	70	C-	Restroom
S & B Burger Joint - N. May	88	B+	40	F	Parking
Saii Asian Bistro	89	B+	70	C-	Parking
Saturn Grill - Memorial	71	C-	40	F	Parking
Saturn Grill - Nichols Hills	83	B-	50	F	Inside Nav
Schlotzsky's Deli - Memorial	97	A+	90	A-	N/A
Sopabella's Chicago Grill	67	D+	10	F	Restroom
Sushi Neko	74	C	60	F	Ramp
Swadley's Bar-B-Q - Memorial	83	B-	60	F	Restroom
Tana Thai	64	F	10	F	Restroom
Tarahumara Mexican Café	86	B	60	F	Restroom
Tucker's Onion Burgers	86	B	60	F	Restroom
Vintage Timeless Coffee	99	A+	90	A-	N/A
Zorba's Mediterranean Cuisine	84	B	50	F	Parking
Avg	82	B-	56	F	