

**Town of Lancaster  
Self-Evaluation and Transition Plan  
February 2020**

---



**Prepared by:**

**Center for Living & Working, Inc.**

**Michael Kennedy, ADA Access & Advocacy Coordinator  
484 Main Street - Suite 345, Worcester, MA 01608**

**and**

**James M. Mazik, AICP - Consulting Services  
188 Lower Westfield Road, Holyoke, MA 01040**

**Town of Lancaster  
Self-Evaluation and Transition Plan  
February 2020**

**Prepared by:**

**Center for Living & Working, Inc.**

**Michael Kennedy, ADA Access & Advocacy Coordinator**

**484 Main Street - Suite 345, Worcester, MA 01608**

**and**

**James M. Mazik, AICP - Consulting Services**

**188 Lower Westfield Road, Holyoke, MA 01040**

*Disclaimer: This Self-Evaluation and Transition Plan is a “planning” document which is intended to identify areas of non compliance under the Federal Americans with Disabilities Act as it pertains to the provision of services, programs, and activities. In doing so, this Plan provides an evaluation of policies and procedures and provides recommendations and sample documents for compliance. This Plan also includes a facilities assessment to identify non-conforming building and site conditions including a description and applicable regulatory standards for compliance. This is not an engineering or architectural assessment nor does it provide engineering or design solutions. Construction solutions need to be designed by a qualified engineering or architectural professional in order to ensure compliance under the MAAB 521 CMR requirements and the 2010 ADA Standards for Accessible Design.*

# **TOWN OF LANCASTER – SELF-EVALUATION AND TRANSITION PLAN**

## **TABLE OF CONTENTS**

<b>I. INTRODUCTION</b>	<b>4</b>
<b>II. AMERICANS WITH DISABILITIES ACT</b>	<b>5</b>
Background	5
Title I	6
Title II	7
Title III	8
Title IV	8
Title V	8
Definition of Commonly Used Terms	9
Program Accessibility	10
<b>III. OTHER FEDERAL ACCESSIBILITY REGULATIONS</b>	<b>11</b>
<b>IV. 521 CODE OF MASSACHUSETTS REGULATIONS/AAB</b>	<b>12</b>
<b>V. ALTERATIONS TO HISTORIC PROPERTIES</b>	<b>13</b>
<b>VI. ADA SELF-EVALUATION</b>	<b>14</b>
Commission on Disability	15
ADA Coordinator	16
Public Notice	16
ADA Grievance Procedure	19
Policies/Procedures/Practices	19
Reasonable Accommodations	21
Maintenance	22
Effective Communication, Auxiliary Aids, Services	23
Emergency Preparedness, Evacuation Plans, and	
Emergency Shelters	27
Polling Places	28
<b>VII. ADA TRANSITION PLAN</b>	<b>29</b>
Limitations of the Transition Plan and Compliance	29
Use of the Transition Plan	31
Priority	31
Feasibility	31
Time-frame	31
Costs	32
List of Buildings and Facilities	32
Abbreviations	32

<b>VIII. MUNICIPAL BUILDINGS ASSESSMENT</b>	<b>33</b>
Prescott Building	34
Old Town Hall	39
Community Center	42
Thayer Memorial Library	48
Police Station	54
Fire Stations	59
Public Works	69
Cemetery Department and Cemeteries	73
<b>IX. RECREATIONAL FACILITIES ASSESSMENT</b>	<b>76</b>
Bartlett Pond Conservation Area	80
Town Forest	81
Town Beach	82
Nathaniel Thayer Memorial Park	87
Town Green and Gazebo	91
Town Center Sidewalks and Curb Ramps	92
<b>X. APPENDICES</b>	<b>97</b>
Appendix A: Survey Form	98
Appendix B: Public Notice	104
Appendix C: Reasonable Accommodation Policy	106
Appendix D: Reasonable Accommodation Request Form	108

## I. INTRODUCTION

The Center for Living & Working, Inc. in partnership with James M. Mazik, AICP – Consulting Services has prepared this Self-evaluation and Transition Plan (“Accessibility Plan” hereafter) on behalf of the Town of Lancaster to determine its level of compliance under the Americans with Disability Act (ADA) of 1991, as amended in 2008 and 2010.

The ADA is a civil rights law. Under the ADA, civil rights are guaranteed to individuals who experience discrimination because they; 1) have a physical or mental impairment that substantially limits a major life activity, 2) have a record of such an impairment, and 3) are regarded as having such an impairment. The ADA provides civil rights protections to those with disabilities in a manner similar to that provided to individuals on the basis of race, color, sex, natural origin, age, and religion. The law is intended to insure that those with a disability cannot be excluded from participating in, or denied the benefits of programs, services and activities offered by state and local governments because of that disability.

Under Title II of the ADA, as amended, requires local municipalities to conduct a Self-Evaluation of programs and services as well as an evaluation of all facilities to document physical barriers to access as part of the requirements for developing a Transition Plan.

In Massachusetts, public buildings and facilities must adhere to Section 521 of the Code of Massachusetts Regulations, “521 CMR: Architectural Access Board”, a specialized section of the State Building Code as governed by the Massachusetts Architectural Access Board (M.G.L. c.22, S13A).

This ADA Self-evaluation and Transition Plan (“Accessibility Plan” hereafter) includes model policies and procedures for adoption by the town as well as barrier removal solutions for the Town’s public buildings and facilities. The assessment of physical barriers and subsequent recommendations are based on the current 2010 ADA Standards for Accessible Design (2010 ADA Standards) and MA State Building Code 521 C.M.R., the higher standard to prevail. Although there are exceptions and variations (described below), this Accessibility Plan and its recommendations are based on compliance with the current Federal and State standards and the measures required to do so.

## **II. AMERICANS WITH DISABILITIES ACT**

### **Background**

On July 26, 1990 President George H. Bush signed the Americans with Disabilities Act, a federal civil rights law that prohibits the exclusion of people with disabilities from the right of equal opportunity. Much of the ADA legislation was built upon legislation that had already been in place for a number of years including the Civil Rights act of 1964 and the Rehabilitation Act of 1973 which regulates employment practices in the federal government and by federal contractors, establishes architectural and transportation accessibility standards and guarantees equal access to entities that receive federal funds.

The ADA is a civil rights law. Under the ADA, civil rights are guaranteed to individuals who experience discrimination because they; 1) have a physical or mental impairment that substantially limits a major life activity, 2) have a record of such an impairment, and 3) are regarded as having such an impairment. Interpretation of the law and its enforcement was intended to be carried out on a case by case basis through the nation's legal system. Specific complaints of individuals may be filed with a number of different federal agencies including the Equal Employment Opportunity Commission (Title I), the United States Department of Justice (Titles II and III), the United States Department of Transportation (Titles II and III), and the Federal Communications Commission (Title IV).

The ADA is divided into five titles or sections. These are:

Title I: Employment

Title II: State and Local Government and Public Transportation

Title III: Public Accommodations and Services Operated by Private Entities

Title IV: Telecommunications

Title V: Miscellaneous Provisions

The Town of Lancaster is bound specifically by Titles I and II.

There is a basic process for complying with the Americans with Disabilities Act:

- Learning about the requirements of the ADA and how it applies to a facility or program;
- Conducting a survey to identify barriers;
- Establishing a list of potential modifications for barrier removal, including changes to policies, facilities and cost estimates;
- Removing existing barriers.

The ADA prohibits discrimination on the basis of disability in all services, programs, and activities provided by small local governments (i.e. towns). Thus, people with disabilities must have an equal opportunity to participate in and benefit from a town's services, programs and activities. To accomplish this, the ADA sets requirements for town facilities, new construction and alterations, communication with the public and policies and procedures governing town programs, services, and activities.

All towns must perform a self-evaluation of its policies, practices, programs, procedures, services, etc. (including communication) to determine compliance under the ADA. Towns must make reasonable modifications to these policies, programs, services, etc. to avoid discrimination against individuals with disabilities unless such modification would result in a fundamental alteration in the nature of that program or service.

Although the ADA only requires local governments with 50 or more employees to take additional, specific measures, it is strongly encouraged that even smaller towns with less than 50 employees follow the same process to insure overall compliance with the ADA. These additional measures include 1) the designation of an individual to coordinate ADA compliance, 2) the development of a transition plan, and 3) the development of an ADA grievance procedure.

The 2008 Amendments to the ADA broadened the definition of "disability", thereby extending the ADA's protections to a greater number of people. The 2008 Amendments provided examples which limit "major life activities" including, but not limited to, "caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working" as well as the operation of several specified major bodily functions. The Amendments also stated that when determining whether one qualifies as disabled, one cannot take into account the mitigating effects of assistive devices, auxiliary aids, accommodations, medical therapies, and supplies. In order to be protected under the ADA, an individual with a disability must also be qualified to perform the essential functions of a job with or without a reasonable accommodation. In 2010, the Department of Justice's revised regulations for Titles II and III of the ADA of 1990. These regulations adopted revised, enforceable accessibility standards called the 2010 ADA Standards for Accessible Design. On March 15, 2012, compliance with the 2010 Standards was required for new construction and alterations under Titles II and III. March 15, 2012, is also the compliance date for using the 2010 Standards for program accessibility and barrier removal. The 1991 ADA Standards for Accessible Design could be used for new construction and alterations under Titles II and III until March 14, 2012.

## **Title I**

### *Equal Employment Opportunity*

The ADA guarantees equal employment opportunities to people with disabilities who are qualified for a job. The ADA specifically prohibits discrimination in all activities relating to employment. This includes hiring, termination, compensation, recruitment, tenure, job training, advancement and promotion, layoff, fringe benefits, and any other employment-related benefits or activities. Employers, including municipal governments, should carefully review their employment policies and procedures to eliminate discriminatory practices. In many cases, discrimination is unintentional, due to a lack of knowledge and awareness of the employer. The ADA covers all aspects of "employment" including the application and interview process, hiring, promotion, termination, compensation and benefits, and training.

### *Reasonable Accommodations*

Qualified applicants for employment are entitled to "reasonable accommodation" during the hiring process and as part of his/her employment. The term reasonable accommodation can mean many different things depending on the circumstance and what is "reasonable" under that circumstance. It may mean modifying an existing facility so that a person with a disability can perform his/her job (i.e. replace a door handle with a lever, lower a counter top, etc.), changing the way things are customarily done (office policy, work hours, etc.) or restructuring a job. It is the responsibility of the employer to provide a reasonable accommodation unless it would impose an "undue hardship" on the employer or detract from the essential functions of a position. Once the proposed accommodation becomes too difficult or expensive, it can be deemed as no longer reasonable and therefore, not required. *Caution:* What is unreasonable for an employer of six persons may be deemed reasonable for an employer of twenty-five persons.

## **Title II**

### *Program Accessibility*

The ADA guarantees people with disabilities equal opportunity to participate in all programs, services, and activities of state and local government. Accessibility standards must be followed for new construction as well as accommodations. These standards are based on the ADA Accessibility Guidelines (ADAAG) as developed by the U.S. Access Board provide guidance to the ADA Standards for Accessible Design as enforced by the U.S. Department of Justice (DOJ), U.S. Department of Transportation (DOT), and the federal courts and apply nationwide.

The ADAAG involves a distinction between public or common use area and employee work areas. Public/common use areas must be fully accessible. Employee work areas may be addressed through Title I and "reasonable accommodations" made when the need arises. A higher level of expectation is anticipated for governmental entities than that of the private sector. Regardless of receipt of federal aid, all local governments and their boards, departments, commissions and districts are subject to the provisions of the ADA. Access to services is a critical aspect and basic premise of the ADA. Governmental sponsored programs, services and activities must be available to all, regardless of disability. If structural changes to buildings are required, a transition plan is also usually required. New construction and/or additions to local governmental buildings must be fully compliant and accessible to those with disabilities. Alterations to space used by the public as well as employee work areas must also be ADA compliant unless it is "technically infeasible" to do so (i.e. involves structural, physical, or site constraints). If technically infeasible, the alteration must comply "to the maximum extent feasible". Existing buildings require that the services or programs offered in that facility are readily accessible.

When programs, services, or activities are located in facilities that existed prior to January 26, 1992, the effective date of Title II of the ADA, towns must make sure that they are also available to persons with disabilities. If however, it requires that these programs, services, or activities are substantially altered to provide access or results in undue financial or administrative burden, then reasonable alternatives or accommodations may be allowed. When a service, program, or activity is located in a building that is not accessible, Title II of the ADA allows a "small" local government to achieve program accessibility in several ways. This can include:

- relocating the program, service, or activity to an accessible facility; or
- providing the program, service, or activity in another manner that meets ADA requirements; or
- undertaking modifications to the building or facility itself to provide accessibility.

Thus, to achieve program accessibility, a small town need not make every existing facility accessible. It can relocate some programs to accessible facilities and modify other facilities, avoiding expensive physical modifications of all town facilities.

#### *Effective Communication*

Local governments must ensure effective communication with individuals with disabilities. Where necessary to ensure that communications with individuals with hearing, vision, or speech impairments are as effective as communications with others, municipal governments must provide appropriate auxiliary aids.

The type of auxiliary aid or service necessary to ensure effective communication will vary according to the type of communication involved and the needs of the individual. "Auxiliary aids" include such services or devices as sign language interpreters, assistive listening headsets, television captioning and decoders, telecommunications devices for deaf persons (TDD's), videotext displays, readers, taped texts, Brailled materials, computer disks, audio recordings, and large print materials. In addition, telephone emergency



services, including 911 services, must provide direct access to individuals with speech or hearing impairments.

Municipal governments are not required to provide auxiliary aids or take any actions that would result in a fundamental alteration in the nature of a service, program, or activity or that will result in undue financial and administrative burdens. However, alternative auxiliary aids that do not result in a fundamental alteration or undue burden must be provided. For example, it is not necessary to provide sign language interpreters for all interactions with persons who are deaf or hard of hearing. Daily interaction may suffice through written notes or similar exchanges. However, public meetings, interrogations by local police officers, or similar technical interactions will most likely require interpreters or assistive listening systems. It is required that alternative auxiliary aids be available that do not result in financial or administrative burdens yet meet the needs of the disabled individual.

### **Title III**

Title III of the Americans with Disabilities Act requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. It is intended that all individuals have the opportunity to benefit from businesses and services of a place of public accommodation. The regulations require that architectural and communication barriers that are structural must be removed in public areas of existing facilities when their removal is readily achievable. Public accommodations that must meet the barrier removal requirement include a broad range of establishments (both for- and non-profit) such as inns, hotels, motels, restaurants, bars, theaters, concert halls, stadiums, museums, auditoriums, retail stores, grocery stores, bakeries, laundromats, banks, barber and beauty shops, gas stations, professional offices, medical offices, private schools, health spas, bowling alleys and other places that serve the public. Private entities that own, lease, lease out, or operate places of public accommodation in existing buildings are responsible for complying with the barrier removal requirement. Private clubs and religious organizations, including places of worship, are exempt from the ADA public accommodation requirements.

### **Title IV**

Title IV requires common carriers engaged in interstate communications by wire or radio to provide telecommunications relay services for both hearing- and speech-impaired individuals. Regulations developed to implement this provision require that these services operate 24 hours a day. It is the intention to give those persons with hearing and speech impairments the opportunity to communicate with any other individual. This is to be achieved in a manner such that the users are not paying greater rates than those for equivalent services used by persons without hearing or speech impairments. In addition, any televised public service announcements provided or funded in whole or in part by any federal agency or instrument of the federal government must include closed captioning of the verbal content of such announcement.

### **Title V**

Title V consists of various miscellaneous provisions of the ADA including a requirement for the development of technical assistance manuals by the appropriate regulatory federal agency, a report on the ADA and wilderness areas, a description of the responsibility of the United States Congress, religious organizations, and enforcement and dispute resolution.

### **Definition of Commonly Used Terms**

*Disability* - a physical or mental impairment that substantially limits a major life activity, such as walking, seeing, hearing, learning, breathing, caring for oneself, or working. To be protected under the ADA, a person must have, have a record of, or be regarded as having a record of, a substantial impairment. A substantial impairment is one that significantly limits or restricts a major life activity such as hearing, seeing, speaking, breathing, performing manual tasks, walking, caring for oneself, learning or working. Individuals who have successfully completed or are currently enrolled in a drug or alcohol rehabilitation program are also considered to be disabled. The ADA protects three classes of people with disabilities:

- those who have a disability, and
- those who have a record of having a disability, and
- those who are regarded as having a disability, whether or not they actually have one.

*Qualified Individual with a Disability* - an employee or job applicant who meets legitimate skill, experience, education, or other requirements of an employment position that he or she holds or seeks. The person must also be able to perform the "essential" (as opposed to marginal or incidental) functions of the position either with or without reasonable accommodation. Job requirements that screen out or tend to screen out people with disabilities are legitimate only if they are job-related and consistent with business necessity.

*Reasonable Accommodation* - any change or adjustment to a job or work environment that permits a qualified applicant or employee with a disability to participate in the job application process, to perform the essential functions of a job, or to enjoy benefits and privileges of employment equal to those enjoyed by employees without disabilities. For example, reasonable accommodations may include: acquiring or modifying equipment or devices, job restructuring, modifying work hours, making the workplace structurally accessible to individuals with disabilities, reassigning an employee with a disability to an equivalent position as soon as one becomes vacant, providing qualified readers for the blind or interpreters for the deaf, and/or appropriately adjusting or modifying examinations, training materials, or policies.

*Essential Functions* – the basic job duties that an employee must perform, with or without reasonable accommodation.

*Readily Achievable* - the removal of physical barriers which are easily accomplishable without much difficulty or expense. The "readily achievable" requirement is based on the size and resources available. For example, a larger business with more resources is expected to take a more active role in removing barriers than smaller businesses. The ADA also recognizes that economic conditions vary. When a business has resources to remove barriers, it is expected to do so; but when profits are down, barrier removal may be reduced or delayed. Barrier removal is an ongoing obligation, thus physical barriers must be removed as resources become available in the future.

*Undue Hardship* - an action or accommodation which requires significant difficulty or expense for an entity. Criteria for making such a determination include the nature and cost of the accommodation, the financial resources of the employer, or the impact of such accommodations on the financial resources of the employer.

*Programmatic Access* –Programmatic access requires that a public entity shall operate each service, program, or activity so that the service, program, or activity, when viewed in its entirety, is readily accessible to and usable by individuals with disabilities.

### **Program Accessibility**

Under Title II of the ADA, the town of Lancaster must ensure that when “viewed in entirety”; all programs, services, and activities that are offered must be equally available to persons with disabilities. The Town is not necessarily required to remove architectural barriers from a building or site, but rather, must make sure that its programs are accessible. Non-structural methods to achieve program accessibility include:

- relocating a program or service to an accessible location in the existing building or facility, or
- relocation of a program or service to a different building or facility, or
- providing short-term or intermediate modifications to ensure program access until a permanent or structural solution is achieved (Example – creating an accessible meeting space on the first floor of a building such that staff providing services on a second or third floor can meet with persons in the accessible first floor space).

### **III. OTHER FEDERAL ACCESSIBILITY REGULATIONS**

#### **Architectural Barriers Act (ABA) - 1968**

The Architectural Barriers Act requires access to facilities designed, built or altered with Federal funds or leased by Federal agencies. The law covers a wide range of facilities, including post offices, social security offices, prisons, and national parks. It also applies to non-government facilities that have received Federal funding, such as certain schools, public housing, and mass transit systems. Passed in 1968, the ABA is the first measure by Congress to ensure access to the built environment. Facilities that predate the law generally are not covered, but alterations or leases undertaken after the law took effect can trigger coverage. Building construction changes made under this law, must meet the Uniform Federal Accessibility Standards (UFAS). Special provisions are included in the UFAS for historic buildings that would be threatened or destroyed by meeting full accessibility requirements

#### **Rehabilitation Act - 1973**

The Rehabilitation Act requires recipients of federal financial assistance to make their programs and activities accessible to everyone. Recipients are allowed to make their properties accessible by altering buildings, by moving programs and activities to accessible spaces, or by making other accommodations. It also protects the rights of Federal employees with disabilities. The law also requires electronic and information technology procured by Federal agencies to be accessible according to certain established standards.

#### **Voting Accessibility for the Elderly and Handicapped Act - 1984**

The Voting Accessibility for the Elderly and Handicapped Act of 1984 generally requires polling places across the United States to be physically accessible to people with disabilities for federal elections. Where no accessible location is available to serve as a polling place, a political subdivision must provide an alternate means of casting a ballot on the day of the election. This law also requires states to make registration and voting aids available for disabled and elderly voters, including information by telecommunications devices for the deaf (TDDs), which are also known as teletypewriters (TTYs).

#### **Telecommunications Act - 1996**

The Telecommunications Act of 1996 requires telecommunications products and services to be accessible according to guidelines developed by the Access Board. It covers a broad range of products, including telephones, cellular phones, pagers, and fax machines. The Federal Communications Commission (FCC) enforces requirements of the law.

#### **Help America Vote Act – 2002**

Each polling place must have at least one accessible voting machine by January 1, 2006 under the Help America Vote Act. The act (Public Law 107-252), which was signed by President Bush on October 29, 2002 also requires each piece of voting equipment bought with federal money on or after January 1, 2007 to be accessible.

#### **IV. 521 CODE OF MASSACHUSETTS REGULATIONS ARCHITECTURAL ACCESS BOARD (MGL C. 22, S. 13a)**

Section 521 of the Code of Massachusetts Regulations, "521 CMR: Architectural Access Board" is a specialized section of the State Building Code which provides the actual construction standards and specifications which must be adhered to for work performed on "public" buildings (see definition of public building in 521 CMR) in the Commonwealth of Massachusetts. The purpose of 521 CMR is to make public buildings and facilities accessible to, functional for, and safe for use by persons with disabilities. It is the intent of 521 CMR to provide persons with disabilities full, free and safe use of all buildings and facilities so that all such persons may have the educational, living and recreational opportunities necessary to be as self-sufficient as possible and to assume full responsibilities as citizens.

The Massachusetts Architectural Access Board (MAAB) is a regulatory agency whose mandate, as established under M.G.L. c.22 S13A, is to develop and enforce regulations pertaining to public access. The MAAB also decides on variance requests, issues advisory opinions, and makes decisions on complaints. Local building inspectors are responsible for enforcement of the provisions of 521 CMR.

##### Jurisdiction of 521 CMR

All additions to, reconstruction, remodeling, and alterations or repairs of existing public buildings, which require a building permit or which are so defined by a state or local inspector, shall be governed by those applicable sections of 521 CMR.

If the work being performed amounts to less than 30% of the full and fair cash value of the building and

- a) the work costs less than \$100,000, then only the work being performed is required to comply with 521 CMR; or
- b) the work costs \$100,000 or more, then the work being performed is required to comply and an accessible entrance, toilet, telephone and drinking fountain (if toilets, telephones and drinking fountains are provided) are also required.

If the work performed amounts to 30% or more of the full and fair cash value of the building, the entire building is required to comply with 521 CMR. Where the cost of constructing an addition to a building amounts to 30% or more of the full and fair cash value of the existing building, both the addition and the existing building must be fully accessible.

A historic building or facility that is listed or is eligible for listing in the National or State Register of Historic Places or is designated as historic under appropriate state or local bylaws may be granted a variance by the MAAB to allow alternate accessibility.

The MAAB Regulations also address various circumstances involving change in use, work performed over a period of time, multiple uses of one building, outdoor facilities, temporary structures, security structures and non-occupiable spaces. For more information on these areas, the administrative process (variances, complaints, hearings) as well as specific architectural requirements, reference to 521 CMR should be made.

## V. ALTERATIONS TO HISTORIC PROPERTIES

### **ADA 2010 Standards**

There are exceptions for *alterations* to qualified historic buildings and facilities for *accessible* routes (206.2.1 Exception 1 and 206.2.3 Exception 7); entrances (206.4 Exception 2); and toilet facilities (213.2 Exception 2). When an entity believes that compliance with the requirements for any of these elements would threaten or destroy the historic significance of the building or facility, the entity should consult with the State Historic Preservation Officer. If the State Historic Preservation Officer agrees that compliance with the requirements for a specific element would threaten or destroy the historic significance of the building or facility, use of the exception is permitted.

Public entities have an additional obligation to achieve program *accessibility* under the Department of Justice ADA regulations (See 28 CFR 35.150). These regulations require public entities that operate historic preservation programs to give priority to methods that provide physical access to individuals with disabilities. If *alterations* to a qualified historic building or facility to achieve program *accessibility* would threaten or destroy the historic significance of the building or facility, fundamentally alter the program, or result in undue financial or administrative burdens, the Department of Justice ADA regulations allow alternative methods to be used to achieve program *accessibility*. In the case of historic preservation programs, such as an historic house museum, alternative methods include using audio-visual materials to depict portions of the house that cannot otherwise be made *accessible*. In the case of other qualified historic properties, such as an historic government office building, alternative methods include relocating programs and services to *accessible* locations. The Department of Justice ADA regulations also allow public entities to use alternative methods when altering qualified historic buildings or facilities in the rare situations where the State Historic Preservation Officer determines that it is not feasible to provide physical access using the exceptions permitted in Section 202.5 without threatening or destroying the historic significance of the building or facility. See 28 CFR 35.151(d).

### **Massachusetts 521 CMR**

A historic building or facility that is listed or is eligible for listing in the National or State Register of Historic Places or is designated as historic under appropriate state or local laws may be granted a variance by the Architectural Access Board to allow alternate accessibility. If a variance is requested on the basis of historical significance, then consultation with the Massachusetts Historical Commission is required in order to determine whether a building or facility is eligible for listing or listed in the National or State Register of Historic Places. The Massachusetts Historical Commission may request a copy of the proposed variance request and supporting documentation to substantiate the variance request and its effect on historic resources. A written statement from the Massachusetts Historical Commission is required with the application for variance

## VI. ADA SELF-EVALUATION

All municipalities must perform a self-evaluation of its policies, practices, programs, procedures, services, etc. (including communication) to determine compliance under the ADA. Municipalities must make reasonable modifications to these policies, programs, services, etc. to avoid discrimination against individuals with disabilities unless such modification would result in a fundamental alteration in the nature of that program or service.

Although the ADA only requires local governments with 50 or more employees to take additional, specific measures, it is strongly encouraged that even smaller municipalities with less than 50 employees follow the same process to insure overall compliance with the ADA. These additional measures include 1) the designation of an individual to coordinate ADA compliance, 2) the development of a transition plan, and 3) the development of an ADA grievance procedure.

All local governmental entities were required to complete a self-evaluation of their facilities, programs, policies, and practices by January 26, 1993. The self-evaluation identifies and corrects those policies and practices that are inconsistent with Title II's requirements. Self-evaluations should consider all of a municipality's programs, activities, and services, as well as the policies and practices that it has put in place to implement its various programs and services. Remedial measures necessary to bring the programs, policies, and services into compliance with Title II should be specified - including, but not limited to 1) relocation of programs to accessible facilities; 2) offering programs in an alternative accessible manner; 3) structural changes to provide program access; 4) policy modifications to ensure nondiscrimination; and 5) auxiliary aids needed to provide effective communication.

Under Title II of the ADA a municipality is required to:

1. Designate a responsible employee as ADA Coordinator.
2. Adopt and distribute a Public Notice on the municipality's ADA policies and procedures.
3. Adopt, distribute and/or post an ADA Grievance Procedure.
4. Modify, maintain, and update policies, procedures, and practices, including job descriptions and hiring practices, as required.
5. Provide Reasonable Accommodations to qualified individuals with disabilities.
6. Maintain and upkeep accessible features.
7. Provide auxiliary aids and services to ensure effective communications to those with disabilities.

It is also recommended under the provisions of MGL C40 s8J that towns establish a 5 to 13 member Commission on Disability. This can be achieved through acceptance of *"the provisions of Massachusetts General Laws Chapter 40, Section 8J relative to the establishment of the municipal Commission on Disability"*.

A self-evaluation was conducted of those municipal departments which offer programs or provides services to the general public. A memo and accompanying survey form (See Appendix A) was sent to all departments, boards, commissions and individuals who were identified as either providing a service or program to area residents.

Information from each survey response, along with supplemental department information was used to develop the self-evaluation. Together with the structural assessment and policy recommendations, an accessibility compliance plan for the Town of Lancaster is achieved.

#### **Commission on Disability (MGL C40 s8J)**

Massachusetts General Law Chapter 40 Section 8J gives municipalities the authority to establish commissions.

The function of a disabilities commission is to:

- Advise and assist municipal officials in ensuring compliance with federal and state disability laws;
- Review policies and activities of municipal departments and boards as they affect persons with disabilities;
- Provide information, referral, advocacy and technical assistance to individuals, businesses and organizations in all matters pertaining to disability;
- Coordinate the activities of other local groups organized to meet the needs of persons with disabilities.

Commissions consist of no less than five and no more than nine members chosen by the Board of Selectman or Town Manager (in a town) and the Mayor or City Manager (in a city). The majority must be persons with disabilities and one may be a member of the immediate family of a person with a disability. In addition, one member must be an elected or appointed municipal official.

**Lancaster Self-evaluation.** Commissions on Disability are established by vote of Town Meeting to promote the inclusion and integration of persons with disabilities in the activities, services and employment opportunities or the community. MGL Chapter 40 Section 8J gives municipalities the authority to establish a Commission on Disability.

The Town of Lancaster has a Commission on Disability as noted on the town website, in the Town Annual Report, and on the Massachusetts Office on Disability website. There are currently 7 current members with 2 vacancies. The Building Commissioner serves as an auxiliary member to the Commission.

The Commission appears to be active on advocacy issues, education, newsletters, disability awareness related events and information provision. The Commission also has a webpage on the Town's website with various links as well as general information. It is recommended that contact information on the Town's ADA Coordinator, ADA Grievance Procedure, and Public Notice Under the Americans with Disabilities Act also be provided on the Commission's webpage. The Commission should also actively post information about the Commission, its meetings, and town disability-related issues in the Prescott Municipal Office Building.



**ADA Coordinator (ADA Title II - 28 CFR Part 35.107 (a))**

The role of the ADA Coordinator is extensive and includes:

- insuring overall compliance with the ADA
- notification and outreach
- addressing grievances as filed under the town's established grievance policy
- insuring timely implementation of the town's transition plan
- on-going assessment of programs and services
- serving as a technical advisor and resource on accessibility matters.

In order for a municipality to successfully comply with the intent of the ADA, it is critical that its ADA Coordinator take a pro-active role in performing his or her role. It is not adequate for an ADA Coordinator to serve only as a decision-making authority under the town's ADA grievance procedure. The ADA Coordinator must monitor daily and long-term compliance with the town's ADA policies, procedures, and plans. This includes ADA compliance and assurance pertaining to postings, employment practices, education, dissemination of literature to the public and private businesses, daily activities and practices of town government, insuring that facilities are properly maintained, serving as a town-wide resource on accessibility matters and issues, and staying current on changes in state and federal law, regulations, programs, policies, interpretations, and decisions which affect persons with disabilities.

**Lancaster Self-evaluation.** A July 9, 2018 letter provided by Town Administrator Orlando Pacheco identifies Mr. Pacheco as the Town's ADA Coordinator. However, there is nothing "in writing" which confirms this as there is no such designation listed in the municipal office building, on the town's website, or in the annual report. It is recommended that the Town add this position to its webpage as part of the Commission on Disability's page. The ADA Coordinator should also be listed as an Appointed Official and in the Department Directory on the Town's website. It is also recommended that such designation be posted in municipal office building and be listed and described in the Town's Annual Reports.

**Public Notice (ADA Title II - 35 CFR Part 35.106)**

Title II of the ADA requires that public entities notify participants of its non-discrimination policies. Similarly, there should also be notification of non-discrimination policies relative to persons with disabilities in brochures and other materials provided to the public and on a town's website. All Notices should also include the ADA Coordinator's name and contact information.

**Lancaster Self-evaluation.** Title II of the ADA requires that public entities notify participants of its non-discrimination policies. There does not appear to be such notification of non-discrimination policies relative to persons with disabilities in brochures, the Town's website or posted in the town hall except the following sign that was posted in the main entrance of the Prescott Building.



The Town Administrator provided the policy as noted below, but it does not fulfill the required components of an ADA Public Notification.

*“The Town of Lancaster does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.*

*The Town of Lancaster is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression. “*

In addition, the following is found under Article I of the Town’s Personnel Bylaws:

§ 140-1 Equal employment opportunity policy; lie detector tests. *“In compliance with federal and state equal employment laws, equal opportunity will be afforded to all applicants regardless of race, color, sex, age, religious creed, disability, national origin, ancestry, sexual orientation, marital status, ex-offender status, prior psychiatric treatment or military status. It is unlawful in Massachusetts to require or administer a lie detector test as a condition of employment or*

*continued employment. An employer who violates this law shall be subject to criminal penalties and civil liability.*

Finally, the 2011 Section ADA Section 504 Self-evaluation and Transition Plan completed by the Montachusett Regional Planning Commission includes a Public Notification at the beginning of the report, but such a Notice is not found in other town reports, postings, or policies.

Self-evaluation Survey Responses. Twenty-two percent (22%) of the Self-Evaluation survey respondents said “yes” to Question #6: “Is the public informed that these programs/services are prepared to make reasonable modifications?” The rest of the responses were either “no” – thirty-three percent (33%), or N/A, not to my knowledge, or left blank.

The following are written responses to Question # 6 regarding the public being informed that these program/services are prepared to make reasonable modifications:

- *“Not sure how to answer for our situation”.*
- *“If modifications are needed, the public will be informed”.*
- *“We have not formally notified people but make sure we let people know we will do anything to accommodate disabilities and are an inclusive environment”.*
- *“As a matter of operational process, no. For instance, the staff does not regularly include any information in promotional materials that the Library is ADA compliant. There is no signage in the Library that is ADA compliant”.*

Thirty-three percent (33%) of the Self-Evaluation Survey respondents stated that they have an informal process to Question #7: “Does the department/program have a formal or informal process for responding to requests for modifications?” Twenty-two percent (22%) answered no and the remaining responses were either N/A or blank with comments.

The following are written responses to Question # 7 regarding whether or not a Department/Program has a formal or informal process for responding to requests for accommodations:

- *“Any/all requests are reviewed”.*
- *“Informal through email or requests brought to committee meetings. Open to other forms of correspondence”.*
- *“We do not have a formal process. Staff is trained by the Director to make any/all accommodations for every disability and if they do not have resources they should ask their superior for assistance”.*
- *“Any requests would be made directly to the Chief of Police”.*
- *“Informally staff informs me of any request from the public requesting modifications to Library operations to address the Library’s lack of ADA compliance or ability to serve a citizen requiring special assistance to use or experience any Library services”.*

Based on that noted above a single and consistent Public Notification Policy should be in place for all town functions, activities, departments, and committees. **A sample Public Notice is provided as Attachment B.**

### **ADA Grievance Procedure (ADA Title II - 35 CFR Part 35.107 (b))**

The ADA Title II regulations require that all municipalities with 50 or more employees (regional school systems must prorate the number of employees for each member community) adopt and publish grievance procedures. The purpose is to encourage local resolution of complaints concerning employment, services, programs and activities. It is important to note that complainants are not required to exhaust the municipality's procedures before filing a federal complaint or taking court action.

The regulations do not stipulate time frames or procedures for the grievance procedure, however, the following are recommended:

- A detailed description of the procedures for submitting a complaint;
- A two-step review process which allows for appeal;
- Reasonable timeframes for review and resolution of the complaint;
- Good record keeping for all complaints submitted and documentation of steps taken toward resolution.

**Lancaster Self-evaluation.** The Town has a 3-level grievance process involving the ADA Coordinator (Level 1), Commission on Disability (Level 2), and Board of Selectmen (Level 3). However, there is nothing "in writing" which confirms this as there is no such designation listed in the municipal office building, on the town's website, or in the annual report. It is recommended that the Town add this position to its webpage as part of the Commission on Disability's page and also listed as an Appointed Official. It is also recommended that such designation be posted in the municipal office building and be listed and described in the Town's Annual Reports.

### **Policies/Procedures/Practices (ADA Title II - 35 CFR Part 35.130 (b)(7))**

A municipality should have formal separate policies and procedures pertaining to the ADA and program accessibility, grievances, communications, equal opportunity and non-discrimination except when it comes to employment opportunities. The Town should also include non-discrimination language in its employment postings and/or forms similar to that provided below.

*"The Town of Lancaster is an Equal Opportunity/ Affirmative Action Employer. We assure you that your opportunity for employment with the town will be based only on your merit, without regard to race, religion, sex, age, national origin or disability".*

**Lancaster Self-evaluation.** A public entity shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability, unless the public entity can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity.

The Town of Lancaster does not appear to have formal policies and procedures pertaining to the ADA and program accessibility, grievances, communications, equal opportunity and non-discrimination except when it comes to employment opportunities. There are no indications anywhere on the Town's website. The only related language that could be found was in the Town's Personnel Bylaws as follows:

*§ 140-1 Equal employment opportunity policy; lie detector tests.*

*In compliance with federal and state equal employment laws, equal opportunity will be afforded to all applicants regardless of race, color, sex, age, religious creed, disability, national origin, ancestry, sexual orientation, marital status, ex-offender status, prior psychiatric treatment or military status. It is unlawful in Massachusetts to require or administer a lie detector test as a condition of employment or continued employment. An employer who violates this law shall be subject to criminal penalties and civil liability.*

Only the Treasurer responded “yes” to the survey question 7 “Does the department/program have a formal or informal process for responding to requests for modifications?” The remaining responses were either informal, no, or blank with comments. See Public Notice (ADA Title II - 35 CFR Part 35.106).

The following is from the Town of Lancaster’s Non-Discrimination Statement but is not posted anywhere on the website:

*“The Town of Lancaster does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.*

*The Town of Lancaster is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression”.*

The following Thayer Memorial Library job descriptions: Assistant Director/Adult Services Librarian, Youth Services Librarian, Senior Library Technician/Office Manager, Library Technician and Library Page contain the following equal opportunity statement:

*“The Thayer Memorial Library provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws”.*

The Town of Lancaster Employment Application posted on their website has the following equal opportunity statement:

*“The Town of Lancaster is an equal opportunity employer M/F/D/V and does not discriminate based on race, gender, national origin, age, disability, marital or veteran status, sexual preference or any other legally protected status”.*

The Town of Lancaster DPW Help Wanted Seasonal/Temporary Drivers job posting on the Town's website contains the sentence *"The Town of Lancaster is an equal opportunity employer"*.

There should be consistency in all departmental policies, procedures, and practices including the posting of employment ads, actual job descriptions, and reasonable accommodations to potential and existing employees. **(See Reasonable Accommodations).**

#### **Reasonable Accommodations (ADA Title II - 35 CFR Part 35.140 (a))**

Under the ADA, a person is considered a qualified individual with a disability if s/he can perform essential functions of the job with or without a reasonable accommodation. Although the ADA does not require an employer to have job descriptions, they can be used as evidence of the essential functions of the job. Job descriptions should be up-to-date and should differentiate between the essential and the marginal duties of the position.

**Lancaster Self-evaluation.** Based on what was available for review, not all job descriptions included language on the work environment and also on ADA Special Requirements including physical ability, sensory requirements, and environmental factors. Most of the job descriptions provided for library staff included information on job environment, essential functions, and physical requirements. In addition, most of the library job descriptions included language allowing reasonable accommodations to enable individuals with disabilities to perform the essential functions of the job.

The job description for the DPW Help Wanted Seasonal/Temporary Drivers that was posted online only made the "Equal Opportunity Employer" reference.

All job descriptions must contain the essential functions required to do the job but typically do not list marginal duties, which should be included. It should also be noted that if a medical examination is required, it must be required of all entering employees of the same position. Medical examinations are prohibited until after a job offer has been made to the applicant. Employment can be conditioned on the results of the applicant's post-offer medical examination.

**Job Descriptions.** Job descriptions should use clear, concise, non-technical language. In defining essential functions, the description should focus on the outcome and not the process to achieve that outcome. For example, if a position requires lifting supplies onto a truck, the description should read, "the ability to lift supplies weighing up to 35 lbs to a height of 4 feet and into a truck bed" and not "the ability to manually lift supplies weighing 35 lbs". It also better to use words that describe the job requirements as opposed to words that focus on specific abilities (i.e. – hearing, speaking, walking). The following table provides preferred wording that does not restrict the physical requirements of positions.

#### Physical Requirements Suggested Wording

Stand or sit	Stationary position
Walk	Move, traverse
Use hands and fingers	Operate, use
Climb Stairs or ladders	Ascend, descend
See	Detect, determine, identify recognize, observe
Taste/smell	Detect, distinguish, determine
Carry/lift	Move, transport, position

Reasonable Accommodations. The following Thayer Memorial Library job descriptions: Assistant Director/Adult Services Librarian, Youth Services Librarian, Senior Library Technician/Office Manager, Library Technician and Library Page contain the following statement under the Physical Requirements:

*"Reasonable Accommodations may be made to enable individuals with disabilities to perform the essential functions".*

It is not clear whether other job descriptions for the Town of Lancaster have a Reasonable Accommodations Policy in place for existing or potential employees due to the small sample size of what was provided for this ADA Plan document.

Under Title II of the ADA, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of his/her job. **A sample Reasonable Accommodations Policy and Request Form for adoption by the Selectmen is provided as Appendix C and D.**

#### **Maintenance (ADA Title II – 28 CFR Part 35.133 (a))**

A municipality must maintain in operable working condition those features that are necessary to provide access to services, programs, and activities. This includes door closers, sidewalks, parking space signage and striping, and ramps, among many other things. Isolated or temporary interruptions in service or access are permitted for maintenance or repairs. However, this is deemed as short-term and not of a semi-permanent or seasonal nature.

When weather conditions such as snow and ice limit or prevent access to services, programs, and activities to or within a facility, access must be maintained to ensure that those programs are accessible. Maintenance of accessible features includes the removal of snow from accessible parking spaces; curb ramps, accessible routes of travel, and entrances. Although temporary interruptions in services due to bad weather are expected, alternate services must be provided if snow and ice cannot be cleared in a timely manner. Snow removal and removal of other obstructions within the accessible route of travel must be done to a minimum width of 36". Similarly, if an elevator, lift or similar accessible-related device is not working properly and is denying access, repairs must be made in a timely manner. In the interim, alternative services must be provided.



**Lancaster Self-evaluation.** *During the facility assessments, a number of observations were made in direct violation of Title II. This included such as items as:*

- *Bathroom stall doors that no longer operated as self-closing.*
- *Entry and exit doors with excessive operating forces and closing speeds.*
- *Routes of travel and walkways that were deteriorated and non compliant.*
- *Missing elements such as signage, bathroom stall door hardware, and sink plumbing protective equipment or wrap.*
- *Deteriorated cement and asphalt walkways.*
- *Inadequate clearing of snow in parking spaces, access aisles, and curb ramps.*
- *Accumulation of debris (sand, dirt, leaves) in sidewalks and curb ramps.*

### **Effective Communication, Auxiliary Aids and Services (ADA Title II – 28 CFR Part 35.160)**

Local governments must ensure effective communication with individuals with disabilities. To ensure that communications with individuals who have hearing, vision or speech impairments, municipal governments must provide appropriate auxiliary aids. The type of auxiliary aids or services necessary to ensure effective communication will vary according to the type of communication involved and the needs of the individual. Auxiliary aids include such services or devices as sign language interpreters, assistive listening headsets, television captioning and decoders, telecommunications devices for people who are deaf such as TDD's or video phones, use of 911 telephone interpreter service, readers, Brailled materials, documents on electronic format, audio recordings and large print materials. In addition, telephone emergency services including 911 must provide direct access to individuals with speech and hearing impairments.

Municipal governments are not required to provide auxiliary aids or take any actions that would result in a fundamental alteration in the nature of a service, program, or activity or that will result in undue financial and administrative burdens. However, alternative auxiliary aids that do not result in a fundamental alteration or undue burden must be provided. For example, it is not necessary to provide sign language interpreters for all interactions with persons who are deaf or hard of hearing. Daily interaction may suffice through written notes or similar exchanges. However, public meetings, interrogations by local police officers, or similar technical interactions will most likely require interpreters or assistive listening systems. It is required that alternative auxiliary aids be available that does not result in financial or administrative burdens yet meet the needs of the individual with a disability.

Website Accessibility (Web Content Accessibility Guidelines 2.0 AA or Section 508 Standards). Title II of the Americans with Disabilities Act requires that local governments ensure that, when viewed in their entirety, the programs, services, and activities offered are equally available to people with disabilities. Websites of local governments are considered to be a "program" and should be accessible to the standards of the Web Content Accessibility Guidelines 2.0 AA or Section 508 Standards.

Many people with disabilities use assistive technology that enables them to use computers. Some assistive technology involves separate computer programs or devices such as screen readers, text enlargement software, and computer programs that enable people to control the computer with their voice. Other assistive technology is built into computer operating systems. For example, basic



accessibility features in computer operating systems enable some people with low vision to see computer displays by simply adjusting color schemes, contrast settings, and font sizes. Operating systems enable people with limited manual dexterity to move the mouse pointer using key strokes instead of a standard mouse.

Poorly designed websites can create unnecessary barriers for people with disabilities. The following are common problems and solutions in website accessibility.

a) Images Without Text Equivalents. Persons with low vision often use screen readers and refreshable Braille displays to access information on a webpage. These technologies read text, however, they cannot translate “images” into speech or Braille. Images includes photographs, charts, color-coded information or other graphic elements on a web page. The solution to this problem would be to add a line of HTML code to provide text for each image and graphic so that the user can understand what the image is.

b) Documents Are Not Posted In an Accessible Format. Municipalities will often post documents on their websites using Portable Document Format (PDF). However, PDF documents, or those in other image based formats, are often not accessible to blind people who use screen readers and people with low vision who use text enlargement programs or different color and font settings to read computer displays. The solution would be to always provide documents in an alternative text-based format, such as HTML or RTF (Rich Text Format), in addition to PDF. Text-based formats are the most compatible with assistive technologies.

c) Specifying Colors and Font Sizes. Websites are often designed in a manner such that everything is exactly the same color, size and layout. But because of one’s disability, a person with low vision does not see web pages the same as other people. Some see only small portions of a computer display at one time. Others cannot see text or images that are too small. Still others can only see website content if it appears in specific colors. For these reasons, many people with low vision use specific color and font settings when they access the Internet – settings that are often very different from those most people use. For example, many people with low vision need to use high contrast settings, such as bold white or yellow letters on a black background. Others need just the opposite – bold black text on a white or yellow background. And, many must use softer, more subtle color combinations. Users need to be able to manipulate color and font settings in their web browsers and operating systems in order to make pages readable. Some web pages, however, are designed so that changing the color and font settings is impossible. The solution is to design websites so they can be viewed with the color and font sizes set in users’ web browsers and operating systems. Users with low vision must be able to specify the text and background colors as well as the font sizes needed to see webpage content.

d) Videos and Other Multimedia Lack Accessible Features. Due to increasing bandwidth and connection speeds, videos and other multimedia are becoming more common on the websites of local governments. Today, some government entities use their websites to post training videos for their employees, feature automated slide shows of recent public events, and offer video tours of local attractions. These and other types of multimedia can present two distinct problems for people with different disabilities. People who are deaf or hard of hearing can generally see the information presented on web pages. However, a deaf person or someone who is hard of hearing may not be able to hear the audio track of a video. On the other hand, persons who are blind or have low vision are frequently unable to see the video images but can hear the audio track. The solution is to incorporate features that make them accessible to everyone. Provide audio descriptions of images (including changes in setting, gestures, and other details) to make

videos accessible to people who are blind or have low vision. Provide text captions synchronized with the video images to make videos and audio tracks accessible to people who are deaf or hard of hearing.

e) Other considerations when developing websites include:

- include a “skip navigation” link at the top of web pages that allows people who use screen readers to ignore navigation links and skip directly to webpage content;
- minimize blinking, flashing, or other distracting features;
- if they must be included, ensure that moving, blinking, or auto-updating objects or pages may be paused or stopped;
- design online forms to include descriptive HTML tags that provide persons with disabilities the information they need to complete and submit the forms;
- include visual notification and transcripts if sounds automatically play;
- provide a second, static copy of pages that are auto-refreshing or that require a timed-response;
- use titles, context, and other heading structures to help users navigate complex pages or elements (such as web pages that use frames).

**Lancaster Self-evaluation.** Based on what was submitted in response to the ADA Self-Evaluation survey as well as viewing policies and available materials, the Town has limited systems in place to comply with this provision.

The Police Department was the only respondent to answer “Yes” on the Self-Evaluation Survey Question #8: “Briefly describe general office/service communications. Specifically, how is information disseminated and communicated? Are there assistive devices or auxiliary aids (i.e. TTY, TDD, sign language interpreter) which are used or available?” The Police Department’s response was “*All services regarding communication are done at Nashoba Valley Regional Dispatch, where assistive devices are located and maintained*”.

The remaining response to Question #8 regarding the provision of auxiliary aides were either “no, some, N/A or blank with comments”. The following are some of the comments that were provided:

- “*There are no auxiliary aids, TTY, TDD, or interpretive services such as sign language. Communication is primarily through Telephone and email.*”
- “*Information is posted on Town Website which is purportedly accessible/ADA compliant, although this is a relatively subjective topic (website accessibility) that we are researching.*”
- “*Queries are answered by e-mail.*”

- *“We use standard office communication tools, and an electronic and printed newsletter, and social media. We are a small staff so training is one on one and also done via staff meetings. We run programs etc. many of which using the TV which is set to CC. We help people with TTY calling and have used it to serve clients. In the rare occasion we have needed to we have sought the service for an ASL interpreter”.*
- *“Among staff, the Library generally relies on email to communicate with each other. To communicate with the public, the Library employs bulletin boards and conventionally uses paper to make an announcement for public consumption. For the public at large, the Library uses a variety of online delivery modes that include email and Facebook as well and relies on conventional outlets such as the newspaper or local newsletters.”*
- *“We have offered pen and paper to people.”*

It does not appear that the town has any Assistive Listening Systems for use at public and town meetings.

The town must ensure that accessibility and accommodations language appear on all meeting notices including contact information and the advance timeframe required to arrange for disability related and accommodations requests.

#### Town Website and Internet Accessibility.


Upon viewing the website, there appears to be areas where smaller size fonts are used, images and/or photographs lack text, and documents are presented in a pdf or scanned format. In most cases, color contrasts appear to be acceptable, but variation and standardization may be required for some users.

Based on the afore described “common website problems” and identified elements of Lancaster’s website, the following should be put into place as feasible and appropriate:

Best practices to ensure the Town of Lancaster’s website accessibility include:

1. Establish, implement, and post online a policy that your web pages will be accessible and create a process for implementation.
2. Ensure that all new and modified web pages and content are accessible.
  - Check the HTML of all web pages. Make sure that accessible coding is used.
  - Make sure that website is designed so it can be displayed using the color and font settings of each visitor’s browser and operating system.
  - If images are used, including photos, graphics, scanned images, or image maps, make sure to include a text equivalent, by adding “alt” tags or long descriptions, for each.

- When online forms and tables are used, make those elements accessible by labeling each control (including buttons, check boxes, drop-down menus, and text fields) with a descriptive HTML tag.
- When posting documents on the website, always provide them in HTML or a text-based format (even if you are also providing them in another format, such as PDF).

The Town of Lancaster uses the  **CIVICPLUS** software Platform built for modern local governments allowing you to work seamlessly and securely, leveraging existing data and reducing information silos so you can collaborate efficiently. They feature an online help center in the event the Town of Lancaster has problems with their website including accessibility requirements.

### **Emergency Preparedness, Evacuation Plans, and Emergency Shelters (ADA Title II)**

The Department of Justice views emergency preparedness plans as key components of a municipality's responsibility to accessibility compliance. These plans and facilities should be adapted to address the needs of those with a disability and/or who require a reasonable accommodation.

**Lancaster Self-evaluation.** The Town of Lancaster has an emergency notification system (also known as Reverse 911). This system allows Lancaster residents to receive neighborhood specific emergency notifications issued by the town's public safety agencies. These can be sent by phone, e-mail and/or text message, all of which can be set up through an easy-to-use web page. To enroll in this free service offered by the Town of Lancaster, a resident must go to the Code**RED** Community Notification Enrollment web page.

Otherwise the town does not appear to have any emergency preparedness information on its website such as the ability to sign up for Ready.gov. Ready.gov is a web based resource for citizens to use to educate and enable citizens to prepare for, respond to and mitigate emergencies, including natural and man-made disasters. There are no references to Emergency Preparedness or a Natural Hazards Pre Disaster Mitigation Plan.

Sample alert and notification services could include such services as:

RAVE Alerting System offers the town the ability to notify and update its constituents within minutes of time-sensitive situations. This system allows the town to communicate with concise and timely information while providing information and reassurance to residents, businesses and media.

The AMBER Alert™ Program is a voluntary partnership between law-enforcement agencies, broadcasters, transportation agencies, and the wireless industry, to activate an urgent bulletin in the most serious child-abduction cases. The goal of an AMBER Alert is to instantly galvanize the entire community to assist in the search for and the safe recovery of a child.

Smart911 is a free service that allows citizens across the U.S. to create a Safety Profile for their household that includes any information they want 9-1-1 to have in the event of an emergency.

Then, when anyone in that household dials 9-1-1 from a phone associated with their Safety Profile, their profile is immediately displayed to the 9-1-1 call taker providing additional information that can be used to facilitate the proper response to the proper location. At a time when seconds count, being able to provide 9-1-1 with all details that could impact response the second an emergency call is placed could be the difference between life and death.

The Town should develop emergency preparedness plans which include accessibility compliance. Existing plans and facilities should be adapted to address the needs of those with a disability and/or who require a reasonable accommodation.

### **Polling Places**

Under the ADA, Help America Vote Act, Voting Accessibility for the Elderly and Handicapped Act, and Massachusetts General Laws, polling places are required to be accessible to persons with disabilities. This includes site access, parking, entrances, interior access, and voting equipment. In addition, registration and voting aids for the disabled and elderly are required, including information by alternative accessible means.

The Elections Division of the Secretary of the Commonwealth of Massachusetts (Elections Division) office works with each municipal clerk to ensure polling places are accessible by meeting state (and federal) regulations.

All polling locations in Massachusetts are required to be accessible and must provide access on a permanent or temporary basis on an Election Day. Voting assistance and absentee voting offer options that persons with disabilities may use to vote, but are not considered substitutes to actual accessibility to the voting location.

Both federal law and state requirements mandate that voting systems be equipped for voters with disabilities allowing such voters to have the same opportunity to vote privately and independently. It is required that every precinct must have at least one accessible voting machine available.

According to the Elections Division, there is at least one accessible marking unit in every polling place in Massachusetts. The “*AutoMARK Voter Assist Terminals*” are marking devices that use audio cue capacity for visually impaired voters. The *AutoMARK* also has a feature that will greatly magnify the ballot or display the ballot high-contrast for voters that have limited visual impairment. The *AutoMARK* can also produce an oral report to the voter as the choices selected prior to the voter printing the ballot.

**Lancaster Self-evaluation.** According to the Town Clerk, early voting occurs at the office of the Town Clerk in the Prescott Building, which is fully accessible. Town poll voting occurs at the Old Town Hall, which is moderately accessible (See Old Town Hall building assessment).

The Town Clerk confirmed that the AutoMARK Voter Assist Terminal, an optical scan ballot marker designed for use by people who are unable to personally mark an optical scan ballot due to visual physical impairments or language barriers is placed where the display screen is not visible to the voting public. This is extremely important because there are numerous cases where the AutoMARK is placed alongside the other voting booths and the screen is in full view of voters passing by which violates voter privacy.

## VII. ADA TRANSITION PLAN

In accordance with the ADA Standards and MA 521 CMR, an assessment of the Town of Lancaster's public facilities inclusive of public buildings, active and passive recreation facilities, and schools was conducted to identify physical barriers to programs and services. This assessment or "transition plan" includes the following elements, which fulfill the requirements for the preparation of a transition plan:

- identification of physical obstacles in the building or facility that limit the accessibility of its programs or activities to persons with disabilities, and
- 2010 ADAAG and MAAB 521 CMR citation, and
- a description of methods or type of action to be taken to eliminate identified obstacles, and
- priority of removal of barrier, and
- feasibility of removal of barrier, and
- establishment of a recommended completion date to achieve accessibility, and
- general cost parameters for each action to be taken, and
- responsible party for implementation.

### **Limitations of the Transition Plan and Compliance**

The primary obligation under Title II of the ADA is to ensure that programs and services are equally available to persons with disabilities. Municipalities are required to adhere to the 2010 Standards for Accessible Design in new construction and alterations. Programs must be relocated or access provided in inaccessible existing facilities as of the effective date of the ADA or January 26, 1992. When existing facilities comply with the 1991 Standards, there is no requirement to update to the current 2010 Standards. However, if conditions in existing facilities do not adhere to the original Standards, then the 2010 Standards must be followed.

**ADA Safe Harbor:** Elements in facilities built or altered before March 15, 2012 that comply with the 1991 ADA Standards for Accessible Design (1991 Standards) are not required to be modified to specifications in the 2010 Standards. For example, the 1991 Standards allow the maximum side reach of a control or dispenser to be 54 inches. The 2010 Standards lowered that side reach range to 48 inches maximum. If a control or dispenser was installed prior to March 15, 2012 with its highest operating part at 54 inches, that control or dispenser does not need to be lowered to 48 inches. Since the dispenser complies with the 1991 Standards, that Standard provides a "safe harbor".

**Tolerances:** Both the 2010 ADA Standards and 521 CMR allow for "tolerances as follows:

#### **2010 ADA Standards**

All dimensions are subject to conventional industry tolerances except where the requirement is stated as a range with specific minimum and maximum end points.

#### **521 CMR**

- Dimensions between zero and two inches, (0" and 2") inclusive, shall have a maximum tolerance of plus or minus one-eighth inch (1/8").
- Dimensions more than two inches and less than 36 inches (>2" and <36") shall have a maximum tolerance of plus or minus one-half inch (1/2").

- Dimensions 36 inches or greater (36" or >) shall have a maximum tolerance of plus or minus one inch (1")
- Slopes may not exceed maximums. Slopes shall be measured in two-foot increments. Tolerances do not apply to minimums or maximums.

For the purposes of this plan, unless specifically noted, facility assessments are based on the 2010 ADA Standards and 521 CMR (Massachusetts Architectural Access Board MGL. C. 22 s13A), whichever is more stringent.

The plan does not address what is accessible, but rather obstructions to mobility. Fieldwork was performed July and August, 2018. Although general recommendations are made as corrective actions to eliminate identified obstacles, it is expected that the town will be solely responsible for designing the specific construction solution in accordance with 521 CMR: Architectural Access Board Regulations or the 2010 ADA Standards for Accessible Design, whichever is appropriate.

As part of the transition plan assessment, deficiencies or limitations to access were identified at each location. The actions noted in this plan to be taken in removing obstacles to mobility are descriptive and are not intended to be construction specifications. The specific construction action can vary substantially depending on desirability and type of materials. In addition, historically significant properties can result in additional cost due to more architecturally sensitive construction alternatives (historic properties discussed elsewhere in this Plan). As a result, the costs can vary accordingly. The party responsible for implementing the identified action will be responsible for working with the town's building inspector and a design professional, if necessary, so as to ensure compliance with 521 CMR and/or the ADA Standards. Where appropriate, due to historic considerations, building configuration or extent of use, a combination of programmatic solutions and construction alternatives are provided. Such measures are in full compliance with Title II of the ADA. In circumstances where there are differences in the compliance requirements between 521 CMR and the ADAAG, the stricter or more encompassing standard shall apply.

The Department of Justice issued 1991 Standards for Accessible Design to address physical barriers to facilities and transportation. There were technical amendments to these standards in 1994 followed by more substantive amendments in 2010 (2010 ADA Standards for Accessible Design). These 2010 Standards revised policy requirements for certain areas such as service animals. The 2010 Standards also addressed certain physical components including assembly seating, the establishment of construction tolerances for certain items and formalized standards for docks, fields, pools, and other recreational facilities.

As is the circumstance with 521 CMR of the Massachusetts State Building Code, under the Federal ADA, construction modifications for accessibility compliance is not required unless triggered by renovation and/or new construction. Municipalities must still ensure that individuals are not excluded from programs and services because buildings or facilities are inaccessible. This can be accomplished through relocating a program or service to an accessible location or other means of reasonable accommodation. For the purposes of this Transition Plan, the higher standard of compliance will be used for the purpose of identifying obstacles and determining cost, however, descriptive alternatives will also be provided in the narrative.

### **Use of the Transition Plan**

This plan is intended to be a working document. If a barrier was overlooked it can easily be added to the plan. Programs and services can be modified and adapted over time as needed. Similarly, policies and procedures can be modified and adopted to reflect current legislative requirements. Actual construction methods to arrive at a solution for an identified problem may vary depending on final plans and specifications. The town should use this plan as a guide for compliance and modify it as needed without altering its initial intent and efforts of compliance. In addition, the inventory of barriers can be used in concert with the town's capital budget process to assist in the determination of how and when to proceed with the many suggested improvements.

The plan provides a description of the obstacle which limits mobility or access, 2010 ADA Standards citation reference, MA 521 CMR citation reference, the type of action required to be taken for compliance, the priority for the action, the feasibility of undertaking the action, the timeframe for completion, a representative photo, and a general parameter of cost.

### **Priority (P)**

Each architectural barrier has also been ranked according to the priority of removal based upon the type of access that is affected. The priority rankings (#1 being the highest priority and #4 being the lesser priority) are determined by the ADA and are defined as follows:

<u>Priority</u>	<u>Description</u>
1	Accessible approach and entrance
2	Access to goods and services
3	Access to public toilet rooms
4	Access to other items (i.e. – water fountains, public telephones, etc.)

### **Feasibility (F)**

Each architectural barrier has been ranked according to the feasibility of removing that particular barrier. The feasibility rankings are somewhat subjective and are based on a perceived degree of difficulty or skill level required to remove an architectural barrier. These rankings are as follows:

<u>Ranking</u>	<u>Description</u>
1	Can be easily undertaken (i.e. move furniture, put sign on a wall)
2	Can be undertaken by maintenance staff, DPW, etc. (i.e. install post and sign, move dispensers, adjust door closer, change door hardware)
3	Minor modifications which require skilled or specialized work (build ramp, alarm installation, sink/toilet installation, etc.)
4	Major modifications which require skilled or specialized work (structural changes, building additions, elevators/lifts, etc.)

### **Time-frame (TF)**

A recommended time-frame for removing the architectural barrier is provided as follows:

<u>Time-frame</u>	<u>Description</u>
I	Immediate Term (2020-2021)
N	Near Term (2022-2025)
L	Long Term (2026-2029)

### **Costs**

Cost estimates are based on recent projects of similar nature, unit quantity pricing (where appropriate), and R.S. Means Company, Inc. ADA Compliance Pricing Guide 2<sup>nd</sup> Edition and updated for current pricing.



Cost estimates are also based on the type and complexity of work. It is being assumed that simple changes (Feasibility ranking of 1 or 2) will be made through the use of town personnel (custodial, DPW, etc.). More complex construction or those projects requiring specialized skills (Feasibility ranking of 3 or 4), would involve private contractors and include labor, overhead, and profit.

#### **List of Buildings and Facilities**

Municipal Buildings: Fire Headquarters, Fire Station #2, Police Station, Prescott Building, Old Town Hall, Community Center, Public Works Building, Cemetery Department Building, and Thayer Memorial Library.

Recreational and Other Public Facilities: Bartlett Pond Conservation Area, Nathaniel Thayer Memorial Park, Town Beach, Town Forest, Town Green and Gazebo , and Town Center Area Sidewalks and Curb Ramps.

#### **Abbreviations**

a.f.f.	above finish floor	c.f.s	clear floor space
s/b	should be	r.s	running slope
>	greater than	c.s.	cross slope
<	less than		

## **VIII.MUNICIPAL BUILDINGS ASSESSMENTS**

Prescott Building

Old Town Hall

Community Center

Thayer Memorial Library

Police Station

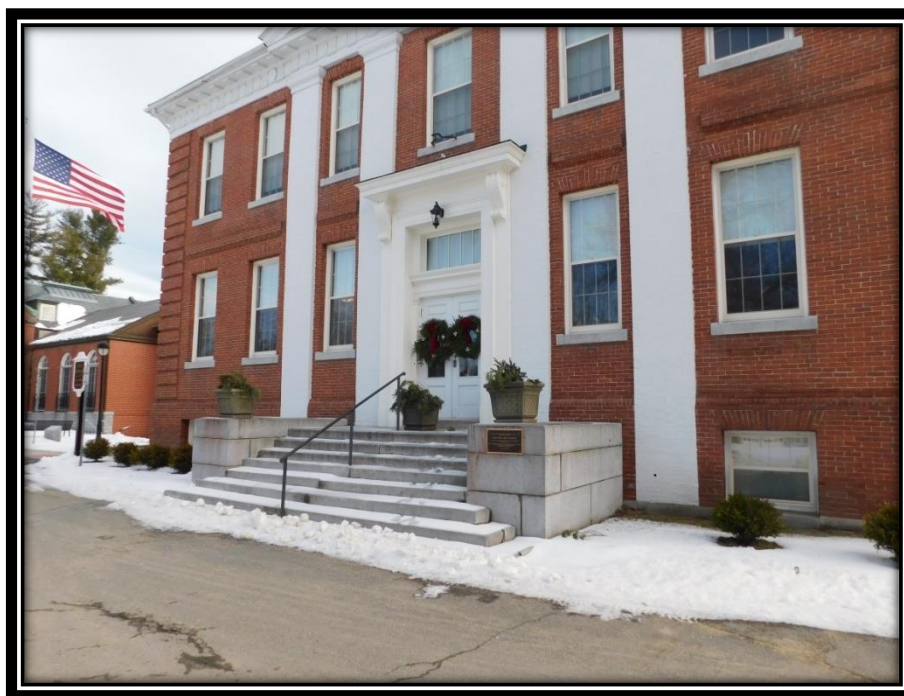
Fire Stations

Public Works

Cemetery Department and Cemeteries

## **PRESCOTT BUILDING**

**Function and Description of Facility and Programs:** The former high school and historical building was built in the early 1900's and substantially renovated in 2017 to serve as the Town's Municipal Office Building. It is a 3-level masonry structure which houses the Board of Selectmen, Town Administrator, Historical Commission, Town Clerk, Assessors, Collector/Treasurer, Finance/Accounting, Board of Health, Community Development/Planning, Conservation Commission, Building Commissioner, IT Director, Facilities Specialist, a Meeting Room, and a Conference Room. The 2017 renovation appears to be done in accordance with Massachusetts Historical Commission standards. As a result, there appears to have been allowances made to accommodate historical considerations including refurbished original interior doors with glass panes that exceed the maximum of 43" a.f.f. under the 2010 ADAAG, non-compliant exterior stair railings on the front and side stairs (stairs either not used or primarily as a secondary egress), and bathroom grab bars that are too low due to the location of an existing window. The temperature controls in the Collector/Treasurer's Office and Assessor's Office exceed the maximum height under the 2010 ADA Standards by 7". In the future, it may be required, as a reasonable accommodation, to lower to no more than 48" a.f.f. At the present time, no other action is required.



**Responsible Party:** Board of Selectmen.

**General Description or Obstacle Which Limits Mobility or Access:** The Prescott Building is substantially compliant but does have some areas of non-compliance. Although there is a sign noting accessible parking at the back of the building, signage should also note that it is the location of the accessible entrance. The side walkway connecting the Library and Community Center has running slopes that vary from 5.4% to 9.0% which exceeds that allowed for a walkway. The accessible parking signage is too high. The bill drop box exceeds the maximum reach range. The Mechanical/Electric Sprinkler and

Elevator Machine Room Doors (new) have glass panes that exceed the maximum height allowed under the 2010 ADA Standards. As these rooms are closed to the public, no further action is required. In addition, the tactile signage is mounted on the door and not the latch side. Interior doors exceed the maximum operating force and do not adhere to the minimum required closing speed. The metal support of the railings at the stair bottoms as well as the bottom railing extension serves as a protruding object as it exceeds the maximum protrusion allowed, including the exception for handrails. The “high” drinking fountains serve as a protruding object. The 2<sup>nd</sup> Level Conference Room table does not provide the minimum required knee clearance. The bathroom stall doors are not self-closing, lack interior pull devices, have coat hooks that are too high, and toilet paper dispensers not within the required reach range. In addition, the 2<sup>nd</sup> Level Men’s Bathroom (single user) has a door locking mechanism that is not working.

### **Prescott Building Accessibility Assessment**

<b>General Description of Obstacle</b>	<b><u>2010 ADAAG</u></b>	<b><u>MAAB 521 CMR</u></b>	<b><u>Type of Action to be Taken</u></b>	<b><u>P</u></b>	<b><u>F</u></b>	<b><u>TF</u></b>	<b><u>Cost Estimate</u></b>
<b><u>Exterior Signage</u></b> Outside directional signage at the front of the building directing visitors to the accessible entrance is not provided.	216	41.1.3	Provide directional signage noting the accessible entrance.	1	2	I	\$50
The accessible parking signs are 1½” and 4” too high.  <b>See Photo Prescott 1.</b>	502.6	23.6	Signage should be reset such that signage height should be a minimum of 60” high at the bottom (2010 ADAAG Standards) and a maximum of 96” at the top (MAAB 521 CMR) and located in front of each space.	1	2	I	\$0
<b><u>Walkway from Library/Community Ctr.</u></b> The walkway from the Library and Community Center to the Prescott Building side entrance has running slopes that vary from 5.4% to 9.0% (base of walkway) which exceeds the maximum running slope of 5.0% for a walkway.	403.3 405.8 505	22.3 24.5	Provide railings on both sides for roughly 80’ of the accessible route. Railings should be paired and at a height of between 34” – 38” a.f.f. and 18” – 20” a.f.f. to the top of the railings. The railings s/b oval or round, have an outside diameter of 1½” to 2”, and with 12” extensions at the top and bottom.	1	3	N	Up to \$21,500
The walkway base is deteriorated creating an abrupt change in level surface.  <b>See Photos Prescott 2, 3, and 4.</b>	403.4	22.4	Reconstruct the lower cement pad of the walkway so that it has a running slope of no more than 8.3%.	1	3	N	\$350
<b><u>Bill Drop Box</u></b> The drop box is 59” a.f.f. to the center line of the opening.  <b>See Photo Prescott 5.</b>	308.2 308.3	6.5 6.6	Lower the existing drop box so relocate it on an accessible route of travel and to a height of no more than 48” a.f.f. (2010 ADA Standards).	4	2	N	\$0
<b><u>Interior Doors</u></b> Interior doors with closers do not meet the minimum closing speed requirement of 6 seconds under 521 CMR or the maximum operating force of 5 lbs. for interior doors.	404.2.8 404.2.9	26.8 26.9	Adjust door closers such that the door closing speeds are at least 6 seconds. Adjust door closers such that push/pull force does not exceed 5 lbs for the interior doors.	1	2	I	\$0
<b><u>Level 1 Sprinkler Room and Elevator Machine Room Signage</u></b>							

Tactile signage is 12" too high and is mounted on the door and not on the latch side.  See Photo Prescott 6.	703	41.1	Install accessible compliant signage) on the latch side of each door (where allowable) with appropriate finish and contrast and character height and proportions, raised and brailled characters should also be included. Tactile characters on signs s/b 48" min. a.f.f. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. If there is no wall space on the latch side of the door, locate the signage on the nearest adjacent side wall.	4	2	N	\$0
<b>Hallway Protruding Objects</b> The following are protruding objects as they extend more than 4" into the accessible route of travel between a height of 27" and 80" a.f.f. or have vertical clearance reduced to less than 80". The stair railings exceed the exception of 4½": <ul style="list-style-type: none"> <li>Base of stair railing extensions are 32½" a.f.f. and protrude 8¼" into the accessible route of travel.</li> <li>The Middle and Top Floor "high: drinking fountains are 32" a.f.f. and protrude into the accessible route of travel.</li> </ul> See Photos Prescott 7 and 8.	307.2	20.6.1	Modify stair railing bottom extensions so they protrude no more than 4½" into the accessible route of travel or provide cane detection below the railing.  Erect a wing wall on the high side of the fountains.	2  4	3  2	N  N	\$100 to 1,500  \$350
<b>Tables and Seating</b> The work/meeting table on the Middle Floor Meeting Room does not provide the required minimum 27" knee clearance.	226.1 306.3 902.3	35.1 35.5 35.6	At least 5% or not less than 1 table shall be accessible. Tables must provide at least 27" a.f.f. of knee clearance 30" wide and 19" deep (521 CMR). The tops of tables should be 28" to 34" a.f.f. The table should be blocked and raised a minimum of 3" to meet the required knee clearance height.	4	2	N	\$50
<b>Bathrooms</b>  <u>Middle Floor/Top Floor Women's BR</u> The toilet paper dispensers are 3" o.c. from the front of the water.	604.7	30.7.6	Toilet paper dispensers s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispensers s/b a minimum of 24" a.f.f. and not mounted above the grab bars under 521 CMR.	3	2	I	\$0
<u>Middle Floor Men's &amp; Women's Bathrooms</u> The coat hooks on the stall door are at 54" a.f.f. which exceeds the maximum reach range under ADAAG by 6".	308 603.4	30.6.1	Lower the coat hooks to no more than 48" a.f.f.	3	2	I	\$0
The stall doors lack pull devices on both sides.	604.8	30.6.1	Install pull devices on stall doors so that they are on both sides of the doors.	3	2	I	\$75
<u>Middle Floor Men's &amp; Top Level Women's Bathrooms</u> The stall doors are not fully self-closing.	604.8	30.6.1	Adjust door closers.	3	2	I	\$0
<u>Top Level Men's Bathroom Single User Stall</u>							

Door locking mechanism is not working and requires excessive force and twisting of the wrist.  See Photos Prescott 9 and 10.	404.2	26.11	Adjust locking mechanism so that it can lock and can be used without excessive force and twisting of the wrist.	3	2	I	\$0
<b><u>Assistive Listening System</u></b> It does not appear that the 2 <sup>nd</sup> Level Meeting Room has an assistive listening system as required as no signage was present.	219 706 216.10	14.5	Provide an assistive listening system for shared use in other municipal locations (Community Center Meeting Room, Senior Center Activity Room, etc.) which has up to 12 receivers with 6 being hearing-aid compatible. Provide signage denoting availability of the ASL system with the International Symbol of Accessibility for Hearing Loss.	4	3	N	Up to \$2,500+/-

Total Up to \$26,375

### **Prescott Building Assessment Photos**



Photo Prescott 1



Photo Prescott 2



Photo Prescott 3



Photo Prescott 4





Photo Prescott 5



Photo Prescott 6



Photo Prescott 7



Photo Prescott 8



Photo Prescott 9

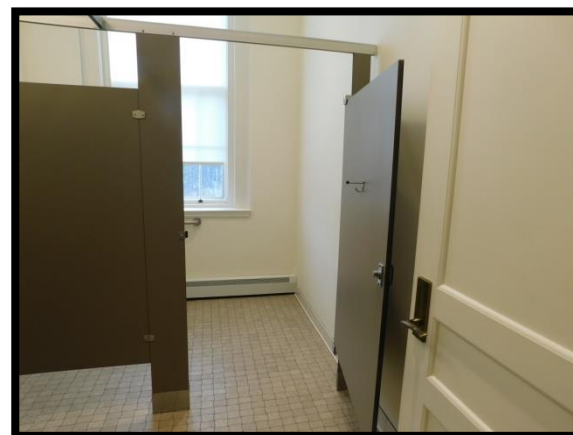


Photo Prescott 10

## **OLD TOWN HALL**

**Function and Description of Facility and Programs:** The Old Town Hall is a 3-level (including basement) masonry building that was constructed in 1908. Located on the Town Green, the building was essentially put out of service as a municipal office building in 2017 with the renovation of the Prescott Building to house the majority of municipal services. The Commission on Disability and the Historical Commission still occupy 2 offices in the building and the main level assembly room also serves as the town's only polling place. The town currently leases a portion of the second floor to a local artist who uses it as his studio. The future use of this building is undetermined and therefore only a cursory assessment of general non-compliance is provided.



**Responsible Party:** Board of Selectmen

**General Description or Obstacle Which Limits Mobility or Access:** The Town Hall Building is minimally compliant under both the 2010 ADA Standards for Accessible Design and the 521 CMR Massachusetts Architectural Access Board Regulations.



The upper level accessible parking spaces do not meet signage (too low), and surface (changes in level surface) requirements. The lower level accessible parking spaces do not meet signage (too high), and running slope (> 2.0%) requirements and are not located on an accessible route of travel into the building.

The ramp into the main entrance exceeds the maximum length without a level landing, has numerous abrupt changes in level surface at the top and bottom of the ramp, have cross slopes in excess of 2.0% in locations, and railings that don't extend 12" beyond the ramp base and parallel to the ground. [See Photos Old Town Hall 1 and 2.](#)

Nearly all interior rooms and offices have knob style non-compliant hardware and lack tactile signage. [See Photo Old Town Hall 3.](#)

Stair treads and risers are not uniform throughout and exceed maximum height and widths. Railings lack extensions. Railings to the stage area are wholly non-compliant. [See Photo Old Town Hall 4.](#)

A number of interior doorways do not meet the minimum 32" clear width requirement including entry into the assembly room and voting area from the accessible entrance, offices, and stage access. [See Photo Old Town Hall 5.](#)

A number of thresholds are between ¼" and ½" in height but are not beveled.

Some light switches exceed the maximum 48" reach range under the 2010 ADA Standards.

Assembly room double doors are only 27" wide and do not meet minimum clear width requirements. If these are to be maintained as part of a future re-use, automatic door openers would be required, the doors removed, or kept in a fixed and open position.

The main level drinking fountain is not a "high-low" fountain and does not provide the minimum required 27" of knee clearance.

Light fixtures in the hallway and on the stairs, hallway head clearance, and pipes in the basement serve as protruding objects into the accessible route of travel. [See Photo Old Town Hall 6.](#)

Office counters in the basement exceed the maximum height of 36" a.f.f.

The 2 basement level bathrooms are wholly non-complaint. The main level bathroom is minimally accessible but has sink piping that is not wrapped or insulated, a water closet that does not meet wall set back requirements, a water closet flush valve that is on the wrong side and exceeds the maximum operating force, a coat hook that exceeds maximum reach range, a mirror that is too high, and grab bars that are not non-rusting and etched. The main level in general lacks sufficient maneuverability.

There is no vertical access between levels nor is there access to the stage. A vertical wheelchair platform lift or an internal ramp would be required to gain access to the stage. A 3-stop elevator, either internally or as an addition to the existing building, would result in full access to all 3 building levels.

Under most construction options additional compliance requirements would be triggered and in the case of the elevator, full code compliance under 521 CMR due to the cost of the renovations vs. the value of the building. Vertical access modifications may also trigger additional structural, electrical, mechanical,

fire alarm and possibly plumbing alterations and modifications depending on location and what is required. An electrical upgrade would also be in order to accommodate the powering of the equipment. Accounting for unforeseen costs (15% contingency), demolition, finishes, general conditions including overhead and profit (20%), architect oversight, compliance with prevailing wage, and historic rehabilitation considerations, total probable construction costs would range between \$1 - \$2 million and possibly more. The project architect would also need to consult with both the Massachusetts State Historic Preservation Officer as well as the Massachusetts Architectural Access Board to determine what exemptions may be considered and then file the formal variance request as may be required.

### **Old Town Hall Assessment Photos**



Photo Old Town Hall 1



Photo Old Town Hall 2

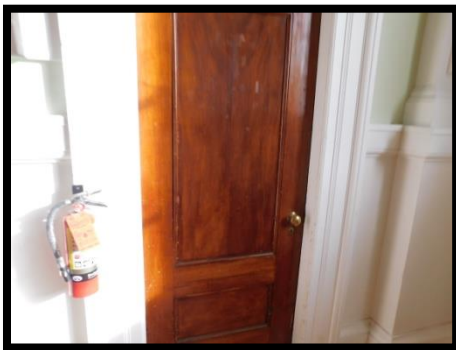


Photo Old Town Hall 3

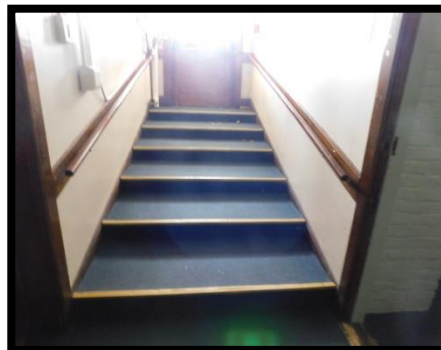


Photo Old Town Hall 4



Photo Old Town Hall 5

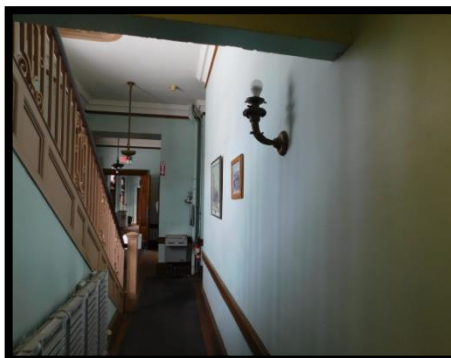


Photo Old Town Hall 6

## **COMMUNITY CENTER**

**Function and Description of Facility and Programs:** The Community Center is a 2-story masonry structure which serves as both a community center and a senior center. The first level consists of an activity room (senior center) which also serves as the dining area, a community meeting room, 3 offices, and bathrooms. The second level has a gymnasium, stage (cardio exercise area), a small meeting room, a commercial-style kitchen, and the senior center director's office. A lower level houses the cable access television studio.



**Responsible Party:** Board of Selectmen/Council on Aging.

**General Description or Obstacle Which Limits Mobility or Access:** The Community Center is generally compliant but does have a number of areas of non-compliance. The "accessible" parking spaces are not marked and no access aisles are provided. There is no designated van accessible parking space. The parking space accessible signage is too high. Depending on the number of parking spaces allocated to the building, additional accessible spaces may be required. Current accessible spaces comply with up to 50 spaces. The outside picnic tables lack adequate knee clearance. Interior doors lack tactile signage. Exterior and interior doors exceed the maximum operating force and do not adhere to the minimum required closing speed. There are a number of protruding objects in the Level 1 hallway. Some interior doorways lack the required minimum clear width. Both bathrooms have areas of non-compliance including inadequate clearances, heights, and setbacks. Stair railings lack extensions at the top and bottom of the stairs and are too large in diameter. The stage stairs have railings on one side only. Coat racks on Level 1 are not within reach range.

At the time of the assessment the community garden area and walkway were snow covered. According to the Senior Center Director, the "accessible route" is comprised of stone dust. The stone dust must be maintained regularly to insure that it is firm, stable, and slip resistant surface with no abrupt changes in level surface.

The Level 1 Senior Center Activity Room kitchenette lacks knee clearance under the sink, lacks cabinet hardware, and the oven controls are not located on the front and are therefore out of reach range. Similarly, the Level 2 Commercial-style Kitchen does not meet various minimum clearance and reach range standards. As the use of these areas requires persons to meet certain physical requirements to perform the essential functions of their positions, accessible modifications to this area will be triggered by an employee reasonable accommodations request.

According to the Senior Center Director, users of the Activity Room complain of not being able to adequately hear events and activities that take place there. It is being recommended that a shared use assistive listening system be purchased for use in multiple locations. See Prescott Building assessment.

### **Community Center Accessibility Assessment**

<b>General Description of Obstacle</b>	<b><u>2010 ADAAG</u></b>	<b><u>MAAB 521 CMR</u></b>	<b><u>Type of Action to be Taken</u></b>	<b><u>P</u></b>	<b><u>F</u></b>	<b><u>TF</u></b>	<b><u>Cost Estimate</u></b>
<b><u>Parking</u></b> The parking spaces and access aisles are not marked or striped. One designated accessible parking space must also be van accessible. One sign is 2" too high.  See Photo Community Center 1.	502	23	Stripe and designate a van accessible parking space with van accessible signage at a width of either 11' with a 5' access aisle or 8' with and 8' access aisle (2010 ADA Standards). Designate an 8' wide passenger space with a 5' wide access aisle. Signage must be set such that the signage height should be a minimum of 60" high at the bottom (2010 ADAAG Standards) and a maximum of 96" at the top (MAAB 521 CMR) and located in front of the space. The slopes should not exceed 2% in any direction.  If there are between 51 to 75 total parking spaces for the Community Center, an additional accessible passenger vehicle parking space will be required.	1	2	I	\$150
<b><u>Picnic Tables</u></b> The picnic tables near the lower level Community Center entrance do not provide the required accessible knee and toe clearance.  See Photo Community Center 2.	226.1 902	19.5.2 19.6.2	At least 5% or at least one table must be accessible. Replace one table or provide an additional one which has a table surface of between 28" to 34" a.f.f. to the top surface with at least 27" knee clearance, 30" clear width, and 19" depth. The picnic table must be located on an accessible route of travel.	2	1	N	\$750
<b><u>Designation and Directional Signage</u></b> There is no tactile directional signage to the various rooms on the first and second level. Designation signage (rooms, storage, office, etc) is lacking throughout the building. A total of approximately 32 signs are required.	703	41	Install accessible compliant directional signage at key locations such as stairs, hallway junctions, etc. Install accessible compliant designation signage on the latch side of doors with appropriate finish and contrast and character height and proportions, raised and brailled characters should also be included. Tactile characters on signs s/b 48" min. a.f.f. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).	2	2	I	Up to \$1,200
<b><u>Doors</u></b> None of the doors (interior and exterior and including both bathroom doors)	404.2.8 404.2.9	26.8 26.9	Adjust door closers such that push/pull force does not exceed 15 lbs. for an exterior door, 5 lbs for an interior	4	2	I	\$350 +/-

fully comply with the maximum allowed operating force for a door (exterior - 15 lbs., interior – 5 lbs.), and minimum closing speed (6 seconds) requirements.			door, and door closing speeds are at least 6 seconds (521 CMR).				
<b><u>Hallway Protruding Objects</u></b> The following are protruding objects as they extend more than 4” into the accessible route of travel between a height of 27” and 80” a.f.f. or have vertical clearance reduced to less than 80”. The stair railings exceed the exception of 4½”:  <ul style="list-style-type: none"> <li>The American Legion glass display is 38½” a.f.f. and protrudes 7” into the accessible route of travel.</li> <li>The Level 1 defibrillator is 54½” a.f.f. and protrudes 8½” into the accessible route of travel.</li> <li>The miniature flags outside the Veteran’s Office are 69½” a.f.f. and protrude 6” into the accessible route of travel.</li> </ul> <p>See Photos Community Center 3 and 4.</p>	307.2	20.6.1	Maintain existing and/or place a fixed item under the glass display and defibrillator. Remove the miniature flags.	2	1	I	\$0
<b><u>Drinking Fountains (1<sup>st</sup> and 2<sup>nd</sup> Level).</u></b> The drinking fountains are non-compliant as they are not “hi-low” fountains. Currently the fountains are not in service.  <p>See Photo Community Center 5.</p>	211	36.1.1	Option #1 – Keep the fountains out of service.  Option #2 – remove the existing drinking fountains and replace with “hi-low” drinking fountains. If this is done, the drinking fountains must comply as follows:  Protruding objects compliance of no > 4” protrusion between 27” and 80” a.f.f. (307); 30”x48” clear space requirement (305), and knee/toe clearance (306). Knee clearance is 9” to 27” a.f.f; 25” deep max. at 9” a.f.f. or 11” deep min at 9” a.f.f. and 8” deep min at 27” a.f.f. Width of knee clearance s/b 30” wide min (306.3). Toe clearance as part of c.f.s. 17” min – 25” max, 9” high a.f.f., 30” wide (306.2). The spout s/b 15” min from wall and 5” max from the front edge of the unit (602.5). Flow of water 4” high min and spout located max 5” from front (602.6). The spout height s/b 36” max. a.f.f. for “low” and 38” min a.f.f. to 43” max a.f.f. for “high”. The controls s/b operable w/one fist; no > 5 lbs force (309.4).	4	3	N	\$0 to \$5,000
<b><u>Double Doors</u></b> The Level 1 double doors at Stair C and Level 2 doors at the Gymnasium are 30” wide with a 28” clear width, which is 4” too narrow.  <p>See Photo Community Center 6.</p>	404.2	26.5	Remove existing doors and replace with ones that are 36” wide.	2	3	N	Up to \$3,500
<b><u>Reach Range</u></b> The Community Room cabinets are 58” a.f.f., which are 10” above reach range under the 2010 ADA Standards.	308.2 308.3	6.5 6.6	If the cabinets are for public use, at least 5% must be at a reach height of no more than 48” a.f.f. Lower existing or provide additional cabinets.	4	3	N	Up to \$350

Coat racks in the Gymnasium (1) and near the Activity Room (2) exceed the maximum reach range by 10" to 22".  See Photos Community Center 7 and 8.	308.2 308.3	6.5 6.6	Provide a coat rack at each location that is no more than 48" a.f.f.	4	1	N	\$100
<b><u>Stairwell Stair Railings</u></b> The railings for the stairs are non-compliant due to the size (2 ¼" wide) and shape of the railings and the lack of top and bottom extensions.  See Photos Community Center 9 and 10.	505.10 505.7	27.4	Replace existing railings with railings that are between 34" to 38" in height (505.4, 27.4.2); have a 12" extension parallel to the ground at the top and an extension sloped the distance of one tread then 12" parallel to the ground (505.10, 27.4.3); and are round or oval in x-section (505.7, 27.4.5) and no more than 2" in outside diameter.	1	3	N	Up to \$10,000
<b><u>Stage Stair Railings</u></b> Handrails exist on only one side of the stairs and do not extend 12" at the top parallel to the floor and a slope distance of one tread then 12" parallel to the floor at the bottom.  See Photo Community Center 11.	505.2 505.3 505.4 505.10	27.4.1 27.4.2 27.4.3	Modify existing railings to provide extensions at top and bottom of the stairs. Provide additional railing so railings are on both sides of the stairs.	2	3	N	Up to \$1,000
<b><u>Bathrooms</u></b>  <b><u>Men's and Women's</u></b> The toilet paper dispensers are 13" to 17" o.c. from the front of the water closet.  The coat hooks on the stall door are at 54" a.f.f. which exceeds the maximum reach range under ADAAG by 6".  The stall doors lack pull devices on both sides.  The stall doors are not fully self-closing.  <b><u>Women's Only</u></b> The flush valve of the water closet s not on the approach side.  <b><u>Men's Only</u></b> The water closet is 16¾" from the near wall which does not meet the minimum required setback of 18" under 521 CMR.  The grab bars are 36¾" a.f.f. which exceeds the range of 33" to 36" a.f.f. No tolerances are allowed for ranges. The rear grab is 8" from the interior wall which exceeds that allowed by 2".  See Photo Community Center 12.	604.7  308 603.4  604.8  604.8  604.6  604.2  609	30.7.6  30.6.1  30.6.1  30.6.1  30.7.5  30.7.2  30.8	Toilet paper dispensers s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispensers s/b a minimum of 24" a.f.f. and not mounted above the grab bars under 521 CMR.  Lower the coat hooks to no more than 48" a.f.f.  Install pull devices on stall doors so that they are on both sides of the doors.  Adjust door closers.  Replace the tank or entire water closet so that the flush valve is on the approach side or install an automatic flush device.  Modify the water closet to meet the required 18" setback requirement for the near wall.  Lower the grab bars so they are between 33" to 36" a.f.f. to the top of the gripping surface. Move rear grab bar so that it is no more than 6" from the interior wall.	3  3  3  3  3  3	2  2  2  3  3  2	I  I  I  N  N  I	\$0  \$0  \$50  \$0  Up to \$500  Up to \$500  \$0

Total Up to \$23,000

## **Community Center Assessment Photos**





Photo Community Center 1



Photo Community Center 2



Photo Community Center 3



Photo Community Center 4



Photo Community Center 5



Photo Community Center 6



Photo Community Center 7



Photo Community Center 8



Photo Community Center 9

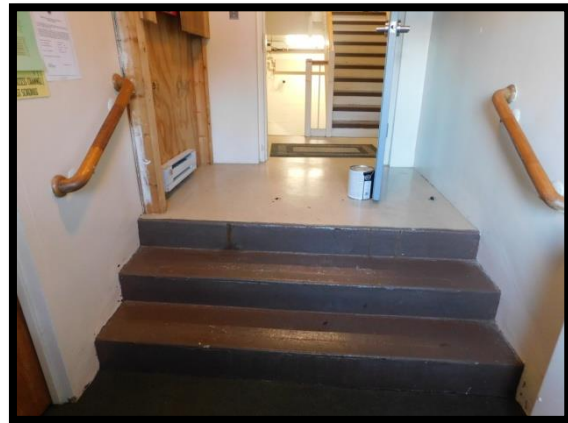


Photo Community Center 10

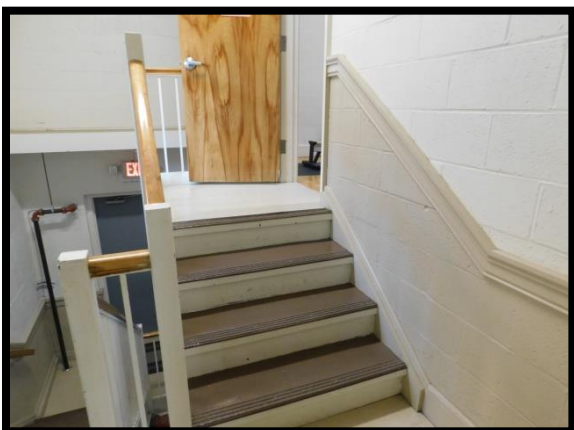


Photo Community Center 11



Photo Community Center 12



## **THAYER MEMORIAL LIBRARY**

**Function and Description of Facility and Programs:** Thayer Memorial Library was opened to the public in 1862. In 1999, a renovation and expansion project was completed resulting in a doubling in size of the building to over 19,000 sf. This 3-level building showcases modern library services, ample community space, a children's and young adult area, general collections, special collections (by appointment only), a historical museum (currently closed), a meeting room, staff offices, and multiple services and programming for patrons.



**Responsible Party:** Library Trustees

**General Description or Obstacle Which Limits Mobility or Access:** None of the “accessible” parking spaces are designated as van accessible. The signage for the spaces at the back and front of the building are not located directly in front of the spaces. The striping for the spaces and access aisles are faded and not clearly visible. The running slopes for the rear spaces vary up to 5.0%. The cross slope for the front space varies up to 3.0 %. The curb ramp from the rear parking lot to the sidewalk (accessible route of travel) exceeds the maximum allowed running slope. The accessible route to the front building entrance has abrupt changes in level surface. The technical services office and the staff room both have sinks that are too high and lack knee clearance. As these areas are not open to the public, modifications would only be required as a reasonable accommodation. No other action is required at the present time. The children's activity room has a sink/counter that is too high and lacks knee clearance. The front circulation desk lacks the minimum required knee clearance. Tables (computer, work, meeting) lack sufficient knee clearance. The children's librarian door has knob hardware. A number of doors lack tactile signage. The elevator lacks the required tactile star on the jambs of the main level. Doors with closers exceed the maximum operating force and minimum closing speed requirements. Some of the book stacks do not provide the minimum required clear width. Coat racks exceed the maximum reach range height. The ground level drinking fountain is not set into the wall and serves as a protruding object. Signs and wall mounted clocks also are protruding objects. Bathrooms have various elements of non-compliance. The

stair railings vary from 33" to 33¾" a.f.f. which is below the range of 34" to 38" a.f.f. to the top of the handrails. No tolerances are allowed for ranges, therefore the railings are non-compliant. As the cost to lower the railings far outweighs the benefit, a variance should be sought on the current railing height.

### **Thayer Memorial Library Accessibility Assessment**

<b><u>General Description of Obstacle</u></b>	<b><u>2010 ADAAG</u></b>	<b><u>MAAB 521 CMR</u></b>	<b><u>Type of Action to be Taken</u></b>	<b><u>P</u></b>	<b><u>F</u></b>	<b><u>TF</u></b>	<b><u>Cost Estimate</u></b>
<b><u>Parking</u></b> Signage for the 3 designated accessible spaces (2 rear, 1 front) are not located directly in front of the parking spaces.  None of the spaces are designated as van accessible.  The striping for the rear parking and access aisles are faded and not visible.  The rear parking running slopes and the front parking cross slopes exceed the maximum allowance of 2.0% for a level surface.  See Photo Library 1.	208 502	23	Resurface the existing spaces and access aisles to create level surfaces of no greater than 2.0% in all directions.  Re-stripe and re-designate accessible parking spaces to include one van accessible space at the building front and rear. Passenger vehicle accessible spaces should be 8' wide with a 5' wide access aisle. Van accessible spaces should be 8' wide with an 8' access aisle or 11' wide with a 5' access aisle. Non-complaint signage must be reset such that signage is located in front of each space.	1	3	I	Up to \$5,000
<b><u>Exterior Accessible Route</u></b> There is a change in level surface of 3/4" along the accessible route of travel to the front entrance.  The curb ramp at the rear parking has a main running slope that is 0.9% too steep at 9.1% and a flared side that is 3.1% too steep at 13.1%.  See Photos Library 2 and 3.	403.4  406	22.4  21	Modify the accessible route so that there is a no greater than ¼" abrupt change in level surface.  Reconstruct curb ramp to comply with the maximum 8.3% main and 10.0% flared side running slope requirements.	1  1	3  3	I  I	\$350  \$1,500
<b><u>Door Signage</u></b> Some of rooms lack tactile designation signage to identify rooms, offices and storage areas/closets. Additional signage is required at a minimum of 10 locations as follows: main level door by children's room, main level door by bathrooms, main level metal double doors by fiction section, Nathaniel T. Dexter Meeting Room and interior room storage doors (2), storage room door by Nathaniel T. Dexter Meeting Room, upper level exit door, museum door to attic, ground level closet across from bathrooms.  See Photo Library 4.	703	41.1	Install accessible compliant designation on the latch side of each door (where allowable) with appropriate finish and contrast and character height and proportions, raised and Brailled characters should also be included. Tactile characters on signs s/b 48" min. a.f.f... from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).	2	2	I	Up to \$350
<b><u>Interior Doors</u></b> Doors with closers do not fully comply with the maximum allowed operating force for an interior door (5 lbs.) and minimum closing speed requirement of 6 seconds under 521 CMR.	404.2.8 404.2.9	26.8 26.9	Adjust door closers such that push/pull force does not exceed 5 lbs for an interior door and the door closing speed is at least 6 seconds.	2	2	I	\$100

<p>Assessments ranged from 3 seconds closing speed to 18 lbs. operating force. Locations are as follows:</p> <ul style="list-style-type: none"> <li>Bathroom by Children's Room</li> <li>Stairwell doors</li> <li>Staff Room</li> <li>Trustees Meeting Room</li> <li>Museum</li> </ul>							
<p><b>Tables</b> Tables (work, meeting, and computer) throughout the library do not meet the minimum required knee clearance. This includes the following locations:</p> <ul style="list-style-type: none"> <li>Reference Room reading and computer (24½" knee)</li> <li>Fiction Room (25¾" knee)</li> <li>Children's Meeting Room (24" knee). <i>Note: 521 CMR does not differentiate knee clearance for children's seating.</i></li> <li>Children's Circulation</li> <li>Trustee's Room</li> <li>Upper Level Circulation</li> </ul> <p>See Photo Library 5.</p>	226 306.3 902.3	35	Raise (adjust if optional or "block") one table in each area to achieve the minimum table height of 28" to 34" a.f.f. with at least 27" a.f.f. of knee clearance and 30" clear width.	2	2	I	\$200
<p><b>Protruding Objects and Headroom</b> The following are protruding objects as they extend more than 4" into the accessible route of travel between a height of 27" and 80" a.f.f. or have vertical clearance reduced to less than 80":</p> <ul style="list-style-type: none"> <li>Main Level signage at display case.</li> <li>Ground Level high drinking fountain at 32½" a.f.f.</li> <li>Nathaniel T. Dexter Meeting Room clock.</li> <li>Upper Level balcony clock.</li> </ul> <p>See Photos Library 6 and 7.</p>	307.2	20.6.1	<ul style="list-style-type: none"> <li>Relocate sign.</li> <li>Install a wing wall on the high side of the fountain.</li> <li>Relocate or place a fixed object under the clock.</li> <li>Relocate or place a fixed object under the clock.</li> </ul>	2	1,2	I	\$100
<p><b>Ground Level Pantry</b> The counter and sink in the pantry does not provide compliant knee clearance at 25¾" a.f.f. The pipes are not fully wrapped.</p> <p>See Photo Library 8.</p>	306 606.5	30.9.3 30.9.5	"Rip" the front of the counter cross piece so there is a minimum of 27" knee clearance at the sink with guarded, wrapped, or insulated piping.	2	3	N	\$100
<p><b>Elevator</b> The jambs at the main entry level lack tactile stars.</p>	703.4 407.2.3	28.5	Install tactile stars on both jambs at a height of no more than 60" a.f.f.	2	2	I	\$50
<p><b>Knob Hardware</b></p>	404.2	26.11		2	2	I	\$75

The Children's Librarian door has knob-style hardware.			Replace the existing hardware with lever style that is operable with on hand, a closed fist, or loose grip.				
<b><u>Children's Activity Room Sink</u></b> The sink is 2" too high and lacks knee clearance.	606 306	32.7	Modify the sink/counter so that it is no more than 34" a.f.f. with a minimum of 27" of knee clearance. Pipes must be wrapped, guarded, or insulated. If the sink is solely for children ages 6 thru 12, then 24" knee clearance with a counter height of no more than 31" a.f.f. may be allowed.	2	3	N	Up to \$500
<b><u>Circulation Counter</u></b> The checkout counter has only 26¼" of knee clearance which is ¾" too short.	904 306	12.2	"Cut" a minimum of ¾" of the front of the counter cross piece so there is a minimum of 27" knee clearance.	2	3	N	\$50
<b><u>Book Stacks</u></b> Stacks in the children's book section and the upper level stacks provide only 34½" to 35" of clear width, which is less than the minimum required of 36".	904 403.5	12.2	As feasible, move stacks to achieve the minimum 36" clear width.	2	2	N	\$0
<b><u>Coat Rack</u></b> The ground level coat rack is 66" a.f.f., which exceeds the maximum reach range under the 2010 ADA Standards by 18"	308.2 308.3	6.5 6.6	Provide a coat rack or coat hooks at a height of no more than 48" a.f.f.	4	2	I	\$50
<b><u>Bathrooms</u></b> <u>Main Level by Children's Section, Main Level by Custodian Closet (2), Ground Level (2), Ground Level Staff:</u>  Coat hooks are 20" too high under the 2010 ADA Standards.	308.2 308.3	30.6	Lower coat hooks to no more than 48" a.f.f.	3	2	I	\$0
Sink piping is not fully wrapped as shut-off valves are exposed.	606.5	30.9.5	Wrap or insulate the shut-off valves.	3	2	I	\$300
<u>Main Level by Children's Section, Main Level by Custodian Closet (2), Ground Level (2):</u>  Self-metered faucets require 10 – 12 lbs of operating force which exceeds the maximum of 5 lbs.	309 606.4	30.9.6	Adjust faucets so they require no more than 5 lbs of operating force to use.	3	2	I	\$0
The light switches are 3½" to 4½" too high.	308.2 308.3	6.5 6.6	Lower light switches to no more than 48" a.f.f or install motion detection switches.	3	3	N	Up to \$1,000
A janitor's water spigot near ground level may interfere with some types of wheelchair's maneuverability and user transfer.	-	-	If determined to be an obstruction, modify spigot to reduce the protrusion from the wall.	-	-	-	TBD
<u>Main Level by Children's Section, Main Level by Custodian Closet (2):</u>  Soap dispensers are 2½" to 3" too high under 521CMR.	308.2 308.3	30.12	Lower the dispensers to 42" a.f.f.	3	2	I	\$50

<u>Main Level by Children's Section, Main Level by Custodian Closet (2), Ground Level (1):</u>  Self-metered faucets remain open from 0 to 6 seconds, which is less than the minimum required.  <u>Main Level by Children's Section:</u>  The toilet paper dispenser is 0" o.c. from the front of the water closet.  <u>Ground Level Staff:</u>  The water closet is 1" too far from the near  See Photos Library 9 and 10.	309 606.4  604.7  604.2	30.9.6  30.7.6  30.7.2	Adjust faucets so they stay open for a minimum of 10 seconds.  Relocate the toilet paper dispenser so it is 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser  Modify water closet so that the centerline is 18" from the nearest sidewall and at least 42" from the farthest sidewall.	3  3  3	2  3  3	I  N  N	\$0  Up to \$250  Up to \$450
---	--	------------------------------------	--	---------------------	---------------------	---------------------	---

Total up to \$10,475

### Thayer Memorial Library Accessibility Assessment Photos



Photo Library 1



Photo Library 2



Photo Library 3



Photo Library 4

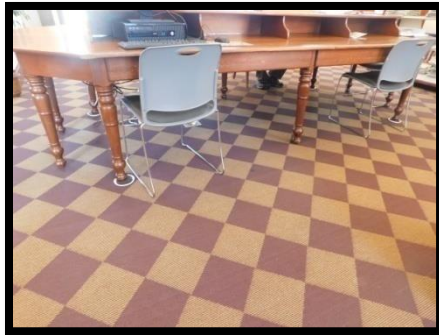


Photo Library 5



Photo Library 6

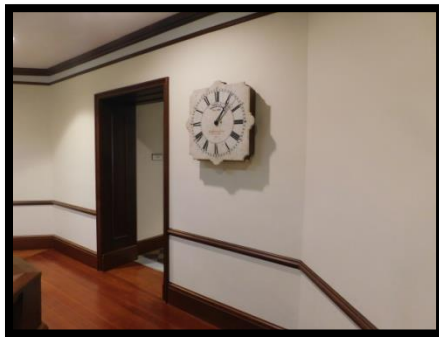


Photo Library 7



Photo Library 8

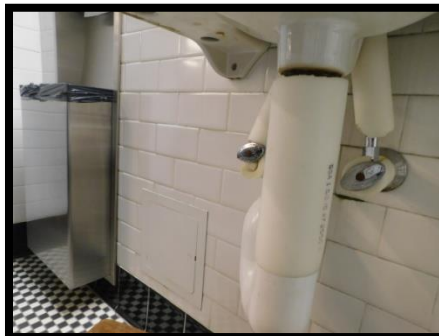


Photo Library 9

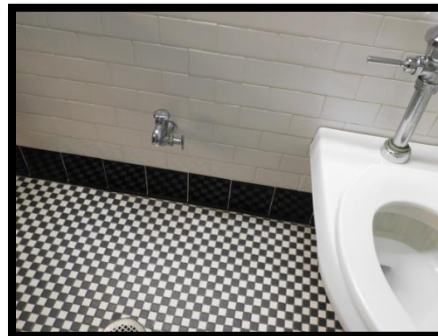


Photo Library 10



## **POLICE STATION**

**Function and Description of Facility and Programs:** The Lancaster Police Station is a 1½-story masonry structure which was built in 2001. The upper level is unfinished and is used for storage. The Police Department is a full-service department with the responsibility to provide public safety services to the approximately 8,000 residents of the Town of Lancaster. The Department has 23 personnel including the Chief of Police, 1 Lieutenant, 2 Sergeants, 7 Police Officers, 10 Reserve Officers and 1 Administrative Assistant. Dispatch is handled externally by the Nashoba Valley Dispatch Center.



**Responsible Party:** Board of Selectmen.

**General Description or Obstacle Which Limits Mobility or Access:** The Police Station is substantially compliant but does have some areas of non-compliance. The accessible parking space is not designated as van accessible. The signage for the space is 4" too high. The running slope at the top of the space is 3% which is just outside the maximum of 2.0% (It is recommended that a variance be sought as the rest of space is compliant). Segments 3 and 4 of the ramped accessible route from the parking lot to the front entrance have running slopes of up to 9.0% which exceeds the maximum allowed for a ramp (8.3%) by 0.7%. Due to the cost to correct the pads to bring into compliance versus the benefit received, it is recommended that a variance also be sought as the remainder of the ramp and railings are compliant. Doors exceed maximum operating force and minimum closing speeds. Some interior doors lack tactile signage or the signage is not mounted on the latch side. The counter in the lobby does not provide sufficient knee clearance. The drinking fountain is not "high-low". The lobby designated accessible bathroom has minor areas of non-compliance.

There is no apparent "accessible holding cell" although the juvenile/women's cell does meet some requirements for sink height, sink knee clearance, and water closet far wall and front setbacks. The cell does not provide grab bars for the water closet.

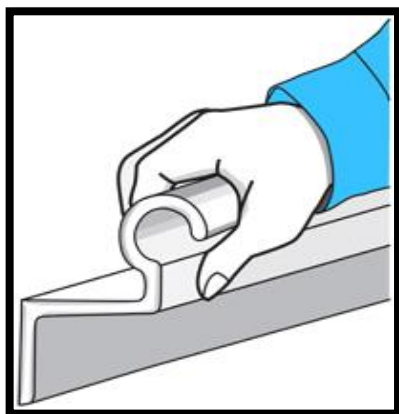
### Reasonable Accommodations

There are areas of non-compliance in the sergeant's area (formerly dispatch) including the bathroom (sink piping not wrapped, grab bar too short), kitchenette (sink piping not wrapped) and a fire alarm box which is a protruding object. The break room sink is 2" too high and lacks knee clearance. In addition the break room phone is 14" too high. The Men and Women Officer locker rooms have a number of areas of non-compliance including showers, water closets, dispensers, clearances, heights, etc. Doors to these rooms and the training room exceed the maximum allowed operating force and minimum allowed closing speed. None of these areas are open to the public and limited for use only for sworn police personnel. All police officers must meet strict physical requirements which a person with a mobility limiting disability would not be able to perform. Therefore, unless there are changes in policies, procedures, and operations, modifications to these areas are not required at the present time.

**Under Section 232.2 of the 2010 ADAAG** alterations to cells shall not be required to comply except to the extent determined by the Attorney General (federal). **Advisory 232.2:** General Holding Cells and General Housing Cells Exception. Although these requirements do not specify that cells be accessible as a consequence of an alteration, Title II of the ADA requires that each service, program, or activity conducted by a public entity, when viewed in its entirety, be readily accessible to and usable by individuals with disabilities. This requirement must be met unless doing so would fundamentally alter the nature of a service, program, or activity or would result in undue financial and administrative burdens.

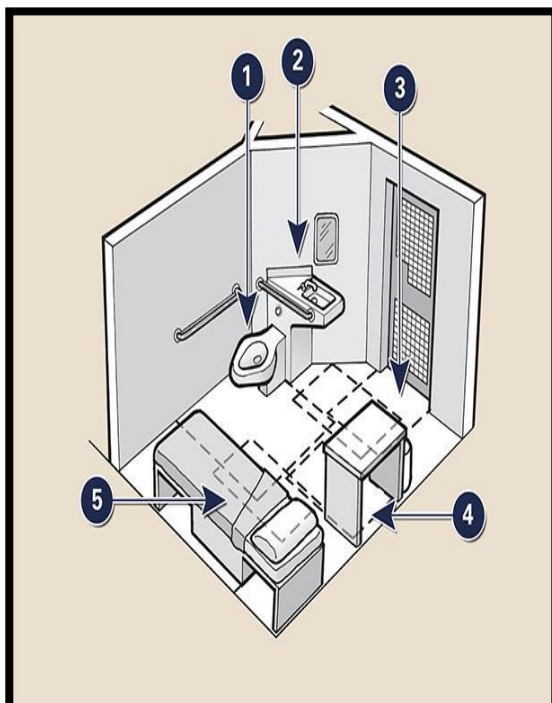
Inmates in local correctional facilities may have mobility disabilities and need to be housed in accessible cells. Federal laws protect people with disabilities from discrimination by State and local governments, including entities that own or operate correctional facilities. All such entities are covered by the Americans with Disabilities Act of 1990 (ADA), and those that receive Federal funds are also covered by section 504 of the Rehabilitation Act. These laws prohibit discrimination against persons with disabilities, including inmates who use wheelchairs, scooters, walkers, or other mobility devices. All aspects of law enforcement and correctional services are covered by these laws - including facilities, employment, transportation, and other activities, programs, and services.

Grab bars can be designed so they do not increase suicide risk. As shown, there are several ways for grab bars to be designed with adequate gripping surfaces, while ensuring that nothing can be tied onto them (see below).





For illustrative purposes, a typical room layout and general features of an accessible cell is shown below.



Rendering of ADA Compliant Cell

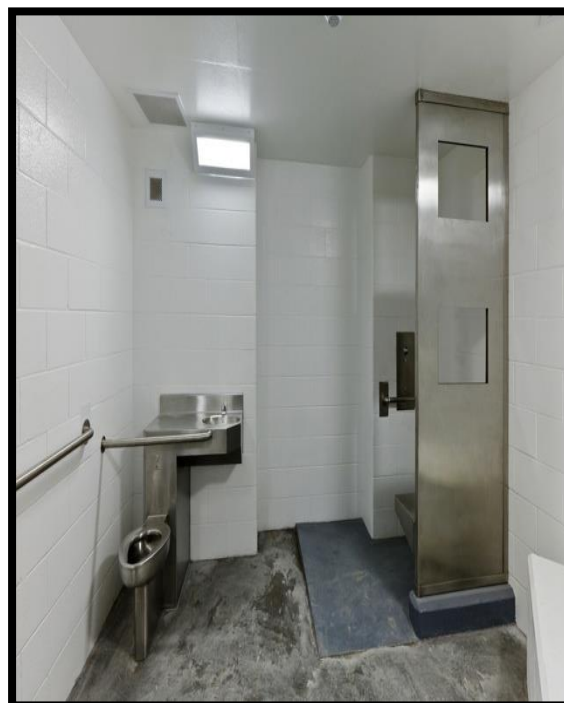


Photo of ADA Compliant Cell

### **Police Station Accessibility Assessment**

General Description of Obstacle	<u>2010 ADAAG</u>	<u>MAAB 521 CMR</u>	<u>Type of Action to be Taken</u>	<u>P</u>	<u>F</u>	<u>TF</u>	<u>Cost Estimate</u>
<b><u>Parking</u></b> The accessible parking space is not designated as van accessible. The existing sign is 4" too high.  See Photo Police 1.	502	23.6	Provide a sign noting the space is van accessible. Signage must be set such that the signage height should be a minimum of 60" high at the bottom (2010 ADAAG Standards) and a maximum of 96" at the top (MAAB 521 CMR) and located in front of the space.	1	2	I	\$25
<b><u>Accessible Route to Main Entrance</u></b> A "gap" at the curb ramp creates an unlevel and abrupt change in level surface  See Photo Police 2.	206.2 403.4	20 22.4	Provide caulking or sealant in gap to create level surface.	1	2	I	\$25
<b><u>Exterior and Interior Front Entry Doors</u></b> The exterior main entrance doors and interior lobby doors do not comply with the minimum closing speed requirement of 6 seconds under 521 CMR or the maximum operating force for exterior and interior doors.	404.2.8 404.2.9	26.8 26.9	Adjust door closer such that the door closing speeds are at least 6 seconds. Adjust door closers such that push/pull force does not exceed 15 lbs for the exterior doors and 5 lbs for the interior doors.	1	2	I	\$0
<b><u>Signage</u></b>							

Eight interior doors (offices, closets, hallway, etc.) lack tactile accessible signage. The lobby “accessible” designated bathroom signage is mounted on the door and not on the latch side.	703	41.1	Install accessible compliant signage on the latch side of each door (where allowable) with appropriate finish and contrast and character height and proportions, raised and brailled characters should also be included. Tactile characters on signs s/b 48” min. a.f.f. from baseline of lowest character and 60” max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).	2 3	2	I	\$315
<b><u>Lobby Counter</u></b> The counter at the lobby window provides only 25½” of knee clearance, which is 1½” too low.  See Photo Police 3.	306	35	“Cut” 1½” of the wood facing at the bottom of the counter to achieve a minimum of 27” knee clearance.	2	3	I	\$50
<b><u>Drinking Fountain</u></b> The drinking fountain is non-compliant as it is not a “hi-low” fountain.  See Photo Police 4.	211	36.1.1	Option #1 – Discontinue use of the existing drinking fountain.  Option #2 – remove the existing drinking fountain and replace with a “hi-low” drinking fountain. The drinking fountain must comply as follows:  Protruding objects compliance of no > 4” protrusion between 27” and 80” a.f.f. (307); 30”x48” clear space requirement (305), and knee/toe clearance (306). Knee clearance is 9” to 27” a.f.f.; 25” deep max. at 9” a.f.f. or 11” deep min at 9” a.f.f. and 8” deep min at 27” a.f.f. Width of knee clearance s/b 30” wide min (306.3). Toe clearance as part of c.f.s. 17” min – 25” max, 9” high a.f.f., 30” wide (306.2). The spout s/b 15” min from wall and 5” max from the front edge of the unit (602.5). Flow of water 4” high min and spout located max 5” from front (602.6). The spout height s/b 36” max. a.f.f. for “low” and 38” min a.f.f. to 43” max a.f.f. for “high”. The controls s/b operable w/one fist; no > 5 lbs force (309.4).	4	3	N	\$0 to \$2,500
<b><u>Lobby Accessible Bathroom</u></b> The toilet paper dispenser is 12” o.c. from the front of the water closet.  The sink piping is not fully wrapped, insulated, or guarded.  See Photo Police 5.	604.7  606.5	30.7.6  30.9.5	Move the toilet paper dispenser closer to the water closet. Toilet paper dispensers s/b 7” minimum and 9” maximum in front of the water closet measured to the centerline of the dispenser. The dispensers s/b a minimum of 24” a.f.f. and not mounted above the grab bars.  Wrap and/or insulate piping.	3  3	2  2	I  I	\$0  \$50
<b><u>Accessible Jail Cell</u></b> The apparent “accessible” cell water closet lacks grab bars and is 5” too far from the near wall.  See Photo Police 6.	604 609	30.7 30.8	Relocate the water closet closer to the near wall so that it is 18” o.c. to the centerline of the toilet. Install security style grab bars at the side and back of the water closet. The grab bars should be between 33” and 36” a.f.f..	3	3	N	Up to \$1,000.

Total \$1,540 to \$4,040

## Police Station Assessment Photos



Photo Police 1



Photo Police 2



Photo Police 3



Photo Police 4



Photo Police 5

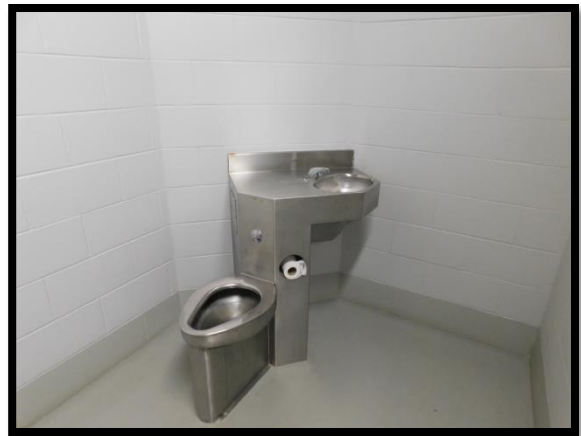


Photo Police 6

## **FIRE -RESCUE- EMS DEPARTMENT**

**Description of Facility and Programs:** The Lancaster Fire-EMS Department is a predominately on-call department with two full-time firefighter/EMTs, 23 on-call firefighters, and 11 on-call emergency medical technicians. Officers include a chief, a deputy chief, a captain, 5 lieutenants, and an EMS coordinator. The Fire Headquarters and Business Office, is located at 1055 Main Street. Station 2 is located at 283 South Main Street.



Fire Headquarters – 1055 Main Street



Station #2 – 283 South Main Street

**Responsible Party:** Board of Selectmen.

**General Description or Obstacle Which Limits Mobility or Access:** The Fire Headquarters (1055 Main Street) is minimally accessible for those areas and levels which are open to the public. The accessible parking space is not designated as van accessible. The main entrance door glass pane is too high and the door closing speed exceeds that allowed. Interior doors lack tactile accessible signage and have knob hardware. The Fire Chief's office door has a glass pane that is too high. The counter at the lobby area is too high. The kitchenette located outside the bathroom on the first level is non compliant with limited maneuverability, a 26" clear width, excessive counter and appliance heights, and a sink with non-compliant hardware and no knee clearance. As the use of the kitchenette is limited to firefighters and emergency medical personnel who must meet strict physical requirements which a person with a mobility limiting disability would not be able to perform, modifications would only be required as a reasonable accommodation as may be required. The bathroom on the first level which is used by both department employees and the general public, is wholly non-compliant due to restricted clearances, limited setbacks, lack of maneuverability, lack of grab bars, lack of sink knee clearance, and other items.

There is no vertical access to the second level but this area is limited to firefighters and emergency medical personnel, who, as noted above, must meet strict physical requirements which a person with a mobility limiting disability would not be able to perform. The garage/apparatus area, lockers, vehicle bays, equipment room, and medical room on the first level and the entirety of the second level are not open to the general public. The second level area has non-compliant stairs (railings, open risers) and consists of a

Firefighter-EMS training room, a bunk room, non-compliant bathrooms, an electrical room, a storage closet, a mechanical room, a non-compliant kitchen (cabinet and appliance hardware, heights, knee clearance, etc.), and emergency egress. It is recommended that a removable bar be installed at waist or mid chest height on the exterior of the emergency egress door opening for safety precaution (See Photo Main Fire 1). As no public access is allowed in the garage/apparatus area, restricted 1<sup>st</sup> level areas, and 2<sup>nd</sup> level, no further action or modifications are required to these areas at the present time.

The Department does hold an annual dinner in the garage/apparatus area as a department fundraiser. As there is no accessible bathroom in the building, it is recommended that an ADA compliant portable toilet located on an accessible route of travel be provided during this event (See Park and Recreation Facilities ADA Compliant Portable Toilet).

**Station #2** (283 South Main Street) does not comply with 521 CMR or ADAAG accessibility requirements. There is no designated accessible parking. There are two side doors to access the station, both of which have a 6+” abrupt change in level surface to gain entrance into the building and a 5” drop on the interior. One of the doors has non-compliant knob hardware. There is no accessible vertical access to the 2<sup>nd</sup> level. The first level is used predominately to house fire equipment and apparatus, and similar to the Fire Headquarters, is limited to firefighters and emergency medical personnel who must meet strict physical requirements which a person with a mobility limiting disability would not be able to perform. Therefore if this is the only use, modifications would only be required as a reasonable accommodation as may be required.

**However**, according to Fire personnel, the second level is used by a local Boy Scout troop for meetings and related scouting activities. If such a use were to continue, then substantial modifications would be required including door and entry modifications, construction of an accessible compliant bathroom, accessible kitchenette, modifications to the stairs and railings to the second level, installation of a lift or elevator to the second level, provision of access to the 2<sup>nd</sup> level stage, replacement of interior door hardware, provision of accessible signage, and other required items.

Should public use and access to the second level continue, then full accessible compliance will be required and will vary in cost of up to nearly \$415,000 or more exclusive of design fees. Depending on what other MA State Building Code and 521 CMR provisions are triggered, the total cost could be even much greater. To avoid such substantial cost for minimal benefit, it is strongly recommended that the use of Station #2 be limited solely for Fire-EMS personnel use with no public use or access allowed on either the first or second level.



## Fire Headquarters (1055 Main Street) Accessibility Assessment

General Description of Obstacle	2010 ADAAG	MAAB 521 CMR	Type of Action to be Taken	P	F	TF	Cost Estimate
<b>Parking</b> The parking space is not designated as van accessible. The access aisle is 3' too narrow. <i>See Photo Main Fire 2.</i>	502	23	Restripe access aisle to provide a width of 8'. Provide "van accessible" signage.	1	2	I	\$100
<b>Main Entrance</b> The exterior door does not fully comply with the minimum closing speed requirement of 6 seconds under 521 CMR.  Glass pane exceeds the maximum viewing height of 43" by 2". <i>See Photo Main Fire 2.</i>	404.2.8  404.2.11	26.9  NA	Adjust door closers such that the door closing speed is at least 6 seconds.  Doors, gates, and side lights adjacent to doors or gates, containing panels that permit viewing through the panels shall have the bottom of at least one panel located 43 inches maximum a.f.f. Modify door/panel or replace door to comply with the maximum glass pane height restriction.	1  1	2  3	I  N	\$0  Up to \$500
<b>Interior Doors with Glass Panels</b> The glass pane to the Chief's Office exceeds the maximum viewing height of 43". <i>See Photo Main Fire 3.</i>	404.2.11	NA	Modify or replace the door to comply with the 43" maximum height restriction.	2	3	L	Up to \$500
<b>Door Signage</b> Tactile designation signage is not provided at eight (8) interior doors on the first floor level. <i>See Photo Main Fire 3.</i>	703	41.1	Install accessible compliant designation signage on the latch side of each door (where allowable) with appropriate finish and contrast and character height and proportions, raised and Brailled characters should also be included. Tactile characters on signs s/b 48" min. a.f.f. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).	2	2	N	\$280
<b>Door Hardware</b> First level interior office door hardware is non-compliant knob-style hardware – eight (8) total. <i>See Photo Main Fire 3.</i>	404.2	26.11	Door hardware must be operable with a closed fist or loose grip and shall not require tight grasping or tight pinching of the wrist to operate. Replace knob-style hardware with lever hardware.	2	2	N	\$600
<b>Lobby Counter Height</b> The lobby service counter exceeds the maximum height allowed by 7½". <i>See Photo Main Fire 4.</i>	904.4	7.2	Service counters should not exceed 36" in height with a minimum of 36" clear width (521 CMR). Modify the counter to comply with the maximum height requirement.	2	3	N	Up to \$350
<b>Unisex Bathroom</b> Two doors leading to the bathroom have knob hardware and lack tactile signage.  The two (2) entryways to the bathroom have a 26" clear width which is 6" too narrow. <i>See Photo Main Fire 5.</i>  The bathroom is wholly non-compliant including water closet setbacks, sink knee clearance, dispensers and mirror heights, lack of grab bars, protruding objects, and maneuverability. <i>See Photo Main Fire 6.</i>	703 404.2  404.2.3  603 604 606 308 309 307	41.1 26.11  26.5  30 20.6	Included above under Door Signage and Door Hardware.  Modify entryways and replace doors to achieve a minimum doorway clear width of 32".  Option #1: Discontinue public use of the bathroom.  Option #2: Remove shower and modify the bathroom to meet the 2010 ADA Standards and 521 CMR Standards for a single user accessible toilet room. <i>See Table 1 below.</i>	3  3  3	2  3  3	I  L  L	-  Up to \$1,500  Up to \$35,000

Up to \$38,830+

**Table 1: Adult Bathroom Facilities Compliance Requirements**

2010 ADAAG		MAAB 521 CMR		
Doorway/Entrances				
Signage	703.4	Tactile characters on signs s/b 48" min. a.f.f. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Latch side of door. See exceptions.	41.1	Latch side of door; approach w/in 3"; 60" a.f.f. to centerline of sign.
Hardware	404.2.7	Operable with a closed fist or loose grip	26.11.1	Operable with one hand; roughened surface for hazard areas (26.11.4).
Hardware height	404.2.7	34" to 48" a.f.f.	26.11.2	36" to 48" a.f.f.
Door closing speed	404.2.8.1	5 sec. min. from 90 degrees to 12 degrees from the latch.	26.9	At least 6 seconds.
Door opening force	404.2.9	Interior hinged / sliding/folding—5 lbs	26.8.1	Exterior hinged—15 lbs; interior hinged / sliding/folding—5 lbs.
Doorway width	404.2.3	Clear width of 32" minimum.	26.5	Clear opening of 32" min.
Threshold	404.2.5	Not > ½" high. Raised thresholds comply with 302 and 303 (between ¼" and ½" s/b beveled w/slope no > 1:2(50%)).	26.10	Not > ½" high, beveled w/no > 1:2 slope. Sliding door thresholds not > ¾" high and beveled w/no > 1:4 slope.
Handrails - clearance	505.5	1 ½" minimum.	27.4.7	1 ½" from wall. Recessed if max 3" deep and 18" above handrail.
Single User Toilet Room				
Door	213 404.2.3 603.2	In-swing allowed if min. 30"x48" c.f.s. beyond swing of the door (603.2). 32" min. clear width (404.2.3).	30.4	In-swing allowed if self closing device and min. 30"x48" c.f.s. beyond swing of the door.
Clear floor space	604.3.1	60" x 56" minimum.	30.5, 6.3	Clear floor space required (30.5); 60" diameter or a 36" x 60" "T" (6.3).
Toilet Stalls				
# standard accessible stalls	213.3.1	At least one.	30.6	One must be provided
# alternate accessible stalls	213.3.1	If 6 or > stalls/urinals at least one alternate accessible stall must ALSO be provided.	30.6	If 6 or > stalls at least one alternate accessible stall must ALSO be provided
Standard Accessible Stall				
Size	604.8.1.1	60" wide x 56" deep for wall hung water closets; 60" wide x 59" deep for floor mounted water closets.	30.6.1	60" wide x 72" deep.
Water closet location	604.2	On rear wall.	30.6.1	On 60" wall.
Door width	404.2.3	32" minimum clear opening, swings out.	30.6.1	32" clear opening, swings out or slides
Door hinge and closing	604.8.1.2 404.2.7	Self-closing hinge; pull device on both sides (604.8.1.2); operable parts 34" min. to 48" max. a.f.f. (404.2.7).	30.6.1	Self-closing hinge; pull device on both sides; lock at approx. 36" a.f.f.
Latch side clear space	604.8.1.2	42" min. clear space for side approach to door; door opening s/b 4" max. on sidewall or partition farthest from water closet. If door on side, opening s/b 4" max. from front partition.	30.6.1	18" clear space on latch side of door.
Coat hook	603.4 308	Forward (308.2)/side (308.3) reach 15" to 48" max. a.f.f.	30.6.1	Max. 54" a.f.f.
Grab bar location	604.5	Provided on side wall closest to water closet and rear wall. Side wall bar 42" long, 12" max. from rear wall and extending 54" min. from rear wall. Rear wall bar s/b 36" long min. and extend from center of water closet 24" min on transfer side and 12" min on opp. side.	30.8	2 grab bars, 42" long, 1 on back wall above water closet, one on side wall closest to water closet. See Grab bars.

Water Closets				
Clear floor space (no stall)	NA	NA (Stall 60" wide x 56" deep)	30.7.1	30" x 48"
Location	604.2	Centerline s/b 16" to 18" max from nearest sidewall, except that water closet s/b 17" min to 19" max from the sidewall in an ambulatory accessible compartment.	30.7.2	Centerline s/b 18" from nearest sidewall, at least 42" from farthest sidewall, and 42" clearance from front of water closet to nearest wall/fixture
Height	604.4	17"-19" a.f.f. to top of seat.	30.7.3	17"-19" a.f.f. to top of seat.
Flush control	604.6 308	Hand operated or mounted (604.6). 15" min. to 48" max reach range (308). .	30.7.5	Mounted on wide side no > 44" a.f.f.
Toilet paper dispensers	604.7 309.4	7" min and 9" max in front of water closet measured to centerline of dispenser. Outlet s/b 15" min and 48" max a.f.f. S/not be behind grab bars and be a continuous flow (604.7). Operable parts per 309.4.	30.7.6	Mounted on side wall closest to toilet, centerline of roll s/b min. of 24" a.f.f.
			30.8.5	Dispensers shall not be mounted above grab bars.
Grab Bars				
Grab bar location	609.4 604.5	See Standard Accessible Stalls.	30.8.1	Side grab bar s/b no >12" from interior corner; rear grab bar s/b no > 6" from interior corner.
Grab bar height	609.4	33" – 36" a.f.f. to top of gripping surface.	30.8.2	33" – 36" a.f.f.; tank/flushometer variances of height and length.
Grab bar thickness	609.2	Circular x-sect. outside diameter 1¼ "min. to 2" max.; Non-circular x-sect. 2" max. and perimeter of 4" min. and 4.8" max.	30.8.3	1 ¼" – 1 ½" diameter.
Grab bar material	NA	NA	30.8.4	Non-rusting, acid-etched or roughened.
Spacing	609.3	1 ½" between wall & grab bar. Space between grab bars & projecting objects above s/b 12" min.	30.8.3	1 ½" between wall and grab bar. Nothing mounted above.
Sink				
Clear floor space	606.2 305	Forward approach clear floor space of 30"x48" (305.3).	30.9.1 6.3	60" diameter, no more than 19" underneath the sink. 30"x48" forward approach.
Height	606.3	Rim no > 34" a.f.f.	30.9.2	Rim no > 34" a.f.f. Sink min. 17" from wall to front of the sink.
Knee clearance	306.2 306.3	Knee clearance is 9" to 27" a.f.f.; 25" deep max. at 9" a.f.f. or 11" deep min at 9" a.f.f. and 8" deep min at 27" a.f.f. Width of knee clearance s/b 30" wide min (306.3). Toe clearance as part of c.f.s. 17" min – 25" max, 9" high a.f.f., 30" wide (306.2).	30.9.3	27" min. from floor to underneath; 8" from front to back (deep). Minimum of 9" of toe clearance. Toe clearance as part of c.f.s. a max. of 6" of the 48" of c.f.s. may extend into the toe space.
Depth	NA	NA	30.9.4	Not > 6 ½".
Piping	606.5	Insulated, protected, no sharp/abrasive surfaces.	30.9.5	Recessed, insulated or guarded.
Faucets	606.4 309	Operable w/one hand w/max 5 lbs force required (309). Metering faucets must be open 10 secs min (606.4).	30.9.6	Operable w/one hand. If self-closing valves, must be open min. 10 seconds
Urinals				
Required #	213.3.3	Where more than 1 urinal provided, at least one s/b accessible.	30.10	If one or more urinals, at least one must be accessible.
Height	605.2	Stall or wall hung; rim maximum of 17" a.f.f.; 13½ "deep from outer face of rim to back of fixture.	30.10.1	Stall or wall hung; elongated rim; maximum of 17" a.f.f.
Clear floor space	605.3 305	Forward approach clear floor space of 30"x48" (305.3).	30.10.2 6.3	Front approach 30"x48" and 60" diameter turning radius (6.3); 29" clearance between urinal shields (30.10.2).
Flush control	605.4 308 309	Hand operated or automatic (309.4); 15" min – 48" max a.f.f. reach range (308).	30.10.3	Hand operated, automatic; no > 44" a.f.f.



<b>Mirror</b>				
Height	603.3	If over lavatory/countertop, bottom of mirror no > 40" a.f.f.; if not over lav/counter no > 35" a.f.f. if full length, top s/b 74" min a.f.f.	30.11	Bottom of mirror no > 40" a.f.f.
<b>Dispensers</b>				
Location	205	S/b located on an accessible route.	30.12	One of each device w/in zone of reach
Operation	309.4	Operable w/one fist; no > 5 lbs force.	30.12 39.5	Operable w/one fist; no > 5 lbs force (39.5).
Height	308.2 308.3	Side (308.3) and forward (308.2) reach 15" – 48" a.f.f.	30.12	42" max. a.f.f.
<b>Controls and Receptacles</b>				
Location	205	S/b located on an accessible route.	30.13 39.00 6.5, 6.6	One of each on an accessible route (30.13); all controls s/b at least 18" from an interior corner (39.00); forward reach 15"–48" a.f.f. (6.5); side reach 9"–54" (6.6).
Height	308.2 308.3	Side (308.3) and forward (308.2) reach 15" – 48" a.f.f.	6.5, 6.6	Forward reach max. of 48" a.f.f. Side reach max. of 54" a.f.f.
Operation	309.4	Operable w/one fist; no > 5 lbs force.	30.13 39.5	Operable w/one fist; no > 5 lbs force (39.5).
Clear floor space	305	Forward approach clear floor space of 30"x48" (305.3).	6.4 39.2	Minimum 30"x48" (6.4, 39.2).
<b>Signage</b>				
Location	703.4	Tactile characters on signs s/b 48" min. a.f.f. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Latch side of door. See exceptions.	41.2.1	Wall adjacent to latch side of door or nearest adjacent wall. Reach allowance s/b within 3" of signage.
Height	703.4	Tactile characters on signs s/b 48" min. a.f.f. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character.	41.2.2	60" a.f.f. to centerline of sign.
Character proportion	703.5.4	Characters s/b selected from fonts where the width of the uppercase letter "O" is 55% min and 110% max of the height of the uppercase letter "I".	41.3	Width to ht. (3:5-1:1) and stroke-width- height (1:5-1:10).
Character height	703.5.5	Sized according to viewing distance. See Table 703.5.5.	41.4	Sized according to viewing distance.
Brailled characters	703.3 703.4	Grade 2 Braille. Domed or rounded shape (703.3). See Table 703.3.1 for Braille dimensions. Height (703.4).	41.5	Letters/numbers raised 1/32"; upper case; Grade 2 Braille; raised characters 5/8" but no > 2".

**Fire Headquarters (1055 Main Street) Accessibility Assessment Photos**

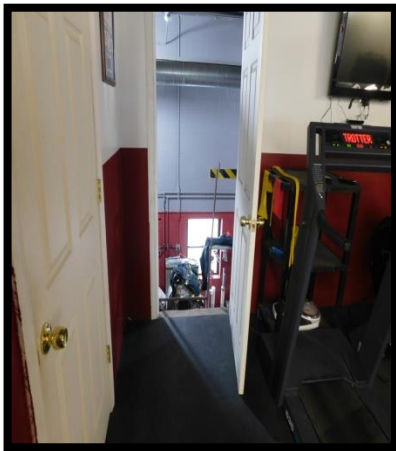


Photo Main Fire 1



Photo Main Fire 2

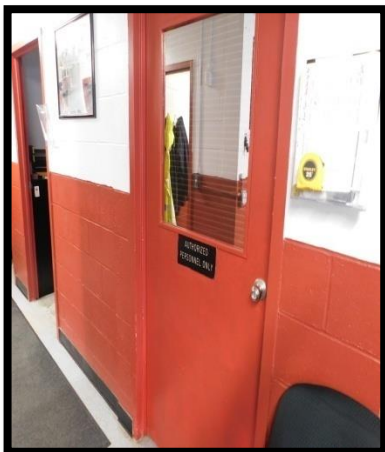


Photo Main Fire 3

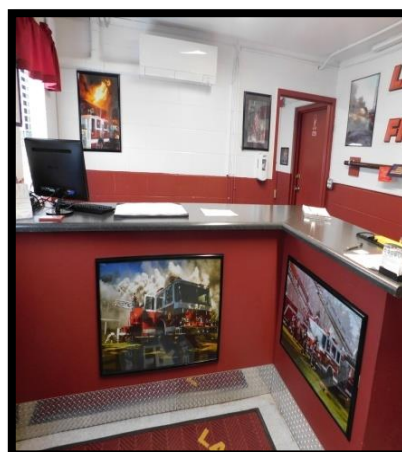


Photo Main Fire 4

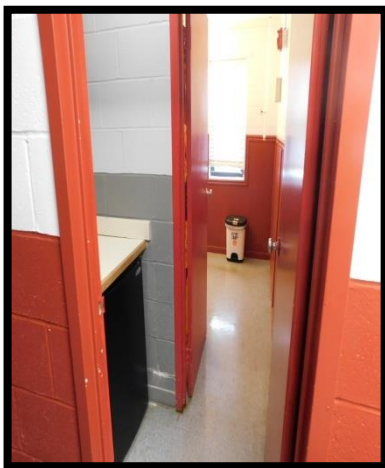


Photo Main Fire 5

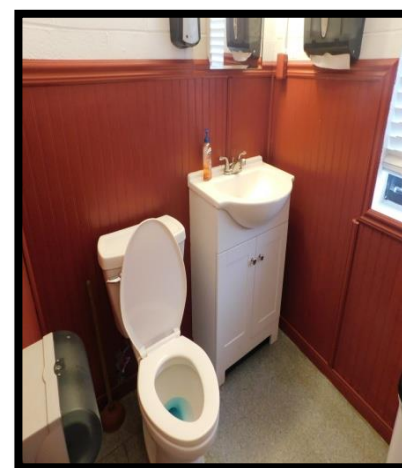


Photo Main Fire 6

## **Station#2 (283 South Main Street) Accessibility Assessment**

As noted above, if the station is not open to the public and no public activities, programs, or services are offered – no other action is required. Should this change or should the town continue to make the 2<sup>nd</sup> level accessible, then at a minimum, the following would be required.

<b><u>General Description of Obstacle</u></b>	<b><u>2010 ADAAG</u></b>	<b><u>MAAB 521 CMR</u></b>	<b><u>Type of Action to be Taken</u></b>	<b><u>P</u></b>	<b><u>F</u></b>	<b><u>TF</u></b>	<b><u>Cost Estimate</u></b>
<b><u>Parking</u></b> There is no designated accessible parking space inclusive of access aisle and signage. The designated accessible parking space must also be van accessible. <b>See Photo Station 2 - 1.</b>	502	23.4 23.6	Construct as required, and stripe and designate a van accessible parking space with van accessible signage at a width of either 11' with a 5' access aisle or 8' with and 8' access aisle (2010 ADA Standards). Signage must be set such that the signage height should be a minimum of 60" high at the bottom (2010 ADAAG Standards) and a maximum of 96" at the top (MAAB 521 CMR) and located in front of the space. The slopes should not exceed 2% in any direction.	1	2	-	\$200 to \$1,750
<b><u>Entrance</u></b> There is an abrupt change in level surface of roughly 6" at the side doors as well as a roughly 5" drop into the building. <b>See Photo Station 2 - 2.</b>	404.2	26.10	Modify entrance such that there is no greater than a ¼" unbeveled abrupt change in level surface at the entrance and at the threshold. The entrance may require a concrete or asphalt "ramped" approach with a level landing at the entrance with similar modifications to the interior.	1	3	-	Up to \$5,500
<b><u>Door Signage</u></b> All interior doors lack compliant accessible signage.	703.4	41.1	Install accessible compliant signage on the latch side of each door (where allowable) with appropriate finish and contrast and character height and proportions, raised and Brailled characters should also be included. Tactile characters on signs s/b 48" min. a.f.f. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).	2	2	-	Up to \$750
<b><u>Door Hardware</u></b> One exterior door and all interior doors have non-compliant knob-style hardware.	404.2	26.11	Replace knob-style hardware with compliant door hardware that is easy to operate with one hand and that does not require tight grasping, tight pinching, or twisting of the wrist to operate.	2	2	-	Up to \$1,500
<b><u>Controls, Switches, and Outlets</u></b> A number of switches and controls exceed the maximum reach range under the 2010 ADA Standards.	205 308.2 308.3	30.13 6.5 6.6	Lower controls, light switches, and outlets to no more than 48" a.f.f. If over an obstruction of at least 20" (i.e. – counter), lower to no more than 46" a.f.f. for a side approach or 44" a.f.f. for a forward approach.	4	3	-	Up to \$3,500+
<b><u>Accessible Route (Vertical Access) to 2<sup>nd</sup> Level</u></b> There is no accessible route between the first level and the 2 <sup>nd</sup> level.	401	20.00	Provide a lift, if feasible, between levels or provide a 2-stop limited use limited access elevator to provide access to the second level.	2	4	-	Up to \$350K+

<b><u>Stairs and Railings</u></b> Stair railings are non-compliant as they do not have extensions at the top and bottom and exceed the maximum allowed width.  See Photo Station 2 - 3.	505	27.4	Seek historic variance under ADA and 521 CMR to maintain existing historic railings. Install complaint continuous railings on the wall side of all stairways at a height of 34" – 38" to the top of the handrails, round or oval in x-section and between 1¼" – 2" in outside diameter, and with extensions at the top 12" parallel to the floor and the slope distance on one tread then 12" parallel to the floor at the bottom.	2	3	-	Up to \$5k+
<b><u>Bathroom</u></b> The bathroom is wholly non-complaint with inadequate doorway clear width and interior clearances for wheelchair maneuverability and no accessible components (grab bars, signage, door hardware, compliant heights, etc.). See Photo Station 2 - 4.	603 604 606 308 309	30	Modify bathroom to meet 2010 ADA Standards and 521 CMR Standards for a single user accessible toilet room. See Table 1 above.	3	4	-	Up to \$40k+
<b><u>Kitchenette</u></b> The counter and sink does not provide knee clearance. The cabinets and drawers lack hardware. See Photo Station 2 - 5.	804.3.2 306.2 309	32.2 32.5 32.6 32.7	Modify the counter and sink so that there is a minimum of 27" knee clearance at the sink with guarded, wrapped, or insulated piping. Install hardware that can be opened with a closed fist and does not require twisting of the wrist. Hardware s/b located at the top of base cabinets and at the bottom of wall cabinets.	4	3	-	Up to \$750
<b><u>Second Level Stage</u></b> No railings exist on the stairs to the stage. See Photo Station 2 - 6.	505	27.4	The existing stairs to the stage must be modified with compliant handrails on both sides of the stairs, 34" to 38" a.f.f. and with 12" extensions at the top and extensions at the bottom of one tread (sloped) then 12" parallel to the floor (505; 27.4).	2	3	-	Up to \$2,500

Total up to \$411,250+

## **Station#2 (283 South Main Street) Accessibility Assessment Photos**



Photo Station 2 - 1

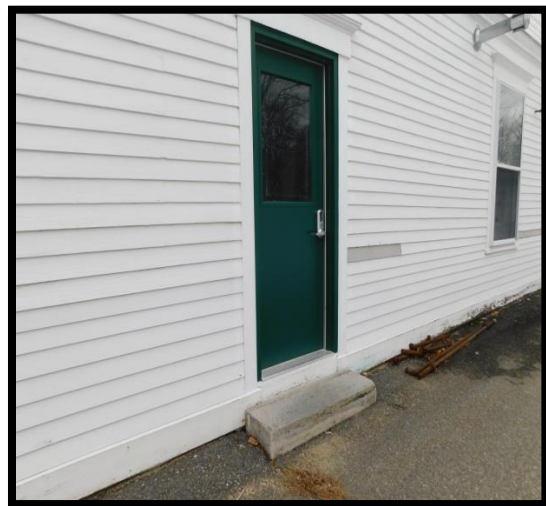


Photo Station 2 - 2

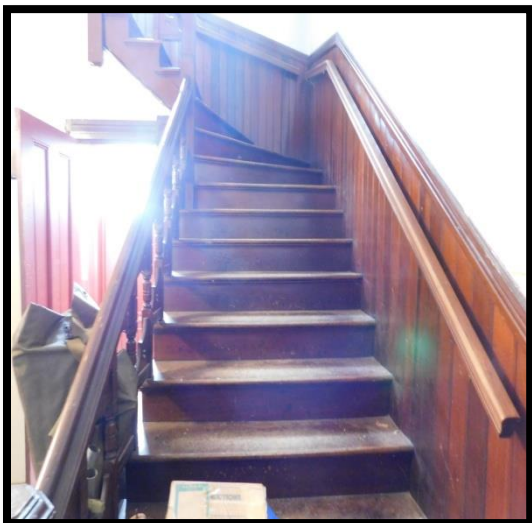


Photo Station 2 - 3



Photo Station 2 - 4



Photo Station 2 - 5



Photo Station 2 - 6



## **PUBLIC WORKS BUILDING**

**Function and Description of Facility and Programs:** The Public Works Building serves as the office of the DPW Director, Water Division, as well as storage for department trucks, vehicles and related equipment.



**Responsible Party:** Board of Public Works.

**General Description or Obstacle Which Limits Mobility or Access:** The building consists of the main office and administrative assistant's area, a women's non-accessible bathroom, the DPW Director's office, the Water Division room, a unisex "accessible" bathroom and a garage housing equipment and vehicles. The garage area is not open to the general public. The facility lacks compliant designated accessible parking. There is a 1½" abrupt change in level surface to at the entrance into the building. The entrance door has a non-compliant closing speed. Interior doors have knob hardware and lack compliant accessible tactile signage. Temperature controls and light switches in the main office exceed the maximum reach range. Items placed in the "accessible" bathroom restrict maneuverability and minimum clear width requirements. Other items of non-compliance in the bathroom include: the towel and toilet paper dispensers do not adhere to height and setback requirements; the rim and flush valve of the urinal are too high; the water closet flush valve is on the wrong side; and one of the grab bars is too short.

All highway personnel must meet strict physical requirements which a person with a mobility limiting disability would not be able to perform. As a result, unless the current practices and policies change and interior spaces are open to the general public, physical modifications would be limited to parking related and the office areas. Any modifications in the non-public garage area would only be required as a reasonable modification as may be necessary.

## Public Works Accessibility Assessment

<u>General Description of Obstacle</u>	<u>2010 ADAAG</u>	<u>MAAB 521 CMR</u>	<u>Type of Action to be Taken</u>	<u>P</u>	<u>F</u>	<u>TF</u>	<u>Cost Estimate</u>
<b><u>Parking</u></b> Although an “accessible” parking sign is located on the building front, there is no designated accessible parking space inclusive of access aisle and signage. The location of the sign is too far from the entrance. The designated accessible parking space must also be van accessible.  See Photo Public Works 1.	502	23.4 23.6	Stripe and designate a van accessible parking space with van accessible signage at a width of either 11’ with a 5’ access aisle or 8’ with and 8’ access aisle (2010 ADA Standards). Signage must be set such that the signage height should be a minimum of 60” high at the bottom (2010 ADAAG Standards) and a maximum of 96” at the top (MAAB 521 CMR) and located in front of the space. The slopes should not exceed 2% in any direction. The parking space should be located next to the building entrance.	1	2	I	\$150
<b><u>Main Entrance</u></b> The accessible route to the main entrance has abrupt changes in level surface of greater than ¼”. The entrance into the building has a level surface change of 1½”.  See Photo Public Works 2.	403.4 404.2	22.4 26.10	Modify the approach and entrance to the building to eliminate level surface changes. Options include a slightly ramped asphalt or concrete approach.	1	3	I	\$250 to \$750
<b><u>Interior Door Signage</u></b> Six interior doors, including the accessible bathroom, lack compliant accessible signage.  See Photo Public Works 3.	703.4	41.1	Install accessible compliant signage on the latch side of each door (where allowable) with appropriate finish and contrast and character height and proportions, raised and Brailled characters should also be included. Tactile characters on signs s/b 48” min. a.f.f. from baseline of lowest character and 60” max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).	2	2	I	\$100
<b><u>Interior Door Hardware</u></b> Six interior doors, including the accessible bathroom, lack compliant door hardware.  See Photo Public Works 4.	404.2	26.11	Install lever-style or similar accessible compliant hardware that operable with a closed fist or loose grip.	2	2	I	\$450
<b><u>Protruding Object</u></b> A defibrillator outside the women’s bathroom is a protruding objects as it extends more than 4” into the accessible route of travel between a height of 27” and 80” a.f.f.,  See Photo Public Works 3.	307.2	20.6.1	Relocate or place a fixed object under the defibrillator.	2	1	I	\$0
<b><u>Controls and Switches</u></b> Two light switches and a temperature control exceed the maximum reach range under the 2010 ADA Standards, inclusive of allowed tolerances.	308.2 308.3	6.5 6.6	As may be required as a reasonable accommodation, lower light switches and temperature control to no more than 48” a.f.f.	4	3	L	\$0 to \$500
<b><u>Unisex Accessible Bathroom</u></b>	404.2	26.5		3	1	I	\$0

Items behind the door restricts the entry clear width.	403.5	20.3	Relocate the items to maintain a 32" wide opening and 36" wide approach.				
The small filing cabinet and cleaning items placed on the floor limit access to the urinal and restricts overall maneuverability.	305.3	6.4	Relocate items to maintain a 30" x 48" approach.	3	1	I	\$0
The piping under the sink is not fully wrapped.	606.5	30.9.5	Wrap or insulate piping.	3	2	I	\$25
The urinal is 7" too high and the flush control is 6½" too high under 521 CMR.	605.2	30.10	Replace or lower urinal so that the rim is a maximum of 17" a.f.f. with a flush control height of no more than 44" a.f.f.	3	3	N	\$350
The towel dispenser is 12" too high under 521CMR.	308.2 308.3	30.12	Lower the dispenser to no more than 42" a.f.f.	3	2	I	\$0
The toilet paper dispenser is 2" too close to the water closet.	604.7	30.7.6	Relocate the toilet paper dispenser so that it is 7" to 9" in front of the water closet measured to the centerline of the dispenser. The centerline of the roll s/b a minimum of 24" a.f.f.	3	2	I	\$0
The water closet flush control is on the wall side and not on the open side.	604.6	30.7.5	Replace tank or toilet so the flush control is on the open or wide side.	3	3	N	\$350
The rear grab bar is 12" too short.	604.5	30.8	Realizing the limitations created by the location of the urinal, replace the rear grab bar with one that is 42" long and seek a variance as may be required.	3	2	N	\$125
The side grab bar is ½" too high.	609.4	30.8.2	Lower the grab bar so that it is 33" to 36" a.f.f. to the top of the gripping surface.	3	2	I	\$0
See Photos Public Works 5 and 6.							

Total up to \$2,800

## **Public Works Accessibility Assessment Photos**





Photo Public Works 1



Photo Public Works 2



Photo Public Works 3

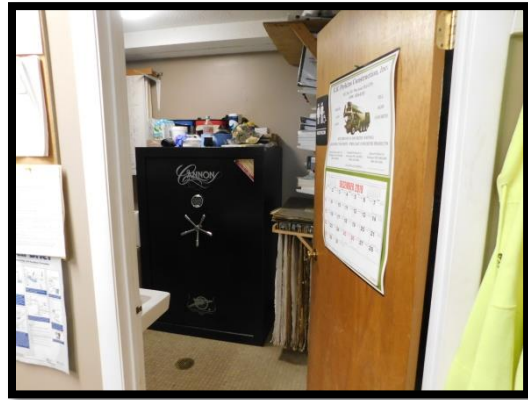


Photo Public Works 4

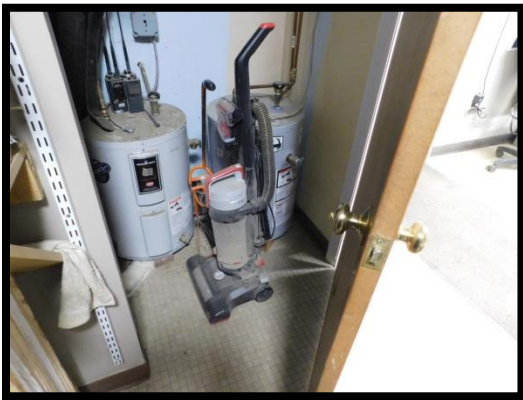


Photo Public Works 5



Photo Public Works 6

## **CEMETERIES AND CEMETERY DEPARTMENT BUILDING**

**Function and Description of Facility and Programs:** Burial grounds for the deceased. No formal “public” services or programs occur at burial sites. Public business at the cemetery department building is limited to requests for information on grave sites, arranging for burials, and conducting the burials. The garage portion of the building is not open to the public and houses equipment and vehicles to maintain the cemeteries.



**Responsible Party:** Cemetery Commission

**General Description or Obstacle Which Limits Mobility or Access:** There is no dedicated public access or accessible routes to the cemeteries; however, most of the cemeteries and gravestones can be viewed from the inside of a motor vehicle. The cemetery building lacks designated accessible parking. The office is not accessible and lacks an accessible bathroom. Although a thermostat in the office exceeds reach range, the requirement to lower would only be necessary as a reasonable accommodation.

**Recommended Action:** If there are certain areas of the cemetery or gravestones that are unique or of special interest, then a brochure could be developed identifying these, inclusive of a photograph and narrative and made available at town hall or placed in an outdoor brochure holder at the cemetery entrance. No physical modifications are required to the actual cemeteries. Modifications to the cemetery building are detailed on the following pages. All cemetery personnel must meet strict physical requirements which a person with a mobility limiting disability would not be able to perform. As a result, unless the current practices and policies change and the garage area is open to the general public, physical modifications would be limited to parking and the office area. The garage area including the garage bathroom should be closed to the public at all times.

## Cemeteries and Cemetery Department Building Accessibility Assessment

<u>General Description of Obstacle</u>	<u>2010 ADAAG</u>	<u>MAAB 521 CMR</u>	<u>Type of Action to be Taken</u>	<u>P</u>	<u>F</u>	<u>TF</u>	<u>Cost Estimate</u>
<b><u>Parking</u></b> There is no designated accessible parking space inclusive of access aisle and signage. The designated accessible parking space must also be van accessible.  See Photo Cemetery 1.	502	23.4 23.6	Stripe and designate a van accessible parking space with van accessible signage at a width of either 11' with a 5' access aisle or 8' with and 8' access aisle (2010 ADA Standards). Signage must be set such that the signage height should be a minimum of 60" high at the bottom (2010 ADAAG Standards) and a maximum of 96" at the top (MAAB 521 CMR) and located in front of the space. The slopes should not exceed 2% in any direction.	1	2	I	\$150
<b><u>Building Entrance</u></b> The entrance door has knob hardware.  There is a 3" abrupt change in level surface at the entry door threshold.  The doorway lacks sufficient clear width.  See Photo Cemetery 2.	404.2  404.2.5  404.2	26.11  26.10  26.5	Replace with a lever style hardware that is operable with a closed fist or loose grip.  Modify entrance to create a beveled height of no greater than 1/2". This will require an asphalt, wood, or concrete sloped approach (under 5.0%) with a 5' level landing to the entrance.  The door way must provide a minimum of 32" clear width. Replace the existing door with a 36" wide door.	1  1  1	2  2  3	I  N  N	\$75  Up to \$1,000  Up to \$3,000
<b><u>Interior Door</u></b> The interior door from the office to the garage area lacks compliant accessible signage and has knob-style door hardware.	404.2 703.4	26.11 41.1	Install lever-style or similar accessible compliant hardware. Install accessible compliant signage on the latch side of the door with appropriate finish and contrast and character height and proportions, raised and brailled characters should also be included. Tactile characters on signs s/b 48" min. a.f.f. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).	2	2	I	\$100
<b><u>Bathroom</u></b> The bathroom is wholly non-complaint with inadequate clearances for wheelchair maneuverability and no accessible components (grab bars, signage, door hardware, compliant heights, sink, dispensers, etc.).  See Photo Cemetery 3.	603 604 606	30	Option 1: Modify bathroom to meet 2010 ADA Standards and 521 CMR Standards for a single user accessible toilet room.  Option 2: Discontinue public use of the bathroom. Modify only as may be required as a reasonable accommodation.  Option 3: Discontinue public use of the bathroom. During the months that burials and funeral services occur at the cemetery, consider the rental of an "ADA Compliant" accessible toilet. See Americans W/ Disabilities Act (ADA compliant) portable toilet under Park and Recreation Facilities.	3  3  3	4  4  1	L  L  I	Up to \$40k  \$0 to \$40k  Rental Cost

Total up to \$44,225

**Cemeteries and Cemetery Department Building Accessibility Assessment Photos**



Photo Cemetery 1



Photo Cemetery 2

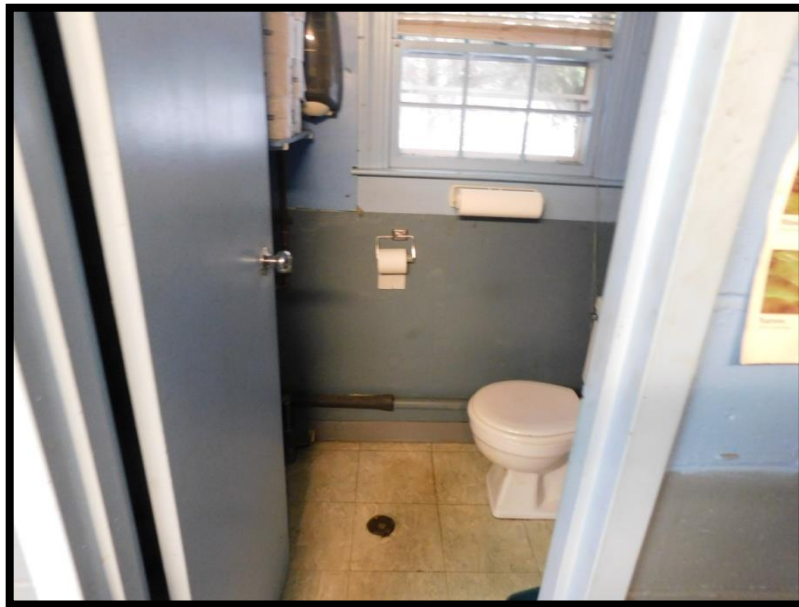


Photo Cemetery 3

## **PARK AND RECREATION FACILITIES**

### **General**

Public spaces, recreational facilities and playgrounds are within the jurisdiction of ADA and 521 CMR and therefore must conform to those standards pertaining to accessible routes, reach ranges, height, knee and toe clearance, operating force, running and cross slopes, clear width, maneuverability and similar standards for ancillary features (bathroom, benches, picnic tables, water fountains, parking, etc.). At a minimum, an accessible route must be provided up to the play or recreation area and then to any play equipment, facilities, bleachers, field, or other amenity or feature.

### **Walkways**

Walkways in recreation areas include, but are not limited to walks, sidewalks, overpasses, bridges, tunnels, underpasses, plazas, courts, and other pedestrian pathways. Sidewalks on streets and ways are also considered walkways, with the exception that if the slope of the natural topography exceeds 5% (1:20) a ramp is not required.

### **Playgrounds**

Playgrounds standards are new under the 2010 ADA Standards. Although there are changes being discussed under 521 CMR, currently Massachusetts simply requires an accessible route to and around the play area and to the play equipment. The 2010 ADA Standards are much more expansive and incorporates ground-level components, elevated components, component standards and surface types. Note: There is a difference between “ADA Compliant” and “Fully Accessible”. Compliant play structures are generally accessible and are made with the physically disabled in mind. However, fully accessible structures are made specifically for those with disabilities and are typically far more expensive. The language of the ADA makes a distinction between “elevated” and “ground” components. Roughly 25% of a play structure’s components must be on the ground level for it to be ADA compliant. A fully accessible structure has roughly 50% of its components as “ground”. In a fully accessible play system, every component is wheelchair accessible, including elevated areas achieved through the use of ramps.

Although the 2010 ADA Standards do not mandate elevated play equipment, if you have elevated play equipment, then accessible ground level equipment must also be provided.

In addition, the entire play area does not need to be on an accessible surface, but rather the routes of travel to both the play area and the accessible play components must comply with Section 402. Accessible Route and Section 302 Floor or Ground Surfaces (stable, firm, slip resistant) of the 2010 ADA Standards and Section 20 (Accessible Route) and Section 29 (Floor Surfaces) of 521 CMR.

The accessible route connecting ground level components within a play area should be 60” wide with some variation allowed depending on length of travel route and size of play area. The accessible route is preferred, but does not have to be, of the same material or structure as the general route of travel.

Under the 2010 ADA Standards, apart from the actual accessible pathway, there are two types of ground surfaces within the play area. Ground surfaces on accessible routes must comply with the American Society for Testing and Materials (ASTM) F 1951 and the ground surfaces located within the “use zone” must comply with ASTM F 1292. Ground surfaces must be inspected and maintained regularly to ensure continued compliance with the ASTM Standards. The type of surface selected and play area use level will determine the frequency of inspection and maintenance activities.



## Representative Examples of ADA Compliant and Accessible Playgrounds and Play Components



ASTM F 1951 establishes a uniform means to measure the characteristics of surface systems in order to provide performance specifications to be used when selecting materials for use as an accessible surface under and around playground equipment (not the accessible route). Surface methods that comply with this standard and are located in the use zone must also comply with ASTM F 1292 for “impact attenuating” to provide a safe fall area around play equipment.

Within a play area that is not part of an accessible route, turning area or use zone, acceptable materials can include loose fill such as pea gravel, sand, and wood chips. Depending on the fall height of a play structure, materials such as pea gravel, sand, wood chips, shredded rubber and engineered wood fiber all provide different levels of impact attenuation. Note: *The playground play area at the Nathaniel Thayer*

**Town of Lancaster Accessibility Plan**

*Memorial Park uses woodchips within the entirety of the respective playscape areas inclusive of the accessible route of travel. Woodchips are not a compliant material for the accessible route of travel.*

For fully accessible surfaces, pour in place products, rubber mats and tiles, and artificial grass with rubber in-fill all meet ADA standards but are significantly more expensive.

In Massachusetts, public hearings have recently been held to hear comment on sweeping changes to 521 CMR. Significant changes are proposed that would align 521 CMR more with the 2010 ADA Standards including playgrounds and play areas. The proposed surface related changes are noted in red below:

**Proposed Changes in 521 CMR**

**59.4 Accessible Routes**

*An accessible route shall be provided to reach playground equipment and around the perimeter of the playground to play components.*

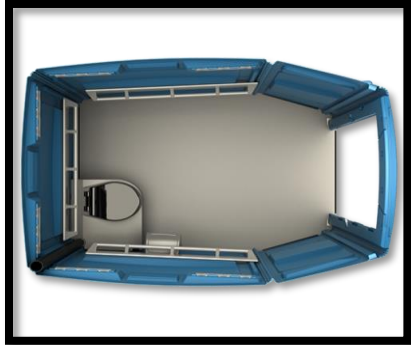
*59.4.1 The ground surface of use zones, accessible routes and turning spaces within play areas shall be firm, stable and slip resistant, permanent, and constructed of materials such as rubber resilient surfacing, urethane rubber composites or similar; and comply with commonly accepted impact attenuation criteria for safety surfacing materials within the use zones of play area equipment. Loose fill surfaces and aggregate surfaces including wood fiber, bark mulch, wood chips, shredded rubber, shredded foam, etc. are not acceptable for accessible routes within the playground. Molded rubber mats, if utilized, require adhesion to a permanent surface beneath.*

**Americans W/ Disabilities Act (ADA Compliant) Portable Toilet**

At the time of assessment (late fall/early winter 2019), none of the facilities visited had portable toilets on site. If the town provides portable toilets at any of its facilities then they must be “ADA Compliant”. An important distinction to note is that “ADA Compliant” is not synonymous with “Wheelchair Accessible.” Wheelchair Accessible usually indicates a ramped or ground level entrance with a wide enough door for a wheelchair to gain entry. Clearances; setbacks; and dispenser, grab bar, and water closet heights do not necessarily meet ADA or 521 CMR Standards. “ADA Compliant”, however, generally means reinforced construction; ramped or ground level and wheelchair accessible entrance; spring loaded magnetic door that closes automatically; reinforced grab bars; dispensers, grab bars, and the water closet at the proper height or setback; and enough interior space for a wheelchair to make a 360 degree turn. Illustrative examples of an “ADA Compliant” portable toilet are shown on the following page.

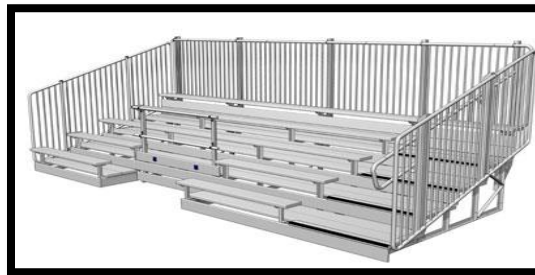
**Representative Examples of an ADA Compliant Portable Toilet**





### Bleachers

The bleachers at the Nathaniel Thayer Memorial Park ball fields do not provide adjoining wheelchair seating. A minimum of a 30" by 48" clear floor ground space adjacent to the bleachers as well as a companion seat is required. At least one percent of the seating must be wheelchair seating locations. Each wheelchair seating location is an open, level space that accommodates one person using a wheelchair and has a smooth, stable, and slip-resistant surface. Accessible seating must be an integral part of the seating plan so that people using wheelchairs are not isolated from other spectators or their friends or family. As bleachers are replaced due to age or condition, more accessible bleacher seating as shown below should be provided.



**Park and Recreation Cost Estimates:** The cost estimates provided for each park/recreation facility are rough parameters of cost based on pricing for similar work as well as estimated costs for certain types of modifications. Actual costs on some items may vary considerably due to unforeseen conditions and/or design alternatives. If the required modifications require design solutions, additional architectural and/or engineering fees may be required. In addition, if the work must be formally bid to private contractors, additional costs (bonds, insurance, prevailing wage) will also increase the overall cost. Depending on complexity, suggested base costs could increase up to an additional 30.5% as a total project cost.

### **BARTLETT POND CONSERVATION AREA AND ROBERT FROMMER PARK**



**Description of Facility:** This is a roughly 20 acre parcel which includes a conservation area and an historical park with interpretive signage, a pavilion, picnic tables and benches. The park includes accessible parking and an accessible walkway connecting internal park elements.

**General Description or Obstacle Which Limits Mobility or Access:** The sole parking space is not van accessible and does not have a designated access aisle. The signage for the designated accessible space is too low. An excessive abrupt change in level surface occurs at the transition from the stone dust walk way to the pavilion.

#### **Bartlett Pond Conservation Area Accessibility Assessment**

<u>General Description of Obstacle</u>	<u>2010 ADAAG</u>	<u>MAAB 521 CMR</u>	<u>Type of Action to be Taken</u>	<u>P</u>	<u>F</u>	<u>TF</u>	<u>Cost Estimate</u>
No spaces are noted as van accessible. There is no striped access aisle. The accessible parking sign is 8½" too low under the ADAAG. <b>See Photo Bartlett Pond 1.</b>	502.2 502.3 502.6 208.2.4	23.4.7 23.6 23.2	Restripe the parking space and access aisle such that there is one van accessible space and access aisle (11' wide - 5' access aisle or 8' wide - 8' access aisle). Provide van accessible signage at a height of at least 60" a.f.f. to the sign bottom nor more than 96" to the sign top and no more than 10' from the front of the parking space.	1	2	I	\$250
There is a change in level surface of greater than ¼" from the stone dust walk way to the pavilion area. <b>See Photo Bartlett Pond 2.</b>	303 403.4	22.4.1	Modify the accessible route at the pavilion entrance by providing additional compacted stone dust so that there is a no greater than ¼" abrupt change in level surface.	1	2	I	\$50

**Estimated Total Cost:** Up to \$300

#### **Norcross Park Assessment Photos**



Photo Bartlett Pond 1



Photo Bartlett Pond 2

## **TOWN FOREST**

**Function and Description of Facility and Programs:** The Lancaster Town Forest consists of about 600 acres of land on both sides of Brockelman Road. An unimproved parking lot is also provided. The property includes woodlands, ponds, and wetlands as well as many unimproved paths throughout.



**Responsible Party:** Town Forest Committee

**General Description or Obstacle Which Limits Mobility or Access:** Although there are numerous paths throughout the site, none are formally maintained to a standard that would be considered to be an accessible route of travel. There are no formally developed and maintained trails within the Town Forest property. The parking for the facility is an unimproved and unstable gravel surface and therefore non-compliant. No signage or striping is provided.

**Recommended Action:** Should the town initiate formal improvements to this property which enhance overall site accessibility and usage, then compliant accessible parking, signage, and limited accessible routes of travel should be provided. No action is required at the present time.

## **TOWN BEACH**



**Description of Facility:** Water-based recreational area on Spec Pond including bathrooms, concession stand, picnic tables, volley ball area, and a beach.

**General Description or Obstacle Which Limits Mobility or Access:** The designated “accessible” parking is non-compliant. Access to the concession stand and the bathrooms is non-compliant. . The concession stand counter is also too high. No accessible route exists to any of the elements and activities at the beach including the picnic tables, concession stand, bathrooms, beach area, and pond shoreline. The bathrooms are wholly non-compliant with the water closet stalls lacking adequate clearances, grab bars, and compliant water closets.

***Note:** The accessibility requirements specified on the next page for the Town Beach site are based on modifying the existing building. Due to the condition of the existing building, it would be more practical to replace it with a new structure fully compliant with both the 2010 ADA Standards and 521 CMR.*



## Town Beach Accessibility Assessment

<u>General Description of Obstacle</u>	<u>2010 ADAAG</u>	<u>MAAB 521 CMR</u>	<u>Type of Action to be Taken</u>	<u>P</u>	<u>F</u>	<u>TF</u>	<u>Cost Estimate</u>
There is no compliant accessible passenger vehicle or van accessible parking at the beach as the designated space is not level and is not on a stable/firm surface. No striping exists and existing signage is nearly 3 feet too low. <a href="#">See Photo Town Beach 1.</a>	502 703.7	23	Create a van accessible parking space as follows: stripe and designate a van accessible parking space with van accessible signage at a width of either 11' with a 5' access aisle or 8' with and 8' access aisle (2010 ADA Standards). Signage must be set such that the signage height should be a minimum of 60" high at the bottom (2010 ADAAG Standards) and a maximum of 96" at the top (MAAB 521 CMR) and located in front of the space; slopes should not exceed 2% in any direction. The surface of the parking spaces and access aisles must be stable, firm, and slip resistant and can be compacted stone dust (if properly installed and maintained), asphalt, or concrete.	1	3	N	Up to \$7,500
The interior to the concession stand and to the bathrooms are not on an accessible route due to the 8+" vertical rise to access the building and another 5" rise to access the bathrooms. <a href="#">See Photo Town Beach 2.</a>	403 303 405	22 24	Construct a ramped approach at appropriate running and cross slopes and railings as required to access the building and bathrooms. This will require a more detailed evaluation with formal design.	2, 3	4	N	\$35K+
There is no accessible route of travel to the beach area, concession, bathrooms, picnic tables, and water. <a href="#">See Photos Town Beach 3 and 4.</a>	403	19 20 22	There needs to be an accessible route to all programs and services. Currently the route of travel leading to the beach and related amenities is non-compliant as the route is not firm, stable, and slip resistant. The accessible route does not have to be paved but it needs to be maintained. In this area, it could consist of different types of surfaces connecting to each other (buildings, activity areas, beach). For example, a permanent asphalt walkway could be created from the parking lot to the beach area, showers, concession and bathrooms. An alternative surface such as accessible roll-out matting could be considered to access the beach and its various elements including the picnic tables and water.	1, 2, 3	3	N	Up to \$7,500
The concession window is 2 feet too high and there is a 24" wide ground level restriction (4x4 pressure treated wood and stone) not allowing clear access to the counter. <a href="#">See Photo Town Beach 5.</a>	904.5	17.6.2	Create a 36" wide counter no higher than 34" a.f.f. below the existing window. Remove stone and pressure treated wood.	2	2	N	\$100
The concession stand door, storage door, men's bathroom door, women's bathroom door, and storage room door in the women's bathroom all lack accessible tactile designation signage on the latch side of the door. <a href="#">See Photo Town Beach 6.</a>	703	41.1	Install accessible compliant designation signage on the latch side of the door with appropriate finish and contrast and character height and proportions, raised and Brailled characters should also be included. Tactile characters on the sign s/b 48" min. a.f.f. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).	2, 3	2	N	\$175
The concession stand door, men's bathroom door, women's bathroom door, and storage room door in the women's bathroom have non-complaint knob hardware. The door pull to the storage room is 8" too high. <a href="#">See Photo Town Beach 7.</a>	404.2	26.11	Replace knob-style hardware with compliant door hardware that is easy to operate with one hand and that does not require tight grasping, tight pinching of the wrist to operate. Lower the storage door pull to no more than 48" a.f.f.	2, 3	2	N	\$300
<u>Men's and Women's Bathrooms</u>							

The doors do not fully comply with the maximum allowed operating force for an exterior door (15 lbs.) and minimum closing speed requirement of 6 seconds under 521 CMR.	404.2.8 404.2.9	26.8 26.9	Adjust door closers such that the push/pull force does not exceed 15 lbs and the door closing speed is at least 6 seconds.	3	2	N	\$50
The men's light switch is 17" too high and located in a cabinet. The women's light switch is on an overhead pull chain that is at least 24" too high and non-compliant. See Photos Town Beach 8 and 9.	308.2 308.3	6.5 6.6	Relocate light switches to no more than 48" a.f.f	3	3	N	Up to \$350
The sink piping is not wrapped, guarded, or insulated.	606.5	30.9.5	Wrap or insulate piping.	3	2	N	\$100
The sink hardware is non-compliant as the faucets require pinching or twisting of the wrist.	309	30.9.6 39.5	Replace existing hardware with lever-style or self-metering faucets to comply with operable parts standards.	3	3	N	\$300
The towel dispensers are 10" too high.	308.2 308.3	30.12	Lower the dispensers to a max. of 42" a.f.f. (521 CMR) and within the zone of reach.	3	2	N	\$0
The wall mounted mirrors are 8+ " too high.	603.3	30.11	Lower mirrors such that the bottom of the mirror (reflecting surface) is no greater than 40" a.f.f.	3	2	N	\$0
The men's urinal is 6" too high. The flush valve is 4½" too high under 521 CMR.	605.2	30.10	Lower the urinal so that the rim is no more than 17" a.f.f. and the flush valve is no more than 44" a.f.f.	3	2	N	Up to \$500
<u>Water Closet Stalls</u> (See Photo Town Beach 10).				3	3	N	Up to \$10,000
The water closet stall doors lack interior pull devices, have non-compliant closing mechanisms, and are not fully self-closing.	604.8.2 404.2.7	30.6.1 39.5	See below.				
The water closet stalls are only 32" wide with a 24" door opening which do not meet minimum size requirements of 60" x 72" with a minimum 32" door opening.	604.8 404.2	30.6.1	Remove stalls to create single user toilet rooms to meet required clear width and maneuverability requirements.				
The women's toilet paper dispenser is 0" o.c. from the front of the water closet.	604.7	30.7.6	Toilet paper dispenser s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispenser s/b a minimum of 24" a.f.f. and not mounted above the grab bars under 521 CMR.				
The men's water closet flush control is not on the open or wide side.	604.6	30.7.5	Relocate flush control so that it is on the wide or approach side or replace with an automatic flush control.				
The water closets are 2" too close to the nearest sidewall under 521 CMR and approximately 37" too close to the outside (far) wall (604.2; 30.7.2). The water closets are 1" to 1½" too low (604.4; 30.7.3). The water closets lack grab bars (609; 30.8).	604.2 604.4 609	30.7.2 30.7.3 30.8	Modify water closet so that the centerline is 18" from the nearest sidewall and at least 42" from the farthest sidewall. Replace water closets with ones that are 17" to 19" a.f.f. to the top of the seat.  Install grab bars on the near side and behind the water closets. The side grab bars s/b no more than 12" from the interior corner and the rear grab bar no more than 6" from the interior corner. The grab bars s/b between 33" to 36" a.f.f. to the top of the gripping surface and be non-rusting and 1½" to 1½" in diameter.				

Estimated Total Cost: Up to \$61,875

## Town Beach Assessment Photos



Photo Town Beach 1



Photo Town Beach 2



Photo Town Beach 3



Photo Town Beach 4



Photo Town Beach 5

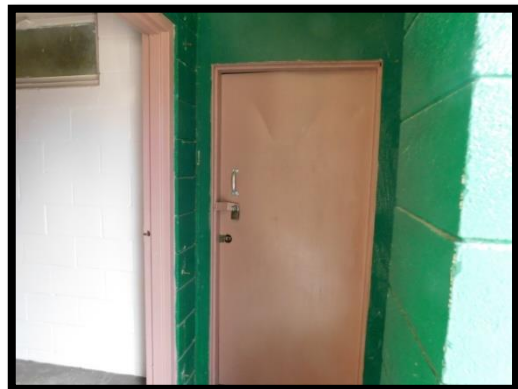


Photo Town Beach 6



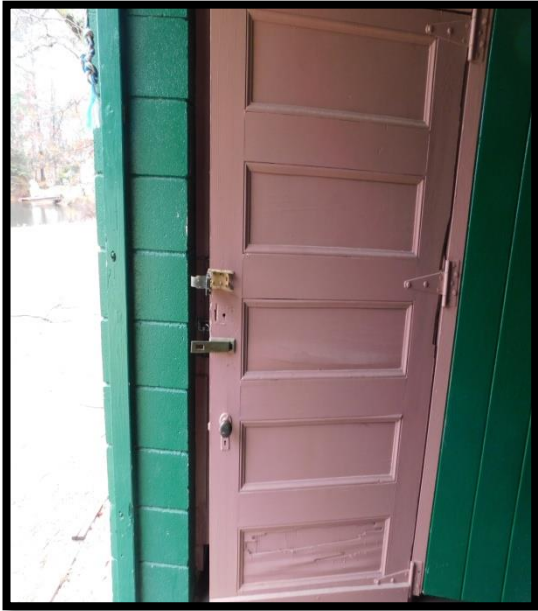


Photo Town Beach 7



Photo Town Beach 8



Photo Town Beach 9

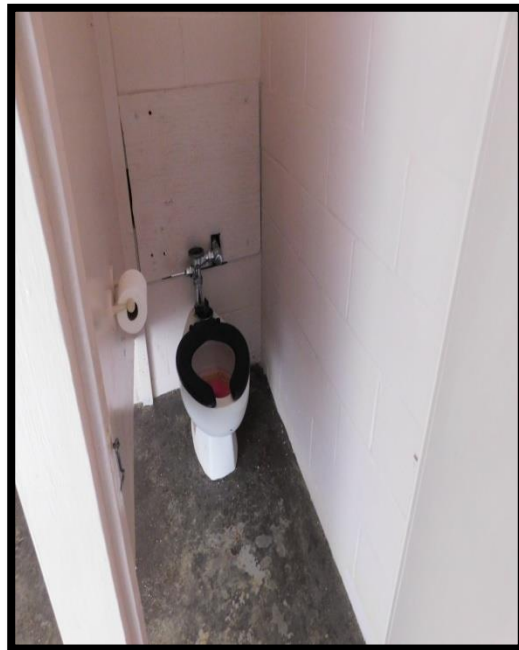


Photo Town Beach 10

## NATHANIEL THAYER MEMORIAL PARK



**Description of Facility:** A 22 acre recreation area located behind the Town Green and Thayer Memorial Library. The park consists of a seasonal ice skating rink, a playground with a spray park, 2 baseball fields, a concession stand, and tennis courts that are no longer in service.

**General Description or Obstacle Which Limits Mobility or Access:** The facility lacks accessible parking. There is no accessible route to and within the recreation facility nor to the playground area, ice skating rink, concession stand, or ball fields. The playground has minimal accessible play components. There is no accessible route around or within the playground area including to the play components. The surface to the playground consists of loose stone, whereas non-compliant wood chips are the primary surface throughout the playground area. The dugouts for the larger baseball field are sunken below grade and therefore not accessible. The concession stand is wholly non-compliant as it is inaccessible (door width, 6" to 8" rise into building), has a counter that is too high, and knob hardware. The baseball fields have 3 entry gates and the playground one entry gate which do not have a smooth surface at the base. The outbuilding at the smaller baseball field has knob hardware and has 9" change in elevation to access the building. If this building is open to the public, then accessibility modifications will be required. If this building is not for public use or access, then no other action is required at the present time.

### Nathaniel Thayer Memorial Park Accessibility Assessment

<u>General Description of Obstacle</u>	<u>2010 ADAAG</u>	<u>MAAB 521 CMR</u>	<u>Type of Action to be Taken</u>	<u>P</u>	<u>F</u>	<u>TF</u>	<u>Cost Estimate</u>
There are no designated accessible parking spaces at the playground/ice skating rink area or at the 2 separate ball fields.	502 703.7	23	Create a minimum of one van accessible space at each location as follows: stripe and designate a van accessible parking space with van accessible signage. The van space s/b at a width of 8' with a 8' access aisle; signage must be set such that the signage height should be a minimum of 60" high at the bottom (2010 ADAAG Standards) and a maximum of 96" at the top (MAAB 521 CMR) and located no more than 10' in front of the space; slopes should not exceed 2% in any direction.	1	3	N	Up to \$300

No accessible route exists to the playground, ice skating rink, baseball fields, baseball player dugouts and benches, baseball bleachers, and baseball concession stand. <a href="#">See Photos Nathaniel Thayer 1 and 2.</a>	402 303 403.3 403.4	19.0 20.0 22.4	An accessible route of travel needs to be provided to all areas available to the public. Construct an accessible route compliant with width (48" per 521 CMR) and slope (2% max. cross, 5% max. running) requirements. Construction options include compacted stone dust, asphalt or similar surfaces that meet the requirement of stable, firm, and slip resistant. with no abrupt changes in level surface. Costs will vary depending on material used.	1	3	L	Up to \$20,000
There are no level surface areas for wheelchairs at the ball field bleachers.	221.2 802.1	14 19	Create an approach and wheelchair companion area at the bleacher seating areas that are on an accessible route of travel. The space should be 36" wide x 60" deep per wheelchair. If a front/rear approach, the depth can be reduced to 48" as opposed to 60" for a side approach.	1	3	L	Included in above
The large ball field home and visitor dugouts are both not accessible with a 3" to 5" abrupt change in level surface into the dugouts, open riser stairs (no railings) and a descent of approximately 24" to access the dugouts. <a href="#">See Photo Nathaniel Thayer 3.</a>	402 403	20 22 19	The existing dugouts should be filled in or replaced in entirety as on-grade dugouts with full access to the interior.	4	4	L	Up to \$20,000
No accessible route exists within the playground area to the play structures and spray park. No accessible route exists around the perimeter of the play area. There are no accessible play components. Non-compliant wood mulch is the sole surface treatment for the play area. <a href="#">See Photos Nathaniel Thayer 4 and 5.</a>	402 1008.2	19.7 20.0 14 19	Construct an accessible route compliant with width and slope (2% cross, 5% running) requirements around the perimeter of the play area (4' wide minimum) and to the play structure elements. The accessible route must be stable, firm, and slip resistant. Construction options include compacted stone dust, asphalt, concrete, poured in place products, etc. Costs will vary depending on product used. Accessible playscape and ground components should be added. Play area ground surfaces must comply with ASTM F 1951 and ASTM F 1292.	1	3	L	Up to \$35,000
The gate to the playground and the 3 gates at the ball fields do not comply with the 2010 ADA Standards for a smooth surface within 10 inches of the ground on the push side for the full width of the gate. <a href="#">See Photo Nathaniel Thayer 6.</a>	404.2	NA	Remove gates or install smooth plating at base of gate.	1	2	L	Up to \$200
The concession stand entrance is 2" too narrow (404.2; 26.5), has a 6" to 8" rise to access the interior of the building (206.2; 20), has knob hardware (404.2; 26.11), and has a counter that is 17" too high (904; 35.6). <a href="#">See Photo Nathaniel Thayer 7.</a>	904 404.2 206.2	26.5 20 26.11 35.6	Create a 36" wide counter no higher than 34" a.f.f. below the existing counter. Construct a ramp (no > 8.3 running slope with compliant railings and a level landing/platform at the top) to one concession entrance. Widen the accessible entrance to meet 32" minimum clear width requirement. Replace knob-style hardware with door hardware that is easy to operate with one hand and that does not require tight grasping, tight pinching of the wrist to operate.	4	3	L	Up to \$10,000

**Estimated Total Cost:** Up to \$85,500

## Nathaniel Thayer Memorial Park Assessment Photos



Photo Nathaniel Thayer 1



Photo Nathaniel Thayer 2



Photo Nathaniel Thayer 3



Photo Nathaniel Thayer 4





Photo Nathaniel Thayer 5



Photo Nathaniel Thayer 6



Photo Nathaniel Thayer 7

## **TOWN GREEN AND GAZEBO**

**Function and Description of Facility and Programs:** The town green is a focal point for the surrounding municipal buildings and serves as a passive recreational area, green space, and location for civic events.



**Responsible Party:** Board of Selectmen

**General Description or Obstacle Which Limits Mobility or Access:** There is no accessible route of travel to the gazebo nor is the gazebo itself accessible to those with mobility limiting disabilities. The gazebo is roughly 10" above finish ground.

### **Town Common Accessibility Assessment**

<b><u>General Description of Obstacle</u></b>	<b><u>2010 ADAAG</u></b>	<b><u>MAAB 521 CMR</u></b>	<b><u>Type of Action to be Taken</u></b>	<b><u>P</u></b>	<b><u>F</u></b>	<b><u>TF</u></b>	<b><u>Cost Estimate</u></b>
An accessible route needs to be provided to the gazebo.	402 802.1	20.0 19.0	Construct an accessible route compliant with width (48" wide w/36" clear width) and slope (2% cross, 5% running) requirements to the gazebo. Construction options can include compacted stone dust, asphalt, concrete, or similar surfaces that meet the requirement of stable, firm, and slip resistant.	2	3	N	\$1,000 to \$3,000
There is no accessible route (vertical access) to the gazebo.	206.2	20 14	An earthen accessible route (maximum 5.0% running slope) or a ramp with compliant slopes (no greater than 2.0% c.s and 8.3% r.s.); railings (paired 34" to 38" a.f.f. and 18" to 20" a.f.f. to the top of the railings); top and bottom 12" railing extensions; minimum 48" clear width between railings (521 CMR); a level landing; and edge protection as needed must be provided.	2	3	N	Up to \$15,000

Total up to \$18,000

## **TOWN CENTER AREA SIDEWALKS AND CURB RAMPS**

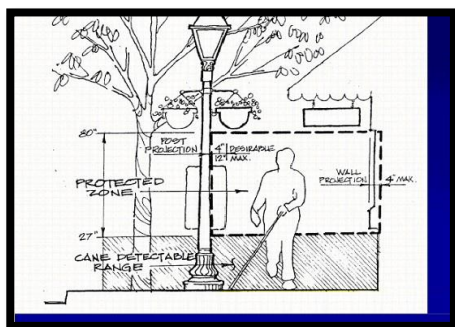
**Description of Assessment Area:** The assessment of public sidewalks, curb ramps, and crosswalks within the town was limited to the Main Street – Town Center Area. However, the standards as described below and related requirements applies to all sidewalks and curb ramps in the Town of Lancaster.

**Regulatory Compliance:** Sidewalks and curb ramps must adhere to the rules and regulations of the Massachusetts Architectural Access Board as provided in 521 CMR, and the requirements of the Americans with Disabilities Act as provided for in the regulations of the United States Access Board and as required by the United States Department of Transportation, Federal Highway Administration. These federal requirements are principally listed in the 2010 Americans with Disabilities Act Accessibility Guidelines (“ADAAG”) and the Public Right of Way Accessibility Guidelines (“PROWAG”). In addition, in March 2012, the Massachusetts Department of Transportation issued *“Notes on Walks and Wheelchair Ramps for Designers and Construction Engineers”* to be used as further guidance on this matter. These notes are a supplement to and not a replacement for the 521 CMR, PROWAG, and ADAAG Regulations.

**General Standards for Compliance:** In summary, the guidance and regulations under the 2010 ADAAG, PROWAG, 521 CMR, and MA DOT Notes on Sidewalks and Ramps is as follows:

### **Sidewalks**

- A minimum of a 4 feet wide sidewalk (excluding the curb) with a 3 feet minimum unobstructed width. If the sidewalk is not 5 feet wide, then a 5 feet by 5 feet level passing space should be provided every 200’. *Citation: ADAAG S. 403.5; 521 CMR S. 22.2; PROWAG.*
- If the slope of the natural topography exceeds 1:20 (5%), a ramp is not required for a sidewalk. *Citation: ADAAG S. 403.3; 521 CMR S. 22.3; PROWAG.*
- The finished cross slope of any walkway or sidewalk should not exceed 1:50 (2.0%). *Citation: ADAAG S. 403.3; 521 CMR S. 22; PROWAG.*
- Walkway and sidewalk surfaces shall be firm, stable, and slip resistant. Openings in the route of travel (grates, etc.) can be no more than ½” wide. The “long” opening should be perpendicular to the route of travel. There shall be no abrupt changes in level surface of more than ¼”, unless beveled up to ½”. *Citation: ADAAG S. 403, 302; 521 CMR S. 22.4, 22.5, 22.7; PROWAG.*
- Objects between 27” and 80” above the finish surface may not protrude more than 4” into the entire pedestrian circulation route. *Citation: ADAAG S. 204; 521 CMR S. 20.6; PROWAG.*
- All sidewalks/accessible routes of travel must be maintained and kept in a good quality condition including being kept free of snow and ice or other debris which would restrict access.

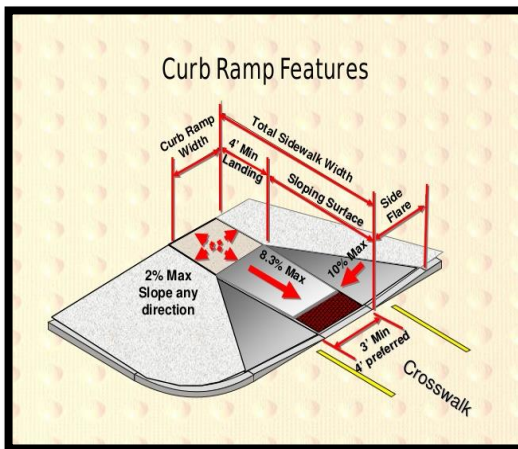


### **Curb Ramps**



- Whenever sidewalks, walkways, or curbs on streets and ways are constructed, reconstructed, or repaired, curb cuts are required. Citation: ADAAG S. 406; 521 CMR S. 21.1; PROWAG.
- Curb cuts shall occur whenever an accessible route crosses a curb. Citation: ADAAG S. 405, 406; 521 CMR S. 21; PROWAG.
- Curb cuts are required at each corner of an intersection and typically are perpendicular to the street. Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- Curb cut wheelchair ramps should be placed within the general pedestrian flow to the greatest degree possible, to provide pedestrians the safety to see and be seen before crossing the street. Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- Paired reciprocal curb cut wheelchair ramps are preferred; however, apex ramps serving two directions may be used when intersection geometry precludes the use of paired ramps. The crosswalk should lead directly to the adjoining curb cut wheel chair ramp and sidewalk and not terminate in the roadway, a parking lot, or other area that is not part of the defined pedestrian flow. Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- The maximum running slope of a curb ramp shall be 1:12 (8.3%). Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- The maximum cross slope of a curb ramp shall be 1:50 (2%). Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- The maximum slope of a flared side shall be 1:10 (10%). Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- The minimum width of a curb ramp shall be 36 inches under ADAAG and 521 CMR but 48 inches under PROWAG, exclusive of flared sides. Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- Transitions from curb cuts to walks, gutters, or streets shall be flush or free of changes in level greater than ¼" or between ¼" and ½" if beveled. Citation: ADAAG S. 303, 403; 521 CMR S. 21; PROWAG.
- Grading and drainage shall be designed to minimize pooling of water, accumulation of debris, accumulation of ice or flow of water across the base of the curb cut. Citation: 521 CMR S. 21; PROWAG.
- A level landing (no more than 2.0% in all directions) at the top of the curb ramp is required. The level landing or turning area should be 4 feet deep by the width of the ramp at the curb line (minimum 3 feet, 5 feet preferred). The preferred level landing dimension, as feasible, is 5 feet x 5 feet. Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- Diagonal or corner type curb ramps with returned curbs or other well-defined edges shall have the edges parallel to the direction of pedestrian flow. The bottom of diagonal curb ramps shall have a clear space 48 inches minimum outside active traffic lanes of the roadway. Diagonal curb ramps provided at marked crossings shall provide the 48 inches minimum clear space within the markings. Diagonal curb ramps with flared sides shall have a segment of curb 24 inches long minimum located on each side of the curb ramp and within the marked crossing. Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- Detectable warnings with truncated domes are required at all street crossings under PROWAG. Citation: PROWAG.

- Fixed objects shall not be placed in any part of a wheelchair ramp. *Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.*
- Catch basins should be located immediately upgrade at the wheelchair ramp entrance. *Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG*
- Accessible pedestrian signals should provide both visual and audible information. The push button face should be parallel to the sidewalk and mounted within reach range (15 inches to 48 inches above finish ground). The side reach should be within 10 inches and there should be no forward reach obstruction. The button must be operable with a closed fist with no more than 5 lbs. of pressure to operate. The push button location should be between 1½ feet and 6 feet from the edge of the curb, shoulder, or pavement and no more than 5 feet from the crosswalk. *Citation: PROWAG; 521 CMR S. 21.*



**Responsible Party:** Highway Department and Board of Selectmen

**General Description or Obstacle Which Limits Mobility or Access:**

#### Town Center Area Sidewalks

**Comment:**

Overall, the sidewalks are in good to very good condition with limited exceptions. Sidewalk clear width requirements are met, however a number of street intersections involve non-compliant curb ramps and/or crosswalks (described below). The sidewalk near #66 Centerbridge Road near Main Street to the rail road tracks is severely deteriorated, not level and uneven, has areas of heaving, cracking, and abrupt changes in level surface of greater than ¼" due to granite stone in 2 locations of the sidewalk. [See Photos Town Center Sidewalks 1 and 2.](#)

**Recommendation:**

The sidewalk along Centerbridge Road can either be reclaimed and resurfaced to meet stable and level surface standards or taken out of service and removed.

**Estimated Cost:**

Depending on discontinuance or reclamation, the costs could up to \$7,500.



Photo Town Center Sidewalk 1



Photo Town Center Sidewalk 2

### Town Center Area Curb Ramps

#### Comment:

Most of the crosswalks and curb ramps along Main Street in the Town Center area are in compliance with a few notable exceptions due to lack of detectable warning strips, excessive running slopes, unlevel landing or the lack of a compliant (less than 4 feet) level top landing, and crosswalks which terminate in a non-compliant location (lawn, driveway, etc.).

#### Lack of Detectable Warning Strip:

- Town Center complex @ church on both sides of the driveway
- Harvard Street both sides
- Barnes Court both sides
- Parkland Street both sides
- Shirley Road/Main Street on school side

#### Deteriorated and/or Lack of a Compliant Level Top Landing

- Town Center complex @ church on both sides of the driveway
- Harvard Street

#### Abrupt Change in Level Surface of ¼" in Curb Ramp

- Harvard Street

#### Excessive Running Slope of Curb Ramp

- Hollywood Drive (Middle/Elementary School) @ 10.1% and 10.2%
- Shirley Road @ 16.3%

#### Crosswalk Enters into Non-accessible Location (lawn, driveway)

- Shirley Road (opposite side of school)
- Otis Street (both sides)
- Button Wood Lane (both sides)

See Photos Town Center Curb Ramps 1, 2, and 3.

**Recommendation:**

Compliant curb ramps that meet the standards described above should be installed at all locations. The non-compliant crosswalks and curb ramps should be removed and reconstructed to meet access, slope, and maneuverability requirements.

**Estimated Cost:**

Depending on construction means and methods, costs could vary up to \$25,000.



Photo Town Center Curb Ramps 1

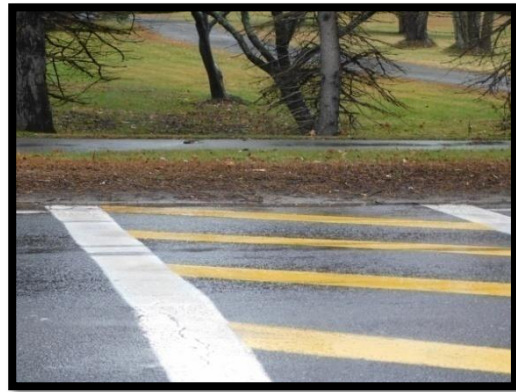


Photo Town Center Curb Ramps 2



Photo Town Center Curb Ramps 3

## **APPENDICES**

Appendix A: Survey Form

Appendix B: Public Notice

Appendix C: Reasonable Accommodations Policy

Appendix D: Reasonable Accommodations Request Form

## Appendix A: Survey Form

## Lancaster Self-evaluation Survey

**Department/Board/Commission:** \_\_\_\_\_

1. Location of department/program (name of building, floor level, street address):
2. Describe the function of the department and any programs it offers or services that it provides.
3. Are there any circumstances in which the participation of a person with a disability in any program or service offered by your department would be restricted or excluded?



4. Are any of these exclusions or restrictions necessary to the operation of the program/department or to the safety of non-disabled persons?
5. Are staff aware it may be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from the programs?
6. Is the public informed that these programs/services are prepared to make reasonable modifications?

5. Are staff aware it may be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from the programs?

6. Is the public informed that these programs/services are prepared to make reasonable modifications?

7. Does the department/program have a formal or informal process for responding to requests for modifications?
8. Briefly describe general office/service communications. Specifically, how is information disseminated and communicated? Are there assistive devices or auxiliary aids (i.e.
9. . TTY, TDD, sign language interpreter) which are used or available?
10. Are there any circumstances in which a person with a disability would be asked to pay a fee or meet any other requirements not imposed on other program/service participants? If yes, describe.

11. Does the program/service provide any separate activities for people with disabilities? If yes, describe.

12. Are there any circumstances in which a person with a disability would be prohibited from participating in regular activities because of the provision of separate activities?

13. Employment Practices.

a. Please list the number of full- and part-time employees.

b. Has any of these staff declared a disability? If yes, describe.

- e. Do any of the positions have formal job descriptions? If so, state which position and attach a copy of the job description as well as a sample job ad.

## Appendix B: Public Notice

**Town of Lancaster**  
**Public Notice Under**  
**The Americans With Disabilities Act**

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (“ADA” hereafter), the Town of Lancaster will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment. The Town of Lancaster does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the United States Equal Employment Opportunity Commission under Title I of the ADA.

Effective Communication. The Town of Lancaster will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Town programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to persons with speech, hearing and/or vision impairments.

Modifications to Policies and Procedures. The Town of Lancaster will make all reasonable modifications to policies and programs to ensure that persons with disabilities have an equal opportunity to enjoy all of its programs, services, and activities.

Procedure and Contact. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the town of Lancaster should contact the ADA Coordinator as soon as possible but no later than 72 hours before a scheduled event.

The ADA does not require the Town to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints and requests concerning the accessibility of programs, services and activities of the Town should be directed to:

Orlando Pacheco  
Prescott Building  
701 Main Street – Suite 1  
Lancaster, MA 015237

**Phone:** 978.365.3326 x1201

**Fax:** 978.368.8486

**Email:** opacheco@lancasterma.net

The Town of Lancaster will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids and services or reasonable modifications of policy.



## Appendix C: Reasonable Accommodation Policy

## Town of Lancaster

### Reasonable Accommodation Policy

In accordance with the Americans with Disabilities Act, the Town of Lancaster has adopted the following policy to address requests for reasonable accommodations made by people with disabilities in its employment, services, activities, policies, procedures, rules, and regulations.

Citizens, employees or applicants for employment of the Town of Lancaster with qualified disabilities should address any requests for accommodation to the Town's ADA Coordinator using the "*Reasonable Accommodation Request Form*" available on the town's website or from the Office of the Town Administrator.

Written requests should be sent to: (Note: : Alternative means of filing a request such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing).

**Town Administrator**

Orlando Pacheco  
Prescott Building  
701 Main Street – Suite 1  
Lancaster, MA 015237

**Phone:** 978.365.3326 x1201

**Fax:** 978.368.8486

**Email:** opacheco@lancasterma.net

If the Town of Lancaster can grant the accommodation, the requestor will be notified within two weeks of receipt of the request and no further action will be required by the requestor. The request will then be implemented by the appropriate Town Department.

If the Town of Lancaster cannot grant the accommodation request, the requestor will be notified in writing of the decision, along with notification of the right to file a grievance under the Town's Grievance Procedure.

## Appendix D: Reasonable Accommodation Request Form

**TOWN OF LANCASTER**  
**REQUEST FOR REASONABLE ACCOMMODATION FORM**

The Town requests the completion of this form to assist it in assessing your request for a reasonable accommodation. This initial information will be part of an interactive process with you as we explore your request. This form will be kept separate from your personnel file. The responses may generate the need for additional medical information.

**TO BE COMPLETED BY REQUESTOR**

Print Name \_\_\_\_\_ Date \_\_\_\_\_

Phone (work) \_\_\_\_\_ (personal) \_\_\_\_\_

☐

City Employee

Applicant for Employment

Other (please explain)

Dept/Div \_\_\_\_\_ Job Title \_\_\_\_\_

**APPLICANT**

A. What limitation(s) is interfering with your job application process?

.

---

---

---

B. How does your limitation(s) interfere with your ability to participate in your job application process?

---

---

---

C. Describe any suggested accommodation(s) that you believe will assist you in addressing the above-referenced limitation(s):

.

D. Explain how the requested accommodations(s) will assist you:

---

---

---

---

E. If applicable, identify the source and/or cost (if known) for providing the accommodation(s):

---

---

---

---

**EMPLOYEE**

A. What limitation(s) is interfering with your job performance or accessing a benefit of employment?

---

---

---

---

B. What job function(s) or benefits of employment are you having difficulty performing or accessing because of that limitation(s)?

---

---

---

---

C. How does your limitation(s) interfere with your ability to perform your job function(s) or access a benefit of employment?

---

---

---

---

D. Describe any suggested accommodation(s) that you believe will assist you in addressing the above-referenced limitation(s):

---

---

---

---

F. If applicable, identify the source and/or cost (if known) for providing the accommodation(s):

---

---

---

---

Requestor's Signature \_\_\_\_\_  
Date \_\_\_\_\_

**RETURN THIS FORM TO THE  
LANCASTER ADA COORDINATOR**