

**Town of Warren  
Self-Evaluation and Transition Plan  
June 2024**

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**Prepared by:**

**Center for Living & Working, Inc.  
Michael Kennedy, ADA Access & Advocacy Coordinator  
18 Chestnut Street – Suite 540, Worcester, MA 01608  
and  
James M. Mazik, AICP - Consulting Services  
188 Lower Westfield Road, Holyoke, MA 01040**

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*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 WARREN – SELF-EVALUATION AND TRANSITION PLAN

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## 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 Warren 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 ensure 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. W. 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 Warren 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. cities and 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 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 towns with less than 50 employees follow the same process to ensure 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 has 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. Legal counsel should always be consulted when a reasonable accommodation is being considered to ensure compliance with law.

## **Title II**

### *Program Accessibility*

Title II is divided into two parts. Subtitle A covers all programs, services, and activities of state and local government. Subtitle B contains requirements for public transportation systems such as regional transit authorities. If the town provides senior or other local bus or van transportation services, then compliance with applicable provisions of Title II for wheelchair users or individuals with ambulatory limitations may be required. The following applies to Subtitle A of Title II.

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 be 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.

Transportation services provided by the Council on Aging would also be bound by Title III.

### **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 that 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 Warren 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

#### **The 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.

Section 504 of the Rehabilitation Act and ADA. Both the ADA and Section 504 ensure that people with disabilities are not discriminated because of their disability.

The ADA was modeled after Section 504 and adds to the strength of Section 504 by extending it to private institutions, workplaces and other institutions that were not originally covered under Section 504.

Section 504 only applies to entities that receive financial assistance. The ADA applies to entities which receive funds from federal, state, or privately owned establishments and businesses. In effect, the ADA extends a legal mandate of Section 504 beyond the recipients of the funds from the federal government.

According to Section 504, a person with disability is one who has (1) a physical or mental impairment that substantially limits major life functions (2) a history of impairment (3) or if s/he is regarded as having an impairment. However, ADA also covers HIV and contagious and non-contagious diseases.

Both the ADA and section 504 are civil rights statutes. The Office for Civil Rights of the United States Department of Education is responsible for enforcing Section 504. The United States Department of Justice enforces the Americans with Disabilities Act.

Unlike Section 504, the ADA does not have any direct responsibility for providing free and appropriate public education. The ADA does not come up with any specific evaluation or placement procedures, whereas Section 504 requires a notice and consent for an evaluation process.

Section 508 of the Rehabilitation Act and ADA. Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998, requires federal agencies to develop, procure, maintain and use information and communications technology (ICT) that is accessible to people with disabilities - regardless of whether or not they work for the federal government. The US Access Board established the Section 508 standards that implement the law and provides the requirements for accessibility.

Section 508 requires federal agencies to make their ICT such as technology, online training and websites accessible for everyone. This means that federal employees with disabilities are able to do their work on the accessible computers, phones and equipment in their offices, take online training or access the agency's internal website to locate needed information. Section 508 also means that a person with a disability applying for a job with the federal government or a person who is using an agency's website to get information about a program, or completing an online form has access to the same accessible information and resources available to anyone.

Information and Communications Technology (ICT) is any equipment or system that is used to create, convert, duplicate or access information and data. Examples of ICT include, but are not limited to:

Telephones, smart phones and mobile devices

- Televisions, DVD players and videotaped productions
- Internet and Intranet websites
- PDF documents
- Content on DVDs and CDs
- Online training
- Webinars and teleconferencing
- Technical support call centers
- Remote access websites and tools
- Tablet, laptop and desktop computers
- Software and operating systems
- User guides for software and tools
- Copiers, printers and fax machines

#### **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).

#### **Air Carrier Access Act - 1986**

The Air Carrier Access Act of 1986 prohibits discriminatory treatment of people with disabilities in air travel. The law applies to both domestic and foreign air centers. Regulations issued by the Department of Transportation under this Act cover a range of issues, including boarding assistance and access features in newly built aircraft.

### **Fair Housing Act - 1988**

The Fair Housing Act, as amended in 1988, prohibits discrimination in housing on the basis of disability, as well as race, color, gender, and religion. It covers housing in the public and private sectors and bans discrimination in any aspect of selling or renting housing. Under the law, new multifamily housing must be able to be adapted for accessibility according to established guidelines. The law also requires reasonable exceptions to housing policies and operations so that people with disabilities are afforded equal housing opportunities.

### **Individuals with Disabilities Education Act - 1990**

The Individuals with Disabilities Education Act (IDEA) is a law that ensures students with a disability to be provided with Free Appropriate Public Education (FAPE) that is tailored to their individual needs. IDEA was previously known as the Education for all Handicapped Children Act (EHA) from 1975 to 1990. In 1990 Congress reauthorized EHA and changed the title to IDEA. Overall, the goal of IDEA is to provide children with disabilities the same opportunity for education as those students who do not have a disability.

IDEA is composed of four parts, the main two being part A and part B. Part A covers the general provisions of the law; Part B covers assistance for education of all children with disabilities; Part C covers infants and toddlers with disabilities, including children from birth to age three; and Part D consists of the national support programs administered at the federal level. Each part of the law has remained largely the same since the original enactment in 1975.

In practice, IDEA is composed of six main elements that illuminate its main points. These six elements are: Individualized Education Program (IEP); Free and Appropriate Public Education (FAPE); Least Restrictive Environment (LRE); Appropriate Evaluation; Parent and Teacher Participation; and Procedural Safeguards. To go along with those six main elements, there are also a few other important components that tie into IDEA: Confidentiality of Information, Transition Services, and Discipline. Throughout the years of IDEA's being reauthorized, these components have become key concepts when learning about IDEA.

Congress reauthorized the IDEA in 2004 and most recently amended the IDEA through the Every Student Succeeds Act, in December 2015. In this Act, Congress states: *“Disability is a natural part of the human experience and in no way diminishes the right of individuals to participate in or contribute to society. Improving educational results for children with disabilities is an essential element of our national policy of ensuring equality of opportunity, full participation, independent living, and economic self-sufficiency for individuals with disabilities”*.

### **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.

### **ADA and The Rehabilitation Act Enforcement and Compliance**

Private parties may file lawsuits to enforce their rights under Title II of the ADA. The remedies available are the same as under Section 504 of the Rehabilitation Act. There are eight administrative agencies designated to handle complaints filed under Title II. These are:

- Department of Agriculture
- Department of Education
- Department of Health and Human Services
- Department of Housing and Urban Development
- Department of Interior
- Department of Justice
- Department of Labor
- Department of Transportation

Individuals may file a complaint with the appropriate administrative agency or with any federal agency that provides financial assistance to the program in question. Complaints may also be filed with the Department of Justice who will refer the complaint to the appropriate agency.

The address for the Department of Justice is—

- Disability Rights Section
- Civil Rights Division
- U.S. Department of Justice
- 950 Pennsylvania Avenue, NW
- Washington, D.C. 20530-0001

Complaints should be in writing, signed by the complainant or an authorized representative, and should contain the complainant's name, address, and describe the public entities discriminatory action.

The Massachusetts Commission on Disability has also taken a more active role in recent years in enforcing both MA 521 CMR and the Americans with Disabilities Act. Complaints may also be filed with the Commission on Disability who will investigate and determine the appropriate action.

The address and contact information for the Commission on Disability is:

- Massachusetts Office on Disability
- One Ashburton Place-Room 1305
- Boston, MA 02108
- Telephone No.: 617.727.7440
- Fax No.: 617.727.0965
- Website: <https://www.mass.gov/orgs/massachusetts-office-on-disability>

For technical assistance, the following can be contacted:

- Institute of Human Centered Design at <https://www.humancentereddesign.org>
- New England ADA Center at <https://www.newenglandada.org>
- Center for Living & Working, Inc. at <https://www.centerlw.org>

#### **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 a variance.

## VI. ELECTRIC VEHICLE (EV) CHARGING STATIONS

Although neither 521 CMR nor the 2010 ADA Standards specifically address EV charging stations, the Massachusetts Architectural Access Board (AAB) has issued an advisory opinion on this matter and the U.S. Department of Energy (DOE) has issued guidance on complying with ADA requirements as it pertains to EV charging station installation. *Please note that AAB and Federal guidance pertaining to clear widths and reach range vary according to the respective regulation or standard. The stricter of the two would apply.*

### Massachusetts Architectural Access Board

The AAB's advisory opinion was in response to the number of "accessible" EV chargers required at public places of assembly as specified in 521 CMR 14.1. The AAB noted that although EV charging stations do not have to be reserved for persons with disabilities, stations should comply with 521 CMR 6.00 (Space Allowance and Reach Range), 521 CMR 20.00 (Accessible Route), and 521 CMR 39.00 (Controls). The AAB also noted that strict enforcement of its regulations with respect to EV charging stations may result in excessive and unreasonable costs without substantial benefit to persons with disabilities. Therefore, variance requests would not only be considered, but in fact, encouraged. However, the AAB noted that in considering such requests, reduced compliance would be more in terms of requiring only 5%, but not less than one (1) EV charging station to be accessible. The AAB further noted that all variance requests would be viewed upon on a case-by-case basis.

### U.S. Department of Energy

In formally issued guidance, the DOE notes that although the ADA does not provide design standards for EV charging stations, several industry studies and EV planning guides do. In addition, several plans developed under the DOE's Clean Cities EV Community Readiness projects describe best practices for installing ADA compliant charging stations. When designing EV charging stations, accessibility considerations should include ease of use, adequate space for exiting and entering the vehicle, unobstructed access to the charging station, free movement around the charging station and connection point to the vehicle, as well as clear paths and close proximity to any building entrances. Specific guidance and recommendations are as follows:

Parking Stall	Minimum 10 feet (car) to 13 feet (van) wide
Accessible Route Width	Minimum 3 feet' wide on both sides of the vehicle space that connects To the charging station (4 feet under 521 CMR) as well as in front of the charging station (2.5 feet x 4 feet under 521 CMR)
Slopes	No more than 2% in all directions
Reach Range	No more than 4 feet above ground level
Controls	Operable with one hand and not requiring grasping, pinching, or twisting of the wrist and no more than 5 lbs. of operating force
Other Considerations	Provide bollards or curb stops to prevent vehicle obstruction of the accessible clear space in front of the charging station

## VII. EMERGENCY PREPAREDNESS

Ensuring that local government emergency preparedness and response programs are accessible to people with disabilities is a critical component and requirement of the Americans with Disabilities Act.

The municipality's designated staff or department responsible for emergency planning or response activities, should involve people with disabilities in identifying needs and evaluating effective emergency management practices. Issues that have the greatest impact on people with disabilities include:

- notification
- evacuation
- emergency transportation
- sheltering
- access to medications, refrigeration, and back-up power
- access to their mobility devices or service animals while in transit or at shelters; and,
- access to information.

### Notification

In planning for emergency services, the municipality should consider the needs of people who use mobility aids such as wheelchairs, scooters, walkers, canes or crutches, or people who have limited stamina. Plans also need to include people who use oxygen or respirators, people who are blind or who have low vision, people who are deaf or hard of hearing, people who have a cognitive disability, people with mental illness, and those with other types of disabilities. Many traditional emergency notification methods are not accessible to or usable by people with disabilities. People who are deaf or hard of hearing cannot hear radio, television, sirens, or other audible alerts. Those who are blind or who have low vision may not be aware of visual cues, such as flashing lights. Warning methods should be developed to ensure that all citizens will have the information necessary to make sound decisions and take appropriate, responsible action. Often, using a combination of methods will be more effective than relying on one method alone. For instance, combining visual and audible alerts will reach a greater audience than either method would by itself.

Provide ways to inform people who are deaf or hard of hearing of an impending disaster if the municipality uses emergency warning systems such as sirens or other audible alerts. When the electric power supply is affected, it may be necessary to use several forms of notification. These might include the use of telephone calls, auto-dialed TTY (teletypewriter) messages, text messaging, E-mails, and even direct door-to-door contact with pre-registered individuals. Also, the municipality should consider using open-captioning on local TV stations in addition to incorporating other innovative uses of technology into such procedures, as well as lower-tech options such as dispatching qualified sign language interpreters to assist in broadcasting emergency information provided to the media

### Evacuation

Individuals with disabilities will face a variety of challenges in evacuating, depending on the nature of the emergency. People with a mobility disability may need assistance leaving a building without a working elevator. Individuals who are blind or who have limited vision may no longer be able to independently use traditional orientation and navigation methods. An individual who is deaf may be trapped somewhere unable to communicate with anyone because the only communication device relies

on voice. Procedures should be in place to ensure that people with disabilities can evacuate the physical area in a variety of conditions and with or without assistance. The municipality should adopt policies to ensure that its community evacuation plans enable people with disabilities, including those who have mobility, vision, hearing, or cognitive disabilities, mental illness, or other disabilities, to safely self-evacuate or to be evacuated by others. Some communities are instituting voluntary, confidential registries of persons with disabilities who may need individualized evacuation assistance or notification. If this municipality opts to maintain such a registry, have procedures in place to ensure its voluntariness, guarantee confidentiality controls, and develop a process to update the registry. Also consider how best to publicize its availability. Whether or not a registry is used, the plan should address accessible transportation needs for people who use wheelchairs, scooters, or other mobility aids as well as people who are blind or who have low vision.

The municipality should also identify accessible modes of transportation that may be available to help evacuate people with disabilities during an emergency. For instance, some communities have used lift-equipped school or transit buses to evacuate people who use wheelchairs during floods. Both public and private transportation may be disrupted due to overcrowding, because of blocked streets and sidewalks, or because the system is not functioning at all. The movement of people during an evacuation is critical, but many people with disabilities cannot use traditional, inaccessible transportation.

#### Sheltering

The municipality should survey its shelters for barriers to access for persons with disabilities. For instance, if a particular high school gymnasium is being considered as part of a sheltering plan, early in the process the municipality should examine its parking, the path to the gymnasium, and the toilets serving the gymnasium to make sure they are accessible to people with disabilities. When disasters occur, people are often provided safe refuge in temporary shelters. Some may be located in schools, office buildings, tents, or other areas. Historically, great attention has been paid to ensuring that those shelters are well stocked with basic necessities such as food, water, and blankets. However, many of these shelters have not been accessible to people with disabilities. Individuals using a wheelchair or scooter have often been able somehow to get to the shelter, only to find no accessible entrance, accessible toilet, or accessible shelter area. Until all emergency shelters have accessible parking, exterior routes, entrances, interior routes to the shelter area, and toilet rooms serving the shelter area; the municipality should identify and widely publicize to the public, including persons with disabilities and the organizations that serve them, the locations of the most accessible emergency shelters.

Shelter staff and volunteers are often trained in first aid or other areas critical to the delivery of emergency services, but many have little, if any, familiarity with the needs of people with disabilities. In some instances, people with disabilities have been turned away from shelters because of volunteers' lack of confidence regarding the shelter's ability to meet their needs. Generally, people with disabilities may not be segregated or told to go to "special" shelters designated for their use. They should ordinarily be allowed to attend the same shelters as their neighbors and coworkers.

Consider inviting representatives of group homes and other people with disabilities to meet with the municipality as part of its routine shelter planning. Discuss with them which shelters they would be more likely to use in the event of an emergency and what, if any, disability-related concerns they may have while sheltering. Develop site-specific instructions for volunteers and staff to address these concerns.

### Access to Medications, Refrigeration, and Back-up Power

Individuals whose disabilities require medications, such as certain types of insulin that require constant refrigeration, may find that many shelters do not provide refrigerators or ice-packed coolers. Individuals who use life support systems and other devices rely on electricity to function and stay alive and, in many cases, may not have access to a generator or other source of electricity within a shelter. Ensure that a reasonable number of emergency shelters have back-up generators and a way to keep medications refrigerated (such as a refrigerator or a cooler with ice). These shelters should be made available on a priority basis to people whose disabilities require access to electricity and refrigeration, for example, for using life-sustaining medical devices, providing power to motorized wheelchairs, and preserving certain medications, such as insulin, that require refrigeration. The public should be routinely notified about the location of these shelters. In addition, if the municipality chooses to maintain a confidential registry of individuals needing transportation assistance, this registry could also record those who would be in need of particular medications. This will facilitate planning priorities.

### Access to Mobility Devices or Service Animals While in Transit or at Shelters

Many shelters have a “no pets” policy and some mistakenly apply this policy to exclude service animals such as guide dogs for people who are blind, hearing dogs for people who are deaf, or dogs that pull wheelchairs or retrieve dropped objects. When people with disabilities who use service animals are told that their animals cannot enter the shelter, they are forced to choose between safety and abandoning a highly trained animal that accompanies them everywhere and allows them to function independently. Adopt procedures to ensure that people with disabilities who use service animals are not separated from their service animals when sheltering during an emergency, even if pets are normally prohibited in shelters. While a municipality cannot unnecessarily segregate persons who use service animals from others, the municipality may consider the potential presence of persons who, for safety or health reasons, should not be with certain types of animals.

### Access to Information

People who are deaf or hard of hearing may not have access to audible information routinely made available to people in the temporary shelters. Individuals who are blind or who have low vision will not be able to use printed notices, advisories, or other written information. Adopt procedures to provide accessible communication for people who are deaf or hard of hearing and for people with severe speech disabilities. Train staff on the basic procedures for providing accessible communication, including exchanging notes or posting written announcements to go with spoken announcements. Train staff to read printed information, upon request, to persons who are blind or who have low vision.

### Leaving the Shelter and Returning Home

The needs of individuals with disabilities should be considered as well when they leave a shelter or are otherwise allowed to return to their home. If a ramp has been destroyed, an individual with a mobility impairment will be unable to get into and out of the house. In case temporary housing is needed past the stay at the shelter, the municipality’s emergency response plan could identify available physically accessible short-term housing, as well as housing with appropriate communication devices, such as TTY’s, to ensure individuals with communication disabilities can communicate with family, friends, and medical professionals. Identify temporary accessible housing (such as accessible hotel rooms within the community or in nearby communities) that could be used if people with disabilities cannot immediately return home after a disaster if, for instance, necessary accessible features such as ramps or electrical systems have been damaged.

## VIII. ADA SERVICE ANIMALS

Beginning on March 15, 2011, only dogs are recognized as service animals under Titles II and III of the ADA. A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability. Generally, Title II and Title III entities must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go.

### Definition of Service Animal

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability.

Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. Emotional support animals, comfort animals, and therapy dogs are not service animals under Title II and Title III of the ADA. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals either. Emotional support animals are different than service animals as they are trained to follow basic commands, but unlike service animals, are not trained for a specific task to assist a person with a disability. It does not matter if a person has a note from a doctor that states that the person has a disability and needs to have the animal for emotional support. A doctor's letter does not turn an animal into a service animal. People with emotional support animals might not have any physical disabilities or outward signs of why they need an emotional support animal. As emotional support animals are not covered by the ADA, they are not allowed in public places such as restaurants and stores.

This definition does not affect or limit the broader definition of "assistance animal" under the Fair Housing Act or the broader definition of "service animal" under the Air Carrier Access Act. Some State and local laws also define service animal more broadly than the ADA does. Information about such laws can be obtained from the MA State Attorney General's Office.

### Where Service Animals Are Allowed

Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is allowed to go. For example, in a hospital it usually would be inappropriate to exclude a service animal from areas such as patient rooms, clinics, cafeterias, or examination rooms. However, it may be appropriate to exclude a service animal from operating rooms or burn units where the animal's presence may compromise a sterile environment.

### Service Animals Must Be Under Control

A service animal must be under the control of its handler. Under the ADA, service animals must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

### Inquiries, Exclusions, Charges, and Other Specific Rules Related to Service Animals

- When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.
- Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a school classroom or at a homeless shelter, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.
- A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.
- Establishments that sell or prepare food must generally allow service animals in public areas even if state or local health codes prohibit animals on the premises.
- People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals. In addition, if a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.
- If a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may also be charged for damage caused by himself or his service animal.
- Staff are not required to provide care for or supervision of a service animal.

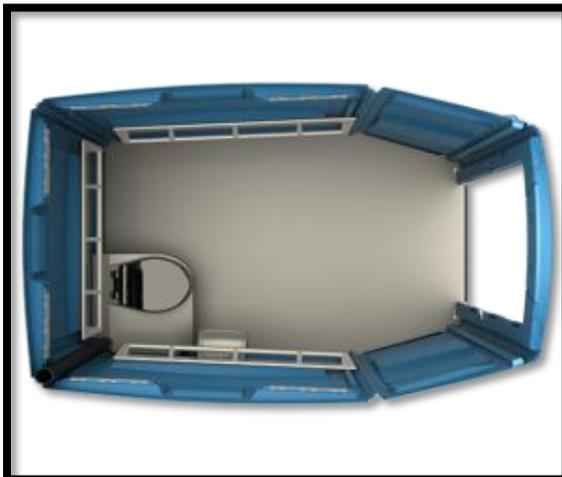
### Miniature Horses

In addition to the provisions about service dogs, the Federal Department of Justice's ADA regulations have a separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities. (Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.) Entities covered by the ADA must modify their policies to permit miniature horses where reasonable. The regulations set out four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility. The assessment factors are (1) whether the miniature horse is housebroken; (2) whether the miniature horse is under the owner's control; (3) whether the facility can accommodate the miniature horse's type, size, and weight; and (4) whether the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

## IX. ADA COMPLIANT PORTABLE TOILETS

If the Town provides portable toilets for short-term events or for seasonal use, 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 and near, far and front setbacks; compliant door hardware; and enough interior space for a wheelchair to make a 360 degree turn that all fully comply with the 2010 ADA Standards and/or 521 CMR, whichever is more stringent. Illustrative examples of an “ADA Compliant” portable toilet are shown below.

### Representative Examples of an ADA Compliant Portable Toilet



## X. EMERGENCY EYEWASH STATIONS

Emergency eyewash and shower equipment are often located in school science classrooms, public works and highway garages, police stations, and fire stations. These facilities should be designed to meet both the Americans with Disabilities Act (ADA) and the American National Standards Institute requirements.

These stations typically have shower pull rings that are not within reach of someone using a wheelchair and eyewash stations that are too high and lack knee clearance.

All emergency equipment must comply with ADA requirements as follow:

- Emergency showers and eyewashes should be mounted for fold-up so they are completely out of the way when not in use. For example, swing-down, sink-mounted eyewashes should be placed at the back or side of the lab sink so that the sink can be used for other operations; however, the spray should automatically start when the head is swung down into position over the sink drain.
- Signage for emergency equipment must be highly visible, even when not in use, so that it can be easily located by the disabled person.
- Sinks and counters should be 34 inches above the floor. This allows the spray outlets of the eyewash to be about 39 inches above the floor. Newer models can even be attached to swing down below the 36-inch sink height, making them easier to reach.
- The activation handles for lowering the eyewash and turning on the shower should not require more than five pounds of force to operate.
- Safety showers that meet ADA requirements must have the pull rod at or below 48 inches. This would accommodate any person using a wheelchair. The center-line of the showerhead should be 37 inches from the wall.
- When a shower/eyewash station is a combination unit, the eyewash should be about 14 inches from the wall to the center-line of the eyewash.
- ADA guidelines state that at least one out of five eyewash or shower stations in a specific area, or at least one, must meet ADA requirements.

Photographic examples of compliant emergency eyewash stations are provided below.



## XI. ACCESSIBLE ROUTES AND PLAYGROUND SURFACE MATERIALS

### ACCESSIBLE ROUTES OF TRAVEL

Walkways and sidewalks must be firm, stable, and slip resistant with cross slopes of no more than 2.0% and running slopes of no more than 5.0%. Transitions and surface changes must be flush or free of changes in level greater than ¼" or between ¼" and ½" if beveled. Typical surface treatments include asphalt, concrete, stone dust, and stabilized stone dust (stone dust blended with a binding agent or polymer). A new product for use in recreation areas involves compacted shredded bark/wood chips mixed with a polymer stabilizing adhesive product.

#### Asphalt

Estimated cost per square foot (2022): Up to \$10.00.

- Pros:
- 1) Durable
  - 2) Relatively inexpensive
  - 3) Requires little maintenance
  - 4) Does not readily deteriorate and has a longer live span

- Cons:
- 1) Is not permeable
  - 2) Subject to heaving and grass/weed infiltration in cracks
  - 3) Added cost due to site preparation requirements
  - 4) Requires periodic crack-filling and re-sealing/re-coating



#### Concrete

Estimated cost per square foot (2022): Up to \$25.00.

- Pros:
- 1) Durable
  - 2) Requires little maintenance
  - 3) Does not readily deteriorate and has a longer live span

- Cons:
- 1) Is not permeable
  - 2) Subject to cracking, edge deterioration, and some heaving

- 3) Is more expensive due to site preparation and construction
- 4) Requires more expensive repair varying from grinding to complete concrete pad replacement



### **Stone Dust**

Estimated cost per square foot (2022): Up to \$5.00.

- Pros:
- 1) Inexpensive and can be installed by municipal work force
  - 2) Permeable

- Cons:
- 1) Requires regular maintenance including the addition of material, compaction, re-grading, and weed removal
  - 2) Subject to deterioration and wash-outs especially on sloped areas
  - 3) If not installed properly and/or regularly maintained, can be problematic for wheelchair users as well as those with arm crutches due to degradation of the surface stability and firmness



### **Stabilized Stone Dust**

Estimated cost per square foot (2022): \$7.00 to \$10.00.

- Pros:
- 1) Relatively inexpensive

- 2) Permeable
- 3) More durable than regular stone dust
- 4) Doesn't heave, weed resistant

- Cons:
- 1) Costs more than regular stone dust
  - 2) Requires metal or wood edging to preserve the integrity of the walkway and limit side erosion
  - 3) May require periodic touch up and restoration



**Compacted Wood Chips/Bark Mixed with an Emulsion**

Estimated cost per square foot (2022): \$7.00 to \$10.00.

- Pros:
- 1) Relatively inexpensive
  - 2) Permeable
  - 3) More durable than regular stone dust
  - 4) Doesn't heave, weed resistant
  - 5) Works on sloping surfaces

- Cons:
- 1) Costs more than regular stone dust
  - 2) Requires metal or wood edging to preserve the integrity of the walkway and limit side erosion
  - 3) May require periodic touch up and restoration



*Note: Upon application the initial color of the surface is yellow, but then weathers over time to silvery gray.*

## **PLAYGROUND SURFACE MATERIALS**

There are two general options for ADA compliant playground surfaces for the fall zone area and areas other than the accessible route of travel – loose fill materials or synthetic materials. The selection of materials should be based on factors such as height of equipment to the ground fall area, age of users, dispersion of equipment, typical weather conditions, maintenance costs, installation costs, equipment life expectancy, and environmental concerns.

### **LOOSE FILL**

All loose fill surfacing requires daily raking to maintain the required depth of the material to ensure the safety of children. Replenishment is also required as loose fill gets packed down or kicked away. Often this type of maintenance does not take place, creating unsafe playgrounds. In addition, loose fill is often tracked into buildings requiring additional maintenance indoors. Following are the most common types of loose fill:

#### **Pea Gravel, Sand, Regular Wood Chips, and Shredded Rubber/Engineered Wood Fiber**

These materials do meet compliance standards for impact attenuating surfaces (fall zone material), but they do not meet the standard for propulsion and turning requirements in the ASTM standards and are not recognized as ADA-approved materials. Other surfacing materials can be used to create paths to the entry point of the play equipment and render playgrounds compliant (See Accessible Routes of Travel above).

#### **Pea Gravel**

Pros: Pea gravel is inexpensive and easy to maintain. It also allows for good drainage and does not attract animals.

Cons: It can be a hazard if it is thrown by persons in the playground. Some daycare providers have reported that pea gravel fits well in a nostril or an ear, which can result in an unwanted visit to the doctor or emergency room. It also creates a problem for maintenance of the grass and surfaces surrounding the playground. Lawn mowers can throw the gravel significant distances. The material cannot be used if the fall height within the playground is greater than 5 feet.



#### **Sand**

Pros: Sand is a very easy product to maintain through simple raking and leveling. . It is also a preferred material to play in by children.

Cons: Cats often use the sand as a litter box which creates a serious health code concern. Broken glass and other debris can also become buried in sand, invisible to the eye, resulting in potential future injuries. Furthermore, in freezing conditions, sand can become as hard as concrete and can only be used after the sun warms the surface or the material is loosened manually. Sand cannot be used if the fall height within the playground is greater than 4 feet.



Regular Wood Chips (not engineered wood fiber)

Pros: This material is inexpensive, readily available, and easily moveable. It is typically also a good fall attenuating surface material. If properly maintained, wood chips can be used as a fall zone for play structures with a fall height up to 10 feet.

Cons: Regular wood chips require constant maintenance. They must be turned over occasionally to prevent decomposing and do not have good drainage qualities. Typically, a significant amount of the material, 25% or more, must be replaced annually.



Shredded Rubber and Engineered Wood Fiber

Pros: These products are ADA-approved for impact attenuation and are relatively cost efficient. Shredded Rubber and Engineered Wood Fiber can be used for play structures with a fall height up to 10 feet.

Cons: These materials have the potential to “off-gas” in high temperatures. They are also difficult to keep in the play areas, out of the grass, and out of children’s clothes.



### **FULLY ACCESSIBLE SURFACES**

#### Pour-in-Place, Rubber Mats/Tiles

Pros: These artificial surface materials meet ADA standards and are deemed universally accessible for children with disabilities. The most significant benefit of these surfaces, other than accessibility, is that daily maintenance is usually not required to ensure that safety is maintained. Generally, relatively little effort is required to keep the surfacing materials safe and usable, in normal use zones. While products differ in quality and density, the average pour in place product can provide an ASTM safety rating for fall heights up to 12 feet.

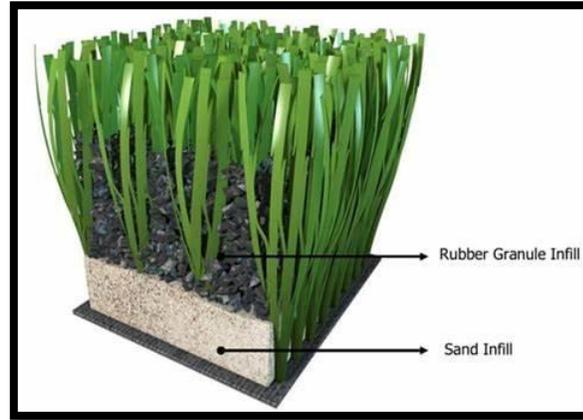
Cons: Over time tile edges may “curl”, creating a tripping hazard. Expansion between tiles also allows debris to accumulate, and the surface of the pour-in-place materials can freeze and separate. Consequently, it is difficult to patch the surface for an extended period of time. The biggest problem with these surfaces is the cost, which is significantly more than other acceptable options. In addition, severe and varying weather conditions may reduce the average life expectancy for the pour-in-place materials.



### Artificial Grass with Rubber in-Fill

Pros: A properly and independently certified turf should also have a soft, consistent surface that is ADA accessible for easy wheelchair access. Since the grass won't displace like loose fill, such as sand, rubber chips, or wood chips, the safety rating is easy to maintain, even under play equipment. Artificial grass installed over a proper base can provide an ASTM safety rating for fall heights up to 12 feet.

Cons: Although artificial grass with a rubber infill is significantly more expensive than the cost of loose fill material, it is typically less expensive than pour-in-place surfaces.



### Summary

All surfacing materials have advantages and disadvantages. The purchaser and the installer must ultimately assess the safety factors that will influence or the type or types of playground surfaces to be used. Among those factors are the location of the playground; drainage potential; average grade of the surrounding area; cost of installation and maintenance; life expectancy of the surface and infill materials; accessible routes to the playground; normal temperature and weather conditions; security for the playground; amount of use; age of the users; height of equipment; and amount and dispersion of accessible components. To provide a safe and accessible playground that is consistent with accessibility requirements, all of these factors should be reviewed. While expense is a primary concern for the entity or jurisdiction that is investing in a new or renovated playground, it should not be the only limiting factor, with safety, accessibility, and user integration to be equally considered.

## XII. 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 ensure 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 that 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 Warren 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.

#### **Warren 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 in the community. MGL Chapter 40 Section 8J gives municipalities the authority to establish a Commission on Disability.

The Town of Warren does not appear to have a Commission on Disability. The Massachusetts Office on Disability (MOD) has no Commission on Disability listed on its Municipal Commission on Disability Listing, nor is there any history of the adoption of Chapter 40 Section 8J, the establishment of a Commission on Disability in the MOD Established Commissions on Disability Report.

#### **Recommendation**

It is recommended that the Town, through annual town meeting action, accept the provisions of MGL C40 S8J to establish a Commission on Disability and allow the Board of Directors to appoint a minimum of five members to serve on this Commission.

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

The role of the ADA Coordinator is extensive and includes:

- ensuring overall compliance with the ADA
- notification and outreach
- addressing grievances as filed under the town's established grievance policy
- ensuring 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.

**Warren Self-evaluation**

The Board of Selectmen's Secretary Karen Dusty serves as the ADA Coordinator. She is also listed as the ADA Coordinator on the MA Office on Disability's website for Municipal Commissions on Disability and in the Town of Warren 2022 Annual Report.

**Recommendation**

If required, the appointment should be voted on and approved by the Board of Selectmen. It is also recommended that the appointment be posted on the Town's website and in the Shepard Municipal Building.

**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.

**Warren Self-evaluation**

Title II of the ADA requires that public entities notify participants of its non-discrimination policies. The Town's website does not have any Public Notice of Non-Discrimination policies regarding residents or visitors with disabilities, nor is there anything posted in the Shepard Municipal Building bulletin boards. The non-discrimination policies posted on these bulletin boards pertain only to employment such as being an equal opportunity employer that does include those with disabilities.

The Town of Warren does have a Non-Discrimination document that also refers to Equal Opportunity, Modifications to Policies and Procedures, and Effective Communication. This document was submitted to the MA Office on Disability (MOD) as part of the funding request to undertake this ADA Self-evaluation and Transition Plan but is not posted anywhere on the Town's website or in the Shepard Municipal Building.

The Application for Employment available on the Town's website under the volunteer and employment tab contains the phrase: "(An Equal Opportunity Employer)" There is also verbiage stating that this form has been revised to comply with provisions of the Americans with Disabilities Act.

#### **Recommendation**

Post the Non-Discrimination document on the Town of Warren's website in the Board of Selectmen tab and/or create an ADA Coordinator Webpage that would include the pertinent ADA Documents such as a Public Notice under the ADA, Identification of the ADA Coordinator, ADA Grievance Procedure, and Effective Communication. Documents and Notices should also be posted in the Shepard Municipal Building. **A sample Public Notice for consideration 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.

#### **Warren Self-evaluation**

Although the Town has a general grievance procedure for town employees within its personnel bylaws, it does not appear that the Town has adopted an ADA Grievance Procedure as required under the ADA. There is no mention of such a policy on the Town's website, nor is it posted anywhere in the Shepard Municipal Building.

#### **Recommendation**

An ADA Grievance Procedure should be formally adopted. The Grievance Procedure should also be posted in the Shepard Municipal Building and on the Town's website. The Grievance Procedure should also be made available to all staff, departments, committees, and boards. **A sample ADA Grievance Procedure is provided in Appendix C.**

**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.

**Warren 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 Warren does not appear to have any formal reasonable accommodation or modification of programs or services policies in place. There are no policies available on the Town’s website or in the Shepard Municipal Building.

Although there are no formal reasonable modifications in policies, practices, and procedures in place, the ADA Self-Evaluation Survey results from the department heads and committee/commission chairs show that Town staff, committees/boards, and elected officials are willing to assist residents or visitors if they request it.

All ADA Self-Evaluation survey respondents answered “yes” to the question “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?”

All but one survey response to the question “Is the public informed that these programs/services are prepared to make reasonable modifications?” were “yes”. The Fire Department answered, “The public does not use the second floors of the Station(s)”. These areas in both the Main Fire Station and Station #2 are closed to the public and do not offer any programs or services.

In addition, all but the Fire Department response to the question “Does the department/program have a formal or informal process for responding to requests for modifications?” were “informal”. The Fire Department’s answer was “no”.

The West Warren Library Association (WWLA) stated “Our process for responding to requests for modification is informal. We are a small library, and as such, have a close working relationship with the community and patrons”.

**Recommendation**

It is recommended that the town adopt a Reasonable Accommodation Policy and incorporate non-discrimination language, essential function requirements, and physical requirements in employment postings and job descriptions (discussed further below).

In addition, as mentioned under Public Notice, post ADA related notices on the Town’s website and in the Shepard Municipal Building.

**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.

**Warren 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.

Based on what was available for review, the only somewhat conventional job descriptions were for the Fire Fighter/EMT and Library Director. The remainder of documents sent were either job postings and advertisements.

The Firefighter/EMT job description was the only one that contained “*Job Environment, Essential Functions, Minimum Qualifications and Physical Requirements*”. However, the job description contained no reasonable accommodation language.

The Library Director job description contained “*Duties and Responsibilities, Qualifications and Requirements*”, but no “*Essential Functions, Physical Requirements, or Reasonable Accommodation Language*”. However, the job description contained the following phrase: “*The West Warren Library does not discriminate in any manner contrary to law or justice on the basis of race, color, sex, age, religion, sexual orientation, national origin, disability, or veteran’s status in the employment of staff. EOE.*”

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

### Recommendation

If the Town of Warren job descriptions lack reasonable accommodation language, consider adding one of the following phrases:

*“The Town of Warren is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with a disability and encourage prospective employees and incumbents to discuss potential accommodations with the employer” or “Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of a position.”*

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 Accommodation Policy and Request Form for adoption by the Board of Selectmen is provided as Appendix D and E.**

### **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 automatic door opener, 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.

### Warren Self-evaluation

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

- Items placed in front of dispensers, operational buttons, or defibrillators restricting access or reducing clear width.
- Interior and exterior doors with excessive operating forces and closing speeds.
- Missing elements such as tactile designation signage.
- Missing protective equipment or insulation on sink plumbing.
- Bathroom stall doors that don't fully self-close.
- Deteriorated sidewalks with gaps in concrete or asphalt and abrupt changes in level surface.
- Debris such as sand and leaves accumulated at the base of curb ramps.

### Recommendation

It is recommended that facilities are inspected regularly to ensure compliance with program accessibility and to initiate repairs and related actions as required.

### **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 711 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.

### Warren Self-evaluation

Based on what was submitted in response to the ADA Self-Evaluation survey as well as viewing policies and available materials, it is not clear as to what degree the Town complies with this provision. It does not appear that information of this type is available as part of regular meeting notices and postings and who to contact to arrange for providing accommodations. There is an Effective Communication Policy along with an Alternative Format Policy & Procedure that was submitted to the MA Office on Disability (MOD) as part of the funding request to undertake this ADA Self-evaluation and Transition Plan but it does not appear anywhere in the Town's website or provided documents.

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. In addition, it does not appear that the town has auxiliary aids such as TTY's, TDD's, or assistive listening systems as there is no mention of their availability on the Town's website or documents.

Survey results to the question "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?" were conventional communication methods such as *"verbally, via email, mail, or social media"*. The

Collector of Taxes however stated that *“There is a Supercom 4400 in the copier room, but I don’t think I’ve ever been asked to use it.”* The Supercom 4400 is a Teletypewriter (TTY), Telecommunications Device for the Deaf who are unable to communicate using a conventional telephone.

Even though the West Warren Library doesn’t have any assistive listening devices, it does feature the following:

- Books on CD
- Large Print Books
- Magnifiers for books and newspapers
- Headphones for library patrons to use with computers
- Part of C.W. Mars Network that features more materials in accessible format

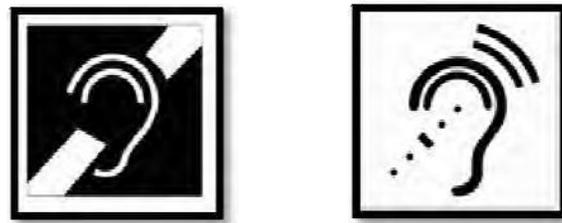
### Recommendation

It is recommended that the Town of Warren add the following to all meeting agendas:

*“If you need auxiliary aids and services for effective communication (such as a sign language interpreter, an assistive listening device, or print material in digital format) or a reasonable modification in programs, services or activities contact the ADA Coordinator as soon as possible preferably at least 14 days or earlier before the activity or event.”*

It is also recommended that the Town purchase an assistive listening system, preferably a portable one that can be used for meetings that are open to the public and be available as an accommodation request. The availability of assistive listening devices, including signage, should also be posted at the venues where they can be used.

Availability of Assisted Listening Devices signage should be posted at the venues where they can be used. See two examples below:



### Virtual Meetings

In June 2020, the Massachusetts Office on Disability offered a guidance memo on “Accessible and Inclusive Virtual Trainings”. The memo reinforces the basic requirement that programs, services, and activities of government, including in person and virtual meetings/presentations, must be conducted in a way that provides equivalent access unless to do so presents a fundamental alteration. Providing reasonable accommodations and effective communication

are critical components to achieving equal access. The following summarizes some of the highlights and key components of this memo.

Effective Communication. Effective Communication ensures that people with vision, hearing, or speech disabilities can communicate, receive, and convey information in a manner that is accessible to them. Entities must furnish auxiliary aids when needed to communicate effectively with people who have language-based disabilities. Examples of auxiliary aids for meetings/presentations may include accessible electronic documents that can be read with assistive technology, large print documents, American Sign Language (ASL) interpreters, and Communication Access Real-time Translation (CART) services. The entity that is hosting the event is responsible for providing ASL and CART along with other needed accessibility features.

Selecting a Platform. After determining which platforms meet an entity's operational needs, the entity should consider selecting the platform that provides the highest level of accessibility. Consult with vendors and review their accessibility statements which offer insight into how various users with disabilities would interact with the platform. Find out how the system would work with CART, an ASL interpreter, or closed captioning or if a screen reader or strictly keyboard user could access features such as screenshare, chat, and video recording. If an entity has identified a platform that meets its operational objectives but has inaccessible features the entity should determine which barriers are likely to prevent access and whether those features are critical. If the identified barriers are not critical then the entity should avoid using those features during the meeting/presentation. For those components deemed to be critical but not accessible, the entity should explore alternative ways that a participant with a disability can effectively participate in the meeting/presentation.

Presentation Materials. To the extent possible, ensure that all presentation materials are accessible to and usable for people with disabilities including those using screen readers and other assistive technologies and those requiring large print. Since users of screen readers cannot read documents through a screen share and those using magnification may find that screen share video may be distorted with increased magnification, providing these materials in advance would allow these participants to better follow the discussion in real time. Information and communication technology must be usable by people with disabilities. How-to guidance as well as references to relevant laws, regulations, and standards to help comply with this requirement can be found through the following link:

<https://wiki.state.ma.us/display/assistivetechgroup/IT+Accessibility+home>.

Additionally, the Texas Governor's Committee on People with Disabilities have created learning modules on making Microsoft Office documents accessible to people with disabilities. Access to these modules can be found through the following link: <https://gov.texas.gov/organization/disabilities/accessibledocs>.

Plan Ahead. Secure ASL interpreters and CART services in advance of the date of the meeting/presentation. These important communication services can easily be offered on a digital platform. The Massachusetts Commission for the Deaf and Hard of Hearing provides interpreting services and the information below will help you to schedule an interpreter:

- Request ASL Interpreting or CART
  - a. Online: <https://www.mcdhh.net/request/> i. Choose ASL Interpreting or CART under Service Information
  - b. Phone: 617-740-1600 VOICE and 617-740-1700 TTY
- Additional information on how to request an interpreter is available at <https://www.mass.gov/how-to/request-an-interpreter>.

Keep in mind that depending on the nature of the meeting, these services might be required regardless of whether an individual has specifically requested it (e.g. public meetings where there is no registration or invitee list). In instances where participants have been invited in advance, the invitation should include a directive to notify the entity holding the meeting/presentation to identify whether they require ASL or CART to participate. This can be included in the reasonable accommodation statement provided in the meeting notice or agenda.

#### Best Practices

- Do a trial run. If you have already identified employees who need to use accessible features of a platform, ask them to test it with you.
- Determine which features will be used in the meeting/presentation and include details about how to use those features on the meeting/presentation invitation or reminder. For example, provide a list of commonly used shortcut keys that can be used on the platform or any specific instructions that pertain to users of assistive technology.
- When sending a meeting reminder, include the link to CART so the user can access the meeting link and the link to the CART platform in one place.
- Send out accessible meeting materials in advance.
- Become familiar with the features of the platform, including the accessible features and share them with participants. This could include providing a link to CART in the chat window, offering a brief overview of how to interact with the platform at the beginning of the meeting/presentation, and providing these types of verbal instructions for the duration as features are being utilized.
- Utilize closed captioning features when and if available.
- If the meeting/presentation will be recorded, advise attendees at the start. Inform the CART reporter in advance if you want a copy of the transcription.
- When using ASL make sure that the video remains prominently visible onscreen throughout the meeting/presentation. Depending on the platform, this may require asking participants to turn off their video to ensure that the interpreter can be seen or possibly be displayed more prominently.

- If audio quality is an issue, consider requesting that participants turn off the video feature if it is not essential to participation.
- When using screenshare or presenting materials on screen, provide a verbal explanation of what is being displayed so that those participating by phone or those who are unable to see the document or review the materials with assistive technology will be better able to follow along.
- If you are planning on using a video as part of your training or presentation curriculum then it should have audio description or the visual aspects of the video should be described before or in between the dialogue of the video by a person on the training team.

**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 webpage. 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. However, 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).

f) Resources and Additional Information on Website Accessibility. Additional information and guidance on website accessibility can be found on the following:

- [www.w3.org/WAI/fundamentals/accessibility-intro/](http://www.w3.org/WAI/fundamentals/accessibility-intro/)
- <https://webaim.org>
- [www.ada.gov/pcatoolkit/chap5toolkit.htm](http://www.ada.gov/pcatoolkit/chap5toolkit.htm)
- [www.webaccessibility.com](http://www.webaccessibility.com)

In addition, assistance can be obtained by contacting the MA Commission for the Blind in writing or by email, telephone, or fax as noted below:

Massachusetts Commission for the Blind  
Technology for the Blind Program  
John Oliveira, Deputy Commissioner  
600 Washington Street –3rdFloorBoston, MA 02111  
[www.mass.gov/mcbJohn.Oliveira@state.ma.us](mailto:www.mass.gov/mcbJohn.Oliveira@state.ma.us)  
617-626-7509 Voice  
617-422-0419 Fax

#### Warren Self-evaluation

A visually impaired person using the most recent version of JAWS Screen Reading software (see *Note below*) was easily able to navigate the Town of Warren’s website. It was found that all links are accessible as well as the actual content.

*Note: JAWS ("Job Access with Speech") is a computer screen reader program for Microsoft Windows that allows blind and visually impaired users to read the screen either with a text-to- speech output or by a refreshable Braille display. JAWS is produced by the Blind and Low Vision Group of Freedom Scientific.*

The Town of Warren uses Government Websites by CivicPlus, a software platform built for modern local governments allowing one to work seamlessly and securely, leveraging existing data and reducing information silos so a person can collaborate efficiently. It also features an online help center in the event the Town has problems with its website including accessibility requirements. CivicPlus uses the firm “AudioEye” as its ADA web accessibility provider in order to determine compliance with the Success Criteria of the Web Content Accessibility Guidelines (WCAG) 2.0 and ADA related requirements.

Best practices to ensure that the Town’s website maintains its accessibility for people with various levels of visual impairments such as low vision or the need for using a screen reader include:

1. Establish, implement, and post online a policy that 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).

**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.

**Warren Self-evaluation**

James A. McKeon is listed as the Emergency Management Deputy Director in the 2023 Annual Report. Seth Beall is listed as a Fire Fighter/EMT and EMS Coordinator on the Fire Department webpage.

The Police Department Webpage provides a portal to sign up for SWIFT 911 REVERSE SYSTEM. The Rutland Regional Alerts powered by Smart911 is the official emergency notification system used by the Towns of Barre, Hubbardston, Oakham, Rutland, and Warren to communicate with community residents during emergencies. The service provides free alerts from community officials via text message, email, and/or voice message to participating residents. For people who do not register online, completed forms can be mailed to Rutland Regional as listed, or dropped at Warren PD in the lobby drop-box.

The Town of Warren’s home page provides access to the Community Emergency Response Team (CERT) Program that educates local citizens about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization and disaster medical operations.

Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following a disaster event when professional responders are not immediately available to help. Anybody who is interested in signing up for this program can contact James A. McKeon Emergency Management Director [mckeon@warren-ma.gov](mailto:mckeon@warren-ma.gov).

**Recommendation**

It is recommended that the guidance provided in Chapter VII of this document be followed

when developing an Emergency Management Plan and more specifically that notification and assistance to persons with disabilities be included within the plan.

### **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.

### **Warren Self-evaluation**

According to the Town Clerk, voting, including early voting, takes place either in the lower level or the main first floor level of the Charles E. Shepard Municipal Building. The lower basement level has an on-grade entrance. These areas are reasonably accessible with the parking and accessible routes of travel described in more detail in the Charles E. Shepard Building assessment provided further in this Plan.

The voting polls have an AutoMark Voter Assist Terminal available for voters that have disabilities, including people with visual impairments that enable them to vote independently and in privacy. An AutoMARK Voter Assist Terminal is an optical scan ballot marker designed for use by people who are unable to personally mark an optical scan ballot due to physical, visual impairments or language barriers. The AutoMARK terminal is placed in such a way that it ensures privacy to the individual voter by not having the AutoMARK screen visible to others.

### XIII. ADA TRANSITION PLAN

In accordance with the ADA Standards and MA 521 CMR, an assessment of the Town of Warren'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 in the Spring of 2021. 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 (ie – 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 (2024-2025)
N	Near Term (2026-2029)
L	Long Term (2030-2033)

**Costs**

Cost estimates are based on recent projects of similar nature, unit quantity pricing (where appropriate), on-line research, and discussions with contractors, engineers, and architects. 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.

**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	o.c.	on center

#### **XIV. MUNICIPAL BUILDING ASSESSMENTS**

Charles E. Shepard Building

Senior Center

Warren Library

West Warren Library

Police Station

Main Fire Station and Headquarters

Fire Station #2

Highway Garage

Water Pollution Control Facility

Transfer Station

Old Town Hall

## **CHARLES E. SHEPARD MUNICIPAL BUILDING**

**Description of Facility and Programs:** The Charles E. Shepard Municipal Building houses the town administrative and municipal offices. The 2-story masonry building was constructed in 1924. There is also a finished basement area housing a gymnasium which has an on-grade walk-out entrance and egress. The main level contains offices and rooms of the Administrative Secretary, Select Board Meeting Room, Veteran's Agent, Mail Room, Treasurer, Town Clerk, Staff Room, Conservation/Planning/Building, Board of Health, Storage, and Bathrooms. The second level contains offices and rooms of the Town Administrator, Finance Committee/Meeting Room, Animal Control/Maintenance, Cemetery Department, Cable Access TV, Emergency Management, Veteran's Council Room, Sewer Department, Historical Commission, Police Training, Accountant, Parks and Recreation, and Bathrooms.



**Responsible Party:** Board of Selectmen

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

#### Parking and Exterior Accessible Route of Travel

The parking for the main entrance has signage that is 23" too low and does not include "van accessible" language. The sign is not located in front of the space but relocating the sign would result in creating a travel and maintenance hazard.

The parking for the lower level gym includes 2 spaces (one van accessible) with a shared access aisle. The cross slopes vary from 2.8% to 4.0%. The running slopes of the passenger vehicle space and shared access aisle vary from 3.2% to 6.2%. The passenger vehicle space has a catch basin in the space and has abrupt changes in level surface at the catch basin of up to 5". In addition, there is a 1" abrupt change in level surface at the transition from asphalt to the concrete pad at the lower level entrance.

### Garaventa Stair Lift

The access ramp to the stair lift platform at the entrance door has a running slope of roughly 39%. Although an inclined stair lift may be allowable under certain conditions and circumstances, the stair lift in the Shepard Building does not fall under the allowed conditions and therefore is not compliant. In addition, the lift does not accommodate larger and/or powered wheelchairs due to weight restrictions of the stair lift. *See Comment Below.*

#### **2010 ADA Standards**

**Section 410.** Platform lifts shall comply with ASME A18.1 (1999 edition or 2003 edition) (incorporated by reference, see "Referenced Standards" in Chapter 1). Platform lifts shall not be attendant-operated and shall provide unassisted entry and exit from the lift. Inclined stairway chairlifts and inclined and vertical platform lifts are available for short-distance vertical transportation. ADA and other Federal civil rights laws require that accessible features be maintained in working order so that they are accessible to and usable by those people they are intended to benefit. Building owners are reminded that ASME A18.1 Safety Standard for Platform Lifts and Stairway Chairlifts requires routine maintenance and inspections. Isolated or temporary interruptions in service due to maintenance or repairs may be unavoidable; however, failure to take prompt action to effect repairs could constitute a violation of Federal laws and these requirements.

#### **521 Code of Massachusetts Regulations**

28.12.4 Inclined wheelchair lifts maybe used as a part of an accessible route of travel in lieu of an elevator only under the following circumstances.

a. To provide an accessible route to a performing area (stage) in an assembly occupancy.

b. In an existing building where no other work is being performed and no other alternative is available such as a vertical wheelchair lift, limited use elevator or a ramp.

28.12.5 Inclined wheelchair lifts shall comply with the following:

a. The platform shall be a minimum of 30 inches wide by 48 inches long (30" by 48" = 762mm by 1219mm).

b. A permanent folding seat shall be provided on the lift.

c. If the wheelchair lift is key operated, a buzzer and intercom system must be installed at the lift and connected to a location within the building where the key is maintained.

d. All controls and operating mechanisms shall comply with 521 CMR 39.00: Controls.

e. Inclined wheelchair lifts must be permanently installed and maintained in operating condition at all times.

f. Clear floor space must be provided at all entry and exit locations to the inclined wheelchair lift in accordance with the clear floor space requirement as cited in 521 CMR 26.6.3 and 26.6.4.

### Stairs and Railings

Stairs at Accessible Entrance. The railings don't fully extend the length of the stairs, lack top and bottom extensions, and are up to 3" too low.

Stairs near BOS Meeting Room. The exterior stair railings lack top and bottom extensions and are up to 4" too low. The interior stair railings lack top and bottom extensions, are not fully continuous, are 2½" in width, and are up to 4" too low.

Stairs near Board of Health Office. The stair railings are up to 6" too low, are not round or oval in shape, and lack top and bottom extensions. The stairs from the landing to the egress doors lack railings. The stairs to the gym lack top and bottom extensions and are 1" to 1½" too low. An inclined stair lift at this location is not in service. As the adjacent exterior doorway is for egress only and the lower gym area has its own separate access, the lift serves no purpose and should remain not in service.

### Doors and Doorways

Doors lack tactile designation signage. The Level 2 Accessible Bathroom tactile designation signage is not on the latch side of the door. Some doors also have knob-style hardware, have glass panes that are too high, have excessive operating forces, and close too fast. In addition, some doorways have insufficient clear width and some doorways have insufficient maneuvering clearance on the latch pull-side of the door. There is a 1½" abrupt change in level surface at the entrance to the Veteran's Agent Office area.

### Reach Range

Light switches, brochure holders, defibrillators, sanitizers, and fire pulls are not within reach range.

### Protruding objects

Brochure holders, defibrillators, and a meeting room TV screen serve as protruding objects.

### Drinking Fountain

The drinking fountain on Level 2 is not "high low".

### Office Counters

Some office service counters are too high or lack sufficient clear width.

### Tables and Desks

Meeting room tables/desks lack sufficient knee height and clear width.

### Level 1 Women's Bathroom

The door has excessive operating force and closes too fast. There is no tactile designation signage. Sink piping is not wrapped, guarded, or insulated. The water closet stall door opens in, is not self-closing, lacks an interior door pull, lacks a locking mechanism, and has a coat hook that is 18" too high. The toilet paper dispenser is 3" too low and is 3" too far from the front of the water closet. The rear grab bar is ¾" too high and 3" too far from the interior corner. The bathroom lacks audible and visual alarms.

### Level 1 Men's Bathroom

The door has excessive operating force and closes too fast. There is no tactile designation signage. Sink piping is not wrapped, guarded, or insulated. The water closet seat is ½" too high. The water closet stall

door is not self-closing, lacks an interior door pull, lacks a locking mechanism, and has a coat hook that is 20" too high. The rear grab bar is ¾" too high and 3" too far from the interior corner. The bathroom lacks audible and visual alarms.

#### Level 2 Unisex Accessible Bathroom

The door has excessive operating force and closes too fast. The tactile designation signage is 9" too low and is not located on the latch side of the door. The sink piping lacks insulation. The water closet stall door is not self-closing, lacks an interior door pull, and has a coat hook that is 14½" too high. The water closet is ½" too high, is 2½" too close to the near wall, is 2½" too close to the far wall, and has a toilet paper dispenser that is 3½" too low. The rear grab bar is 2¼" too far from the interior corner and the side grab bar is 1¾" too low. The bathroom lacks audible and visual alarms.

#### Level 2 Men's Bathroom

There is no tactile designation signage. The sink piping lacks insulation. The soap and towel dispensers are too high. The water closet stall door is not self-closing, lacks an interior door pull, and lacks a coat hook. The toilet paper dispenser is 3" too low. The rear grab bar is 2¼" too far from the interior corner. There is no side grab bar. The bathroom lacks audible and visual alarms.

#### Level 1 Veteran's Agent and Staff Room Sinks and Bathrooms

The 2 private staff only bathrooms are wholly non-compliant due to insufficient doorway clear widths; the lack of maneuverability; non-compliant heights, set-backs, and clearances; the lack of sink knee clearance; the lack of sink piping insulation; soap and towel dispensers that are too high; coat hooks that are too high; toilet paper dispensers that are too close to the front of the water closet; light switches with a pull string that are too high and require pinching and the use of the fingers; and water closets that are too low and lack sufficient near side, far side, and front clearances. In addition the water closets lack grab bars.

As these bathrooms are closed to the public, used solely by and at the discretion of staff, and because there are other bathrooms on the floor in close proximity that are accessible, no other action is required for these bathrooms at the present time, unless necessitated by a reasonable accommodation request.

## Shepard Building 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>
<p><b><u>Parking and Exterior Accessible Route of Travel</u></b></p> <p>The parking for the main entrance has signage that is 23" too low and does not include "van accessible" language. The sign is not located in front of the space but relocating the sign would result in creating a travel and maintenance hazard.</p> <p>The parking for the lower level gym includes 2 spaces (one van accessible) with a shared access aisle. The cross slopes vary from 2.8% to 4.0%. The running slopes of the passenger vehicle space and shared access aisle vary from 3.2% to 6.2%. The passenger vehicle space has a catch basin in the space and has abrupt changes in level surface at the catch basin of up to 5". In addition, there is a 1" abrupt change in level surface at the transition from asphalt to the concrete pad at the lower level entrance.</p> <p style="color: red;">See Photos Shepard 1, 2, and 3.</p>	<p>502 703.7.2 206 403</p>	<p>23 20</p>	<p>Provide signage that is a minimum of 60" high at the bottom (2010 ADAAG Standards) and a maximum of 96" at the top (MAAB 521 CMR). Provide van accessible signage.</p> <p>Reconstruct/repave the parking spaces and access aisles such that the running and cross slopes do not exceed 2.0% and the surface is even and level with no abrupt changes in level surface. Grind and/or modify the transition at the lower level gym pad to eliminate the abrupt change in level surface.</p>	<p>1</p>	<p>2,3</p>	<p>N</p>	<p>Up to \$3,500+</p>
<p><b><u>Garaventa Stair Lift</u></b></p> <p>The access ramp to the stair lift platform at the entrance door has a running slope of roughly 39%. Although an inclined stair lift may be allowable under certain conditions and circumstances, the stair lift in the Shepard Building does not fall under the allowed conditions and therefore is not compliant. In addition, the lift does not accommodate larger and/or powered wheelchairs due to weight restrictions of the stair lift.</p> <p style="color: red;">See Photo Shepard 4.</p>	<p>407 410 408</p>	<p>28</p>	<p>Modify/adjust the access ramp to the lift at the first level such that running slope is roughly 5.0% or at the lowest slope possible.</p> <p>Consider alternatives to create compliant access to, at a minimum the first level, and as feasible to the second level as well. Options include a full elevator and/or vertical wheelchair lifts. Cost will vary significantly depending on the choice of vertical access and its location (interior stairwell or exterior addition).</p>	<p>2  2</p>	<p>3  4</p>	<p>I  L</p>	<p>TBD  TBD – up to \$1.5 million+</p>
<p><b><u>Stairs and Railings</u></b></p> <p><u>Stairs at Accessible Entrance.</u> The railings don't fully extend the length of the stairs, lack top and bottom extensions, and are up to 3" too low.</p> <p><u>Stairs near BOS Meeting Room.</u> The exterior stair railings lack top and bottom extensions and are up to 4" too low. The interior stair railings lack top and bottom extensions, are not fully continuous, are 2½" in width, and are up to 4" too low.</p> <p><u>Stairs near Board of Health Office.</u> The stair railings are up to 6" too low, are not round or oval in shape, and lack top</p>	<p>505.2 505.3 505.4 505.10 505.7</p>	<p>27</p>	<p>Modify, replace, and/or install additional stair railings. Railings must be on both sides of the stairs. Railings s/b between 34" – 38" a.f.f. to the top of the railing, circular or oval in x-section, 1½" – 2" in outside diameter, and with extensions at the top (12" parallel to the ground) and bottom (as feasible) the slope distance one tread then 12" parallel to the ground.</p>	<p>2</p>	<p>3</p>	<p>N</p>	<p>TBD - up to \$100K+</p>

and bottom extensions. The stairs from the landing to the egress doors lack railings. The stairs to the gym lack top and bottom extensions and are 1" to 1½" too low.  See Photos Shepard 5, 6, 7, 8, and 9.							
<b>Door Operating Forces and Closing Speeds</b> Doors with closers (including bathrooms) do not comply with the maximum allowed operating force of 5 lbs. for an interior door and 15 lbs. for an exterior door. Door closing speeds do not meet the minimum required 6 seconds.	404.2.8 404.2.9	26.8 26.9	Adjust door closers such that the push/pull force does not exceed 5 lbs. for an interior door and 15 lbs. for an exterior door with door closing speeds of at least 6 seconds.	2, 3	2	I	\$0
<b>Door Signage</b> The following doors lack tactile designation signage:  <u>Level 1</u> <ul style="list-style-type: none"> <li>Door by lift, Locked door to BOS Meeting Room, BOS Meeting Room, Administrative Secretary, Veteran's Agent (2), Mail Room, Women's Bathroom, Storage Room, Treasurer, Boiler Room, Men's Bathroom, Storage by Town Clerk, Town Clerk, Town Clerk Storage, Mail Room, Employee/Staff Room, Conservation/Planning/ Building, Storage by Board of Health, Board of Health, Office closets, Office pass-through doors, Doors at landing to gym (3), Veteran's Agent Bathroom</li> </ul> <u>Level 2</u> <ul style="list-style-type: none"> <li>Fin Comm Meeting Room, Town Administrator, Animal Control/Maintenance, Cemetery Office, WCATV (2), Hallway door to Emergency Mgt., Emergency Mgt., Veteran's Council Room, Sewer, 2<sup>nd</sup> door to Town Admin by stairs, Accountant, Parks and Rec (2), Men's Bathroom, Unisex Bathroom, Historic Commission, Police Training, Office closets, Office pass-through doors</li> </ul> <p>In addition, the Level 2 Accessible Bathroom tactile designation signage is not on the latch side of the door.</p> <p>See Photos Shepard 10 and 11.</p>	703	41.1	Install and/or relocate 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. Under 521 CMR, signage s/b 60" a.f.f to the centerline of the sign. 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).  Accessible bathroom signage must also include the International Symbol of Accessibility.	2, 3, 4	2	I	Up to \$2,400

<p><b>Door Hardware</b></p> <p>The following doors have non-compliant knob style hardware:</p> <p><u>Level 1</u></p> <ul style="list-style-type: none"> <li>Locked door to BOS Meeting Room, Boiler Room, Town Clerk Storage, Door at Landing to Gym, Office closets, Office pass-through doors, Veteran’s Agent, Veteran’s Agent Bathroom,</li> </ul> <p><u>Level 2</u></p> <ul style="list-style-type: none"> <li>Locked door to Park and Rec from hallway, Historical Commission, Police Training, Office closets, Office pass-through doors</li> </ul> <p>See Photo Shepard 12.</p>	404.2	26.11	<p>Install lever-style or similar accessible compliant hardware on the interior door. <i>Note: Locked door hardware will only need to be changed if the doors are “opened” to be used as a means of access and/or egress.</i></p>	2, 3	2	I	Up to \$1,125+
<p><b>Door Glass Panes</b></p> <p>The following have doors with glass panes which exceed the maximum viewing height of 43”:</p> <p><u>Level 1</u></p> <ul style="list-style-type: none"> <li>BOS Meeting Room, Administrative Secretary, Treasurer, Tax Collector, Assessor’s, Staff Room, Conserv/Planning/Building, Board of Health, Double Doors by Board of Health</li> </ul> <p><u>Level 2</u></p> <ul style="list-style-type: none"> <li>Fin Comm Meeting Room, Town Administrator, Animal Control/Maintenance, WCATV, Emergency Mgt, Veteran’s Council Meeting Room, Sewer, Hallway Double Doors near Cemetery, Hallway Double Doors near Accounting, Accounting, Parks and Recreation, Historic Comm</li> </ul> <p><u>Lower Level</u></p> <ul style="list-style-type: none"> <li>Exterior Entrance to Gym</li> </ul> <p>See Photo Shepard 13.</p>	404.2.11	NA	<p>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.</p> <p>Rather than modify the doors to lower the viewing area to comply with the maximum height restriction, the panes should be blocked or frosted.</p>	4	2	I	\$0
<p><b>Doorway Clear Widths, Maneuvering Clearance, and Thresholds</b></p> <p>The following doorways have insufficient clear width of less than 32”:</p> <p><u>Level 1</u></p> <ul style="list-style-type: none"> <li>Locked Door to BOS Meeting Room, Employee/Staff Room (2), Veteran’s Agent, Mail Room, Office Pass-Through Doors</li> </ul>	404.2	26.5	<p>Continue to keep secondary egress doors in offices and meeting rooms locked and not in service.</p> <p>As may be required due to a reasonable accommodation request, modify doorways that have less than the required 32” doorway clear width. In the interim, staff and/or public meetings with individuals requiring a wider clear width s/b relocated to a fully accessible area.</p>	2	3	L	TBD





<b>Hallway Bathrooms</b>							
<u>Level 1 Women's, Level 1 Men's, Level 2 Unisex, Level 2 Men's</u>							
There are no audio/visual alarms.	215 702	40.2 40.3	Install audio/visual alarms in the bathrooms if required.	3	3	N	TBD
The sink piping is not wrapped, guarded, or insulated.	606.5	30.9.5	Wrap, guard, or insulate the piping.	3	2	I	\$300
The water closet stall doors are not self-closing.	604.8	30.6.1	Modify/adjust the door hinges so the stall door fully self-closes.	3	2	I	\$0
The water closet stall doors lack an interior door pull.	604.8	30.6.1	Install interior door pulls.	3	2	I	\$40
The coat hooks are either up to 20" too high or missing.	603.4 308	30.6.1	Lower the coat hooks to no more than 48" a.f.f. Install a coat hook on the water closet stall door of the Level 2 Men's Bathroom.	3	2	I	\$10
<u>Level 1 Women's and Men's Only</u>							
The water closet stall doors open in and not out.	604.8	30.6.1	Reverse the doors/hinges so that they open out and not in.	3	2	I	\$0
The water closet stall doors lack a locking mechanism.	604.8	30.6.1	Install compliant (operable with a loose grip or closed fist) locking mechanisms.	3	2	I	\$50
The rear grab bars are ¾" too high and 3" too far from the interior corner.	604.5 609.4	30.8.1 30.8.2	Lower the grab bars so they are 33" to 36" a.f.f. to the top of the gripping surfaces and also no more than 6" from the interior corners.	3	2	I	\$0
<u>Level 2 Unisex and Men's Only</u>							
The Level 2 Unisex side grab bar is 1¼" too low. The Level 2 Men's bathroom lacks a side grab bar.	604.5 609.4	30.8 30.8.2	Raise the side grab bar in the Level 2 Unisex Bathroom so that it is 33" to 36" a.f.f. to the top of the gripping surface. Install a side grab bar in the Level 2 Men's Bathroom stall so that it is 33" to 36" a.f.f. to the top of the gripping surface and no more than 12" from the interior corner.	3	2	I	\$150
The rear grab bars are 2¼" too far from the interior corner.	604.5	30.8.1	Relocate the grab bars so they are no more than 6" from the interior corner.	3	2	I	\$0
<u>Level 1 Men's and Level 2 Unisex Only</u>							
The water closet seats are ½" too high.	604.4	30.7.3	Replace the seats with thinner ones so that the height is 17" to 19" to the top of the seats.	3	2	I	\$50
<u>Level 2 Unisex Only</u>							
The water closet is 2½" too far from the near side and 2½" too close to the far wall.	604.2 604.3	30.7.2	Relocate the water closet so that it is 18" o.c. from the near wall and at least 42" o.c. from the far wall.	3	3	N	Up to \$3,000+
<u>Level 2 Men's Only</u>							
The towel dispenser (45" a.f.f.) and soap dispenser/sanitizer (47" to 47½" a.f.f.) are too high.	308	30.12	Lower the dispensers to a height of no more than 42" a.f.f. to the operating mechanisms.	3	2	I	\$0
<u>Level 1 Women's Only</u>							
The toilet paper dispenser is 3" too far from the front of the water closet.	604.7	30.7.6	Relocate the dispenser so it is 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser and at least 24" o.c. a.f.f.	3	2	I	\$0
<i>Note: Although the Unisex Accessible Bathroom fulfills the requirements for a Level 2 accessible bathroom (with necessary modifications), the Level 2 Men's Bathroom needs only minor modifications at minimal cost to achieve full accessibility compliance. Therefore, the required modifications to the Men's Bathroom is also included in this assessment.</i>							
See Photos Shepard 25, 26, 27, and 28.							

Total \$1,626,145+

**Shepard Building Accessibility Assessment Photos**



Photo Shepard 1



Photo Shepard 2



Photo Shepard 3



Photo Shepard 4

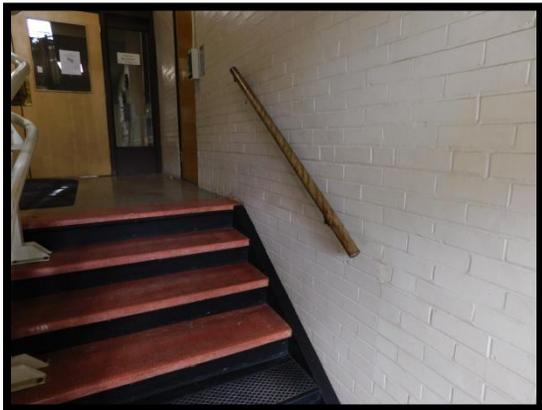


Photo Shepard 5

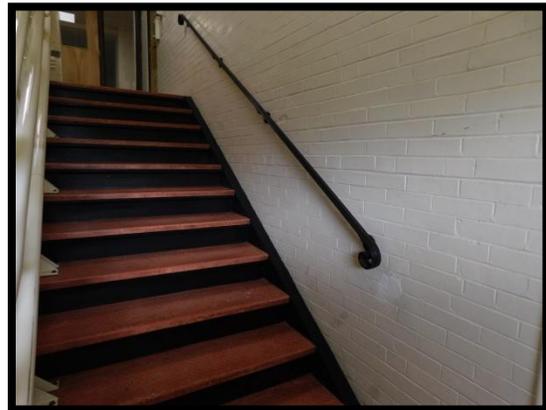


Photo Shepard 6

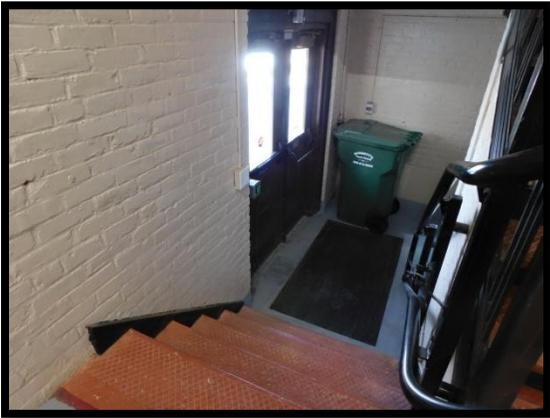


Photo Shepard 7



Photo Shepard 8

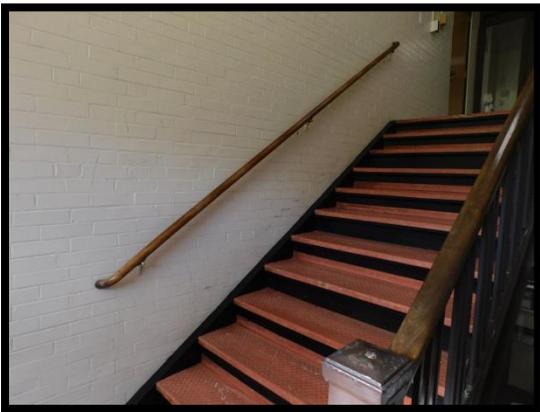


Photo Shepard 9

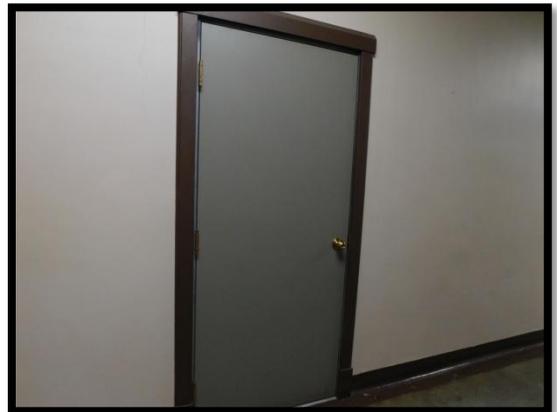


Photo Shepard 10

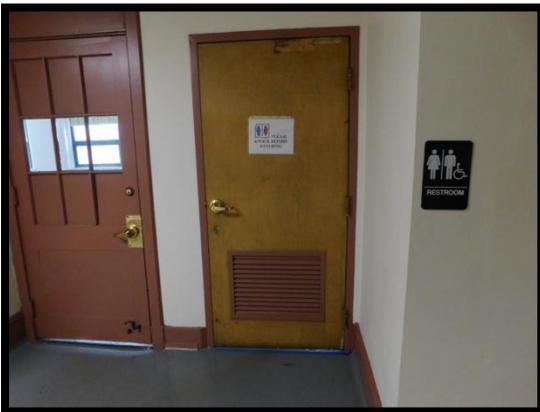


Photo Shepard 11

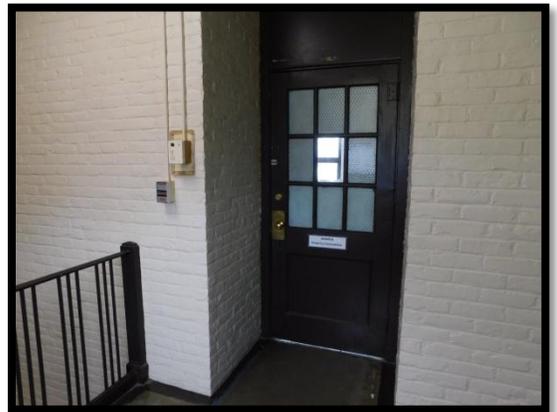


Photo Shepard 12



Photo Shepard 13



Photo Shepard 14

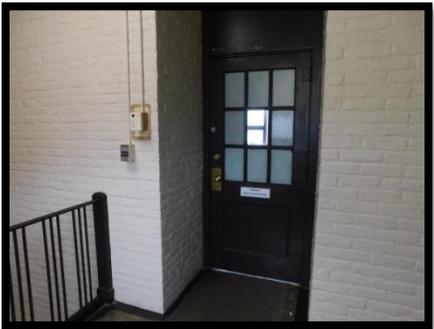


Photo Shepard 15



Photo Shepard 16

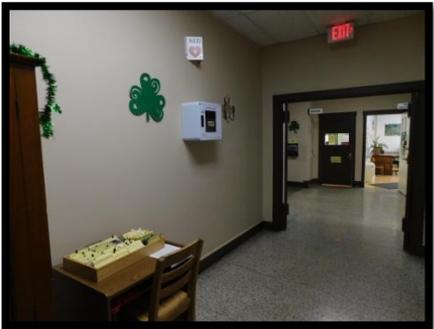


Photo Shepard 17



Photo Shepard 18



Photo Shepard 19



Photo Shepard 20



Photo Shepard 21



Photo Shepard 22



Photo Shepard 23



Photo Shepard 24

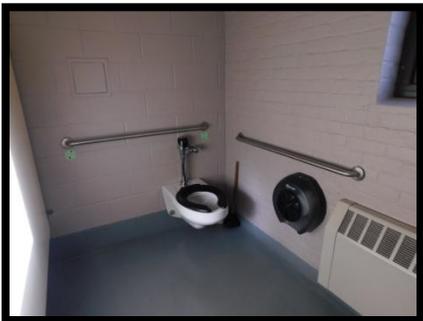


Photo Shepard 25

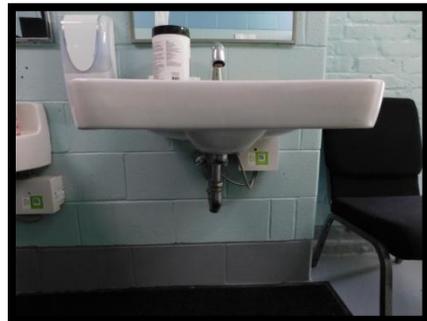


Photo Shepard 26

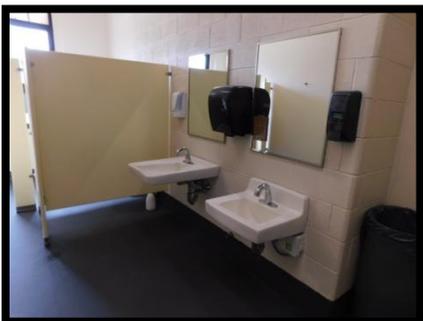


Photo Shepard 27

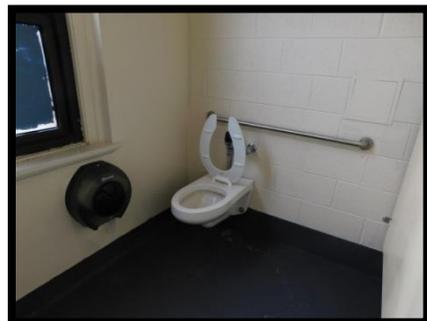


Photo Shepard 28

## **WARREN SENIOR CENTER**

**Function and Description of Facility and Programs:** The Warren Senior Center coordinates and operates senior-oriented comprehensive services for Warren residents age 60 and over. The Senior Center works on behalf of the older residents of the town to make sure that adequate services and activities are available. The mission of the Warren COA is to identify the needs of seniors in the community, provide preventative health and educational programs, provide for social and recreation activities, and to give assistance for the homebound through referrals.

The Senior Center is a one-story, wooden frame, roughly 5,000 sf building. The building consists of an administrative office, activity/storage rooms, a dining/large meeting room, a kitchen, and bathrooms.



**Responsible Party:** Board of Selectmen and Council on Aging

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

#### Concrete Walkway from Sidewalk

The initial 20 +/- feet of the concrete walkway from the sidewalk to the parking lot has a running slope that varies up to 6.0%.

#### Accessible Route of Travel to the Building

The curb ramp from the parking to the building has a running slope of up to 11.3% and lacks a level landing.

### Parking

None of the parking spaces have signage. The parking spaces and access aisles on the left and right side (not middle space) have sufficient width to qualify as “van accessible” spaces but lack van accessible signage. The running slopes for all 3 designated accessible spaces and accompanying access aisles have running slopes that vary from 3.0% to 4.1%.

### Ramp into Building and Building Entrance

The ramp has running slopes that vary from 9.6% to 9.9%.

The door buzzer at the entrance is 51¼”, which is 3¼” too high. The control button for the automatic door opener is located at the base of the ramp, which is approximately 10 feet from the entrance. Although the door closes in a compliant 6 seconds, it may not be sufficient for some users due to the distance to gain entry.

### Doors

Interior doors lack tactile designation signage. The accessible bathroom signage is not located on the latch side of the door. There is no directional signage to or accessible designation for the accessible egress.

Some doors have knob-style hardware.

### Reach Range and Protruding Objects

Hallway coat hooks and a defibrillator are not within reach range.

### Director’s Office

The Director’s Office has insufficient clear width at the doorway and lacks sufficient interior clear width for an accessible route of travel with only 12” at locations..

### Egress

The egress from the dining room has stairs with railings that are rectangular in shape, are only 31” a.f.f., and lack bottom extensions. The egress near the Director’s Office has stair treads with 1½” abrupt nosings and a door that closes in only 3 seconds.

### Accessible Bathroom

The sink piping is not wrapped, guarded, or insulated. The towel dispenser is 53½” a.f.f., which is 11½” too high, and is located partially over the rear grab bar. The toilet paper dispenser is located over the side grab bar and is 3” too close to the front of the water closet. A waste basket restricts the approach far side clear width of the water closet. The rear grab bar is 9” from the interior corner, which is 3” too far. The side grab bar is 2½” too low.

### Outside Picnic Tables

None of the 3 picnic tables on the side of the building are accessible and none are on an accessible route of travel.

### Basement Stairs

The basement stairs have railings that are 33” a.f.f. in some areas, which is 1” too low. As this area is closed to the public, modifications would only be required as a result of a reasonable accommodation request.

### Kitchen

The food serving counter is 36” a.f.f., which is 2” too high. Plated food is served by staff to seniors using the counter. Upon request, food is brought by staff to those sitting at tables and unable to obtain their plate in person. In addition, a 34” high table in front of the counter can also be used to put plated food on for those requiring a lower reach surface. As a result, no further action on the counter is required.

The kitchen counters/sinks lack knee clearance and piping is not wrapped or insulated. Various items and utensils are not within reach range. The kitchen is for staff use and certified volunteers only who must meet minimum physical requirements to perform the essential functions of their duties. As this area is not open to the public and not for public use, modifications would only be triggered through a reasonable accommodation request.

## **Senior Center 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>
<p><b>Concrete Walkway from Sidewalk</b> The initial 20 +/- feet of the “walkway” from the sidewalk to the parking lot has a running slope that varies up to 6.0%.</p> <p>See Photo Senior Center 1.</p>	403.3	22.3	Reconstruct the concrete walkway such that the running slope is no more than 5.0%.	1	3	N	Up to \$2,000+
<p><b>Accessible Route of Travel to the Building</b> The curb ramp from the parking to the building has a running slope of up to 11.3% and lacks a level landing.</p> <p>See Photo Senior Center 2.</p>	405.2 406.4	21.3 21.6.1	Reconstruct the curb ramp such that the running slope does not exceed 8.3% and there is a level landing (2.0% slope in any direction) at the top of the curb ramp.	1	3	N	Up to \$2,000+
<p><b>Parking</b> None of the parking spaces have signage. The parking spaces and access aisles on the left and right side (not middle space) have sufficient width to qualify as “van accessible” spaces but lack van accessible signage. The running slopes for all 3 designated accessible spaces and accompanying access aisles have running slopes that vary from 3.0% to 4.1%.</p> <p>See Photo Senior Center 3.</p>	502 703.7.2	23	Reconstruct/repave the parking spaces and access aisles such that the running slopes do not exceed 2.0%. Provide signage that is a minimum of 60” high at the bottom (2010 ADAAG Standards) and a maximum of 96” at the top (MAAB 521 CMR. The van accessible spaces should include “van accessible” signage.	1	3	N	Up to \$4,800

<p><b>Ramp into Building and Building Entrance</b></p> <p>The ramp has running slopes that vary from 9.6% to 9.9%.</p> <p>The door buzzer at the entrance is 51¼", which is ¾" too high.</p> <p>The control button for the automatic door opener is located at the base of the ramp, which is approximately 10 feet from the entrance. Although the door closes in a compliant 6 seconds, it may not be sufficient for some users due to the distance to gain entry.</p> <p>See Photos Senior Center 4 and 5.</p>	<p>405.2</p> <p>308.2 308.3</p> <p>NA</p>	<p>24.2</p> <p>6.5 6.6</p> <p>NA</p>	<p>Reconstruct the ramp such that the running slopes do not exceed 8.3%.</p> <p>Lower the buzzer so that it is no more than 48" a.f.f.</p> <p>Modify/adjust the timing of the door closer such that it takes at least 10 seconds to close.</p>	<p>1</p> <p>1</p> <p>1</p>	<p>3</p> <p>2</p> <p>3</p>	<p>N</p> <p>I</p> <p>I</p>	<p>Up to \$2,500+</p> <p>\$100+</p> <p>\$100+</p>
<p><b>Doors</b></p> <p>The accessible bathroom signage is not located on the latch side of the door. The following interior doors lack tactile designation signage:</p> <ul style="list-style-type: none"> <li>Storage room near entrance, hallway to office, Men's bathroom near Director's Office, Women's Bathroom near Director's Office, Director's Office, small meeting room, door to kitchen hallway, door to loading dock and basement stairs, basement door, kitchen storage, kitchen, kitchen food storage, door to kitchen from dining room</li> </ul> <p>There is no directional signage to or accessible designation for the accessible egress.</p> <p>The following doors have knob-style hardware:</p> <ul style="list-style-type: none"> <li>Hallway door to Director's Office, Men's Bathroom near Director's Office, Director's Office, Door to kitchen from dining room</li> </ul> <p>The egress near the Director's Office has a door that closes in only 3 seconds.</p> <p>See Photos Senior Center 6, 7, and 8.</p>	<p>703</p> <p>216.4</p> <p>404.2</p> <p>404.2.8</p>	<p>41.1</p> <p>25.6</p> <p>26.11</p> <p>26.9</p>	<p>Install new and/or relocate existing 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. Under 521 CMR, signage s/b 60" a.f.f to the centerline of the sign. 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).</p> <p>Provide tactile directional signage at the non-accessible egress denoting the front entrance as the accessible egress. Provide illuminated signage with the Universal Symbol of Accessibility at the accessible egress door</p> <p>Replace the door knobs with lever style hardware.</p> <p>Adjust door closers such that the door closing speed is at least 6 seconds.</p>	<p>2, 3</p> <p>4</p> <p>2, 3</p> <p>4</p>	<p>2</p> <p>2,3</p> <p>3</p> <p>2</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p>	<p>\$650</p> <p>\$250</p> <p>\$300</p> <p>\$0</p>
<p><b>Reach Range and Protruding Objects</b></p> <p>Hallway coat hooks and a defibrillator are not within reach range.</p>	<p>308.2 308.3</p>	<p>6.5 6.6</p>	<p>Lower the defibrillator to and provide at least one coat hook at a height of no more than 48" a.f.f.</p>	<p>2</p>	<p>2</p>	<p>I</p>	<p>\$0</p>
<p><b>Egress Stairs</b></p> <p>The egress from the dining room has stairs with railings that are rectangular in shape, are only 31" a.f.f., and lack bottom extensions.</p>	<p>505</p>	<p>27.4</p>	<p>Install continuous stair railings on both sides of the stairs. Railings s/b between 34" – 38" a.f.f. to the top of the railing, circular or oval in x-section, 1¼" – 2" in outside diameter, and with extensions at the top (12" parallel to</p>	<p>4</p>	<p>3</p>	<p>N</p>	<p>Up to \$1,500+</p>

The egress near the Director's Office has stair treads with 1½" abrupt nosings.	504.5	27.3	the ground) and bottom as feasible (slope distance one tread then 12" parallel to the ground). Install cove moulding under the nosings.	4	2	N	\$100
<b>Director's Office</b> The Director's Office has insufficient clear width (only 30") at the doorway and lacks sufficient interior clear width for an accessible route of travel into the office (only 12").  <i>See Photo Senior Center 9.</i>	404.2.3 403.5	26.5 20.3	Option 1: Modify/reconstruct the doorway and remove items in the office restricting clear width.  Option 2: Relocate the Director's Office to the front office/storage room.	2 2	3 1	N I	Up to \$3,500 \$0
<b>Accessible Bathroom</b> The sink piping is not wrapped, guarded, or insulated.  The towel dispenser is 53½" a.f.f., which is 11½" too high, and is located partially over the rear grab bar.  The toilet paper dispenser is located over the side grab bar and is 3" too close to the front of the water closet.  A waste basket restricts the approach side clear width of the water closet.  The rear grab bar is 9" from the interior corner, which is 3" too far. The side grab bar is 2½" too low.  <i>See Photos Senior Center 10 and 11.</i>	606.5 308 604.7 604.3 609 604	30.9.5 30.12 30.8.5 30.7.6 30.8.5 30.7.2 30.8	Wrap, guard or insulate the piping.  Relocate the dispenser so that it is no more than 42" a.f.f. and not over the grab bar. <i>Note: Moving the rear grab bar 3" to 4" closer to the interior corner will allow the towel dispenser to be lowered 11½.</i>  Relocate the toilet paper dispensers so that it is a minimum of 7" and a maximum of 9" in front of the water closet measured to the centerline of the dispenser and at least 24" a.f.f. <i>Note: There also must be a at least 1½" clearance below the gab bar to the nearest object or fixture.</i>  Remove the waste basket.  Relocate the rear grab bar so that it is no more than 6" from the interior corner. Raise the side grab bar so that it is 33" to 36" a.f.f. to the top of the gripping surface.	3 3 3 3 3	2 2 2 1 2	I I I I I	\$0 \$0 \$0 \$0 \$0
<b>Outside Picnic Tables</b> None of the 3 picnic tables on the side of the building are accessible and none are on an accessible route of travel.  <i>See Photo Senior Center 12.</i>	226.1 902	19	Provide an additional picnic table which provides the required 27" knee height, 30" clear width, and 19" knee depth and locate on an accessible route of travel.	2	2	I	\$750

Total up to \$18,550+

**Senior Center Accessibility Assessment Photos**



Photo Senior Center 1



Photo Senior Center 2



Photo Senior Center 3



Photo Senior Center 4



Photo Senior Center 5



Photo Senior Center 6



Photo Senior Center 7



Photo Senior Center 8



Photo Senior Center 9



Photo Senior Center 10



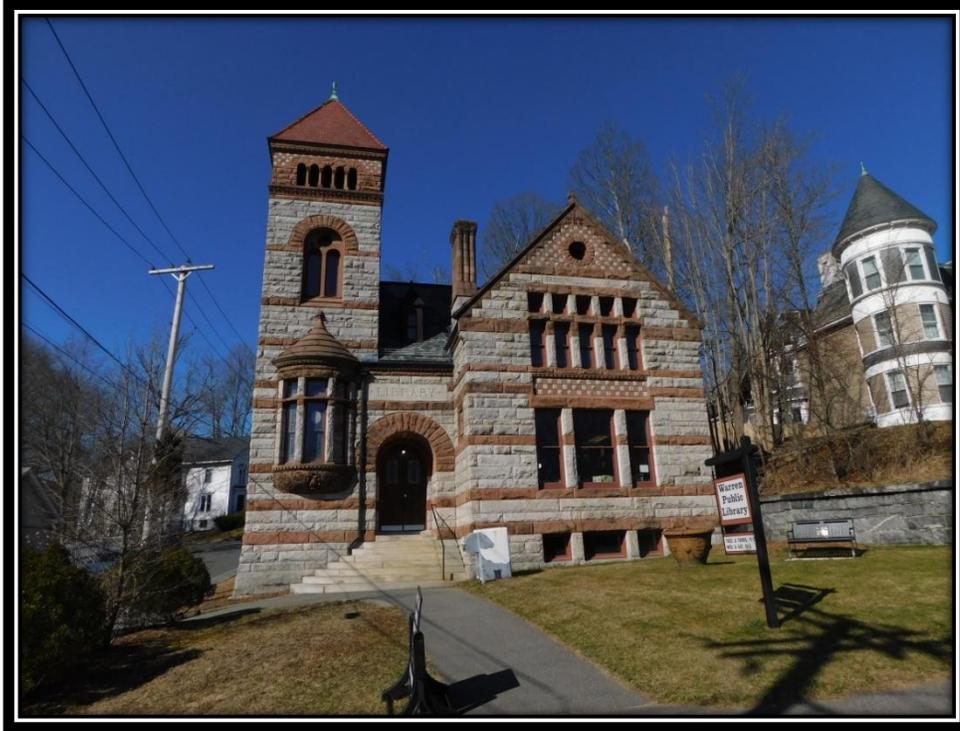
Photo Senior Center 11



Photo Senior Center 12

## **WARREN PUBLIC LIBRARY**

**Function and Description of Facility and Programs:** The Warren Public Library is a 2-story stone building that was constructed in 1889-1890. The Library was added to the National Register of Historic Places in 2000. The first or main level consists of a small office, a check-out/reference desk, book stacks, a children's area, computer stations, a work/reading table, and a small bathroom. The 2<sup>nd</sup> floor is used partially for storage and also houses a young adult area, adult non-fiction area, and a museum/meeting room.



**Responsible Party:** Board of Library Trustees and Board of Selectmen

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

*Assumption: Although the building is not currently accessible, the recommended actions are based on the assumption that compliant access into the library will be achieved thereby requiring the identified areas of non-compliance to be addressed and architectural barriers removed.*

*Interim Recommended Action: Notification both in the library as well as on the library's web page should be placed to inform patrons that those requiring assistance to the library in entirety or to interior inaccessible areas such as the 2<sup>nd</sup> Level as well as areas with reduced clear width can request and receive assistance from library staff for book and other item retrieval.*

### **Accessible Route of Travel**

There is no accessible route of travel into the building with the only means of access being via stairs. There is also no interior accessible route of travel between the first and second levels.

### Exterior Stairs

The front stairs to the building have a railing on one side only, lacks top and bottom extensions, and is 2" too low. The stair risers are not uniform and vary up to 7½", which is ½" too high.

The rear egress stairs lack railings.

The side stairs to the sidewalk have railings that are not round or oval in shape and lack top and bottom extensions. The stair risers are not uniform and vary from 6" to 8½", which is 1½" too high.

### Front Entrance

The double doors have only 23" of clear width when only one door is in an open position. The doors have up to 25 lbs. of operating force.

The interior lobby double doors have only 27" of clear width when one door is in an open position. The doors have knob style hardware and have 7 lbs. of operating force.

### Interior Doors

Interior doors lack tactile designation signage and have knob-style hardware. Some doorways have insufficient clear widths. Doorways on the 2<sup>nd</sup> level have beveled thresholds that are too high.

### Interior Stairs

The side stairs to the 2<sup>nd</sup> level storage area have a railing on the left side only, is 4" too low, is not fully continuous, and lack top and bottom extensions. The stair risers are 1" too high. Currently a sign notes these stairs for use by employees only.

The stairs from the 1<sup>st</sup> level to the mid staircase landing have railings that are 5" to 6" too low, ½" too wide, and lack bottom extensions. The risers are ¼" to 1" too high. The stairs from the mid staircase landing to the 2<sup>nd</sup> level lack exterior railings. The interior railings are 5" to 9" too low, ½" too wide and lack bottom extensions. The stair risers are ¾" to 1" too high.

The basement stairs have risers that are 1" too high and have 1" abrupt nosings. There is a railing on one side only. The railing is 2" too low, is 1½" too wide, not round or oval in shape, not continuous, and lacks top and bottom extensions. As these stairs are closed to the public with basement housing building mechanicals and storage, no action is required at the present time unless required due to a reasonable accommodation request.

### Interior Miscellaneous

The check-out desk is 3" too high.

The floor grates have openings that are too wide.

The minimum required 36" clear width of the accessible route of travel is not met in the stacks area as well as around tables, desks, and chairs.

Tables and desks lack the minimum required knee height, depth, and clear width.

A rug in the children’s area is a tripping hazard.

There is reduced headroom below the stairs on the 1<sup>st</sup> level.

Mirrors at the top of the stairs on the 2<sup>nd</sup> level are protruding objects. The “Adult Non-Fiction” sign on the 2<sup>nd</sup> level is a protruding object.

**Bathroom**

The bathroom on the 1<sup>st</sup> level is wholly non-compliant. The door lacks tactile designation signage and has knob-style hardware. There is only 25½” of doorway clear width. The towel dispenser is 9” too high. The mirror is 16” too high. The sink lacks knee clearance. The sink faucets require pinching and twisting of the wrist. The water closet is 2¼” too low and there is insufficient near side, far side, and front water closet clearance. The water closet lacks grab bars. There is no maneuverability in the bathroom.

**Warren Public Library 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>
<p><b><u>Accessible Route of Travel</u></b>            There is no accessible route of travel into the building with the only means of access being via stairs.             There is also no interior accessible route of travel between the first and second levels.</p>	206.2.1 206.4.1 403	20.1 20.2	An accessible route of travel needs to be provided into the building and between the main and second levels. Architectural and engineering services will be needed to determine the limitations and exceptions, location, and requirements for the installation of an elevator, limited use limited access elevator, or a wheelchair platform lift.	1, 2	4	L	Up to \$750K+
<p><b><u>Exterior Stairs</u></b>            The front entrance stairs have a railing on one side only. The railing is 2” too low and lacks top and bottom extensions.             The rear egress stairs lack railings.             The side stair railings from the sidewalk are not round or oval in shape and lack top and bottom extensions.             The stair risers vary from 6” to 8½”, which are not uniform and exceed the maximum height of 7” under the 2010 ADA Standards.</p>	504 505    504.2	27    27.2	<p>Modify, replace, and/or install additional stair railings. Railings must be on both sides of the stairs. Railings s/b between 34” – 38” a.f.f. to the top of the railing, circular or oval in x-section, 1½” – 2” in outside diameter, and with extensions at the top (12” parallel to the ground) and bottom (as feasible) the slope distance one tread then 12” parallel to the ground.</p> <p>Modify/replace the granite steps so they are uniform in height and no greater than 7”.</p>	1   1	3   3	N   N	Up to \$10,000   Up to \$1,500
<p>See Photos Library 1, 2, and 3.</p>							

<p><b>Front Entrance</b></p> <p>The entrance double doors have only 23" of clear width when only one door is in an open position.</p> <p>The interior lobby double doors have only 27" of clear width when one door is in an open position.</p> <p>See Photo Library 4.</p>	<p>404.2.3</p> <p>404.2.3</p>	<p>26.5</p> <p>26.5</p>	<p>Install automatic door openers at both locations.</p>	<p>1</p>	<p>3</p>	<p>N</p>	<p>Up to \$7,500</p>
<p><b>Door Operating Forces and Closing Speeds</b></p> <p>Exterior and interior doors with closers do not comply with the minimum closing speed requirement of 6 seconds or the maximum operating force of 15 lbs. for an exterior door and 5 lbs. for an interior door.</p>	<p>404.2.8</p> <p>404.2.9</p>	<p>26.9</p> <p>26.8</p>	<p>Adjust the door closers such that the closing speed is at least 6 seconds and the operating force does not exceed 15 lbs. for the main entrance door and 5 lbs. for the interior doors.</p>	<p>1,</p> <p>2</p>	<p>2</p>	<p>I</p>	<p>\$0</p>
<p><b>Door Signage</b></p> <p>The following doors lack tactile designation signage:</p> <p><u>Level 1</u></p> <ul style="list-style-type: none"> <li>Door to reference desk, basement door, door to rear egress and bathroom, bathroom, side door to office, office</li> </ul> <p><u>Level 2</u></p> <ul style="list-style-type: none"> <li>Door to stacks, door to museum/meeting room, door to storage room</li> </ul> <p>See Photo Library 5.</p>	<p>703</p>	<p>41.1</p>	<p>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. Under 521 CMR, signage s/b 60" a.f.f to the centerline of the sign. 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).</p> <p>Accessible bathroom signage must include the Universal Symbol of Accessibility.</p>	<p>2,</p> <p>3</p>	<p>2</p>	<p>I</p>	<p>Up to \$450</p>
<p><b>Door Hardware</b></p> <p>The following interior doors have knob-style hardware:</p> <p><u>Level 1</u></p> <ul style="list-style-type: none"> <li>Double doors at lobby, door to reference desk, basement door, door to rear egress and bathroom, bathroom, side door to office</li> </ul> <p><u>Level 2</u></p> <ul style="list-style-type: none"> <li>Door to stacks, door to museum/meeting room, door to storage room</li> </ul> <p>See Photo Library 6.</p>	<p>404.2</p>	<p>26.11</p>	<p>Install lever-style or similar accessible compliant hardware on the interior doors.</p> <p><i>Note: Depending on the door and type/quality of hardware, lever hardware may vary from \$75 to \$275 per unit. The estimate provided is at the mid-range (\$150) for the interior doors.</i></p>	<p>2,</p> <p>3</p>	<p>2</p>	<p>I</p>	<p>Up to \$1,350</p>
<p><b>Doorway Thresholds</b></p> <p>The following doorways have thresholds that are ¼" too high:</p> <p><u>Level 2</u></p> <ul style="list-style-type: none"> <li>Door to stacks, door to museum/meeting room, door to storage room</li> </ul> <p>See Photo Library 7.</p>	<p>404.2.5</p>	<p>26.10</p>	<p>Modify the thresholds so that they are no greater than ¼" or between ¼" and ½" if beveled with no more than a 1:2 slope.</p>	<p>2</p>	<p>2</p>	<p>N</p>	<p>Up to \$500</p>

<p><b>Doorway Clear Widths</b> The following interior doorways have clear widths of 27" to 27½" which is 4½" to 5" too narrow:</p> <p><u>Level 1</u></p> <ul style="list-style-type: none"> <li>Basement door, door to egress/bathroom, staff swinging door to check-out</li> </ul> <p><u>Level 2</u></p> <ul style="list-style-type: none"> <li>Door to storage room</li> </ul>	404.2.4	26.5	Modify doorway to the egress/bathroom to provide the minimum required 32" of clear width. Modify the remaining doorways as may be required due to a reasonable accommodation request.	2	3	L	Up to \$3,000
<p><b>Tables and Work Stations</b> Tables/work stations at the following locations do not meet the minimum required knee height, knee depth, and/or clear width:</p> <p><u>Level 1</u></p> <ul style="list-style-type: none"> <li>Desk by DVD's and computers (22½" knee height, 14½" knee depth)</li> <li>3 Computer tables (0" to 24" knee height, 10" to 12" knee depth)</li> <li>Children's tables (16½" knee height, 20" clear width)</li> </ul> <p><u>Level 2</u></p> <ul style="list-style-type: none"> <li>Museum/meeting room table (25" knee height)</li> </ul> <p>See Photos Library 8 and 9.</p>	226 306.3 902.4	35	Provide tables and desks (at least one per separate area) that are 28" to 34" to the top, provide 27" of knee height, 19" of knee depth, and 30" of clear width.	2	2	N	Up to \$500
<p><b>Check-out Counter</b> The check-out counter exceeds the maximum counter height of 36" by 3".</p>	904.4	7.2	Modify the counter so that a counter is provided that is 36" long by no more than 36" high a.f.f.	2	3	N	Up to \$300+
<p><b>Floor Grates</b> 5 Floor grates on the main level and 1 grate on the second level in the accessible routes of travel and have varied openings of 1" x up to 4". Grate openings cannot exceed ½" and must be perpendicular to the route of travel.</p> <p>See Photo Library 10.</p>	302.3	29.4	Replace or modify grates to comply with maximum ½" opening requirement.	4	3	N	Up to \$1,000+
<p><b>Accessible Route Clear Widths</b></p> <p><u>Level 1</u></p> <ul style="list-style-type: none"> <li>Audio book area clear width reduced to 18" to 21" due to chairs and tables</li> <li>Children's area clear width reduced to 25" due to table and cabinet</li> <li>Clear width at the stacks and stairs and between stacks is reduced to 19" to 30"</li> </ul> <p><u>Level 2</u></p> <ul style="list-style-type: none"> <li>Young Adult Room stack and table has only 25" clear width</li> </ul> <p>See Photos Library 11 and 12.</p>	403.5	12.2 20.3	As feasible, remove and/or re-arrange items to comply with the minimum required 36" clear width.  Due to the limited space, as well as excessive cost to modify the stacks and/or staircase, provide assistance as needed to retrieve items that are not readily accessible	2	1	I	\$0

<p><b>Protruding Objects</b> Protruding objects extend more than 4" into the accessible route of travel between a height of 27" and 80" a.f.f. or have vertical headroom clearance reduced to less than 80". The following are protruding objects:</p> <p><u>Level 1</u></p> <ul style="list-style-type: none"> <li>Reduced headroom of 68" to 78" a.f.f. beneath the stairs on the accessible route of travel</li> </ul> <p><u>Level 2</u></p> <ul style="list-style-type: none"> <li>Adult Non-Fiction Sign (16" protrusion at 78¼" a.f.f.)</li> <li>Mirrors at top of stairs (11" to 17" protrusions at 60" to 69" a.f.f.)</li> </ul> <p>See Photos Library 13 and 14.</p>	307.2	20.6.1	<p><i>Protruding objects extend more than 4" into the accessible route of travel between a height of 27" and 80" a.f.f. or have vertical headroom clearance reduced to less than 80".</i></p> <p>Place a barrier below the stairs to prevent access into the reduced head room area.</p> <p>Raise the sign and mirror so that the bottoms are at least 80" a.f.f..</p>	2	2	I	\$0
<p><b>Unsecured Rugs</b> A rug in the Children's Area is not fully secured and serves as a tripping hazard.</p>	302.2	29.3	Remove or secure the rugs/carpets.	4	2	I	\$0
<p><b>Interior Stairs</b> The side stairs to the 2<sup>nd</sup> level storage area have a railing on the left side only, is 4" too low, is not fully continuous, and lack top and bottom extensions. The stair risers are 1" too high. Currently a sign notes these stairs for use by employees only.</p> <p>The stairs from the 1<sup>st</sup> level to the mid staircase landing have railings that are 5" to 6" too low, ½" too wide, and lack bottom extensions. The risers are ¾" to 1" too high. The stairs from the mid staircase landing to the 2<sup>nd</sup> level lack exterior railings. The interior railings are 5" to 9" too low, ½" too wide and lack bottom extensions. The stair risers are ¾" to 1" too high.</p> <p>See Photos Library 15 and 16.</p>	504 505	27	<p>Seek a variance to retain the existing historic stairs and railings.</p> <p>As feasible, install compliant railings on the sides of the stairs that lack a railing. The railings s/b between 34" – 38" a.f.f. to the top of the railings, circular or oval in x-section, 1¼" – 2" in outside diameter, and with extensions at the top (12" parallel to the ground) and bottom (as feasible) the slope distance one tread then 12" parallel to the ground.</p>	2  2	3  1	N  I	Up to \$1,500
<p><b>Bathroom</b> The bathroom on the 1<sup>st</sup> level is wholly non-compliant. The door lacks tactile designation signage and has knob-style hardware. There is only 25½" of doorway clear width. The towel dispenser is 9" too high. The mirror is 16" too high. The sink lacks knee clearance. The sink faucets require pinching and twisting of the wrist. The water closet is 2¼" too low and there is insufficient near side, far side, and front water closet clearance. The water closet lacks grab bars. There is no maneuverability in the bathroom.</p> <p>See Photos 17 and 18.</p>	703 404 213 603 604 308 309 609 305	41 26 30 39 6.4 6.5 6.6	<p>Discontinue use as a bathroom or expand and modify the bathroom to meet 2010 ADA Standards and 521 CMR Standards for a single user accessible toilet room. Modification will require expansion into adjacent space as well as consultation and possible approval by the Massachusetts Historical Commission.</p> <p>The newly constructed bathroom must adhere to the requirements as detailed in Table 1 below.</p>	3	3	L	TBD – up to \$75,000+

Total up to \$852,600+

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

2010 ADAAG		MAAB 521 CMR		
<b>Doorway/Entrances</b>				
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. form 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 > 1/2" high. Raised thresholds comply with 302 and 303 (between 1/4" and 1/2" s/b beveled w/slope no > 1:2(50%)).	26.10	Not > 1/2" high, beveled w/no > 1:2 slope. Sliding door thresholds not > 3/4" high and beveled w/no > 1:4 slope.
Handrails - clearance	505.5	1 1/2" minimum.	27.4.7	1 1/2" from wall. Recessed if max 3" recess and 18" above handrail.
<b>Single User Toilet Room</b>				
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).
<b>Toilet Stalls</b>				
# 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
<b>Standard Accessible Stall</b>				
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.
Door swing	404.2	Door must swing out.	30.6	Door must swing out or slide.
Latch side clear space	604.8.1.2	42" min. clear space for side approach to door; door opening s/b 4" max. on side wall 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 closet 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 closet to water closet. See Grab bars.

<b>Water Closets</b>				
Clear floor space (no stall)	NA	NA (Stall 60" wide x 56" deep)	30.7.1	30" x 48"(sink); 72" min. between front/rear walls
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 side wall 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). Minimum 1½" clearance below the grab bar. 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.
<b>Grab Bars</b>				
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.
<b>Sink</b>				
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.
			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
<b>Urinals</b>				
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 reflecting surface no > 40" a.f.f.; if not over lav/counter no > 35" a.f.f. if fill length, top s/b 74" min a.f.f.	30.11	Bottom of mirror reflecting surface 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".

**Warren Public Library Accessibility Assessment Photos**



Photo Library 1



Photo Library 2



Photo Library 3



Photo Library 4

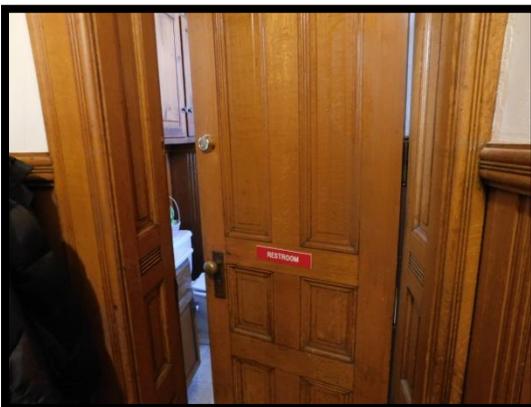


Photo Library 5



Photo Library 6



Photo Library 7



Photo Library 8

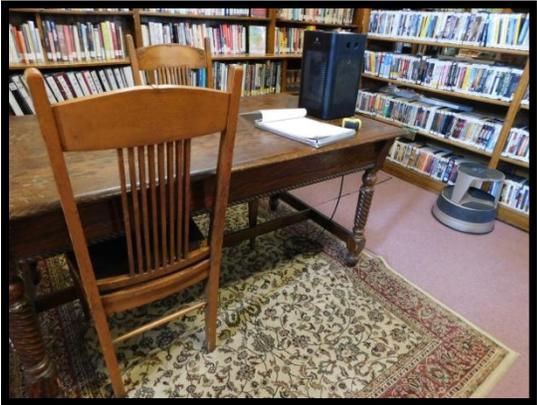


Photo Library 9



Photo Library 10



Photo Library 11



Photo Library 12

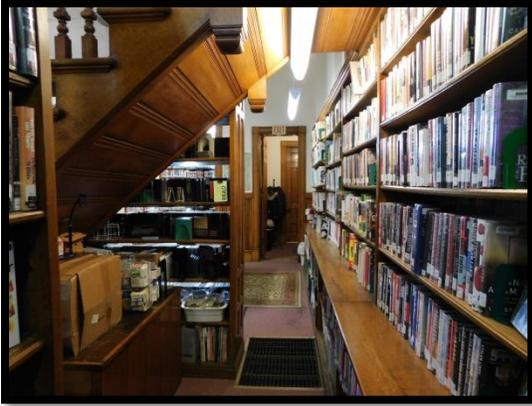


Photo Library 13

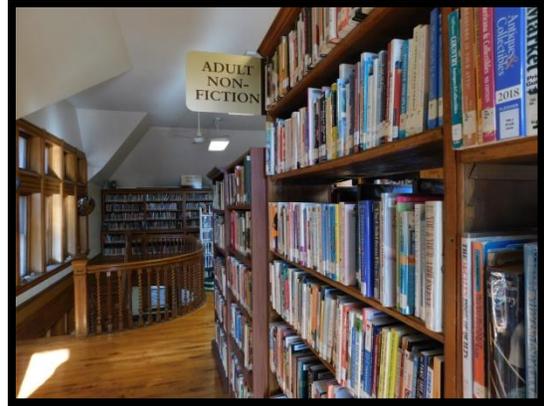


Photo Library 14



Photo Library 15



Photo Library 16



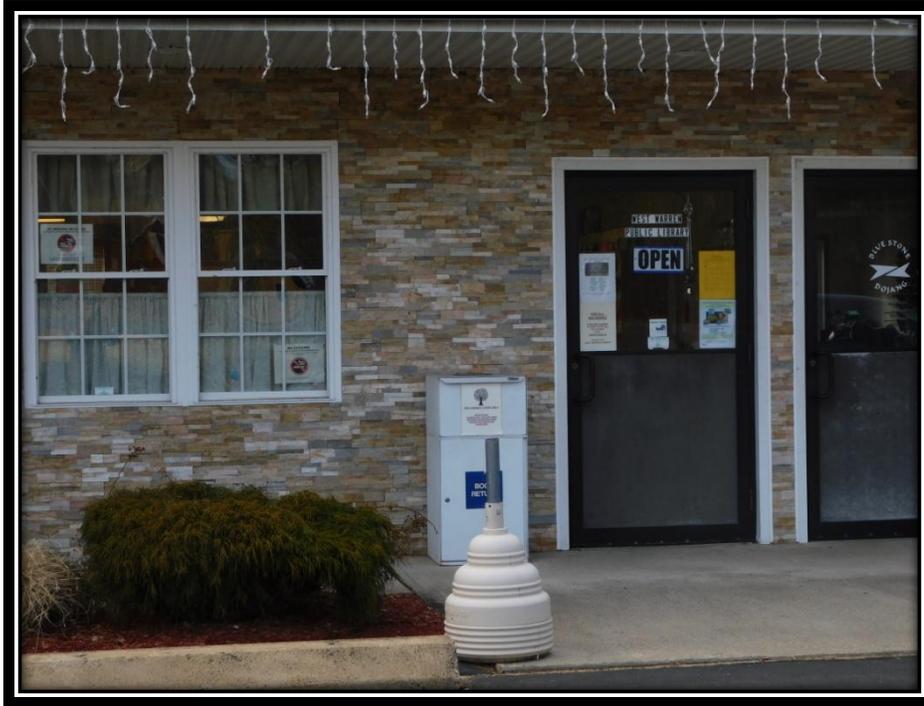
Photo Library 17



Photo Library 18

## WEST WARREN LIBRARY

**Function and Description of Facility and Programs:** The West Warren Library is governed by a Board of Library Trustees. The West Warren Library occupies leased space in a small commercial complex located at the corner of Ware Road and Main Street. The Library includes parking, a bathroom, a checkout/reference desk, a small children's area, a small general stack/reading area, and a computer area for patrons.



**Responsible Party:** Board of Library Trustees.

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

#### Parking

The designated accessible parking and access aisle has running slopes of 3.8% to 4.8%. The width of the combined parking space and access aisle exceeds the minimum for a passenger vehicle but not for a van. The striping is faded. There is no signage.

#### Exterior Accessible Route of Travel

There is up to a 1" abrupt change in level surface at the transition of the asphalt parking to the concrete walkway.

#### Interior – General

The round table near the entrance provides only 22" of clear width.

The check-out counter is 3¼" too high

The staff office, bathroom, and rear egress doors have knob style hardware and lack tactile designation signage.

The entrance/exit that is not accessible by persons in wheelchairs lacks a sign clearly indicating the location of the accessible entrance/exit. The accessible egress also lacks the universal symbol of accessibility.

There is insufficient clear widths at the chairs and stacks, DVD's and computer stations, and children's table and stacks.

**Bathroom**

The tactile designation signage is 3" too high and is located on the door and not the latch side of the door.

The water closet flush control is on the wrong side. Cabinets in the front and on the approach side of the water closet restricts the clear widths to only 21".

The toilet paper dispenser is 3" to 5" too far from the front of the water closet.

The rear grab bar is ¾" too high.

**West Warren 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>
<p><b><u>Parking</u></b>                      The designated accessible parking and access aisle has running slopes of 3.8% to 4.8%. The width of the combined parking space and access aisle exceeds the minimum for a passenger vehicle but not for a van. The striping is faded. There is no signage.</p> <p>See Photo Library 1.</p>	208.2 502 703.7.2	23	Reconstruct/repave the parking space and access aisle such that the slopes do not exceed 2.0% in any direction. Striping should be at 8' in width for both the parking space and access aisle. Signage should be set at a height of a minimum of 60" 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. Van accessible signage should also be provided.	1	3	I	Up to \$1,200+
<p><b><u>Exterior Accessible Route of Travel</u></b>                      There is up to a 1" abrupt change in level surface at the transition of the asphalt parking to the concrete walkway.</p> <p>See Photo Library 2.</p>	303 403.4	22.4	Modify the transition such that there is no more than a ¼" unbeveled change in level surface or between ¼" to ½" beveled change in level surface with no more than a 1:2 slope.	1	2	I	\$100
<p><b><u>Door Signage and Hardware</u></b>                      The staff office and rear egress doors lack tactile designation signage. The bathroom tactile signage is 3" too high and located on the door and not the latch side.</p>	703	41.1	Install/relocate accessible compliant signage on the latch side of each door with appropriate finish and contrast and character height and proportions, raised and brailled characters should also be included. Under 521 CMR, signage s/b 60" a.f.f to the centerline of the sign. 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	2, 3	2	I	\$100

			highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards). Accessible bathroom signage must include the Universal Symbol of Accessibility.				
The entrance/exit that is not accessible by persons in wheelchairs lacks a sign clearly indicating the location of the accessible entrance/egress. The accessible entrance/egress also lacks the universal symbol of accessibility.	216.4 216.3	25.6	Provide tactile directional signage at the non-accessible egress denoting the front entrance as the accessible egress. Provide illuminated signage with the Universal Symbol of Accessibility at the accessible egress door	4	2,3	I	\$250
The staff office, bathroom, and rear egress have knob style hardware.  See Photos Library 3 and 4.	404.2	26.11	Replace the door knobs with lever style hardware.	2, 3	2	I	\$225
<b>Tables and Seating</b> The round table near the entrance provides only 22" of clear width for a wheelchair.  See Photo Library 5.	226.1 306.3	35.1 35.5	Replace the table with one that has 27" of knee clearance, 19" knee depth, and 30" of clear width.	2	2	I	Up to \$200
<b>Check-out Counter</b> The counter is 3¼" too high.  See Photo Library 6.	904.4	12.2.3	Modify the check-out desk to provide a 36" long by 36" high counter.	2	2	I	Up to \$350+
<b>Interior Accessible Route of Travel</b> There is insufficient clear widths at the chairs and stacks (32"), DVD's and computer stations (21"), and children's table and stacks (24" to 25").  See Photos Library 7 and 8.	403.5	20.3	As feasible, modify and/or re-arrange furniture and items to achieve the minimum required 36" of clear width.	2	2	I	\$0
<b>Bathroom</b> The water closet flush control is on the wrong side.  Cabinets in the front and on the approach side of the water closet restricts the clear widths to only 21".  The toilet paper dispenser is 3" to 5" too far from the front of the water closet.  The rear grab bar is ¾" too high.  See Photos Library 9 and 10.	604.6  604.3  604.7  609.4	30.7.5  30.7.2  30.7.6  30.8.2	Replace the water tank or the water closet in entirety so that the flush control is on the approach side.  Remove the cabinets to achieve the minimum required 42" clear width.  Relocate the toilet paper dispenser so that it is 7" to 9" o.c. to the front of the water closet.  Lower the grab bar so that is between 33" to 36" a.f.f. to the top of the gripping surface. <i>Note: There are no tolerances for a range of dimensions.</i>	3  3  3  3	2  2  2  2	I  I  I  I	\$125 to \$350  \$0  \$0  \$0

Total up to \$2,775+

**West Warren 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



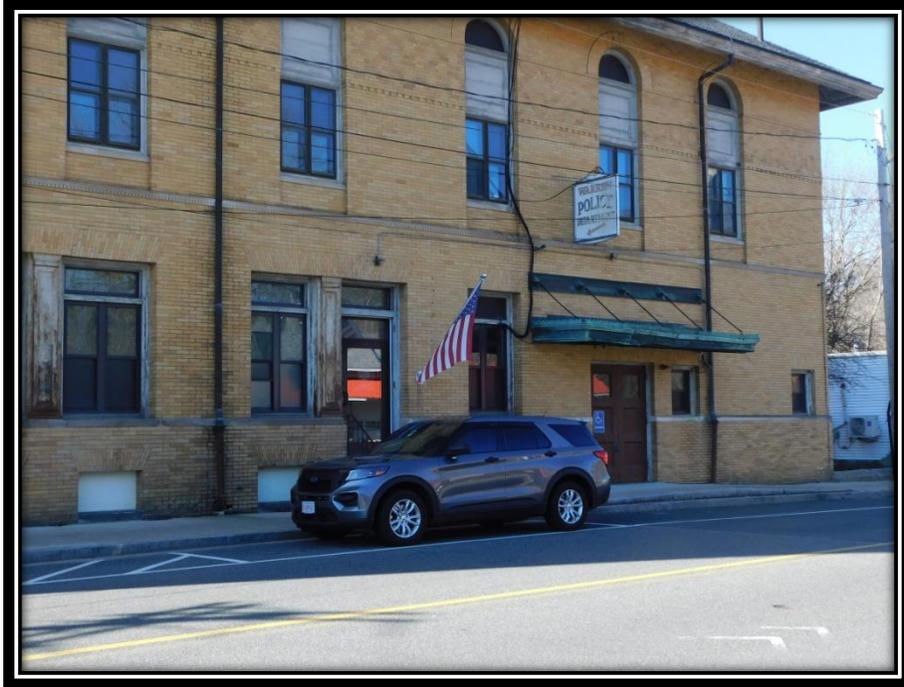
Photo Library 9



Photo Library 10

## **POLICE STATION**

**Description of Facility and Programs:** The Warren Police Station, which is located on the 1<sup>st</sup> level of the former Town Hall. The masonry building was constructed in 1878 and is on the National Register of Historic Places. The Station houses offices, bathrooms, a locker room, a training room, storage, a small booking area, and other spaces – most of which are not open to the public. A civilian administrative assistant is the initial point of contact at the station lobby area. Dispatch is outsourced to the regional Rutland Dispatch Center. The station does not have any holding cells and there is no sallyport.



**Responsible Party:** Board of Selectmen

**General Description or Obstacle Which Limits Mobility or Access:** The Police Station is minimally accessible compliant with numerous areas of non-compliance. However, “public” access is severely restricted with most areas available only to Police personnel. Areas of compliance in the building will concentrate primarily on those areas which the public has access to, areas used by civilian administrative staff, and general issues concerning hardware and signage

### Parking

Designated accessible parking is available in a municipal parking lot directly across from the Police Station. The signage for the accessible parking is 3½” too high and there is no “van accessible” designation. The access aisle has a cross slope of up to 3.8%.

### Accessible Route of Travel from Parking to Building

There is a ½” to 1” abrupt change in level surface at the curb ramp at the parking lot and Main Street.

### Exterior Stairs

Police Station Entrance Stairs. The stairs have risers that are ¼" to 1¼" too high. There is a railing on only one side of the stairs. The railing does not fully extend to the bottom of the stairs, has only a 3" top extension, is not round or oval in shape, and is 4" too low.

Booking Entrance Stairs. The stairs lack railings.

### Accessible Entrance

There is no airphone or similar buzzer to alert police personnel that someone is at the accessible entrance. The landing in front of the entrance has a running slope of 6.6%. Use of the entrance requires police personnel assistance to unlock the door and provide escort into the building, which is not required for users of the adjacent entrance stairs.

### Ramp at Accessible Entrance

The ramp railings are not paired, having only top railings. The upper segment of the ramp has a railing on one side of the ramp only.

### Lobby Area

The counter is 8 ¾" too high. A phone (65" a.f.f.), drop box (54½" a.f.f.), and intercom (58½" a.f.f.) are all too high.

### Administrative Assistant Area

The 2 means of access/egress to and from the Administrative Assistant area have 6½" abrupt changes in level surface.

### Interior Doors and Reach Range

Interior doors lack tactile designation signage and have knob-style hardware. Some doors have glass panes that are too high, insufficient doorway clear widths, and thresholds that are too high.

Light switches throughout the Station are up to 5½" too high.

Some doors have insufficient door pull clearance on the pull side of the door.

### Unisex Accessible Bathroom by Officer Lockers

The signage is 11½" too low. The door closes too fast. A radiator restricts the water closet front clear width to only 24½". The accessible route to the water closet is reduced to only 22" due to cabinets (fixed and moveable). The toilet paper dispenser is 4" too far from the front of the water closet.

### Areas Closed to Public and/or for Police Personnel Only

Stairs into Storage Area With Blue Door at Ramp. The stairs have open risers that are 1" too high, railings that are rectangular in shape, and non-compliant bottom extensions. Two sets of stairs from the storage area to what appears to be egress doors lack railings.

Officer Locker Room. The stairs to the locker room has risers that are ½" too high. There is only one railing, which is 4" too low and lacks a bottom extension. The bench is too high, too narrow, and lacks back support. The locker shelves and hooks are not within reach range.

Bathroom by Administrative Assistant Area. There are 2 means of access into the bathroom with the access from the Administrative Assistant area having a 6½” abrupt change in level surface.. The doorways have only 27” of clear width and have locking devices that are 51½” and 52½” a.f.f. The light switch is outside the bathroom and there is a 6½” abrupt change in level surface to access. The sink lacks knee clearance and have faucets that require pinching and twisting of the wrist. The mirrors are 12½” to 13” too high. The towel dispenser is 12” too high and located over the toilet. The soap dispenser is 9” too high. The water closet near side clear width is 4½” too narrow and the far side clearance is 26” too narrow. The toilet paper dispenser is too close to the front of the water closet. There are no grab bars.

As public access is restricted in these areas, no further action or modifications are required. Modifications would only be necessary if these areas were made fully open to the public or as an employee reasonable accommodation request. The Bathroom by the Administrative Assistant is not accessible, however a nearby Unisex Accessible Bathroom is available for use. The abrupt change in level surface at the Administrative Assistant’s doorway would need to be eliminated to provide for an accessible route of travel from the office area to the accessible bathroom.

**Police Station 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> Designated accessible parking is available in a municipal parking lot directly across from the Police Station. The signage for the accessible parking is 3½” too high and there is no “van accessible” designation. The access aisle has a cross slope of up to 3.8%.  See Photo Police 1.	703.7.2 502.4	23.6 23.4	Signage must be set such that the signage 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 spaces. “Van accessible” signage should also be provided.	1	2	I	\$25
			Stripe the existing designated accessible parking space as the access aisle and designate the parking space to the left of the existing accessible space as the “new” accessible space. These spaces, once re-stripped, have the required 2.0% or less running and cross slopes.	1	2	I	\$100
<b><u>Accessible Route of Travel from Parking to Building</u></b> There is a ½” to 1” abrupt change in level surface at the curb ramp at the parking lot and Main Street.  See Photo Police 2.	403.4 303.2 303.3	21.4	Modify the transition through grinding or infill such that it is no greater than ¼” or between ¼” and ½” beveled with a no greater than 1:2 slope.	1	2	I	\$50
<b><u>Exterior Stairs</u></b> <b><u>Police Station Entrance Stairs</u></b> The stairs have risers that are ¼” to 1¼” too high.  There is a railing on only one side of the stairs. The railing does not fully extend to the bottom of the stairs, has only a 3” top extension, is not round or oval in shape, and is 4” too low.	504.2	27.2	As these are original granite stairs to a historic building, seek a variance to retain the existing stairs.	1	1	I	\$0
	505	27.4	Install continuous stair railings on both sides of the stairs. Railings s/b between 34” – 38” a.f.f. to the top of the railing, circular or oval in x-section, 1¼” – 2” in outside diameter, and with extensions at the top (12” parallel to the ground) and bottom as feasible (slope distance one tread then 12” parallel to the ground).	1	3	N	Up to \$2,500

<p><b>Booking Entrance Stairs</b> The stairs lack railings.</p> <p>See Photos Police 3 and 4.</p>	505	27.4	Install continuous stair railings on both sides of the stairs. Railings s/b between 34" – 38" a.f.f. to the top of the railing, circular or oval in x-section, 1¼" – 2" in outside diameter, and with extensions at the top (12" parallel to the ground) and bottom as feasible (slope distance one tread then 12" parallel to the ground).	4	3	N	Up to \$2,500
<p><b>Accessible Entrance</b> There is no airphone or similar buzzer to alert police personnel that someone is at the accessible entrance.</p> <p>Use of the entrance requires police personnel assistance to unlock the door and provide escort into the building, which is not required for users of the adjacent entrance stairs.</p>	206	20	An airphone buzzer at a height of no more than 48" a.f.f. s/b installed at the entrance to allow users to notify Police personnel that access is required. An automatic locking system and door open s/b installed such that an individual using the accessible entrance can enter the building independently.	1	3	N	Up to \$5,000
<p>The landing in front of the entrance has a running slope of 6.6%.</p> <p>See Photo Police 5.</p>	404	25.2	Modify the landing such that the slopes do not exceed 2.0% in any direction.	1	3	N	Up to \$1,500
<p><b>Ramp at Accessible Entrance</b> The ramp railings are not paired, having only top railings. The upper segment of the ramp has a railing on one side of the ramp only.</p> <p>See Photos Police 6 and 7.</p>	405.8 505	24.5	Install railings such they are paired 34" to 38" a.f.f. to the top of the handrail (upper) and 18" to 20" a.f.f. to the top of the handrail (lower); outside diameter of 1½" to 2"; round or oval in shape; and 12" extensions at the top and bottom.	1	3	I	Up to \$2,500
<p><b>Lobby Area</b> The counter is 8¾" too high.</p> <p>A phone (65" a.f.f.), drop box (54½" a.f.f.), and intercom (58½" a.f.f.) are all too high.</p> <p>See Photo Police 8.</p>	904.4	7.2	Modify the existing counter to create a 36" long by no more than 36" high a.f.f. counter.	2	3	N	Up to \$350+
	308.2 308.3	6.5 6.6	Lower the items to a height of no more than 48" a.f.f. to the operating mechanism or opening device.	2	2,3	N	Up to \$350
<p><b>Administrative Assistant Area</b> The 2 means of access/egress to and from the Administrative Assistant area have 6½" abrupt changes in level surface.</p>	403 303	20 22.4	Modify the access/egress such that at least one location has no abrupt change in level surface and is part of an accessible route of travel to the remainder of the first floor level including the Unisex Accessible Bathroom.	2	3	I	TBD – up to \$5,000+
<p><b>Light Switches</b> Light switches throughout the Station are up to 5½" too high.</p>	308.2 308.3	6.5 6.6	As may be required through a reasonable accommodation request, lower the light switches to a height of no more than 48" a.f.f.	4	3	L	TBD
<p><b>Interior Doors</b> The following interior doors lack tactile designation signage:</p> <ul style="list-style-type: none"> <li>Administrative Assistant, Bathroom by Admin Assistant (2), Double Doors to accessible entrance, Door to lower level from ramp, Closet door at ramp entrance, Door to Police</li> </ul>	703	41.1	Install accessible compliant signage on the latch side of each door with appropriate finish and contrast and character height and proportions, raised and brailled characters should also be included. Under 521 CMR, signage s/b 60" a.f.f. to the centerline of the sign. 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	2, 3	2	I	Up to \$1,300

<p>area from lobby hallway, Door to hallway from lobby, Door to Police Department from hallway, Lockers, Evidence Room, Police Chief (2), Officer Room by Lieutenant, Server Room, Lieutenant's Office, Double Door exit, Officer Break Room, Booking Area, Interview Room (2), Training Room (3), Interview Room (2)</p> <ul style="list-style-type: none"> <li>The entrance/exit that is not accessible by persons in wheelchairs lacks a sign clearly indicating the location of the accessible entrance/egress. The accessible entrance/egress also lacks the universal symbol of accessibility.</li> </ul>	216.4	25.6	<p>highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards). Accessible bathroom signage must include the Universal Symbol of Accessibility.</p> <p>Provide tactile directional signage at the non-accessible egress denoting the front entrance as the accessible egress. Provide illuminated signage with the Universal Symbol of Accessibility at the accessible egress door</p>	4	2,3	I	\$250
<p>The following interior doors have knob-style hardware:</p> <ul style="list-style-type: none"> <li>Administrative Assistant, Bathroom by Admin Assistant (2), Double Doors to accessible entrance, Door to lower level from ramp, Closet door at ramp entrance, Door to Police area from lobby hallway, Door to hallway from lobby, Door to Police Department from hallway, Lockers, Evidence Room, Police Chief (2), Officer Room by Lieutenant, Server Room, Lieutenant's Office, Officer Break Room, Interview Room (2), Training Room (3), Interview Room (2)</li> </ul>	404.2	26.11	Replace the door knobs with lever style hardware.	2	2	I	Up to \$1,800
<p>The following doors have glass panes that exceed 43" a.f.f.:</p> <ul style="list-style-type: none"> <li>Double Doors to accessible entrance, Evidence Room, Chief's Office, Office Room by Lieutenant's Office,</li> </ul>	404.2	NA	Frost or block the panes.	2, 4	2	I	\$0
<p>The following doorways have insufficient doorway clear widths of 28" to 30":</p> <ul style="list-style-type: none"> <li>Chief's Office, Server Room, Booking Area, Interview Room, Training Room interior</li> </ul>	404.2.3	26.5	As may be required due to a reasonable accommodation request, widen the doorway clear widths to a minimum of 32".	2	3	L	TBD
<p>The following doorways have thresholds that are too high:</p> <ul style="list-style-type: none"> <li>Officer Break Room (¾"), Booking Area (1½")</li> </ul>	404.2.5	26.10	Modify the thresholds so they are no greater than ¼" or between ¼" and ½" beveled with a no greater than 1:2 slope.	2	3	I	Up to \$250

The following doors have insufficient door pull clearance on the pull side of the door: <ul style="list-style-type: none"> <li>Office by Lieutenant's Office (4" clearance), Chief's Office (4" clearance), Lieutenant's Office (14½" clearance)</li> </ul> <p>See Photos Police 9, 10, 11, and 12.</p>	404.2.4	26.6	As may be required as a result of a reasonable accommodation request, install automatic door openers on the door pull side.	2	3	L	TBD
<b>Unisex Accessible Bathroom by Officer Lockers</b> The signage is 11½" too low.	703	41.1	Raise the signage such that it is 60" a.f.f. o.c.	3	2	I	\$0
The door closes too fast.	404.2.8	26.9	Adjust the door closer so that it takes at least 6 seconds to close.	3	2	I	\$0
A radiator restricts the water closet front clear width to only 24½".	604.3	30.7.2	Modify/relocate the radiator such that the front clearance from the water closet is at least 42"	3	3	L	TBD
The accessible route to the water closet is reduced to only 22" due to cabinets (fixed and moveable).	403.5	20.3	Remove/relocate the cabinets.	3	2	I	\$0
The toilet paper dispenser is 4" too far from the front of the water closet.  See Photos Police 13 and 14.	604.7	30.7.6	Relocate the toilet paper dispenser so it is a minimum of 7" and a maximum of 9" in front of the water closet measured to the centerline of the dispenser and at least 24" a.f.f. <i>Note: There also must be a at least 1½" clearance below the gab bar to the nearest object or fixture.</i>	3	2	I	\$0

Total \$23,475+ up to TBD

**Police Station Accessibility Assessment Photos**



Photo Police 1



Photo Police 2

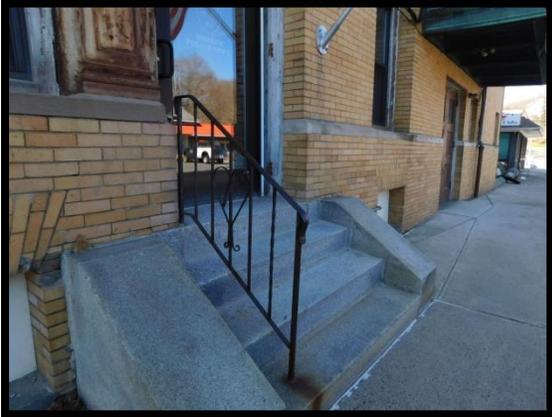


Photo Police 3



Photo Police 4



Photo Police 5



Photo Police 6

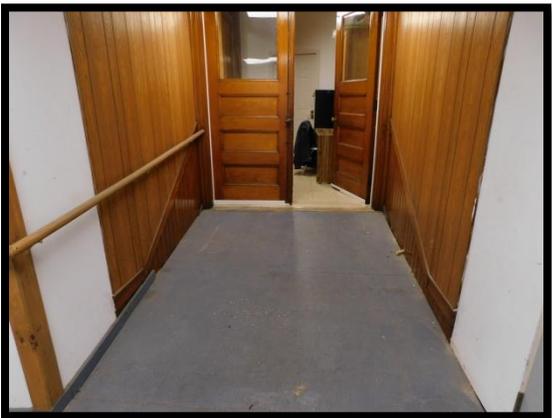


Photo Police 7



Photo Police 8



Photo Police 9



Photo Police 10



Photo Police 11



Photo Police 12



Photo Police 13



Photo Police 14

## **WARREN MAIN FIRE STATION AND HEADQUARTERS**

**Description of Facility and Programs:** The Warren Fire Department provides 24/7 emergency response to the citizens of the Town of Warren. The Main Station is a one and one-half story masonry building. The Main Level consists of 2 offices, a men's bathroom, 4 apparatus bays, and mezzanine storage. The 2<sup>nd</sup> Level consist of a kitchen area, a day room, and a women's bathroom.



**Responsible Party:** Board of Selectmen

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

#### Parking, Accessible Route of Travel, and Entrance

There is no designated accessible parking

The stairs to the entrance have a railing on one side only. The railing is 2" too low and lacks bottom extensions.

There is a 5" abrupt change in level surface at the entrance door. A door buzzer is 2" too high and a dispatch buzzer is 5" too high. The door has non-compliant knob style hardware.

#### Interior

Level 1 and Level 2 doors have knob-style hardware and lack tactile designation signage. Light switches throughout the Station and a defibrillator on the Main Level are too high.

The accessible route of travel from the apparatus bay area to the offices on the Main Level have restricted clear widths and also protruding objects due to equipment and vehicle exhaust hoses.

### Level 1 Apparatus Bay Area

The Men's Bathroom has knob hardware and lacks tactile designation signage; lacks sufficient doorway clear width; and has a door with excessive operating force and closes too fast. In addition, the door locking mechanism is 12" too high and requires the use of fingers and pinching. The light switch, mirror, soap dispenser, and towel dispenser are all too high. The sink piping is not wrapped, guarded, or insulated. The water closet has insufficient near side and far side clear widths. The toilet paper dispenser is too close to the front of the water closet. There are no grab bars. The shower has no accessible features, has a 4" abrupt change in level surface to access the shower, and has only 24" of clear width.

The mezzanine is used for storage only. The stairs have open risers and have a railing on one side only. The railing is 3" too low and lacks top and bottom extensions.

### Level 2

The stairs to the 2<sup>nd</sup> Level have left side railings that are not round or oval in shape, are 1½" too wide, and are 2" to 3" too low. The right side railings lack top and bottom extensions and are 3" too low.

The clear width to the kitchen from the stairs is reduced to only 19" between the stove and refrigerator. The kitchen sink is 2" too high and lacks knee clearance. The stove has controls on the back and not on the front of the stove.

Egress stairs have railings that lack top and bottom extensions and are 3" to 4" too low.

The Women's Bathroom has knob hardware and lacks tactile designation signage; lacks sufficient doorway clear width; and has a door with excessive operating force and closes too fast. In addition, the door locking mechanism is 10" too high and requires the use of fingers and pinching. The light switch and mirror are too high. The sink piping is not wrapped, guarded, or insulated. The water closet stall door is 10" too narrow, opens in and not out, lacks pull devices, and has a coat hook that is 17" too high. The water closet has insufficient near side, far side, and front clear widths. There are no grab bars.

The Level 1 Apparatus Bay Area including the Men's Bathroom and Mezzanine Storage and Level 2 area are off limits to the general public and are limited to firefighter personnel who must meet strict physical requirements to perform the essential functions of the job. Unless there is a change in policy in facility use or conditions of employment, no further action is required to these areas unless necessitated through a reasonable accommodation request.

## Main Fire Station Accessibility Assessment

General Description of Obstacle	2010 ADAAG	MAAB 521 CMR	Type of Action to be Taken	P	F	TF	Cost Estimate
<p><b>Parking</b></p> <p>There is no designated accessible parking space inclusive of access aisle and signage. The designated accessible parking space must also be van accessible.</p>	502 703.7.2	23	Stripe and designate at least one accessible parking space. If only one space provided, it s/b a van accessible parking space with van accessible signage at a width of either 11' with a 5' access aisle or 8' wide parking space with an 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 no more than 10' in front of the space.	1	2	I	Up to \$250
<p><b>Exterior Stairs</b></p> <p>The stairs to the entrance have a railing on one side only. The railing is 2" too low and lacks bottom extensions.</p> <p>See Photo Main Fire 1.</p>	505.2 505.10	27.4.1 27.4.3	Modify and/or install additional stair railings. Railings must be on both sides of the stairs. Railings s/b between 34" – 38" a.f.f. to the top of the railing, circular or oval in x-section, 1¼" – 2" in outside diameter, and with extensions at the top (12" parallel to the ground) and bottom (as feasible) the slope distance one tread then 12" parallel to the ground.	1	3	N	Up to \$3,000
<p><b>Entrance Door Threshold</b></p> <p>There is a 5" abrupt change in level surface at the entrance door.</p> <p>See Photo Main Fire 2.</p>	206.2.1 404.2.5	20.1 20.2 26.10	Modify the entrance such that there is no more a ¼" abrupt change in level surface at the threshold or between ¼" to ½" with a no more than 1:2 slope. Modifications could include that to the entrance or the construction of a ramped or sloped approach with a level and flush landing at the entrance.	1	3	N	TBD – up to \$10,000
<p><b>Reach Range</b></p> <p>A door buzzer is 2" too high and a dispatch buzzer is 5" too high.</p> <p>See Photo Main Fire 2.</p>	308	6.5 6.6	Lower the buzzers to a height of no more than 48" a.f.f.	2	3	N	Up to \$500
<p><b>Level 1 Door Signage</b></p> <p>Tactile designation signage is lacking at the offices (2) and door to the apparatus bay.</p> <p>See Photo Main Fire 3.</p>	703	41.1	Install accessible compliant signage on the latch side of each door with appropriate finish and contrast and character height and proportions, raised and brailled characters should also be included. Under 521 CMR, signage s/b 60" a.f.f. to the centerline of the sign. 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 \$150
<p><b>Level 1 Door Hardware</b></p> <p>The offices (2) and door to the apparatus bay have knob-style hardware.</p> <p>See Photo Main Fire 3.</p>	404.2	26.11	Install lever-style or similar accessible compliant hardware on the door.  <i>Note: Depending on the door and type/quality of hardware, lever hardware may vary from \$75 to \$275 per unit. The estimate provided is based on the low range of \$75.</i>	2	2	I	\$225
<p><b>Interior Accessible Route of Travel</b></p> <p>The accessible route of travel from the apparatus bay area to the offices on</p>	403	20.6.1	As feasible, place equipment in a manner to provide the greatest clear width for an accessible route of travel.	1, 2	2	I	\$100

<p>the Main Level have restricted clear widths and also protruding objects due to equipment and vehicle exhaust hoses.</p> <p>See Photo Main Fire 4.</p>		<p>Ensure that entrance door is secure and all times and require all visitors to “buzz in” for access. Adopt a policy requiring firefighter personnel to escort visitors safely to the rear offices through the apparatus bays and therefore do not allow independent access into the building and through the bay area. Signage (with tactile information) denoting this should be posted near the entrance as well as on the Department’s web page</p>			
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Up to \$14,225+

**Main Fire Station Accessibility Assessment Photos**

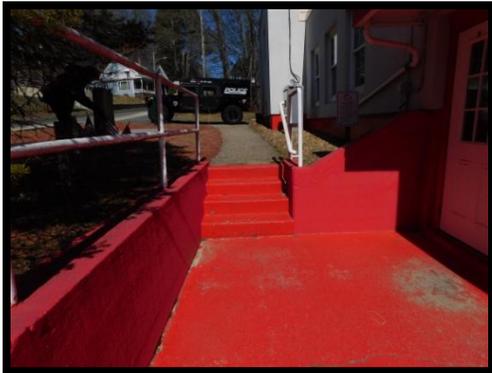


Photo Main Fire 1



Photo Main Fire 2



Photo Main Fire 3

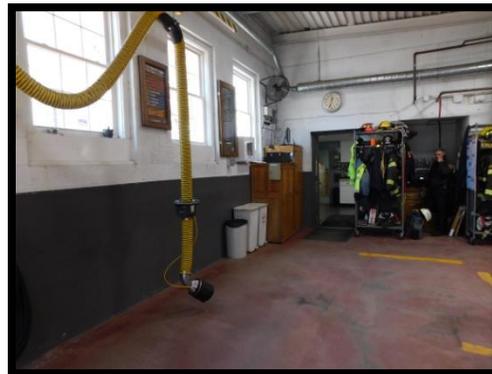


Photo Main Fire 4

## **WARREN FIRE STATION #2**

### **Description of Facility and Programs:**

Warren Fire Station #2 is a 2-story masonry structure located on Albany Street in West Warren. The first level of the Station consists of 3 apparatus bays, a storage area, and a bathroom. The second level of the building consists of a training room, day room, kitchen area, and bathrooms. The station is closed to the public with the Level 1 bays primarily housing specialty apparatus and equipment. No public business is conducted at this Station.

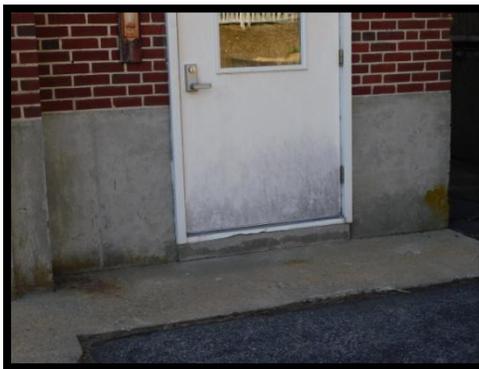


**Responsible Party:** Board of Selectmen

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

#### Exterior

There is no designated accessible parking. There is a 7" abrupt change in level surface at the threshold into the building. The entrance door has an excessive operating force of 20 lbs. and closes in only 4 seconds, which is too fast. **See Photo below.**



### Level 1

The doors lack tactile designation signage and have knob-style hardware. Light switches are too high.

There is a 1 ½" to 2" abrupt change in level surface into the bathroom. The sink piping is not wrapped, guarded, or insulated. The towel dispenser is too high and the toilet paper dispenser is too close to the front of the water closet. The water closet lacks grab bars. A shower is not accessible compliant. [See Photo below.](#)



### Level 2

There is no accessible route of travel to the second level with stairs being the only means of access. The stair risers are ½" too high. The outside stair railings are 6" too low and lack top and bottom extensions. The inside railings are rectangular in shape, not continuous, and are 6" too low.

The doors lack tactile designation signage and have knob-style hardware. Light switches are too high.

The Day Room has a table that provides only 24" of knee height. The sink is 2½" too high and lacks knee clearance. The stove has controls on the back and not the front of the stove.

Men's and Women's Bathrooms. The bathrooms have only 28" to 29" of clear width at the doorways. The sink piping is not wrapped, guarded, or insulated. The dispensers and the mirror are too high. The water closets have insufficient on the near side, far side, and in front of the water closet. The water closets also lack grab bars.

Men's Bathroom Only. The urinal is 8" too high. The water closet stall door is roughly 10" too narrow. The stall opens in and not out and lacks pull devices. The stall door coat hook is 20" too high. The shower has a 6" lip to enter the shower. The shower is wholly non-compliant lacking any accessible features. [See Photos on the next page.](#)



#### Current Use to Remain

If the use of the building continues solely as a substation for apparatus and equipment storage with secured Firefighter access only and remain fully closed to the public, then no further action is required as Firefighter personnel must meet strict physical requirements to perform the essential functions of their job. Modifications would only be required due to a reasonable accommodation request or if the buildings were open to the public.

#### Full Building Use

If the use of the buildings were to change including public use and access, then modifications to address those areas of non-compliance under both 521 CMR and the 2010 ADA Standards would be required.

## **HIGHWAY GARAGE**

**Description of Facility and Programs:** The Warren Highway Department is responsible for maintenance and repair of streets and roads, including repaving, drainage, snow and ice removal, sanding, street sweeping, roadside and right-of-way brush clearing; town sidewalks; maintenance of recreation areas including mowing; and the reviewing of completed work. The building is a metal –framed structure which includes an office area and 6 double bays.



**Responsible Party:** Board of Selectmen

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

#### **Parking**

The designated accessible parking signage is 4” too low and lacks “van accessible” designation.

#### **Entrance Door**

There is up to a 1” abrupt change in level surface into the building. The glass pane on the entrance door is 10½” too high.

#### **Interior Doors**

Interior doors lack tactile room designation signage and have glass panes that are too high.

#### **Reach Range**

A hallway defibrillator, coat rack, and first aid kit are not within reach range as they are up to 16” too high.

#### **Protruding Objects**

The defibrillator has an 8” protrusion at a height of 57” a.f.f.

#### **Women’s Bathroom**

The door closes in only 3 to 4 seconds and has a locking mechanism that is 54” a.f.f. The soap dispenser is 4” too high and the towel dispenser is 7” too high. The water closet stall door lacks an interior pull device.

### Men's Bathroom

The door closes in only 3 to 4 seconds and has a locking mechanism that is 54" a.f.f. The soap dispenser is 4" too high and the towel dispenser is 7" too high. The water closet stall door lacks an interior pull device.

### Areas Not Open to the Public

A number of items are not within reach range including a first aid kit and an eyewash station for wheelchair users. Doors lack tactile designation signage and have glass panes that are up to 7 ½" too high.

As all highway personnel must meet strict physical requirements for the essential functions of their job, unless the current practices and policies change and current non-public interior spaces are open to the general public and/or public business is conducted in these areas, physical modifications would be limited to those required as a result of a reasonable accommodation request. No modifications are required at the present time.

### Highway Garage 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>
<p><b><u>Parking</u></b> The designated accessible parking signage is 4" too low and lacks "van accessible" designation.</p> <p>See Photo Highway 1.</p>	502 703.7.2	23	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. Provide "van accessible" signage.	1	2	I	\$25
<p><b><u>Entrance Door</u></b> There is up to a 1" abrupt change in level surface at the doorway threshold into the building.</p> <p>See Photo Highway2.</p>	404.2.5	26.10	Modify the entrance threshold to eliminate the abrupt change in level surface so that it is not more than ¼" high.	1	2	I	\$0
<p><b><u>Doors</u></b> The following interior doors lack tactile room designation signage:</p> <ul style="list-style-type: none"> <li>• Door to garage bays from office</li> <li>• Door to hallway</li> <li>• Storage room</li> <li>• Hallway door to bays</li> <li>• Door to break room</li> <li>• Break room door to garage bays</li> <li>• Break room egress</li> </ul>	703	41	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. Under 521 CMR, signage s/b 60" a.f.f to the centerline of the sign. 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

<p>The following doors have glass panes that are 9" to 10½" too high:</p> <ul style="list-style-type: none"> <li>• Entrance door</li> <li>• Door to hallway</li> <li>• Hallway door to garage bays</li> <li>• Break room egress</li> </ul> <p>See Photos Highway 3 and 4.</p>	404.2.1	NA	<p>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.</p> <p>Rather than modify the doors to lower the viewing area to comply with the maximum height restriction, the panes should be blocked or frosted.</p>	2	2	1	\$0
<p><b>Reach Range</b> A hallway defibrillator, coat rack, and first aid kit are not within reach range as they are up to 16" too high.</p> <p>See Photo Highway 5.</p>	308	6.5 6.6	<p>Lower the items such that they are no more than 48" a.f.f. (<i>Note: Only one coat hook is required to be provided at a height of 48"</i>).</p>	2	2	1	\$10
<p><b>Protruding Objects</b> The defibrillator has an 8" protrusion at a height of 57" a.f.f.</p> <p>See Photo Highway 6.</p>	307	20.6.1	<p>Place a fixed object under the defibrillator for cane detection.</p>	2	2	1	\$0
<p><b>Women's Bathroom</b> The door closes in only 3 to 4 seconds and has a locking mechanism that is 54" a.f.f.</p> <p>The soap dispenser is 4" too high and the towel dispenser is 7" too high.</p> <p>The water closet stall door lacks an interior pull device.</p> <p>See Photos Highway 7 and 8.</p>	404.2.8 404.2.7	26.9 26.11.2	<p>Modify/adjust the door closer that such that it takes at least 6 seconds to close. Lower the locking mechanism so that it is no more than 48" a.f.f. (<i>Note: The locking mechanism is marginally operable with a closed fist.</i>)</p>	3	2	1	\$0
	308	30.12	<p>Lower the dispensers to a height of no more than 42" a.f.f.</p>	3	2	1	\$0
	604.8.1	30.6.1	<p>Install an interior pull device at a height of between 36" to 48" a.f.f.</p>	3	2	1	\$10
<p><b>Men's Bathroom</b> The door closes in only 3 to 4 seconds and has a locking mechanism that is 54" a.f.f.</p> <p>The soap dispenser is 4" too high and the towel dispenser is 7" too high.</p> <p>The water closet stall door lacks an interior pull device.</p>	404.2.8 404.2.7	26.9 26.11.2	<p>Modify/adjust the door closer that such that it takes at least 6 seconds to close. Lower the locking mechanism so that it is no more than 48" a.f.f. (<i>Note: The locking mechanism is marginally operable with a closed fist.</i>)</p>	3	2	1	\$0
	308	30.12	<p>Lower the dispensers to a height of no more than 42" a.f.f.</p>	3	2	1	\$0
	604.8.1	30.6.1	<p>Install an interior pull device at a height of between 36" to 48" a.f.f.</p>	3	2	1	\$10

Total up to \$405

**Highway Garage Accessibility Assessment Photos**



Photo Highway 1



Photo Highway 2



Photo Highway 3



Photo Highway 4



Photo Highway 5



Photo Highway 6

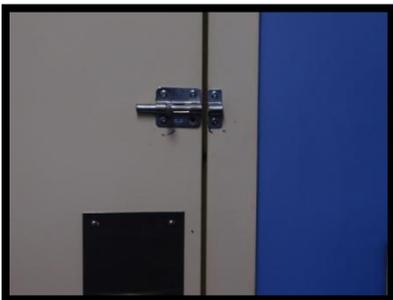


Photo Highway 7



Photo Highway 8

## **WATER POLLUTION CONTROL FACILITY**

**Description of Facility and Programs:** The Warren Water Pollution Control Facility (WPCF) consists of the treatment facility buildings and structures and a one-story masonry office building. The facility was constructed in 1989.

Although the Office Building is technically open to the public, all business, including billings, occur at the Shepard Building at the Sewer Commission Office on the 2<sup>nd</sup> floor. Board of Sewer Commission meetings also occur at the Shepard Building.



**Responsible Party:** Board of Selectmen and Board of Sewer Commissioners

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

#### **Office Building**

**Exterior.** There is no designated accessible parking on site. The only means of access into the building is via stairs. The stairs are deteriorated and have a railing on one side only. The railing lacks bottom extensions. An egress also has stairs with a railing on only one side with no bottom extension.

**Doors.** Doors have knob-style hardware, lack tactile designation signage, and have glass panes in excess of 43" a.f.f. Doors with closers have excessive operating forces and close too fast.

Drinking Fountain. The drinking fountain is “high” only with a water flow height of only ½” to 1”.

Reach Range. The following exceed the maximum reach range height of 48” a.f.f.: hallway coat racks (2), Lock-Out Safety holder, MSDS holder, first aid kit, defibrillator, light switches, and a hallway shelf.

Protruding Objects. The following are protruding objects as they extend more than 4” into the accessible route of travel between a height of 27” a.f.f. to 80” a.f.f.: hallway coat racks (2), Lock-Out Safety holder, MSDS holder, first aid kit, defibrillator, and a hallway shelf.

Men’s Bathroom. There is a ½” abrupt change in level surface at the doorway threshold and only 29½” of clear width at the doorway opening. The sink is ¾” too low and the piping lacks insulation. The mirror is 13½” too high. The towel dispenser is 10” too high. The water closet stall door has only 24” of clear width, opens in and not out, lacks a locking mechanism, lacks a coat hook, and has no pull devices. The water closet is 1” too low, is 24½” too close to the far wall, and lacks grab bars. The toilet paper dispenser is too far from the front of the water closet. The urinal is 5½” too high and the urinal flush control is 12” too high.

The shower has no accessible features. There is a 6” abrupt change in level surface into the shower. The shower coat hook and mirror are too high. The benches are too narrow and lack back support.

Women’s Bathroom. There is a ½” abrupt change in level surface at the doorway threshold and only 29½” of clear width at the doorway opening. The sink is ¾” too low and the piping lacks insulation. The mirror is 13½” too high. The towel dispenser is 9” too high. The soap dispenser is 10” too high. The water closet stall door has only 24½” of clear width, opens in and not out, is not fully self-closing, and lacks pull devices. The water closet is 1” too low, is 24½” too close to nearest wall or object in front of the water closet, and lacks grab bars. The toilet paper dispenser is too far from the front of the water closet.

The shower has no accessible features. There is a 6” abrupt change in level surface into the shower. The shower coat hook and mirror are too high. The benches are too narrow and lack back support.

#### Water Pollution Control Facility

The Office Building also contains a generator/boiler room, chemical room, laboratory, shop area, and a basement area. Doors in these areas lack tactile designation signage, have knob hardware, glass panes in excess of 43” a.f.f., and doorway clear widths of only 29”. A number of items are not within reach range. The stairs to the basement have open risers.

The WPCF includes the exterior buildings and structures which are used for the actual treatment of wastewater. These areas are not on an accessible route of travel and have numerous areas of non-compliance.

See Photos WPCF 1 – 8.

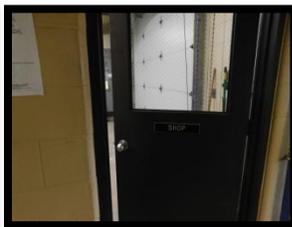
## Water Pollution Control Facility Photos



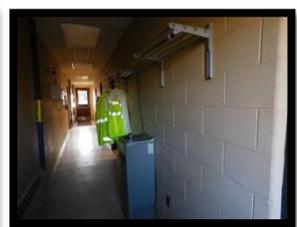
WPCF 1



WPCF 2



WPCF 3



WPCF 4



WPCF 5



WPCF 6



WPCF 7



WPCF 8

### Recommended Actions

As no public business is conducted at this facility and all WPCF personnel must meet strict physical requirements for the essential functions of their job, unless the current practices and policies change and the buildings are open to the general public to conduct business or to hold meetings, physical modifications would be limited to those required as a result of a reasonable accommodation request. It is recommended that "Public Notice" be placed on the Sewer Commission webpage and on the WPCF Office Building that the facility is closed to the public. Contact information for the Shepard Building Sewer Commission Office and the WPCF Chief Operator should be included on these notices and postings.

No modifications are required at the present time.

## **WARREN TRANSFER STATION**

**Function and Description of Facility and Programs:** The transfer station is a privately run facility on town-owned land through a lease arrangement. The facility is open to the public 2 days per week for a total of roughly 16 hours. The facility consists of a small employee building, a portable toilet, disposal bins (trash, paper, cans, plastics, bottles), a “swap” shed, a Salvation Army clothing drop box, and a walk-in container for metals and miscellaneous household items and construction materials.



**Responsible Party:** Board of Health and Board of Selectmen

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

#### Signage

There is no signage on how to ask for assistance for those requiring it.

#### Parking

The designated accessible parking lacks striping and has cross slopes of up to 3.6%.

#### Accessible Routes of Travel and Stairs

There are no accessible routes of travel to the Salvation Army drop box; swap shed; and the cans/bottles/plastics bin. The access to the cans/bottles/plastics bin is via stairs only. The stairs have open risers, have railings that are 4” to 5” too low, and lack top and bottom extensions.

#### Employee Office Building

There is a 1” abrupt change in level surface into the employee office building.

### Swap Shed

There is an 8" abrupt change in level surface into the swap shed building.

### Reach Range

The Salvation Army bin opening is 59" a.f.f. The paper and trash compactor bins are 50" to 52" a.f.f.

### Portable Toilet

The portable toilet is not accessible and is not on an accessible route of travel.

## **Transfer Station Accessibility Assessment**

General Description of Obstacle	2010 ADAAG	MAAB 521 CMR	Type of Action to be Taken	P	F	TF	Cost Estimate
<p><b>Signage</b> There is no signage on how to ask for assistance for those requiring it.</p>	NA	NA	Implement a policy providing assistance to those in need including those with mobility limiting disabilities. Install signage at the Transfer Station and provide information on the Town's website as to how those with mobility limiting disabilities can receive assistance as needed.	2	2	I	Up to \$250
<p><b>Parking</b> The designated accessible parking lacks striping and has cross slopes of up to 3.6%.  See Photo Transfer 1.</p>	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 an 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 no more than 10' in front of the space. The slopes should not exceed 2% in any direction.	2	3	N	Up to \$1,500
<p><b>Accessible Routes of Travel and Stairs</b> There are no accessible routes of travel to the Salvation Army drop box; swap shed; and the cans/bottles/plastics bin.  The access to the cans/bottles/plastics bin is via stairs only. The stairs have open risers, have railings that are 4" to 5" too low, and lack top and bottom extensions.  See Photos Transfer 2 and 3.</p>	403  403 405 505	22  22 24	Repave, regrade, and/or reconstruct the routes of travel to the various bins, swap shed, and drop box. The travel routes must be accessible with running slopes of no more than 5%, no greater than 1/4" unbeveled changes in level surface, and surfaces that are stable, firm, and slip resistant.  Construct a ramp to the shed entrance with a no greater than 8.3% running slope and no greater than 2.0% cross slope with paired railings (18" – 20" and 34" – 38" a.f.f.), a 60" level landing at the top even with the building entry threshold, and at least 48" width between railings <u>OR</u> grade the existing site to create an accessible walkway that has a running slope of no more than 5%, a no greater than 1/2" level surface change at the entrance, at least 48" in width, and a surface that is stable, firm, and slip resistant.	2  2	3  3	N  N	Up to \$2,500  Up to \$20,000
<p><b>Bin Heights</b> The Salvation Army bin opening is 59" a.f.f. The paper and trash compactor bins are 50" to 52" a.f.f.  See Photo Transfer 4.</p>	308	6.5 6.6	As feasible, provide bins within the maximum reach range of 48" under the 2010 ADA Standards. If not feasible, then signage must be posted on how to obtain employee assistance.	2	2	I	\$0

<p><b>Employee Shed</b></p> <p>The employee building lacks access due to a 1" abrupt change in level surface into the building.</p>	NA	NA	As this building is limited solely to employees who must meet certain physical standards to be able to lift and assist transfer station patrons, modifications to gain access into this building would only be required as a reasonable accommodation.	-	-	-	\$0
<p><b>Swap Shed</b></p> <p>There is 8" abrupt change to access the book shed.</p> <p>See Photos Transfer 5 and 6.</p>	403 405 505	22 24	Construct a ramp to the shed entrance with a no greater than 8.3% running slope and no greater than 2.0% cross slope with paired railings (18" – 20" and 34" – 38" af.f.), a 60" level landing at the top even with the building entry threshold, and at least 48" width between railings <u>OR</u> grade the existing site to create an accessible walkway that has a running slope of no more than 5%, a no greater than 1/4" level surface change at the entrance, at least 48" in width, and a surface that is stable, firm, and slip resistant.	1	3	N	Up to \$10,000
<p><b>Portable Toilet</b></p> <p>The portable toilet is not an accessible portable toilet and is not on an accessible route of travel.</p>	308.2 308.3 309.4 604 403	30.12 30.7.6 30.8.5 30.7.2 26.9 22	<p>Option 1: Post signage to restrict the use of the portable toilet to employees only.</p> <p>Option #2: Replace the existing portable toilet with an "ADA Compliant" toilet such that soap/towel dispensers are no more than 42" a.f.f.; the toilet paper dispenser s/b a minimum of 24" a.f.f. and s/b 7" min. to 9" max. in front of the water closet measured to the centerline of the dispenser; the height of the water closet s/b 17" to 19" a.f.f. to the top of the seat; the water closet s/b 18" from the nearest sidewall, at least 42" from the farthest sidewall, and 42" from the front of the water closet to the nearest wall or fixture; and a door closing speed that is at least 6 seconds. The accessible portable toilet must be placed on a level surface (less than 2.0% slope) and on an accessible route of travel with no abrupt changes in level surface of more than 1/4".</p>	3	2	I	\$0 to TBD

Total up to \$34,250+

**Transfer Station Accessibility Assessment Photos**



Photo Transfer 1



Photo Transfer 2



Photo Transfer 3



Photo Transfer 4



Photo Transfer 5



Photo Transfer 6

## **OLD TOWN HALL (2<sup>nd</sup> Level and Main Entrance)**

**Function and Description of Facility and Programs:** The 2<sup>nd</sup> Level and Main Entrance of the former Town Hall Building is currently not used by the town other than for miscellaneous storage. The Police Department occupies most of the first floor level of the building (See Police Station building assessment). The former Town Hall is a 2-story masonry structure with a clock and bell tower. The building was constructed in 1878 and is on the National Register of Historic Places.

The future use of this portion of the building is undetermined and has been vacant for many years. As a result, only a cursory assessment of general non-compliance is provided.



**Responsible Party:** Board of Selectmen

**General Description or Obstacle Which Limits Mobility or Access:** This section of the former Town Hall Building is predominately non-compliant under both the 2010 ADA Standards for Accessible Design and the 521 CMR Massachusetts Architectural Access Board Regulations.

### Exterior Stairs

The front entrance exterior stairs (Milton O. Fountain Way) have railings that are not round or oval in shape, lack top and bottom extensions, and are 3" too low. The stairs have 8" risers, which are 1" too high, have gaps, areas of deterioration, and have unbeveled nosings. [See Photo Town Hall 1.](#)

### Interior Doors

Interior lobby and Level 2 doors (including the stage area) have non-compliant knob-style hardware (23 doors) and lack tactile designation signage (25 locations). In addition, up to 7 doorways, including double doors have clear widths of only 27½" to 30½", which is less than the minimum required 32". Up

to 5 doors on the 2<sup>nd</sup> level have glass panes that are up to 55" a.f.f., which is 12" too high. [See Photos Town Hall 2 and 3.](#)

### Interior Stairs

The front entrance stairs between Levels 1 and 2 have railings that lack top and bottom extensions and are 1" to 3" too low. In addition, the interior railings are 1½" too wide and are not fully continuous. [See Photos Town Hall 4 and 5.](#)

The Level 2 stairs to the offices near the front entrance stairs have railings that are too low, up to 1½" too wide, and lack extensions. [See Photos Town Hall 6 and 7.](#)

The stairs to the Balcony area have railings that lack top and bottom extensions and are 1" to 3" too low. In addition, the interior railings are 1½" too wide and are not fully continuous. [See Photos Town Hall 8 and 9.](#)

The stairs to the Clock Tower have risers that are open not closed and are 4" too high. There is a railing on one side only. The railing is rectangular in shape (not round or oval), lacks extensions, and is 1" too low.

The stairs to the stage from the assembly area have non-compliant open risers that are also ¼" to ½" too high. The single railing (not on both sides) is rectangular in shape, lacks top and bottom extensions, and is 7" to 12" too low. [See Photo Town Hall 10.](#)

The side stairs from behind the stage have risers that are ¼" to ½" too high and lack railings. [See Photo Town Hall 11.](#)

### Miscellaneous

Some doorway thresholds are up to ¾" in height. A number of light switches are not within the minimum required reach range of 48" a.f.f. including some that are operable via pull chains which require the use of fingers and pinching. [See Photos Town Hall 12 and 13.](#)

### Bathrooms

The bathrooms have insufficient doorway clear width to enter as well as at the accessible stall doors. The sinks lack knee clearance, have piping that is not wrapped or insulated, and faucets that require pinching and twisting of the wrist. There is no maneuverability at the sinks and men's urinal. Dispensers, light switches, and mirrors are too high. Light switches are operable via pull chains which require the use of fingers and pinching. The accessible stall doors are not self-closing and lack interior pull devices. The water closets are too low; have insufficient near wall, far wall, and front water closet clear widths; and lack grab bars. [See Photos Town Hall 14, 15, and 16.](#)

### Internal Routes of Travel

There is no accessible route of travel from the assembly area to the stage. Vertical access is required via a ramped approach or a wheelchair platform lift.

There is no internal accessible route of travel between Level 1 and Level 2. Under most construction options, additional compliance requirements would be triggered and in the case of an elevator or limited use elevator, full code compliance under 521 CMR due to the cost of the renovations vs. the value of the building would also be required. Vertical access modifications will also trigger additional

structural, electrical, mechanical, fire alarm and 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. It will also be necessary to stabilize the building with any future renovations, expansions, and modifications.

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 (as applicable), construction costs will be considerable. This does not account for and include the costs for the previously identified areas of accessible non-compliance pertaining to the exterior and interior stairs and railings, interior doors, bathrooms, and various other items. As the Town Hall Building is on the National Register of Historic Places, consultation with the local and state historic will be required. The project architect may also need to consult with 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.

**Town Hall Building (2<sup>nd</sup> Level and Main Entrance) Accessibility Assessment Photos**



Photo Town Hall 1



Photo Town Hall 2

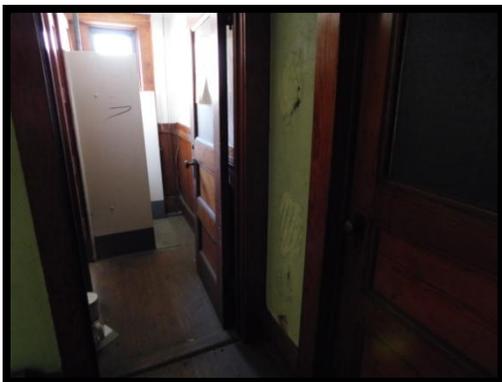


Photo Town Hall 3

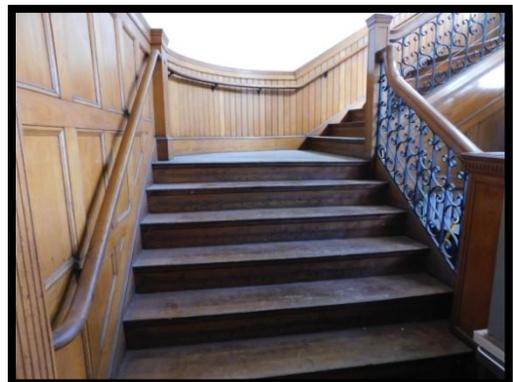


Photo Town Hall 4



Photo Town Hall 5

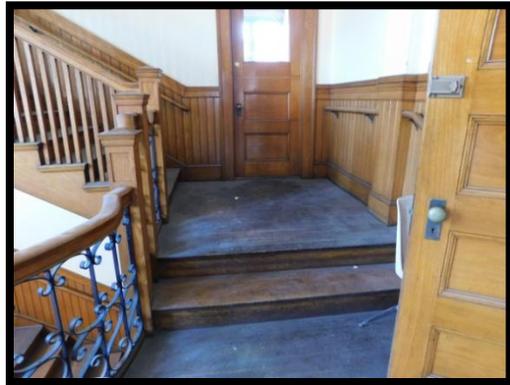


Photo Town Hall 6



Photo Town Hall 7

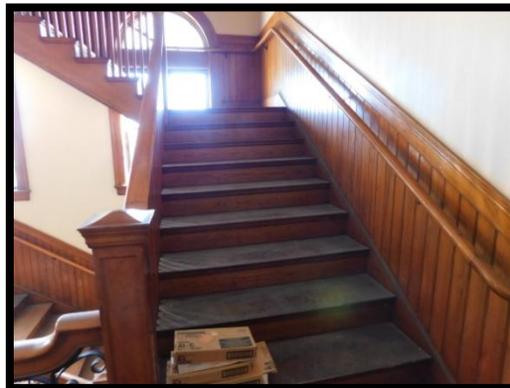


Photo Town Hall 8



Photo Town Hall 9



Photo Town Hall 10



Photo Town Hall 11



Photo Town Hall 12



Photo Town Hall 13



Photo Town Hall 14



Photo Town Hall 15

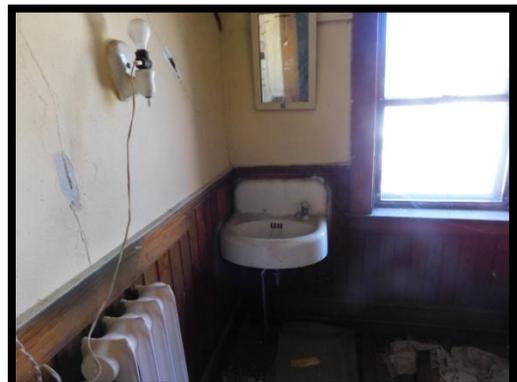


Photo Town Hall 16

## **XV. RECREATIONAL FACILITIES ASSESSMENTS**

Preface

Town Common

Civil War Memorial – Town Center

Veteran’s Park – West Warren

McWhirter Park

School Street Memorial Park

Tyler Memorial Park

Lucy Stone Park

Cutter Park

Hobo Gendron – Dean Park

## **PREFACE**

### Active Recreational Facilities and Public Spaces

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.

### Passive Recreation and Conservation Areas

Passive recreation and conservation areas are not fully addressed under 521 CMR and the 2010 ADA Standards unless there are developed facilities or services provided at a site. This would include such things as picnic tables, grilling stations, benches, and constructed walkways. If parking is provided and access is available, then parking must also be compliant. An unimproved trail through a wooded area or field would not need to be made “accessible” unless formal construction modifications or improvements were undertaken at that site. In most cases, compliance with 521 CMR and the 2010 ADA Standards in conservation and passive recreation areas, would be technologically infeasible or would result in excessive and unreasonable costs without any substantial benefit to persons with disabilities.

### 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 there is 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. See Section XI for a more detailed discussion of Accessible Routes and Playground Surfacing Materials.

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 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.*

**Recreational Facilities Accessibility Improvements Cost Estimates**

The cost estimates provided for each recreational 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.

## **TOWN COMMON**

**Function and Description of Facility and Programs:** The Town Common serves as a passive recreational area, green space, and location for civic events and activities ranging from concerts, farmer's markets, and other local events. The common contains parking, a gazebo, 4 picnic tables, 5 benches, lawn area, and a paved walkway to a bench and picnic table as well as up to and into the gazebo.



**Responsible Party:** Board of Selectmen

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

#### Parking

The designated accessible parking lacks signage and has an access aisle that is not consistently 8 feet wide (for a van).

#### Accessible Route of Travel

The initial roughly 6' of walkway from the parking to the Common has a running slope of up to 6.0%. The initial approximately 8 feet of asphalt walkway from the sidewalk to the gazebo has a running slope of up to 10.4%. There is up to a 1" abrupt change in level surface at the transition of asphalt walkway and granite edging at the gazebo entrance.

#### Gazebo

The gazebo stairs have risers that are not uniform in height and vary in height from 7¾" to 8¼", which exceed the maximum of 7". The stair tread nosings are unbeveled.

The stair railings vary in height from 39" to 41" a.f.f. to the top of the gripping surface, which is 1" to 3" too high. The railings are not round or oval in shape and lack top and bottom extensions.

#### Picnic Tables and Benches

Although there is one accessible picnic table on an accessible route of travel and one bench with a level area for a wheelchair both near the gazebo, none of the remaining 3 picnic tables and 4 benches

scattered throughout the rest of the Common are on an accessible route of travel. An accessible route of travel to one bench and to an accessible picnic table at the opposite end of the Common from the gazebo should be provided.

**Portable Accessible Toilet**

As the assessment of this facility occurred in winter, there were no portable toilets on site. If a portable toilet is provided, it must be “ADA compliant” and adhere to the provisions as detailed in Chapter IX of this plan. The portable accessible toilet must also be placed on a level surface and on an accessible route of travel.

**Town Common 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>
<p><b>Parking</b> The designated accessible parking lacks signage and has an access aisle that is not consistently 8 feet wide (for a van).  See Photo Town Common 1.</p>	502 703.7.2	23	Re-stripe the existing parking space so that both the parking space and access aisle are 8’ in length. 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. “Van accessible” signage should also be provided.	1	2	I	Up to \$250
<p><b>Accessible Route of Travel, Benches, and Picnic Tables</b> The initial roughly 6’ of walkway from the parking to the Common has a running slope of up to 6.0%, which exceeds the maximum of 5.0% for a walkway. The initial approximately 8’ of asphalt walkway from the sidewalk to the gazebo has a running slope of up to 10.4%. There is up to a 1” abrupt change in level surface at the transition of asphalt walkway and granite edging at the gazebo entrance.  Although there is one accessible picnic table on an accessible route of travel and one bench with a level area for a wheelchair both near the gazebo, none of the remaining 3 picnic tables and 4 benches scattered throughout the rest of the Common are on an accessible route of travel.  See Photos Town Common 2 and 3.</p>	303 402 403  303 402 403 221.2 802.1	20 22  20 22 14 19	<p>An accessible route of travel needs to be provided to all areas available to the public. Reconstruct the non-compliant segments of asphalt walkway from the parking lot and from the sidewalk such that the running slopes do not exceed 5.0%. Grind and/or modify the granite edging at the gazebo so the change in level surface is no greater than ¼” if unbeveled or between ¼” and ½” if beveled w/a slope of no greater 1:2.</p> <p>Provide an accessible route of travel to one bench and one accessible picnic table at the end of the Common opposite the gazebo. The accessible route of travel must be compliant with width (48” per 521 CMR) and slope (2% max. cross, 5% max. running) requirements as well as changes in level surface (no &gt; than ¼” unbeveled or between ¼” and ½” beveled w/a slope of no &gt; 1:2). Provide a level area for a wheelchair next to the bench. 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. Construction options include compacted stone dust, asphalt or similar surfaces that meet the requirement of stable, firm, and slip resistant. Costs will vary depending on material used. The picnic table must have a minimum of 27” knee height, 30” clear width, and 19” of knee depth.</p>	2  2	3  3	N  N	Up to \$2,500  Up to \$1,500



## **CIVIL WAR MEMORIAL – WARREN CENTER**

**Function and Description of Facility and Programs:** The Civil War Memorial is located in the downtown of Warren Center. The Memorial was erected by the Town of Warren to the memory of its soldiers and sailors who served in the Civil War (1861 – 1865). There is a concrete walkway leading to and around the monument.



**Responsible Party:** Board of Selectmen

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

The initial 8 feet of the walkway to the monument has a running slope of up to 11.8%, followed by a 12 feet segment with a running slope of up to 12.0%. The concrete pad walkway (roughly 50 feet in length) around the monument has cross slopes of 4.0% to 7.4%, abrupt changes in level surface of up to 2", and overall heaving of the concrete pads.

## Civil War Memorial – Warren Center 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>
<p><b><u>Accessible Route and Benches</u></b></p> <p>The initial 8 feet of the walkway to the monument has a running slope of up to 11.8%, followed by a 12 feet segment with a running slope of up to 12.0%. The concrete pad walkway (roughly 50 feet in length) around the monument has cross slopes of 4.0% to 7.4%, abrupt changes in level surface of up to 2", and overall heaving of the concrete pads.</p> <p>See Photos Civil War 1, 2, 3, 4, and 5.</p>	303 402 403	20 22	<p>Reconstruct the entirety of the existing approximately 70 foot concrete walkway.</p> <p>The newly constructed concrete walkway should be a minimum of 48" wide with 36" clear width and have no more than a 2% cross slope and 5% running slope. The walkway surface should have no greater than a ¼" change in level surface or between ¼" and ½" beveled change with a slope no greater than 1:2.</p>	2	3	N	Up to \$25,000

Total up to \$25,000

## Civil War Memorial – Warren Center Accessibility Assessment Photos



Photo Civil War 1



Photo Civil War 2



Photo Civil War 3



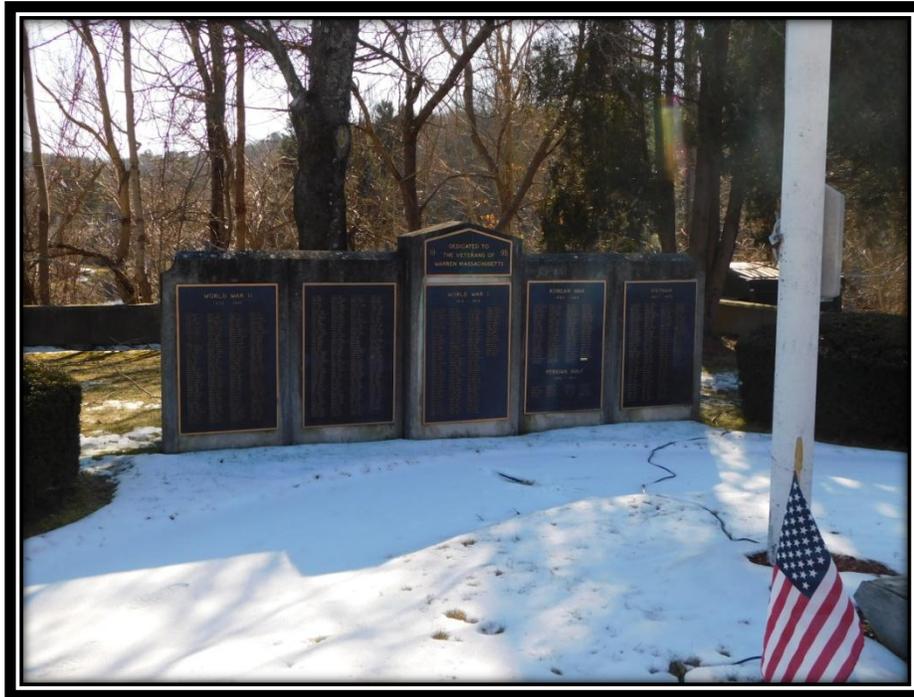
Photo Civil War 4



Photo Civil War 5

## **VETERANS PARK – WEST WARREN**

**Function and Description of Facility and Programs:** The Veterans Park in West Warren contains monuments for those who lost their lives in World War I, World War II, Korean War, and the Vietnam War. In addition, there is a monument for those were recipients of a Purple Heart medal. The park consists of a concrete walkway to the World War I, World War II, Korean War, and the Vietnam War monuments as well as to 4 benches.



**Responsible Party:** Board of Selectmen

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

The first concrete pad of the walkway to Veteran's Park from the sidewalk is severely deteriorated resulting in an uneven surface with abrupt changes in level surface of up to 1". The second concrete pad from the sidewalk has a running slope of up to 5.6%, which exceeds the maximum of 5.0% for a walkway. The circular interior walkway has abrupt changes in level surface of up to 2" and gaps in concrete of up to 2". Segments of the circular walkway on the Eagles Building side have sunken and heaved resulting in cross slopes of up to 6.0%.

There is no accessible route of travel to the Purple Heart monument.

There are no level areas for a wheelchair at the benches.

## Veterans Park – West Warren 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>
<p><b><u>Accessible Route and Benches</u></b></p> <p>The first concrete pad of the walkway to Veteran’s Park from the sidewalk is severely deteriorated resulting in an uneven surface with abrupt changes in level surface of up to 1”. The second concrete pad from the sidewalk has a running slope of up to 5.6%, which exceeds the maximum of 5.0% for a walkway. Accessible routes of travel with running slopes in excess of 5.0% and up to 8.3% are considered “ramps” and require paired railings.</p> <p>The circular interior walkway has abrupt changes in level surface of up to 2” and gaps in concrete of up to 2”. Segments of the circular walkway on the Eagles Building side have sunken and heaved resulting in cross slopes of up to 6.0%.</p> <p>There is no accessible route of travel to the Purple Heart monument.</p> <p>There are no level areas for a wheelchair at the benches.</p> <p>See Photos Veterans Park 1 and 2.</p>	303 402 403 221.2 802.1	20 22 14 19	<p>Reconstruct the entirety of the existing approximately 100 foot concrete walkway to the World War I, World War II, Korean War, and the Vietnam War monuments and extend the walkway to the Purple Heart monument (approximately 20 feet).</p> <p>The newly constructed concrete walkway should be a minimum of 48” wide with 36” clear width and have no more than a 2% cross slope and 5% running slope. The walkway surface should have no greater than a ¼” change in level surface or between ¼” and ½” beveled change with a slope no greater than 1:2.</p> <p>Create a wheelchair space next to at least one of the benches. The wheelchair 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.</p>	2	3	N	Up to \$5,000+

Total up to \$5,000+

## Veterans Park – West Warren Accessibility Assessment Photos



Photo Veterans Park 1



Photo Veterans Park 2

**McWHIRTER PARK**

**Description of Facilities:** McWhirter Park is a small neighborhood park located at Main and Albany Streets in West Warren. The park consists of 2 picnic tables; a memorial, and a bench.



**Responsible Party:** Board of Selectmen, Parks and Recreation Commission

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

There is no accessible route of travel to the memorial and bell, picnic tables, and bench. The picnic tables lack knee depth. There is no level area for a wheelchair at the bench.

**McWhirter Park Accessibility Assessment**

<b>General Description of Obstacle</b>	<b><u>2010</u> <u>ADAAG</u></b>	<b><u>MAAB</u> <u>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</u> <u>Estimate</u></b>
<p><b><u>Accessible Route of Travel</u></b>                      There is no accessible route of travel to the bench, picnic tables and memorial/bell. There is no level area for a wheelchair at the bench</p> <p>See Photo McWhirter 1.</p>	402 403 221.2 802.1	20 22 14 19	Create an accessible walkway compliant with width (48" wide with minimum 36" clear width) and slope requirements (2% maximum cross, 5% maximum running) to the bench, monument/bell, and to at least one (accessible) picnic table. Create a wheelchair area next to the bench. The wheelchair 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. Construction options include compacted stone dust, asphalt or similar surfaces that meet the requirement of stable, firm, and slip resistant.	2	3	N	\$1,200 to \$2,000

<p><b>Picnic Tables</b> The picnic tables lack knee depth and are not on an accessible route of travel.  See Photo McWhirter 2.</p>	226.1 902	19	Provide at least one picnic table that is accessible which has the required 27" knee height, 30" clear width, and 19" knee depth and located on an accessible route of travel.	2	2	1	\$750
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Total up to \$2,750+

**McWhirter Park Accessibility Assessment Photos**



Photo McWhirter 1



Photo McWhirter 2

**SCHOOL STREET MEMORIAL PARK**

**Function and Description of Facility and Programs:** The School Street Memorial Park is a small neighborhood park at the corner of Main and School Streets. The park contains a monument dedicated to those who fought in World War I as well as 2 stone benches.



**Responsible Party:** Board of Selectmen

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

There are no accessible routes of travel to the monument or to the benches. There are no level areas for a wheelchair at the benches.

**School Street 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>
<b>Accessible Route and Benches</b> There are no accessible routes of travel to the monument or to the benches. There are no level areas for a wheelchair at the benches.	402 403 221.2 802.1	20 22 14 19	Create an accessible walkway compliant with width (48" wide with minimum 36" clear width) and slope requirements (2% maximum cross, 5% maximum running) to at least one bench and to the monument. Create a wheelchair area next to the bench. The wheelchair 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. Construction options include compacted stone dust, asphalt or similar surfaces that meet the requirement of stable, firm, and slip resistant.	2	3	N	Up to \$2,500+

Total up to \$2,500+

## **TYLER MEMORIAL PARK**

**Function and Description of Facility and Programs:** Tyler Memorial Park is an undeveloped and unimproved site that is not open to the public and is houses the water tower for the water district. Access is limited to an unimproved gravel road which is secured by a gate. The surrounding area is wooded with no improvements. Unless public access including formal parking and improvements are initiated, no further action is required at the present time. [See Photos below.](#)

**Responsible Party:** Board of Selectmen, Water District (private)



## **LUCY STONE PARK**

**Function and Description of Facility and Programs:** Lucy Stone Park is a small passive recreation park located near downtown Warren on Old West Brookfield Road. The park provides visual and physical access to the Quaboag River and also is a connector to the Upper Quaboag Blue Trail. The park consists of parking, an informational kiosk, a stone dust walkway, 2 benches, and 2 picnic tables. The site has been re-planted with both native and pollinator shrubs and flowers.



**Responsible Party:** Board of Selectmen, Conservation Commission

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

#### Parking

The designated accessible parking has signage that is too low, is not van accessible, lacks striping, and at the time of assessment had excessive changes in level surface due to piled stone dust in the parking area.

#### Accessible Route of Travel, Benches, and Picnic Tables

The stone dust walkway from the parking to the river's edge has loose fines and is not fully compacted. The roughly 55 foot sloped approach from the parking to the area along the river has running slopes that vary up to 11% and cross slopes that vary up to 6.0%. There is no accessible route of travel to the stone bench and to the bench near the river. The picnic table is not accessible compliant.

There is no accessible route of travel to the picnic table and bench located on the grassed upper area adjacent to the parking. The picnic table is not accessible compliant.

## Lucy Stone 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>
<p><b>Designated Accessible Parking</b></p> <p>The designated accessible parking signage is 42" a.f.f. at the bottom of the sign, which is 18" too low. The parking lacks striping, and at the time of assessment had excessive changes in level surface due to piled stone dust in the parking area.</p> <p>See Photos Lucy Stone 1 and 2.</p>	502 703.7	23	<p>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). If properly compacted, graded, and maintained, the existing stone dust material may be considered as a usable parking and access aisle surface. The parking and access aisle should be striped or marked. The running and cross slopes of both the parking space and access aisle should not exceed 2% in any direction.</p> <p>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. Van accessible signage should be provided.</p>	1	2	I	Up to \$100
<p><b>Accessible Route of Travel and Amenities</b></p> <p>The stone dust walkway from the parking to the river's edge has loose fines and is not fully compacted. The roughly 55 foot sloped approach from the parking to the area along the river has running slopes that vary up to 11% and cross slopes that vary up to 6.0% (<i>Note: The maximum running slope for a walkway is 5.0% and the maximum cross slope is 2.0%</i>).</p> <p>There is no accessible route of travel to the stone bench and to the bench near the river or to the bench and picnic table on the upper grass area. In addition, there are no level areas for a wheelchair at the benches and the picnic tables are not accessible compliant.</p> <p>See Photos Lucy Stone 3, 4, 5, and 6.</p>	303 402 403 221.2 226.1 802.1 902	14 19 20 22	<p>In order to create a compliant accessible route of travel from the parking to the river's edge would require a switchback sloped walkway. The means and cost to do this would be excessive in cost and would also eliminate the various shrubs and pollinator plants that have been planted on the slope from the upper level.</p> <p>It would also be difficult to create a complaint accessible route to the bench at the river's edge due to the terrain as well as due to the proximity to the river.</p> <p><u>Recommendation</u></p> <p>In order to achieve the same visual and audible experience of the river, construct an accessible route of travel compliant with width (48" with 36" clear width) and slope (2% max. cross, 5% max. running) requirements on the upper level grassed area adjacent to the parking. A suitable construction material for the accessible route would be compacted stone dust as long as it is regularly maintained to meet the requirement of stable, firm, and slip resistant with no abrupt changes in level surface.</p> <p>The accessible route should continue for a distance of 50 to 75 feet with a turnaround. A bench with a level area for a wheelchair should be provided along this walkway as well as an accessible picnic table.</p> <p>The wheelchair companion area at the bench 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.</p> <p>The picnic table must have a minimum of 27" knee height with 30" clear width and a minimum of 19" knee depth.</p>	1	2,3	I	Up to \$2,000

Estimated Total Cost: Up to \$2,100

**Lucy Stone Park Accessibility Assessment Photos**



Photo Lucy Stone 1



Photo Lucy Stone 2



Photo Lucy Stone 3



Photo Lucy Stone 4



Photo Lucy Stone 5



Photo Lucy Stone 6

## **CUTTER PARK**

**Description of Facilities:** Cutter Park is a roughly 1.6 acre recreational facility located on Main Street (Route 67) between Warren and West Warren. Although it is considered to be a neighborhood park, its diversity of components, visibility, and location make it a town-wide resource. The park consists of 3 picnic tables; a playscape; 2 sets of swings (one with 4 swings and one with 5 swings); a jungle gym; a wheel spinner play component; 2 slides; and a baseball field with players benches and bleachers.



**Responsible Party:** Board of Selectmen, Parks and Recreation Commission

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

#### Parking

There is no on-site designated accessible parking. The only available parking is on an adjacent privately owned parcel of land. The surface of that parcel is sand, dirt, and gravel. There is no accessible route of travel from the adjacent parking to Cutter Park.

#### Playground Equipment and Related Amenities

Although there is a paved accessible route of travel to the various play components and picnic tables, the accessible route does not fully extend around the play components. There is no accessible route of travel to the large playscape with pea stone being the sole surface to and around the playscape. The initial 10 feet of paved walkway from Main Street/Route 67 into the park has a running slope that varies from 5.5% to 9.0%, which exceeds that for both a walkway (5.0% maximum) and a ramp (8.3% maximum).

None of the play components, including the swings and playscape, have accessible features.

None of the 3 picnic tables are accessible as the 2 metal picnic tables have only 16” of knee depth. The wooden picnic table has only 26¼” of knee clearance and only 11” of knee depth.

**Baseball Field**

There is no accessible route of travel to the baseball field, player’s benches, and bleacher seating. There are no level areas for a wheelchair at the bleacher seating.

**Portable Accessible Toilet**

As the assessment of this facility occurred in winter, there were no portable toilets on site. If a portable toilet is provided, it must be “ADA compliant” and adhere to the provisions as detailed in Chapter IX of this plan. The portable accessible toilet must also be placed on a level surface and on an accessible route of travel.

**Cutter Park 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>
<p><b><u>Parking</u></b> There are no designated accessible parking spaces inclusive of access aisle and signage.</p>	502 703.7.2	23	Construct, stripe and designate at least one van accessible parking space and one passenger vehicle accessible parking space. The van accessible space s/b at a width of either 11’ with a 5’ access aisle or 8’ wide parking space with an 8’ access aisle (2010 ADA Standards). The passenger vehicle accessible space s/b 8’ wide with a 5’ 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. Van accessible signage s/b provided at the van accessible space. Slopes for the parking and access aisles should not exceed 2.0% in any direction.	1	3	L	Up to \$25,000+
<p><b><u>Playground Equipment</u></b> There is no accessible route of travel fully around the playground equipment and to and around the playscape. The initial 10 feet of paved walkway from Main Street/Route 67 into the park has a running slope that varies from 5.5% to 9.0%, which exceeds the maximum of 5.0% for a walkway and 8.3% for a ramp with paired railings.</p>	206 402 403	20 22	Construct an accessible route of travel fully around the playground equipment and to and around the playscape. The accessible route of travel must be compliant with width (48” per 521 CMR) and slope (2% max. cross, 5% max. running) requirements as well as changes in level surface (no > than ¼” unbeveled or between ¼” and ½” beveled w/a slope of no > 1:2). Construction options include compacted stone dust, asphalt or similar surfaces that meet the requirement of stable, firm, and slip resistant. Costs will vary depending on material used.	2	3	L	TBD – up to \$35K+
<p>None of the playground equipment (swings, play components, playscape) is accessible. Pea stone is the only surface within the fall zone of the playscape.</p>	1008	19	Reconstruct the asphalt walkway from Main Street/ Route 67 such that the walkway running slope does not exceed 5.0% and the cross slopes do not exceed 2.0%.  “Fully accessible” playscape and ground components should be considered. See Photos Cutter 6 and 7 for examples of accessible play equipment. Play area ground surfaces immediately around play components and in the fall zone must comply with ASTM F 1951 and ASTM F 1292. This may include regular wood chips, rubberized matting, shredded rubber and engineered wood fiber, pour-in-place, rubber mats/tiles, and artificial grass with rubber in-fill. Costs will vary significantly depending on material used.	2	3	L	TBD – up to \$125K+

<p>None of the 3 picnic tables are accessible as the 2 metal picnic tables have only 16" of knee depth, which is 3" too shallow. The wooden picnic table has only 26 1/4" of knee clearance, which is 3/4" too short and only 11" of knee depth, which is 8" too shallow.</p> <p>See Photos Cutter 1, 2, 3, 4, and 5.</p>	<p>226 902 206 402 403</p>	<p>19 20 22</p>	<p>Provide at least one picnic table that has a minimum of 27" knee clearance, 30" clear width, and 19" of knee depth. The picnic table must also be on an accessible route of travel.</p>	<p>2</p>	<p>2</p>	<p>I</p>	<p>\$750</p>
<p><b>Baseball Field</b></p> <p>There is no accessible route of travel to the baseball field, player's benches, and bleacher seating. There are no level areas for a wheelchair at the bleacher seating.</p> <p>See Photo Cutter 8.</p>	<p>206 402 403 221 802</p>	<p>20 22 14 19</p>	<p>An accessible route of travel needs to be provided to all areas available to the public. Construct an accessible route of travel fully to the ball field, player's seating, bench, and bleachers. Create an approach and level wheelchair area next to the bleachers. 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.</p> <p>The accessible route of travel must be compliant with width (48" per 521 CMR) and slope (2% max. cross, 5% max. running) requirements as well as changes in level surface (no &gt; than 1/4" unbeveled or between 1/4" and 1/2" beveled w/a slope of no &gt; 1:2). Construction options include compacted stone dust, asphalt or similar surfaces that meet the requirement of stable, firm, and slip resistant. Costs will vary depending on material used.</p>	<p>2</p>	<p>3</p>	<p>L</p>	<p>TBD – up to \$7,500</p>

Total up to \$193,250+

**Cutter Park Accessibility Assessment Photos**



Photo Cutter 1



Photo Cutter 2



Photo Cutter 3



Photo Cutter 4



Photo Cutter 5



Photo Cutter 6



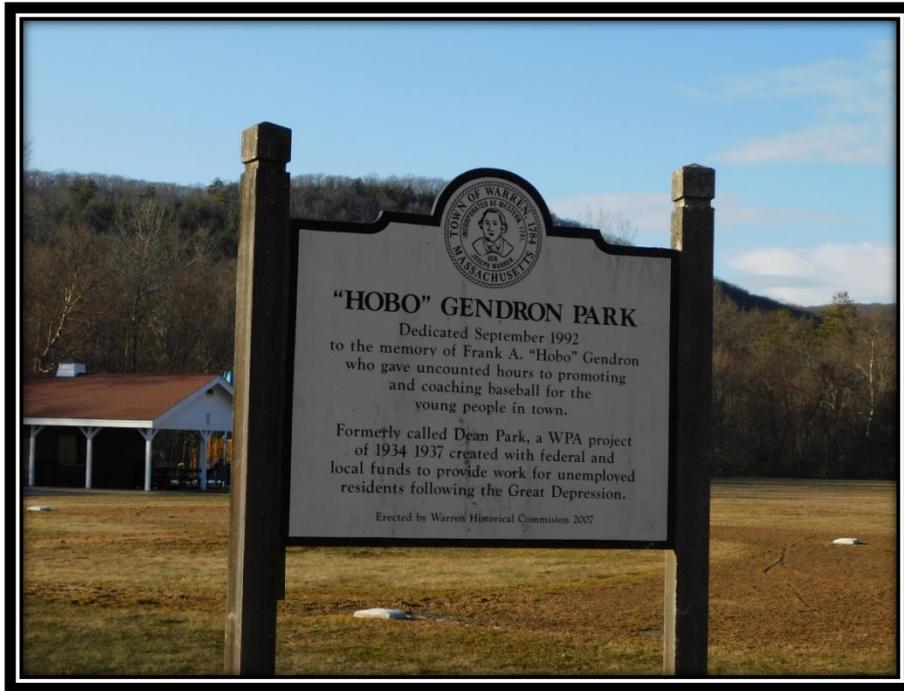
Photo Cutter 7



Photo Cutter 8

## **“HOBO” GENDRON (a.k.) DEAN PARK**

**Description of Facilities:** Hobo Gendron Park is a town-wide recreational complex in West Warren that was originally constructed in 1937 under the Works Progress Administration. The park was substantially rehabilitated in the late 1990’s – 2000’s using Federal HUD Community Development Block Grant funds. The roughly 14.0 acre site consists of parking, 2 baseball fields with player’s and bleacher seating, a basketball court, a playground area with multiple playscapes and play components, picnic tables, benches, and a building that houses a concession stand and bathrooms.



**Responsible Party:** Board of Selectmen, Parks and Recreation

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

### Parking

The designated accessible parking spaces are van accessible, but lack “van accessible” signage.

### Accessible Routes of Travel

There are no accessible routes of travel from the parking to the 2 baseball fields, baseball field player’s dugouts and seating, and baseball field bleachers. There are no level areas for a wheelchair at the bleachers.

There are up to 9” abrupt changes in level surface into the dugouts at the baseball field closest to the parking and up to 2” abrupt changes in level surface into the dugouts at the farther located baseball field.

The concrete walkway is sunken along the rear of the bathroom/concession building resulting in abrupt changes in level surface of up to 1" and gaps between concrete and asphalt of up to 2". There are also abrupt changes in level surface between concrete pads near the wall mounted electric meter and near the men's bathroom. Due to the heaving, running slopes of the walkway vary up to 7.8% and cross slopes vary up to 5.4%.

There is also heaving of the concrete sidewalk near the playground resulting in cross slopes of up to 6.2% and abrupt changes in level surface of up to 2".

The concrete pad for the bench near the playground is heaving resulting in cross slopes of 3.0% to 4.8%, including the level area for a wheelchair. There are also up to 2" abrupt changes in level surface between concrete pads.

#### Playground

There is no accessible route of travel fully around the playground area and to the play equipment and ground components. Woodchips are the sole surface treatment around the play equipment. There are no accessible play components.

#### Picnic Tables

Although there are some picnic tables located on an accessible route of travel and on a level surface, none of the tables provide compliant knee depth.

#### Protruding Objects

An electric meter located on the bathroom/concession building is a protruding object as it extends 6" beyond a fixed pole beneath it at a height of 51" a.f.f.

#### Concession Area

The entrance door to the concession area and the interior door to the storage area lack tactile designation signage. One of the piping shut-offs for the sink is not wrapped, guarded or insulated.

#### Bathrooms

Men's and Women's Bathrooms. The doors to the men's and women's bathrooms lack tactile designation signage. The mirrors are 9" to 10" too high. The water closets have flush controls that are on the wrong side. The water closets are 1" to 1 1/2" too far from the near wall. The side and rear grab bars are 1/2" too high.

Women's Bathroom Only. One of the piping shut-offs for the sink is not wrapped, guarded or insulated. At the time of the assessment the water for the building was not in service so the self-closing faucets of the sink could not be measured.

Men's Bathroom Only. The toilet paper dispenser is 2" to 4" too far from the front of the water closet.

## "Hobo" Gendron (a.k.a.) Dean Park 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>
<p><b>Parking</b></p> <p>The designated accessible parking spaces are van accessible, but lack "van accessible" signage.</p>	502.6 703.7.2	23	Provide "van accessible" signage.	1	2	I	\$50
<p><b>Accessible Routes of Travel</b></p> <p>There are no accessible routes of travel from the parking to the 2 baseball fields, baseball field player's dugouts and seating, and baseball field bleachers. There are no level areas for a wheelchair at the bleachers.</p> <p>There are up to 9" abrupt changes in level surface into the dugouts at the baseball field closest to the parking and up to 2" abrupt changes in level surface into the dugouts at the farther located baseball field.</p> <p>The concrete walkway is sunken along the rear of the bathroom/concession building resulting in abrupt changes in level surface of up to 1" and gaps between concrete and asphalt of up to 2". There are also abrupt changes in level surface between concrete pads near the wall mounted electric meter and near the men's bathroom. Due to the heaving, running slopes of the walkway vary up to 7.8% and cross slopes vary up to 5.4%.</p> <p>There is also heaving of the concrete sidewalk near the playground resulting in cross slopes of up to 6.2% and abrupt changes in level surface of up to 2".</p> <p>The concrete pad for the bench near the playground is heaving resulting in cross slopes of 3.0% to 4.8%, including the level area for a wheelchair. There are also up to 2" abrupt changes in level surface between concrete pads.</p> <p>See Photos Hobo 1, 2, 3, 4, 5, 6, 7, 8, and 9.</p>	303 402 403 221.2 802.1	20 22 14 19	<p>An accessible route of travel needs to be provided to all areas available to the public:</p> <ul style="list-style-type: none"> <li>Construct an accessible route of travel to the 2 baseball fields, baseball field player's dugouts and seating, and baseball field bleachers.</li> <li>Replace the existing concrete walkway near the concession stand/bathrooms and playground with a new concrete walkway. Replace the concrete pads or grind the concrete near the electric meter and men's bathroom to eliminate the abrupt changes in level surface.</li> </ul> <p>The accessible routes of travel must be compliant with width (48" per 521 CMR) and slope (2% max. cross, 5% max. running) requirements as well as changes in level surface (no &gt; than ¼" unbeveled or between ¼" and ½" beveled w/a slope of no &gt; 1:2). Construction options for the new walkways include compacted stone dust, asphalt or similar surfaces that meet the requirement of stable, firm, and slip resistant. Access into the dugouts will require the construction of a sloped incline approach that does not exceed the maximum 5% running slope. Costs will vary depending on material used.</p> <p>Create a wheelchair space next to the baseball field bleacher seating. The wheelchair 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.</p>	2	3	N	Up to \$35,000+
<p><b>Playground</b></p> <p>There is no accessible route of travel fully around the playground area and to the play equipment and ground components. Woodchips are the sole surface treatment around the play equipment.</p>	206 402 403	20 22 14	An accessible route of travel needs to be provided to all areas available to the public. Construct an accessible route of travel fully around the playground area and to the playground equipment. The accessible route of travel must be compliant with width (48" per 521 CMR) and slope (2% max. cross, 5% max. running) requirements as well as changes in level surface (no > than ¼" unbeveled or between ¼" and ½" beveled w/a	2	3	N	Up to \$12,500

<p>There are no accessible play components.</p> <p>See Photos Hobo 10 and 11.</p>	1008	19	<p>slope of no &gt; 1:2). Construction options include compacted stone dust, asphalt or similar surfaces that meet the requirement of stable, firm, and slip resistant. Costs will vary depending on material used.</p> <p>"Fully accessible" playscape and ground components should be considered. Play area ground surfaces immediately around play components and in the fall zone must comply with ASTM F 1951 and ASTM F 1292. Wood chips may be considered within the fall zone if they meet the ASTM Standards.</p>	2	3	N	Up to \$50,000
<p><b>Picnic Tables</b></p> <p>Although there are some picnic tables located on an accessible route of travel and on a level surface, none of the tables provide compliant knee depth.</p>	226.1 902	19	Provide an additional picnic table at the concession area which provides the required 27" knee height, 30" clear width, and 19" knee depth and locate on an accessible route of travel.	2	2	I	\$750
<p><b>Protruding Objects</b></p> <p>An electric meter located on the bathroom/concession building is a protruding object as it extends 6" beyond a fixed pole beneath it at a height of 51" a.f.f.</p> <p><i>Note: Protruding objects extend more than 4" into the accessible route of travel between a height of 27" and 80" a.f.f. or have vertical headroom clearance reduced to less than 80".</i></p> <p>See Photo Hobo 12.</p>	307.2	20.6.1	Erect a barrier below the electric meter for cane detection.	4	2	I	\$50
<p><b>Concession Area</b></p> <p>The entrance door to the concession area and the interior door to the storage area lack tactile designation signage.</p> <p>One of the piping shut-offs for the sink is not wrapped, guarded or insulated.</p> <p>See Photos Hobo 13 and 14.</p>	703  606.5	41.1  30.9.5	<p>Install tactile designation signage on the latch side of the 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. Under 521 CMR, signage s/b 60" a.f.f. to the centerline of the sign. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).</p> <p>Wrap, guard, or insulate the piping.</p>	2  2	2  2	I  I	\$100  \$75
<p><b>Bathrooms</b></p> <p><b>Men's and Women's Bathrooms</b></p> <p>The doors to the men's and women's bathrooms lack tactile designation signage. Non-compliant non-tactile signage is located on the doors.</p>	703	41.1	<p>Install tactile designation signage on the latch side of each bathroom 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. Under 521 CMR, signage s/b 60" a.f.f. to the centerline of the sign. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).</p> <p>Bathroom signage must have the Universal Symbol of Accessibility.</p>	3	2	I	\$100

The mirrors are 9" to 10" too high.	603.3	30.11	Lower the mirrors so they are no more than 40" a.f.f. to the top of the gripping surface.	3	2	I	\$0
The water closets have flush controls that are on the wrong side.	604.6	30.7.5	Modify the water closets such that the flush controls are on the wide or approach side.	3	3	N	TBD – up to \$1,000
The water closets are 1" to 1 ½" too far from the near wall.	604.2	30.7.2	Modify the water closets so they are 18" o.c. from the near wall.	3	3	N	TBD – up to \$2,500
The side and rear grab bars are ½" too high. <i>(Note: There are no tolerances for a range of dimensions).</i>	609.4	30.8.2	Lower the grab bars so they are 33" to 36" a.f.f. to the top of the gripping surfaces.	3	2	I	\$0
<u>Women's Bathroom Only</u> One of the piping shut-offs for the sink is not wrapped, guarded or insulated.	606.5	30.9.5	Wrap or insulate the shut-off.	3	2	I	\$25
At the time of the assessment the water for the building was not in service so the self-closing faucets of the sink could not be measured.	309 606.4	30.9.6	Ensure that the faucets require no more than 5 lbs. to operate and stay open for at least 10 seconds.	3	2	I	\$0
<u>Men's Bathroom Only</u> The toilet paper dispenser is 2" to 4" too far from the front of the water closet.  <i>See Photo Hobo 15 and 16.</i>	604.7	30.7.6	Relocate the toilet paper dispensers so they are a minimum of 7" and a maximum of 9" in front of the water closet measured to the centerline of the dispenser and at least 24" a.f.f. <i>Note: There also must be at least 1½" clearance below the grab bar to the nearest object or fixture.</i>	3	2	I	\$0

Total up to \$102,600+

**"Hobo" Gendron (a.k.a.) Dean Park Accessibility Assessment Photos**



Photo Hobo 1



Photo Hobo 2



Photo Hobo 3



Photo Hobo 4



Photo Hobo 5



Photo Hobo 6



Photo Hobo 7



Photo Hobo 8



Photo Hobo 9



Photo Hobo 10



Photo Hobo 11



Photo Hobo 12



Photo Hobo 13



Photo Hobo 14



Photo Hobo 15



Photo Hobo 16

## XVI. WARREN SIDEWALKS AND CURB RAMPS

### WARREN SIDEWALKS AND CURB RAMPS

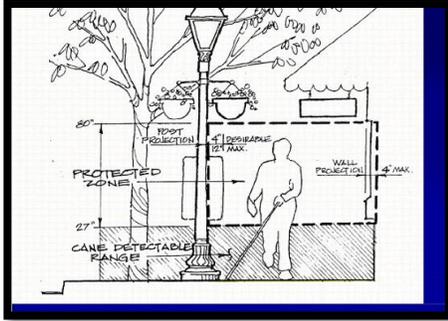
**Description of Assessment Area:** The assessment of public sidewalks, curb ramps, and crosswalks within the Town focused on the Warren Center, Route 67/Main Street in the vicinity of Cutter Park to Coy Hill Road, and Route 67/Main Street from South Street to Ware Road.

**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, 303, 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, 307; 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.

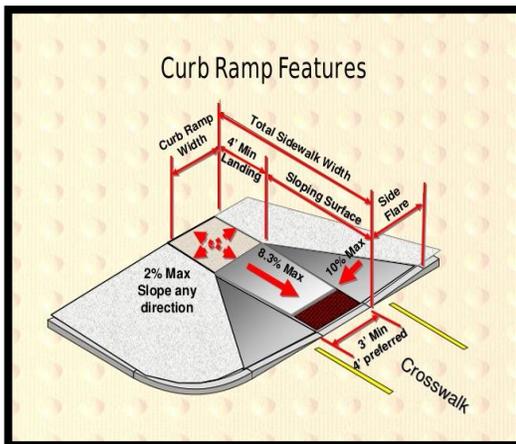


### Curb Ramps

- 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 wheelchair 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 (ADAAG and PROWAG - 15 inches to 48 inches above finished ground; 521 CMR S. 21 – 42 inches above the finished sidewalk). 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; ADAAG 308; 521 CMR S. 21.



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

**General Description or Obstacle Which Limits Mobility or Access:** The following is a general summary of major findings of non-compliance. All sidewalks and curb ramps, unless technically infeasible, must adhere to the state and federal standards as detailed above.

## Main Street (Warren Center)

### Crosswalk across Main Street from Town Common to Library

- There is up to a ¾" abrupt change in level surface at the detectable warning strip/curb ramp



### Curb Ramps at Library

- The curb ramp to the library has up to a 1" abrupt change in level surface at the transition from the roadway and lacks a level landing at the top of the curb ramp
- The curb ramp from the on-street parking lacks a level landing at the top of the curb ramp



### On-street Accessible Parking for Library and Downtown Businesses

- The signage for the accessible parking space is 11½" too high. The parking space and access aisle have running slopes of up to 4.0% and cross slope up to 7.2%. *Note: Slopes for accessible parking spaces and access aisles should not exceed 2.0% in any direction.*



#### Sidewalk and Curb Ramp at Winthrop Terrace

- The sidewalk from the Winthrop Terrace curb ramp terminates and doesn't extend to the sidewalk at the library resulting in approximately 33 feet of unfinished grass and dirt surface.



#### Curb Ramp at Bacon Street

- The curb ramp on the library side has up to a  $\frac{3}{4}$ " abrupt change in level surface. The curb ramp on the opposite side (business district side) has an accumulation of debris at the base of the ramp.



### On – Street Parking in front of Business District

- The signage for the accessible parking space is 7” too high. The parking space and access aisle have running slopes of up to 4.4%. *Note: Slopes for accessible parking spaces and access aisles should not exceed 2.0% in any direction.* Although the space and access aisle meet the width requirements for a van accessible space, there is no “Van Accessible” signage.



### Stairs to Businesses

- The stairs at the Dance School and One Stop Market have railings that are 1” to 2” too low. There are also areas of deterioration on the stair treads.



### Ramp to Businesses

- The 1<sup>st</sup> segment of the ramp to Warren Package and the WIC Program has a running slope of up to 8.6% (Note: This appears primarily due to wear and tear of the ramp).
- The mid to upper portion of the 1<sup>st</sup> segment of the ramp at Glenda’s has a running slope of 8.6% to 10.0%. The lower railing is ½” too high in one area and the upper railing is ¾” too low in one area. The 2<sup>nd</sup> segment of the ramp’s building side railing is 1” to 2” too high.

Sidewalk in front of Former Bank

- A tree well is creating a 1½” abrupt change in level surface and tripping hazard.



Curb Ramp at Police Parking

- There is a ½” to 1” abrupt change in level surface at the curb ramp to the parking and the curb ramp to the street at the transition from concrete to asphalt.



Curb Ramp at Quaboag Street (opposite side of Fire Station)

- There is no level landing at the top of the curb ramp with a running slope of 2.4% and a cross slope of 5.4%.

Curb Ramp at Milton O. Fountain Way and the Civil War Monument

- There is no level landing for the curb ramp on the Common side of the crosswalk across Milton O. Fountain Way with a running slope of up to 7.4%. There is no level landing for the curb ramp at the Civil War Monument with a running slope of up to 4.4%.

## Main Street/Route 67 (Cutter Park Area to Coy Hill Road)

### Sidewalk to Cutter Park

- The asphalt sidewalk leading to Cutter Park is severely deteriorated with heaving and abrupt changes in level surface



### Crosswalk and Curb Ramps at Bridge Street

- The crosswalk is faded. The curb ramp on the Cutter Park side has up to a 1" abrupt change in level surface.



### Sidewalk from Cutter Park to the Mobile Station

- The sidewalk is severely deteriorated with heaving and numerous abrupt changes in level surface. There are areas with cross slopes of up to 14.8% and a clear width reduction to 10" or less.



Sidewalk from the Mobile Station to Coy Hill Road

- The sidewalk is severely deteriorated with heaving, abrupt changes in level surface, and with cross slopes of up to 20%. There are abrupt changes in level surface of up to 1" at the transition from asphalt to concrete at the bridge.



- Telephone Poles MECO #61, #62, #63, and #64 have reduced the sidewalk clear width to 24" to 32". In addition, there is related sidewalk deterioration and abrupt changes in level surface.



### **Main Street/Route 67 (Senior Center to Ware Road)**

#### **Telephone Poles**

- Telephone Pole MECO #142 (near #2294 Main Street) has reduced the sidewalk clear width to under 32". The removed pole at Pole #144 (near Spring Street) has created a ½" to ¾" abrupt change in level surface where the old telephone pole was located.



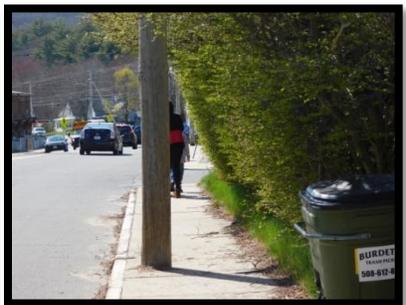
#### **Curb Ramps and Crosswalks**

- Post Office. The curb ramp at #2277 to the Post Office has a ¾" abrupt change in level surface.
- South and Main Street across South Street. The curb ramp on both the east and west sides lack level landings at the top of the ramps.
- South and Main Street across Main Street. The crosswalk across Main Street has abrupt changes in level surface of up to 1½" due to holes in the asphalt. A storm drain with grate openings of 3½" x 4½" is located in the middle of the crosswalk. The curb ramp on the North Street side is an apex curb ramp.
- Old West Warren Road. The curb ramps lack level landings.



Sidewalks from South Street to the Senior Center

- Items placed in the sidewalk near #2198 reduce the clear width to under 32”.
- A trash receptacle at #2210 reduces the sidewalk clear width to under 32”.
- Vegetative overgrowth at #2230 reduces the headroom of the accessible route of travel and is also a protruding object.
- A trash receptacle at the Village Market restricts the clear width to under 32”.



## **XVII. APPENDICES**

Appendix A: Survey Form

Appendix B: Public Notice

Appendix C: Grievance Procedure

Appendix D: Reasonable Accommodations Policy

Appendix E: Reasonable Accommodations Request Form

Appendix F: Funding Sources for Barrier Removal Planning, Design and Construction Projects

Appendix A: Survey Form

## Warren Self-evaluation Survey

Department: \_\_\_\_\_

1. Describe the function of the department and any programs it offers or services that it provides.
  
2. Is 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?

Is the public aware that programs/services can be modified for them due to a disability?

3. Does the department/program have a formal or informal process for responding to requests for modifications?
  
4. 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?



Appendix B: Public Notice

**Town of Warren**  
**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 Warren will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment. The Town of Warren 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 Warren 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 Warren 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 Warren 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:

Karen Dusty, ADA Coordinator  
Charles E. Shepard Municipal Building  
48 High Street – P.O. Box 609  
Warren, MA 01083  
  
Phone: 413.436.5701 Ext. 106  
Fax: 413.436.9754  
Email: [selectmen@warren-ma.gov](mailto:selectmen@warren-ma.gov)

The Town of Warren 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: Grievance Procedure

**Town of Warren**  
**Grievance Procedure Under**  
**The Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (“ADA”). This may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Town of Warren.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem.

Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to the Town’s ADA Coordinator:

Karen Dusty, ADA Coordinator  
Charles E. Shepard Municipal Building  
48 High Street – P.O. Box 609  
Warren, MA 01083

Phone: 413.436.5701 Ext. 106  
Fax: 413.436.9754  
Email: [selectmen@warren-ma.gov](mailto:selectmen@warren-ma.gov)

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions.

Within 15 calendar days of the meeting, the ADA Coordinator or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Town of Warren and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and his/her designee may appeal the decision of the within 15 calendar days after receipt of the response to the Select Board.

Within 15 calendar days after receipt of the complaint, the Select Board will meet with the complainant to discuss the complaint and the possible resolutions. The Select Board will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or his/her designee and appeals to the Select Board and responses from both will be retained by the Town Clerk for a period of at least 3 years.

Appendix D: Reasonable Accommodation Policy

**Town of Warren**  
**Reasonable Accommodation Policy**

In accordance with the Americans with Disabilities Act, the Town of Warren 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 Warren 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).

**ADA Coordinator**

Karen Dusty, ADA Coordinator  
Charles E. Shepard Municipal Building  
48 High Street – P.O. Box 609  
Warren, MA 01083

Phone: 413.436.5701 Ext. 106

Fax: 413.436.9754

Email: [selectmen@warren-ma.gov](mailto:selectmen@warren-ma.gov)

If the Town of Warren 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 Warren 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 E: Reasonable Accommodation Request Form

**TOWN OF WARREN**  
**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) \_\_\_\_\_

Town employee     Application 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: \_\_\_\_\_

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

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**EMPLOYEE**

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

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

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

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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  
WARREN ADA COORDINATOR**

Appendix F: Funding Sources for Barrier Removal Planning,  
Design and Construction Projects

## **FUNDING SOURCES FOR BARRIER REMOVAL PLANNING, DESIGN, AND CONSTRUCTION PROJECTS**

*Note: This list of funding is not all inclusive and other local, private, state, and federal funding may be available to address accessibility related projects.*

### **MA Office on Disability Municipal Americans with Disabilities Act Improvement Grant Program**

There are two grant types available:

Planning Grant. These grants are for updating or creating a Self-Evaluation and/or Transition Plan as required under the Administrative Requirements of Title II of the ADA.

Project Grant. These grants are for removal of architectural or communication barriers that are present in a municipality. Design plans or applicant salaries are not eligible project grants. Project Grants are solely to remove barriers or to make physical/communication improvements at municipal properties or municipally owned facilities. Funds awarded cannot be used to make improvements to private businesses, private property, non-profit organizations, private homes, or other non-municipal properties.

### **Community Development Block Grant Funds (CDBG)**

CDBG Funds can be accessed directly from the federal Office of Housing and Urban Development (HUD) if a municipality is an entitlement community or a designated central city. Non-entitlement communities (such as Warren) can apply for CDBG funds on an annual state-wide competitive basis from the Massachusetts Department of Housing and Community Development. Eligible accessibility related projects include feasibility and planning projects; design and engineering for barrier removal; and physical construction improvements to remove architectural barriers, including but not limited to, sidewalks, curb ramps, building and facility access and building and facility modifications. Funding may also be awarded for accessible related communication and transportation improvements and purchases such as integrated and fixed ALS devices and COA/Municipal accessible vans.

### **MassWorks Infrastructure Program**

The MassWorks Infrastructure Program is a competitive grant program that provides a flexible source of capital funds to municipalities and other eligible public entities primarily for public infrastructure projects that support and accelerate housing production, spur private development, and create jobs throughout the Commonwealth. Although not specifically designed to address accessibility planning or barrier removal - housing projects would be required to include a percentage of units as accessible units and surface infrastructure projects would be required to construct compliant sidewalks and curb ramps as part of the overall construction project.

### **MA Chapter 90 Funding**

Municipalities may, upon MA DOT approval, use their allocated Chapter 90 funds for street and sidewalk improvements which would require compliance with the 2010 ADA Standards, 521 CMR, and PROWAG pertaining to sidewalk cross slopes, level changes, sidewalk widths, curb ramps, and pedestrian crossing signals.

### **MA Complete Streets Program**

The MassDOT Complete Streets Funding Program provides technical assistance and construction funding to eligible municipalities. Eligible municipalities must pass a Complete Streets Policy and develop a Prioritization Plan. Similar to the MassWorks Program, although not specifically designed to address accessibility projects, surface infrastructure projects would be required to construct compliant sidewalks and curb ramps as part of the overall construction project. Inherent in the development of a Complete Street is meeting the most current accessibility guidelines outlined by the Americans with Disabilities Act (ADA) and the Massachusetts Architectural Access Board (AAB), which are upheld by Code of Massachusetts Regulations 521 (521 CMR).

### **MA Community Preservation Act (CPA)**

If a municipality has adopted through town meeting the CPA program, approved projects would have to adhere to applicable standards under ADA and 521 CMR. CPA funding is often used for historic building restoration and rehabilitation projects. Depending on the nature of the work and as part of the overall building project, funding may be attributed towards access into a building as well as interior improvements such as vertical access (lift, elevator), bathroom modifications, and related accessibility improvements.