

**SELECTBOARD MEETING  
TUESDAY, AUGUST 20, 2019  
SELECTBOARD MEETING ROOM – 7:00 P.M.  
AGENDA  
Art Reception 6:15  
Public Invited**

Note: Not all the topics listed in this notice may actually be reached for discussion. In addition, the topics listed are those which the chair reasonably expects will be discussed as of the date of this notice. These meetings may be audio and/or visually recorded

1. CALL TO ORDER
2. APPROVAL OF MINUTES: Draft minutes of July 9, 2019, Aug. 14. 2019
3. ANNOUNCEMENTS/OPEN FORUM
4. CONSENT AGENDA
  - A. One-Day Beer & Wine License for Jacqueline Reardon on Sept. 14, 2019
  - B. Multi-Date Beer & Wine License For Susan Canedy: Sept.6, Oct., 4, Nov. 1, Dec. 6
- C. NEW BUSINESS
  - A. Recycling and Refuse Project
  - B. Traffic Sign and Control Proposal/Report
  - C. Intermunicipal Agreements (VBS, Granby Building Inspector)
  - D. Special Town Meeting (November 20, 2019)
  - E. Mobility Device Regulations (VBS)
  - F. Lithia Springs Lot 3 First Right of Refusal
  - G. Fire District 2 Parking Request
- D. RESIGNATIONS/APPOINTMENTS
  - A. Resignation of Simon Elliot from the Zoning Board of Appeals
  - B. Resignation of Margaret Sullivan from Gro South Hadley
- E. OTHER BUSINESS
  - A. Ledges “Summer” Report
  - B. Dog Park Update, MOA
  - C. COA, St. Theresa’s Agreement
  - D. ADA Report (draft)
  - E. TA 2020 PBE
- F. TOWN ADMINISTRATORS REPORT
- G. CHAIRMAN’S REPORT
- H. ADJOURN

**SELECTBOARD MEETING  
TUESDAY, JULY 9, 2019  
MEETING MINUTES  
SELECTBOARD MEETING ROOM – 7 P.M.**

*Present were Chair Andrea Miles, Vice Chair Jeff Cyr, Clerk Christopher Geraghty, member Sarah Etelman, member Bruce Forcier, and Town Administrator Michael J. Sullivan.*

**CALL TO ORDER**

Miles called the meeting to order at 7 p.m.

**APPROVAL OF MINUTES**

Forcier motioned to approve the minutes of June 18, 2019. Cyr seconded. All in favor.

**ANNOUNCEMENTS / OPEN FORUM**

Forcier said Cruise Nights are returning to Buttery Brook Park. A car show will be held there Aug. 18. The Buttery Brook Summer Concerts will be held July 19, 17 and 24.

**CONSENT AGENDA**

Forcier motioned to approve the consent agenda which consisted of a request for a multi-date beer and wine license from the Trustees of Mount Holyoke College for July 28, 30, 31, Aug. 1 and Aug. 2. Cyr seconded. All in favor.

**RESIGNATIONS / APPOINTMENTS**

Forcier motioned to accept the resignations of Marilyn Ishler from the Pioneer Valley Transit Authority and Russell Fleury from the Sustainability and Energy Commission with thanks. Etelman seconded. All in favor. Sullivan will now be the PVTA representative and Conservation Administrator / Planner Anne Capra will be the alternate.

**PUBLIC HEARING – 7:05 RAJ TO LEENA TRANSFER**

Miles opened the hearing at 7:05 p.m. This was the second time the Selectboard held a public hearing regarding this transfer. Abutters weren't notified by the applicant about the first hearing. They were this time. Cyr asked if Atty Thomas Wilson heard any feedback from abutters about the transfer. Wilson and Sullivan said no. Miles closed the public hearing. Etelman motioned to approve the application and allow electronic signatures be used to submit the application to the state. Miles seconded. All in favor.

**APPROPRIATIONS COMMITTEE / SELEECTBOARD HEARING**

Tom Terry informed the Selectboard that Town Moderator John Hine, along with Town Accountant William Sutton and Terry, interviewed seven interested candidates for two open positions on the Appropriations Committee. Hine appointed Allyson Garcia and Joel Prough.

Miles said there are three FY19 year-end department transfers. All of these are to balance the books for the end of FY19. The first is a transfer from the DPW Administration Other Expenses account in the amount of \$5,000 transferred to the DPW Construction and Maintenance account to primarily cover overtime costs.

A second transfer involves the elections account, which normally included a stipend paid to the town clerk. Discussions and negotiations took place where now there are no longer any stipends – instead those have been included in salaries. The \$5,520 transfer needing to take place from the Elections account to the Town Clerk account is to ensure that salary reflects that.

The last transfer from the Selectboard account to the Town Clerk account is related to a \$1,500 shortfall on a \$2,700 bill for a tech company that tracks marriage license and death certificates. The FY19 bill was mailed to the town on June 26 for FY19.

Sullivan said given the size of the town budget, these transfers are not catastrophic or out of the ordinary. He said the town wished they had recognized the need for these adjustments earlier to include them with previously expected shortages at Town Meeting, but overall the town is staying well within its budget. There are expected healthy returns to free cash next year.

Forcier motioned to approve the FY19 transfers. Etelman seconded. All in favor.

### **BORROWING AUTHORIZATION**

Sullivan said the BAN will cover maturing sidewalk BANs for \$490,000 less a \$35,000 principal paydown that has been budgeted, plus maturing Plains School BANs of \$327,000 less a principal paydown of \$40,000, plus maturing senior center design BANs of \$600,000, plus new money that would include departmental equipment for \$240,000, building renovations for \$350,000, sidewalks for \$400,000, and streets for \$500,000, totaling an authorization of \$2,832,000.

Forcier moved the Selectboard authorize the treasurer to issue notes not to exceed \$2, 832,000 for the purposes expressed and presented here tonight and previously voted by Town Meeting. Cyr seconded. All in favor.

### **FRIENDS OF SOUTH HADLEY ELDERLY BINGO LICENSE**

In October, the Friends of South Hadley Elderly will hold a fundraising bingo event at St. Theresa's parish. All proceeds will benefit the senior center. Forcier motioned to approve the bingo license for the Friends of South Hadley Elderly. Cyr seconded. All in favor.

Geraghty asked how fundraising is fairing. Sullivan said the Friends of South Hadley Elderly has two different funds. One is philanthropic, which includes larger, scheduled donations. \$700,000 is expected to be raised in that fund. The second fund is made up of smaller donations, which has received approximately \$300,000 thus far.

### **TA REPORT**

#### **CONSTRUCTION COORDINATION**

Sullivan discussed trying to coordinate possible changes to the high school parking lot to be consistent with changes happening on Route 116 set for next spring. He received an estimate of \$9,800 for engineering work to change the entrance ways to the lot and create more parking.

#### **LEDGES**

A report from Ledges is set to appear before the board at its next meeting in August. Professional management is working as predicted, Sullivan said.

**SENIOR CENTER**

Sullivan said St. Theresa's Church has offered to host the senior center while the current center undergoes an 18-month construction period. He said it has impressive facilities, and it would be difficult to secure a location with a gym, kitchen, office space, meeting rooms and parking in a small community. He is hoping it turns out positively.

**DEPUTY TOWN ADMINISTRATOR TITLE**

Cyr asked for more details on the title change from Assistant Town Administrator to Deputy Town Administrator, and about who has the authority to make the change.

Sullivan said the Town Administrator has the authority. In this case, he was approached by the ATA who explained an industry change toward having both an ATA and a DTA. He can't imagine South Hadley having both – most communities that do are those like Arlington, Lexington, Concord, etc. That is not the intent here, he said, just a request for a title change from an employee that does not impact anything else. There is no salary adjustment or change in duties accompanied with the new title. Etelman added that this position reports directly to Sullivan, and Sullivan has the authority over this position based on the Acts of 2012 adopted by the Selectboard.

**TOWN HALL PROJECTS**

Cyr said the new sidewalks around town hall and the veteran monuments look excellent. In relation to repointing the town hall building, Sullivan said it was a requirement to have an engineer consult on the project, which is costing money, but there is no way around it, he said.

**ADJOURN**

Forcier motioned to adjourn. Cyr seconded. All in favor. The meeting adjourned at 7:39 p.m.

**RESPECTFULLY SUBMITTED**  
**Kristin Maher**  
**Executive Assistant to Administration**

**SELECTBOARD MEETING  
WEDNESDAY, AUG. 14, 2019  
MEETING MINUTES  
SELECTBOARD MEETING ROOM – 7:30 A.M.**

*Present were Chair Andrea Miles, Vice Chair Jeff Cyr, Clerk Christopher Geraghty, member Bruce Forcier, and Town Administrator Michael J. Sullivan. Member Sarah Etelman was absent.*

**CALL TO ORDER**

Miles called the meeting to order at 7:30 a.m.

**CONSENT AGENDA**

Forcier motioned to approve a One-Day Beer & Wine License for Gregory Tiner for Aug. 17. Cyr seconded. All in favor.

**ADJOURN**




Forcier motioned to adjourn. Cyr seconded. All in favor. The meeting adjourned at 7:30 a.m.

**RESPECTFULLY SUBMITTED  
Kristin Maher  
Executive Assistant to Administration**

1 Day Alcohol License

**OD-19-1**

**Applicant**

 Jacqueline Reardon  
  


**Location**

30 MAIN ST  
South Hadley, MA 01075

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**Permit Info**

**Permit For**

1 Day Beer and Wine

**Check This Box to Request Multiple Dates**

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**Check This Box If Event(s) Is/Are Being Held On Town Property**

--

**Check This Box to Acknowledge 30/Year Limit**

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**Event Details**

**Date of Event**

09/14/2019

**Description of Event**

Comical Mystery Tour evening

**Description of Location**

St. Patrick's Social Center




**Hours of Operation (Ex. 8:00 AM - 5:00 PM)**

5:00 pm - 12:00 mn

1 Day Alcohol License

**OD-19-3**

**Applicant**

 Susan Canedy  
  


**Location**

47 COLLEGE ST  
South Hadley, MA 01075

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### Applicant Email

Check this box if the applicant does not have an email address.

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### Permit Info

**Permit For**

1 Day Beer and Wine

**Check This Box to Request Multiple Dates**

true

**Number of Dates Requested**

4

**Check This Box If Event(s) Is/Are Being Held On Town Property**

false

**Check This Box to Acknowledge 30/Year Limit**

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### Event Details

**Date of Event**

09/06/2019

**Description of Event**

Fundraiser

**Description of Location**

Gaylord Library Building

**Hours of Operation (Ex. 8:00 AM - 5:00 PM)**

5:00 PM - 7:30 PM

**Date of Event**

10/04/2019

**Description of Event**

Fundraiser

**Description of Location**

Gaylord Library Building

**Hours of Operation (Ex. 8:00 AM - 5:00 PM)**

5:00 PM - 7:30 PM

**Date of Event**

11/01/2019

**Description of Event**

Fundraiser

**Description of Location**

Gaylord Library Building

**Hours of Operation (Ex. 8:00 AM - 5:00 PM)**

5:00 PM - 7:30 PM

**Date of Event**

12/06/2019

**Description of Event**

Fundraiser

**Description of Location**

Gaylord Library Building

**Hours of Operation (Ex. 8:00 AM - 5:00 PM)**

5:00 PM - 7:30 PM

# **Report to South Hadley Selectboard Traffic Control and Signage Requests**

from the

## **South Hadley Traffic Sign Committee**

August 20, 2019

Compiled by Town Administrator

Michael J. Sullivan

In cooperation, consultation and agreement of

Chief of Police Jennifer Gundersen and Department of Public Works Superintendent James Reidy



West Summit and North Main

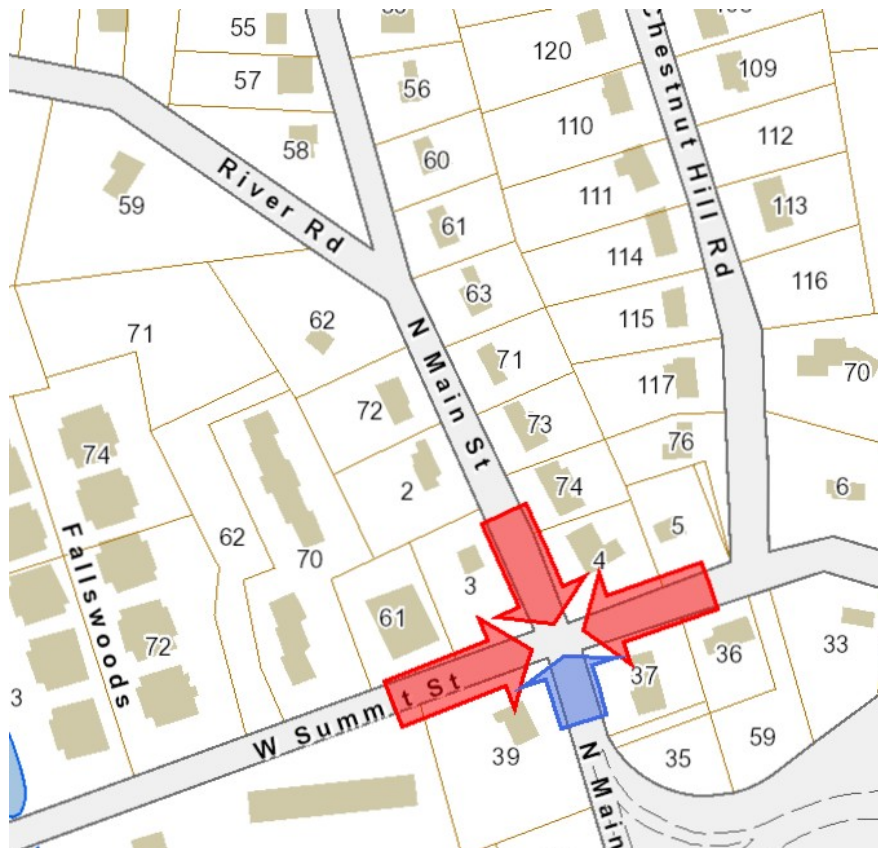
This report is intended to seek the Selectboard’s guidance and direction on some traffic safety and calming strategies and ideas. This is not an exhaustive study of traffic concerns throughout the Town of South Hadley, nor should the area mentioned in the report be considered the only intersection in need of improvements in making South Hadley residents safer from vehicle-related accidents.

At the outset I would like to make it clear the greatest impact in slowing and calming traffic lies with the citizens and visitors who operate vehicles, bikes or travel as a pedestrian. No sign, blinking or otherwise, or government, including police, can replace individual responsibility in keeping the public safe.

The first issue requested from the public is related to the intersection of West Summit and North Main. It has been the scene of seventeen accidents over the last twenty years - three resulting in bodily injuries and thankfully no fatalities. One recent accident is depicted on the cover of this report. This is a substantial number of accidents for one intersection.

The Traffic Sign Committee agrees in converting this intersection from a “three-way stop” to a “four-way stop” by adding a stop sign as vehicles come off the rotary headed northbound onto North Main at West Summit. There is a “three-way” stop presently at this location.

I apologize in advance for my less-than-Carmen-San-Diego mapping abilities. However, each red arrow indicates where traffic presently is required to stop. The blue arrow is proposed, adding the fourth “Stop” sign.



The Traffic Sign Comm. proposal is to move the present stop sign from the northwest corner of the intersection and install the sign on the southeast corner where we recommend adding the fourth stop sign.

Next we would propose a blinking “solar” stop sign for traffic coming south on North Main toward West Summit. Chief Gundersen discussed this with her staff and they gave close observation and consideration to the issue. The conclusion was the preponderance of accidents occur when drivers miss the

southbound intersection stop sign. This could be due to the downhill road angle, tree coverage or a myriad of other issues which create hazardous situations for other drivers.

36" Solar Blinking Stop Sign DG



A thirty-six-inch “solar” stop sign as depicted here would cost about \$2,000 to install. A thirty-six-inch may be larger than needed. A twenty-four-inch “solar” blinking stop sign is similar in size to the stop sign presently at the intersection, as depicted on the front page of this report. One would be about \$1,700 to install.

The DPW Superintendent has reached out to MassDOT to check about any concerns. We do

not expect they will have objections, as a four-way stop is in place and has worked well at the West Summit rotary exit just east of this exit from Route 202.



LED Solar Power Radar Speed Sign - SP100  
\$2,499.99

As you all are aware traffic speed is a major concern for neighborhoods across South Hadley. Chief Gundersen asked two officers to review crash and citation data, and use their own observations and experience, to identify places throughout South Hadley which may benefit from a solar or electric (hardwired) permanently placed traffic speed message board/sign. I am sure you all have seen them on state highways in South Hadley (202) and in other communities.

The flashing signals have proven to have a positive effect on calming traffic. As a test project we have narrowed the long list of possible sites for installing permanently affixed speed message boards. Upper North Main, Abbey, Lyman, Hadley, Morgan and Alvord are streets we propose for a test run. We acknowledge there are many other streets which could pose a solid argument for these or other calming devices and measures. However, we are estimating each installation will be \$4K to \$6K and some of the above named streets may need two sign boards. Therefore, with Selectboard consent, we would seek an appropriation of \$75K from Town Meeting to fund the pilot project.



30mph Flashing Speed Limit Sign  
\$899.99

On Upper North Main the initial thought is to place the speed sign boards somewhere in the vicinity of Highland Avenue, but the exact location has not been decided. While some communities use a traffic engineer to determine the location, I would propose we use input from PD, crash data and observations from residents. We will also need to consider other requirements i.e. sunlight, power, driveways, etc. in placing the sign.

Abbey is a cut-through street between Old Lyman Road and Memorial Drive/Willamansett Street (Route 33). It is flat and wide and people tend to accelerate in those conditions. The PD has done traffic details on Abbey and all of these streets in the past. The relief is only temporary.

On Lyman we are suggesting placement near the curve (146 Lyman) just east of the connection to Brainerd Street. This was the sight of a recent accident where a tow truck lost control and was brought to a halt by a telephone pole. There have been seven reported accidents in the last twenty years - again a high number for this curve given the volume of traffic. This one may be better served by a blinking sign warning of the curve, but the cost would remain similar.

On Morgan Street we would recommend midway between Park/Mosier and Charon Terrace. It is a stretch which is flat and tends to be where people accelerate. The PD has had several traffic details at or near the location, so they are familiar with the patterns. Again, before we finalize locations there will need to be additional research with a wide range of needs to be addressed.

Hadley Street has undulating topography which has one lane gaining speed downhill while the other lane is climbing and, in most cases, slowing. So, it is likely there would have to be two signs a good distance apart from each other on opposite sides. As in all cases there would have to be a decision made in the final plan where we would have two, or even where we would stick with the lower cost, traditional, static sign. However, we do continue to suffer “sign fatigue.” More static signs would likely add to that concern.

Alvord Street near Pine Street seems to be the area which would benefit the most from an electric speed message board. We have considered the mobile speed carts which are deployed regularly throughout town. Again, the relief from those carts is fleeting and it takes staff time to move them to new areas and set them up.

Please note there is a recognition by all parties where other streets could benefit from signage, including but not limited to East, Lathrop, Ludlow, Old Lyman, Silver, Brainerd, Laurie, Hillside and Ferry streets. All of these came up in the discussion and the police review. These all may be appropriate in future phases, but we do have to measure our capacity on this experimental project.

While not a “traffic” issue per say, the on-going matter of “No Parking” along Lithia Springs Road continues. The Police



Department has been diligently responding to residents’ calls to ticket and tow vehicles which are violating “No Parking” along Lithia Springs Road.

Unfortunately, we are now hearing



from the recipients of those tickets to appeal their tickets. The Police Chief has reviewed the signage, and I have gone out and taken pictures of each “No Parking” sign. We both feel there is reasonable and clear notification to the public that you cannot park your vehicle on any part of the paved area along Lithia Springs Road.

Therefore, the Parking Clerk has denied the appeals based on those findings and pictures. So far, the appeals have only come from non-South Hadley residents. Either way it would not make difference in the outcome. The PD is ticketing all cars no matter where they are registered.

We will be installing a larger, more professional sign at Pearl Street and Lithia Springs. We will make the message uniform all along the road reading “No Parking Either Side,” which should make it as clear as the water at Lithia Springs. We continue to evaluate the need for “towing.” Although it is not a favored mechanism, it may become necessary, especially for repeat offenders.

DPW Superintendent Jim Reidy, Chief Gundersen and I continue to meet with representatives from MHC. We also have had great support from SHELD to find measures to improve safety along 116 near the commons. MassDOT and PVRTA are also involved in the discussions.

MHC continues its student awareness program regarding approaching and crossing College Street. This is yet another case where government efforts cannot fully protect pedestrians. The power of the people is necessary for any strategy to succeed. No final recommendations for MHC or the town have been crafted. The Town of South Hadley will do its best to remind residents late in August that ...they are back!

We have no recommendation at this time. We have made some adjustments to signage and there are still some ideas about improved overhead lighting at the crosswalks.

Respectfully submitted,

On behalf of the Traffic Sign Committee,

Police Chief Gundersen  
DPW Superintendent Reidy  
Town Administrator Sullivan

## Intermunicipal Agreements

Whereas MGL C. 40 s. 4A allows for joint operation of public activities among governmental units, and requires that such inter-governmental agreements be approved, by the South Hadley Selectboard annually, as follows;

Contract with Pioneer Valley Bike Share and to enter into agreements with the cities of West Springfield and Chicopee and the Town of Hadley to participate in the Pioneer Valley Bike Share program along with the following entities which are already part of the existing inter-municipal agreement for the program: Holyoke, Springfield, Amherst, South Hadley, UMASS, PVPC and Easthampton already approved through FY2021.

Contract with the City of Northampton to provide Sealer of Weights and Measures Services for South Hadley— agreement to provide these services to the various communities and assessments to individual towns per the agreement

Contract to participate in the Connecticut River Task Force with the police departments of Easthampton, Hadley, South Hadley, Chicopee and the Northwestern District Attorney in partnership with the Massachusetts Environmental Police to enhance law enforcement efforts on the Connecticut River due to the heavy volume of boating activity within the regional boundaries of the adjacent agencies.

Contract with Amherst, South Hadley, Pelham, Ware, Belchertown and Easthampton— agreement to jointly create a coalition called the Hampshire Opioid Abuse Prevention Collaborative charged with mobilizing local boards of health, medical providers, educational facilities, social service agencies, community organizers and others in Hampshire County to create sustainable policies, programs and practices to change community ideas and expectations regarding opioid use and abuse, as well as to reduce the morbidity and mortality rates that result from opioid use and abuse.

Contract with the Town of Granby to provided Building Commissioner limited service as described in the annual agreement. This agreement is limited in its scope of work, but does offer additional coverage as needed in an emergency situation determined and agreed upon by the Town Administrators of both communities.

Contract with Pioneer Valley Mosquito Control District, working under the oversight of the Massachusetts Department of Agriculture, focused on mosquito surveillance and control. The Town of South Hadley, through its Health Department participates in this regional effort to assist western Massachusetts communities with mosquito related health concerns

Agree to share Data as allowed by law on Opioid Use among these municipalities Amherst, Belchertown, Chesterfield, Easthampton, Goshen, Granby, Hadley, Hatfield, Huntington, Middlefield, Plainfield, South Hadley, Southampton, Ware, Williamsburg and other institutional partners (i.e. Northwestern District Attorney's Office, Baystate Health, Cooley Dickenson etc.)

**Selectboard Motion;** I move to accept in accordance with Massachusetts General Law Chapter 40 section 4A, South Hadley's commitments and responsibilities as to the inter-governmental agreements as listed above for FY 2020.

**SOUTH HADLEY REGULATIONS and GUIDANCE FOR SHARED MOBILITY DEVICES**  
Updated 1-30-19

**Amendment to South Hadley Regulations: ARTICLE II. NONMOTORIZED VEHICLES**

**S230-6 Definitions (Amend to add the following)**

Shared Mobility Device (SMD): A human or electric-powered vehicle such as bicycles, scooters, Segways or similar devices, that are made for quick on-and-off access by pedestrians and which excludes all registered motor vehicles.

SMD Share Program: A service in which SMDs are made available for public shared-use to individuals on a short term basis for a price or free. Services can be provided either from a specified dock or station location or may be dockless or free-floating.

**Add new Section s230-8:**

The Selectboard may adopt regulations for Shared Mobility Devices, including parking and sharing programs for bicycles, scooters and other human or electric powered shared mobility devices, and provisions for permits and fees. The Selectboard may amend these regulations as needed.

**Proposed Administrative Guidance on Share Mobility Devices (SMDs)**

**(to be adopted by Selectboard)**

**1. Shared Mobility Device Parking on the Public Way**

- A. Shared Mobility Devices are permitted to park against a building, in compliance with subsections herein, street sign pole, or on a bicycle rack, or other facility specifically intended for that purpose.
- B. Shared Mobility Devices are not permitted to be parked to: fire hydrants, benches, trees, trash receptacles.
- C. Except when at designated bicycle racks, Shared Mobility Devices shall not be parked in the landscape/furniture zone adjacent to:
  - (1) Transit zones, including bus stops, shelters, passenger waiting areas and bus layover and staging zones;
  - (2) Loading zones;
  - (3) Disabled parking zone;
  - (4) Curb ramps;
  - (5) Entryways;
  - (6) Driveways.
- D. Shared Mobility Devices shall not obstruct the pedestrian path of travel nor handicap access ramps nor access to street furniture such as benches, pay stations, bus shelters. A parked Shared Mobility Device must leave at least 36 inches of an obstruction free path of travel.
- E. Shared Mobility Devices shall not be parked at sidewalk intersections.

- F. No motorized vehicles, except low speed electric bicycles shall be parked on a bicycle rack or other facility specifically designed and intended for bicycle parking. Violators are subject to immediate removal by the Town of South Hadley or designated agents.
- G. Shared Mobility Devices parked in violation of the above regulations shall be tagged with 72 hour notice for removal and impoundment. If such violations are presenting a public safety hazard as determined by the Town, they shall be removed immediately for impoundment. Removed Shared Mobility Devices shall be held by the South Hadley Department of Public Works for a minimum of 30 days.
- H. A Shared Mobility Device with one or more of the following defects can be removed by the Town for public safety and maintenance purposes:
  - (1) no tires or wheels;
  - (2) warped wheels or frame;
  - (3) missing, rusted or broken chain in such a state that renders the Shared Mobility Device inoperative; or
  - (4) missing or warped handle bars
- I. Fees for recovering impounded vehicles may be set by the Town for up to a \$100/per vehicle.

## **2. SMD Share Systems for Bikes, Scooters and Similar Devices**

### **A. Permits and Fees**

- (1) No private docked or dockless SMD Share program shall park SMDs on any Town right-of-way or public space without a permit.
- (2) The Selectboard may issue a permit to operate a docked or dockless SMD Share program within the Town.
- (3) The Permit fee to operate a SMD Share program, is based on the size of the fleet, to cover costs incurred by the Town of South Hadley including permit review, monitoring, safety inspection, managing requests and complaints and potentially removal of Shared Mobility Devices parked in violation of this permit or where otherwise prohibited. Applicants shall pay a fee set annually by the Selectboard for a bike share operator's permit.

### **B. Application**

- (1) Applications and renewals for SMD Share permits shall be submitted to South Hadley Selectboard and must include these items, in accordance with the rules and regulations adopted by the Selectboard:

- Completed Annual Permit (consistent with state fiscal year);
- Fee
- Insurance documentation;
- Images and description of Shared Mobility Device application;
- Size of fleet at launch, including any planned fleet expansions during the permit period;
- Service area at launch, including any planned expansions during the permit period;
- Plan for educating users on proper Shared Mobility Device parking;

- Location of all planned stations. No stations shall be created without approval from Office of Planning and Sustainability.
  - Permissions for overnight parking on private property.
- (2) The Selectboard will request comments from the Sustainable Energy Committee, Planning Board, Conservation Commission and Bike Walk Committee when appropriate.

### **C. Service Area**

- (1) The Town may limit the service area for any SMD Share system at its own discretion, including areas outside of Town sponsored bike share programs.
- (2) Priority permitting will be granted to those SMD Share systems that serve areas outside already served by bikeshare.

### **D. Bike or Scooter Fleet Parking and Stations**

- (1) Shared Mobility Device parking on the public way shall be in accordance with Chapter 230-8.
- (2) Share operators shall inform customers on how to park a Shared Mobility Device or scooter properly.
- (3) Shared Mobility Devices shall either be parked on private property outside pedestrian zones or be parked in the landscape/furniture zone of the sidewalk and not the pedestrian zone between the hours of 6AM and 11:59 PM.
- (4) Between the hours of 12 AM and 6 AM, no bikes shall be parked in the public way or on public bike racks. Bike share operators shall incorporate mechanisms to ensure that overnight parking is on private property or on previously approved bike share stations/racks. Any overnight parking within the right-of-way will subject the bikes to impoundment. in accordance with Chapter 230-8.
- (5) Shared Mobility Devices shall be upright when parked.
- (6) Any Shared Mobility Device that is parked incorrectly shall be re-parked in a correct manner or shall be removed by the operator based on these times:
  - 6am to 6pm on weekdays, not including holidays - within two hours of receiving notice,
  - All other times – within 10 hours of receiving notice.
- (7) Shared Mobility Devices can only be parked on hard surfaces (e.g. concrete, asphalt) within the landscape/furniture zone and may not be parked in landscaped areas.

### **E. Pedal-Assist/Ebike Specifications**

All fleets of pedal-assist or ebikes and scooters or other SMDs must have governors that allow them to operate with restricted speeds.

### **F. Signage and Advertising**

- (1) The company logo, a unique Shared Mobility Device ID number, and a 24-hour customer service number shall appear on each Shared Mobility Device.

- (2) Additional regulations for logos outside of the bike or scooter share logo, such as a system sponsorships or advertisements, are subject to Town of South Hadley sign ordinances.

#### **G. Safety and Maintenance**

- (1) All bike share bicycles must meet the minimum standards set forth in U.S. Requirements for Bicycles in 16 CFR Part 1512, and Safety Requirements for Bicycles in ISO 4210-2:2015.
- (2) All Shared Mobility Devices must be equipped with working front and rear lights.
- (3) All Shared Mobility Devices must be equipped with GPS or other geolocation technology needed for monitoring, enforcement, and for use in crime detection if Shared Mobility Devices are involved.
  
- (4) All permitted systems shall have visible language that notifies the user that:
  - Helmets are recommended to be worn while riding a Shared Mobility Device;
  - Shared Mobility Device riders shall yield to pedestrians on sidewalks.
  
- (5) The operator must establish and operate a 24-hour customer service number, which is available and staffed at all times the system is operable. This number shall allow the company to be notified that there is a safety or maintenance issue with the Shared Mobility Device.
- (6) All permitted operators shall have a staffed operations center within half hour drive of South Hadley and must provide a contact person from their company with phone number and email (outside of the public customer service number) for Town of South Hadley officials to contact directly.
  
- (7) Any inoperable Shared Mobility Device, or any Shared Mobility Device that is not safe to operate shall be removed from the right-of-way within 24 hours of notice by any means to the operator by any individual or entity, and shall be repaired before putting the Shared Mobility Device into revenue service.
  
- (8) If any department incurs any costs addressing or abating any violations of these requirements, or incurs any costs of repair or maintenance of public property, upon receiving written notice of the Town costs, the permitted operator shall reimburse for such costs within thirty days.
- (9) Prior to the permit being issued, all permittees shall sign and record an indemnification agreement indemnifying and holding harmless the Town, its employees, officials, agents and assignees.
- (10) Permitted operators agree that the Town of South Hadley is not responsible for educating users regarding helmet requirements or for educating users on how to ride or operate a Shared Mobility Device. Permitted operators agree to educate users regarding laws applicable to riding and operating a Shared Mobility Device.

## **H. Insurance and Indemnity Required**

- (1) General Liability Insurance \$1,000,000 minimum per occurrence; and \$2,000,000 total.
- (2) Workers Compensation that meets Massachusetts requirements;
- (3) Automobile Liability Insurance \$ 1,000,000 minimum per occurrence;
- (4) A surety or performance bond to protect the Town if the private bikeshare company goes out of business or is failing to meet certain terms under a contractual agreement. The bond amount will be linked to the system fleet size. The goal of a surety bond is to protect the Town in the possible event that they incur the costs of fleet removal to non-compliance.
- (5) Contracts will include a clause that allows municipality to remove Shared Mobility Devices without prior notice in case of any obstruction, interference, or emergency;

## **I. Reporting**

In order to renew annual permits, operators are required to submit a report of the previous year's statistics indicating on a monthly basis:

- Number of SMDs in service
- Number of SMDs out of service (damaged)
- Aggregated system usage -- total unique users, total miles ridden, total number of rentals, average rental duration,
- Monthly summary of SMD distribution and GPS-based natural movement in heat map format
- Summary of customer comments/complaints and resolution
- Summary of theft/vandalism and resolution
- Summary of SMD maintenance activities
- Summary of SMD redistribution (rebalancing) activities

July 22, 2019

**VIA CERTIFIED MAIL RETURN RECEIPT REQUESTED #: 7016 3010 0000 6556 1230**

Selectboard - Town of South Hadley  
116 Main Street  
Room 109  
South Hadley, MA 01075

**Re: Mary Elizabeth O'Meara, et als  
0058-0136-000 (formerly a Portion of 0058-0023-000 ) – Chapter 61A  
Notice of Intended Sale**

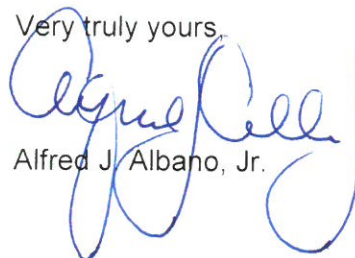
Dear Members of the Selectboard:

Please be advised that Mary Elizabeth O'Meara, et als have entered into a contract for the sale of Lot 3 located on Lithia Springs Road for the contract sale price of \$110,000.00. The parcel being conveyed is described in Paragraph 2 of the enclosed Purchase and Sale Agreement, and is shown on the attached survey as Lot 3. This property is currently classified under M.G.L. Chapter 61A, and is identified as Assessors Parcel ID # 0058-0136-000 (formerly a portion of Assessors Parcel ID # 0058-0023-000). The relevant deeds are recorded in the Hampshire County Registry of Deeds Book 6653, Page 41 and Book 10310, Page 36.

This notice of intended sale is hereby given to the Town of South Hadley pursuant to the provisions of M.G.L. Ch. 61A §14.

Please advise me of your intentions at your earliest opportunity.

Very truly yours,



Alfred J. Albano, Jr.

AJA:krb  
enclosures

cc: South Hadley Board of Assessors via Certified Mail  
Return Receipt Requested #: 7016 3010 0000 6556 1247  
South Hadley Planning and Conservation Department via Certified Mail  
Return Receipt Requested #: 7016 3010 6556 1254  
South Hadley Conservation Commission via Certified Mail  
Return Receipt Requested #: 7016 3010 0000 6556 1261  
Barbara Smith via email only

APPROVAL UNDER THE SUBDIVISION CONTROL LAW NOT REQUIRED  
 PLANNING BOARD  
 SOUTH HADLEY, MASSACHUSETTS

DATE: 4-9-2018

PLANNING BOARD ENGAGEMENT UNDER THE SUBDIVISION CONTROL LAW IS CONSIDERED AS EITHER AN ENGAGEMENT OR AN APPROVAL OF ZONING REQUIREMENTS



- LEGEND**
- FOUND IRON PIN
  - REBAR TO BE SET
  - FOUND STAKE FOUND
  - ▲ UNMARKED POINT
  - UTILITY POLE



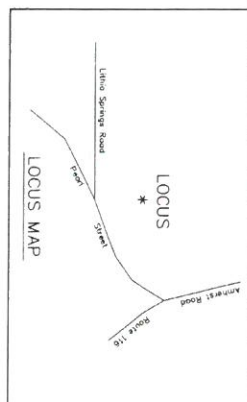
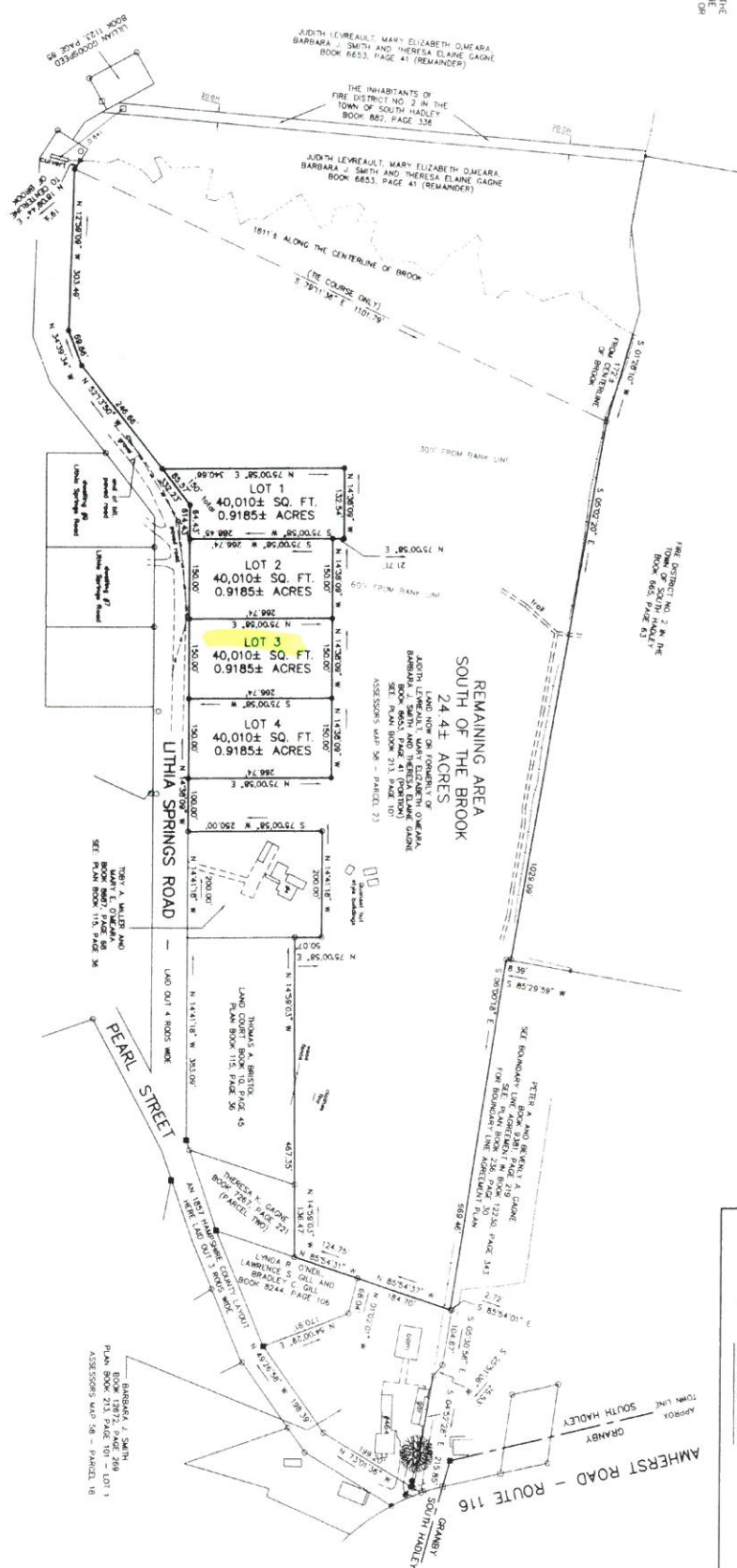
I REPORT THAT THIS PLAN HAS BEEN PREPARED IN CONFORMITY WITH THE 1976 RULES AND REGULATIONS OF THE REGISTERS OF DEEDS OF THE COMMONWEALTH OF MASSACHUSETTS  
 RANDALL E. TYZER #15012

**\*NOTES\***  
 LOTS 1-4 ARE A PORTION OF BOOK 653, PAGE 41

**OWNER/APPLICANT**  
 MARY ELIZABETH OMEARA  
 4 UTHIA SPRINGS ROAD  
 SOUTH HADLEY, MA  
 01075  
 464 AMHERST ROAD  
 SOUTH HADLEY, MA



**\*SUBDIVISION APPROVAL NOT REQUIRED\***  
 PLAN OF LAND IN  
 SOUTH HADLEY, MASSACHUSETTS  
 PREPARED FOR  
 MARY ELIZABETH OMEARA ET ALIS  
 SCALE: 1"=100'  
 RECORDED PROFESSIONAL PLAN NO. 227  
 235 RUSSELL STREET - HADLEY, MASSACHUSETTS  
 413-568-5292  
 HADLEY@DCE.COM  
 (created - February 6, 2018)



WILLIAM DeLUCA, Chair  
JAMES CANNING, Vice-Chair  
WILLIAM BACIS                      GARTH SCHWELLENBACH  
STEPAHNIE CLYMER                NEVA TOLOPKO  
TOM DENNIS

ANNE CAPRA, Conservation Administrator/Planner

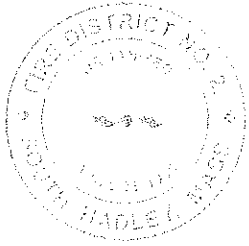
**TO:                      Selectboard**  
**FROM:                Anne Capra, Conservation Administrator/Planner**  
**CC:                    Mike Sullivan, Town Administrator; Richard Harris, Planning Director**  
**DATE:                August 8, 2019**  
**RE:                    Waive Chapter 61A First Right-of-Refusal, Lot 3 Lithia Springs Road (Map 58, Parcel 136)**

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At the August 7, 2019 Conservation Commission meeting, the Commission voted to waive their Chapter 61A right-of-first refusal to acquire Lot 3 (Map 58, Parcel 136) on Lithia Springs Road. Although the parcel is near the Holyoke Range, a priority area for conservation, the lot is just under an acre, expensive, and not immediately adjacent to other protected land.

**Lithia Springs Lot 3 Motion**

**Motion** to not exercise our right of first refusal as per the provisions of MGL Chapter 61A on the land in South Hadley known as Lot #3 Lithia Springs Road and waive the 120-day waiting period to exercise said right of first refusal.



## PRUDENTIAL COMMITTEE

Fire District No. 2  
20 Woodbridge Street • South Hadley, MA 01075  
Tel: (413) 534-5748 • Fax: (413) 534-5949

South Hadley Select Board  
116 Main Street  
South Hadley MA 01075

August 1, 2019

Dear Select Board,

South Hadley Fire District No.2 is requesting that the parking area in front of the fire station located near the fire hydrants be reserved for Fire District activities. Thank you for your consideration.

Sincerely,

Kenneth McKenna  
Chairman, Prudential Committee

July 24<sup>th</sup>, 2019

South Hadley Selectboard  
116 Main Street  
Room 109  
South Hadley, MA 01075

Dear Members of the South Hadley Selectboard,

I write this letter to inform you of my resignation, effectively immediately, from the position of Associate Member of the South Hadley Zoning Board of Appeals (ZBA). It was an honor to serve alongside the other members of the South Hadley ZBA, and I am grateful to have had the opportunity to serve my community.

Thank you,

A handwritten signature in black ink, appearing to read "Simon D. Elliott". The signature is written in a cursive style with a large, sweeping initial "S".

Simon D. Elliott

July 20, 2019

Town of South Hadley – Selectboard  
Town Hall – 116 Main Street  
South Hadley, MA. 01075

To: Town of South Hadley Selectboard

This letter is to advise you that I will be resigning as Treasurer of the GroSoHadley Community Garden Board as of July 31, 2019. I have served in this position since being appointed in February, 2015 which is about 4-1/2 years. I have enjoyed being a part of the Community Garden Board during this period and value the many fine relationships developed over this time. Together we have made some very positive differences for the Garden and the Gardeners; examples of which have been incorporating our website with the Town; formalizing the Garden Rules and Practices on the website; creating an online garden orientation video for new gardeners as well as developing online registration for gardeners to name just a few.

It is now time for me to step back and just enjoy gardening at the garden of which I have been a member since 2011.

Thank you to the Selectboard for the opportunity to serve the Town in this capacity and also wishing GroSoHadley Community Garden – Congratulations and best wishes on its 10<sup>th</sup> Anniversary.

Respectfully,

A handwritten signature in cursive script that reads "Margaret (Peg) Sullivan". The signature is written in black ink and is positioned below the word "Respectfully,".

Margaret M. (Peg) Sullivan  
174 North Main Street  
South Hadley, MA. 01075

CC: Marie Rohan, President – GroSoHadley Community Garden Board



# The Ledges Golf Club

## Summer 2019 Report

### General Comments

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The golf course staff is doing a fantastic job, and we've received many positive reviews. We have exceeded revenue projections YTD, even with a wet and cool start to the season. Through May, the majority of the playable days were considered non-favorable to play golf due to precipitation, saturated conditions and/or cool temperatures, resulting in two lost weekends in May. However, June was a very good month for the course.

While the course is ahead of plan YTD, we temper our excitement based on the potential for weather to strongly impact participation in the fall. We have an aggressive revenue budget for September and October and want to make sure everyone evaluates the financial performance of the Club based on an entire golf season.

### Operations

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#### Rounds Month Ending June 30

	2018 YTD Actual	2019 YTD Actual	2019 YTD Budget
<b>Member and Paid</b>	10,788	9,970	9,700

- April and May were severely impacted by precipitation.

#### Revenue Month Ending June 30

	2018 YTD Actual	2019 YTD Actual	2019 YTD Budget
<b>Golf</b>	\$409,314	\$417,806	\$376,870
<b>F&amp;B</b>	\$101,118	\$117,241	\$76,000

- Memberships YTD \$123,501 compared to \$109,180 in 2018.
- Merchandise Sales YTD \$17,209 compared to \$14,893 in 2018.

#### Expense Month Ending June 30

	2018 YTD Actual	2019 YTD Actual	2019 YTD Budget
<b>Golf and F&amp;B</b>		\$404,073	\$394,196

- Incurred unexpected repairs to fryer, freezer and dishwasher.

#### Labor Month Ending June 30

	2018 YTD Actual	2019 YTD Actual	2019 YTD Budget
<b>Golf and F&amp;B</b>		\$120,262	\$131,617

- Great job by the staff to manage labor!

**Memorandum of Agreement**  
**Town of South Hadley**  
**and**  
**Friends of South Hadley Dog Park**

August 20, 2019

The purpose of this Memorandum of Agreement is to clearly outline the responsibilities and expectations assigned and agreed upon by both the Town of South Hadley (Town) and the Friends of the South Hadley Dog Park (Friends).

The Town will apply for grants related to the design and construction of free leash "Dog Park" which require municipal application. The Selectboard will use funds from said grants and money specifically appropriated by Town Meeting for costs related establishing a "Dog Park". The park is to be built on a specific publicly owned parcel designated by the South Hadley Selectboard along Mulligan Drive.

The Town will provide the following; limited snow removal (within five days of end of storm, only in paved parking and road to access), will assist with seasonal upkeep by way of debris removal and will support operations as municipal capacity will allow and as formally requested in writing to the Selectboard. The Selectboard will allow signage interior and exterior of the chain link fence related to the activities, promotion or sustainability of the park, as allowed by the grantor and municipal by-laws. The "Town: reserves all permanent name rights of park.

The Friends of the South Hadley Dog Park will be generally responsible for park operations, including but not limited to generally maintaining the grounds, keeping the property free of waste, setting schedule of hours, keeping "rules" posted in a conspicuous place at the park and enforcing said "rules" proposed by the "Friends" and accepted by the South Hadley Selectboard. Any modification of the rules must be submitted by the "Friends" and accepted by the Selectboard before it is implemented.

A member of the "Friends" will be assigned to be the liaison between the "Friends" and the "Town" by FOSHDP. The Recreation Director and the Town Administrator should be notified as soon as possible by the liaison if there is a violation of the rules, if there is vandalism or any damage to the park, if there is known or suspected illicit or illegal activity in the area (call 911 for immediate response), if there is injury to a dog or person and provide a report to the Selectboard on operations three times a year (April, July and October). The "Friends" will make arrangements to secure the park when closed and re-open as appropriate and allowed.

The "Town" reserves the right to close the park at any time and will make reasonable efforts to notify the "Friends" in advance of a park closure if possible. The "Town" does not accept responsibility for any equipment, furnishings or devices left at the park by the "friends" or park visitors. The "Town" reserves the right to install equipment, gain access, and make modifications or alterations to the park and ancillary property for the purpose of public safety without consent of the "Friends". The "Town" instructs Administration to give notice to FOSHDP of any modification, closures or access within a reasonable period of time (72 Hours or less).

The "Friends" will carry a three million (\$3,000,000) liability policy with the Town of South Hadley as a named insured party (with renewal presented annually). The "Friends" will keep a copy of a Workmen's Compensation Insurance on file for any vendors or contractors who perform services for the "Friends". The "Friends" will notify the "Town" prior to any work being performed, beyond regular maintenance excluded.

The friends are expected to contract services to maintain the park, the parking lot, and the surrounding related properties or otherwise satisfy the needs of the park. The "Friends" will be responsible for any and all contractors, supplies, utilities or repairs/maintenance necessary to safely support the park. The "Friends" will be responsible for all permitting post construction, including but not limited to subsequent Storm Water Permit approvals and reporting. The "Friends" will abide by and manage all permit and legal requirements associated with this park.

The "Friends" will pay the "Town" \$5,000 annually net of any related verifiable expenses incurred by this agreement, including but not limited to insurance premiums, maintenance, organizational cost, advertising and other "Friends" expenses expended by FOSHDP on this dog park. The "Friends" will provide to the "Town" a report annually to the "Town" as to this clause by August 1 each year. Any modification of this clause must be approved by the South Hadley Selectboard.

### **Friends of South Hadley Dog Park Rules**

#### **Human Rules**

1. **ENTER AND USE THIS PARK AT YOUR OWN RISK-** Dog owners are legally responsible and liable for their dogs and any injuries caused by them. Neither the town of South Hadley nor the Friends of South Hadley Dog Park bear any liability for any injury, illness, or damage caused by any dog or their handler.
2. This playground is intended for dogs. It is recommended that no infants or small children visit the dog park. Children younger than 16 must be accompanied by an adult.
3. Equipment in the dog park is for dogs only. Please do not let children climb on the equipment.
4. Keep your dogs within view at all times. Dogs must not be left unattended in the park.
5. You must clean up after your dogs, yourself, and any children with you. All dog waste must be carried out of the park and disposed of properly. Fill in any holes that your dog digs.
6. Because the South Hadley Dog Park is a property owned by the town of South Hadley, no smoking, vaping, or substance use is allowed.

#### **Dog Rules**

1. All dogs must have an up to date license by their city/town and a current rabies vaccination. Collar tags or other proof of license/vaccination must be available at all times.
2. No dogs determined to be a "dangerous dog" pursuant to MGL ch.140 157 are allowed in the park.
3. The Small Dog Park is limited to dogs weighing around 30 pounds or less.
4. The Large Dog Park area is open to dogs of all sizes at the owner's discretion.
5. Limit two (2) dogs per person per visit.
6. No female dogs in heat are allowed in the park.
7. For the safety of your dogs and other park visitors, prong/pinch, choke, and spiked collars are prohibited inside the fenced area.

**Any violation of the above rules could result in a suspension of a dog handler's right to use the dog park.**

**For an emergency, please contact South Hadley Animal Control or the Police Department at 538-8231.**

## LEASE

Agreement entered into this \_\_\_\_\_ day of August, 2019, by and between the **ROMAN CATHOLIC BISHOP OF SPRINGFIELD, a Corporation Sole** under Chapter 368 of the Acts of 1898 of the General Court of the Commonwealth of Massachusetts, with offices at 76 Elliott Street, Springfield, Massachusetts 01105-1714, (hereinafter referred to as “**RCB**”), Lessor; and the **SOUTH HADLEY COUNCIL ON AGING by and through the TOWN OF SOUTH HADLEY**, a municipal corporation, with offices at 116 Main Street, South Hadley, Massachusetts 01075, (hereinafter respectively referred to as “**COA**”), Lessee.

### WITNESSETH:

WHEREAS, certain facilities located at Saint Theresa of Lisieux Parish on certain real estate situated at 9 East Parkview Drive, South Hadley, Massachusetts are available, which area is approximately 10,500 square feet and includes five classrooms, one conference area, a kitchen, a snack bar, bathrooms and a gymnasium; and

WHEREAS, **COA** has need for the facilities afforded by the premises to provide the **COA** with operational space during construction of its new facility to be located at 45 Dayton Street, South Hadley, Massachusetts; and

WHEREAS, **RCB** has agreed to make the said premises available for use by **COA**; and

NOW THEREFORE, **RCB** for and in consideration of the facts above recited and the mutual covenants, terms, conditions and restrictions herein contained does hereby lease unto the **COA**, for a period of eighteen (18) months, a certain property consisting of approximately 10,500 square feet located at Saint Theresa of Lisieux Parish, 9 East Parkview Drive, South Hadley, Massachusetts, (hereinafter known as the “**PREMISES**”).

1. The period of the Lease is for the term of eighteen (18) months, beginning November 1, 2019 to April 30, 2021 and this period may be extended by mutual agreement. **COA** will make any such request for extension of this period to **RCB** in writing no later than sixty (60) days prior to the expiration of the eighteen (18) month period or any such subsequent extension period. Notwithstanding the foregoing, the Parties may terminate this lease on thirty (30) days written notice to the other party, for any reason or no reason. In the event that either party terminates the lease with such notice, neither party shall be liable for damages related to said termination and the **COA** shall not be responsible for any further rent payments for the remainder of the Term.

2. During the term of the Lease, **COA** shall maintain and service all areas used on a regular and requested basis. Gymnasium and kitchen use by the **COA** will be subjugated to needs or programs of **RCB**. **RCB** will provide **COA** with seven (7) day notice prior to a dates needed by **RCB**. If **COA** intends to use the gymnasium, kitchen or any other of the facilities or grounds under the control of **RCB**, **COA** will provide a detailed request in writing no less than thirty (30) days prior. The request should include a description of the activities (including if alcohol is to be served or sold), the expected size of the crowd, the times (both start and finish), date(s) or any other pertinent information to assist **RCB** in making a decision in an efficient and expedited manner. **COA** may submit a request sooner and will not advertise or promote any such event until a written response is received by **COA**. Both parties will work to keep a coordinated calendar of events in order to avoid any scheduling conflicts. Use of the kitchen space shall require **COA** to provide a staff person who is certified in ServSafe, Allergen and Chokesaver, who shall be present in the kitchen at all times it is in use.

3. **RCB** will allow **COA** access two (2) weeks prior to the start of the term of this Lease to move and install items (i.e. furniture, computers, phones etc. essential to the services to

be provided by **COA**. The same will be afforded if needed at the end of the term of this Lease. **COA** will vacate the premises within thirty (30) days of a Certificate of Occupancy for the newly constructed Senior Center at 45 Dayton Street, South Hadley, Massachusetts. **COA** will notify **RCB** of its intent to vacate the facility in writing forty five (45) days prior to the date it intends to leave. **COA** will leave the premises in an equal state of condition as it was when entering the facility originally.

4. **COA'S** normal times of operation shall be from 8:00 a.m. to 5:00 p.m Monday through Friday with the **COA** programming running from 8:30 a.m. to 4:30 p.m. on Mondays, Tuesdays, Thursdays and Fridays and 8:30 a.m. to 8:00 p.m. on Wednesdays. If the Parish needs any of the space assigned **COA**, it will provide **COA** with forty-eight (48) hours' notice prior to the date the space is needed by the Parish. If the **COA** seeks to use any kitchen or gymnasium or other space not previously designated on the Saint Theresa's property, it will provide a written request by electronic mail two (2) weeks prior to the date requested to the Parish Representative.

5. The lease payment for the use and occupation of the premises by **COA** shall be as follows:

a. For the term of said Lease, unless otherwise terminated as noted herein, the amount of annual rent due and payable shall be Six Thousand and 00/100ths (\$6,000) Dollars per month for the Term or One Hundred Eight Thousand and 00/100ths (\$108,000.00) Dollars should the Term be fulfilled. Payments shall be made payable to **RCB** in advance on the 1<sup>st</sup> day of each month. This amount is given specifically to defray costs associated with the use of the facility and parking.

6. **RCB** shall be responsible for all utilities including heat, air conditioning and internet access, **RCB** shall control the heating and cooling temperatures. **COA** will be responsible for any telephone, video, television or equipment needed or expenses related to

installation of said equipment. The **COA** will extend its cyber insurance policy to protect **RCB**. All installation work will be performed in a professional manner and at the end of the term will be restored to its prior condition.

7. **RCB** shall be responsible for landscaping and snow removal about the **PREMISES** including adjacent parking lot and all sidewalks to the **PREMISES**. **COA** through the South Hadley Department of Public Works may assist by performing necessary work such as snow removal, parking lot sweeping or other tasks associate with the **COA** use of the facilities. When such work is necessary, the **COA** will get prior approval from the Parish Representative.

8. This property is currently tax exempt. It is assumed that use by the tenant will qualify as tax-exempt. If not, **COA** shall be responsible for their pro-rata share or real estate taxes for the land and building of which the **PREMISES** are a part.

9. **COA** shall provide any equipment necessary, including a trash dumpster, for their use and occupation of these **PREMISES**, and other than fixtures, shall remain at all times their personal **PROPERTY**.

10. **RCB** and **COA** agree to exchange and/or provide to each other a list of CORI approved personnel and volunteers as well as any Code of Conduct/Safe Environment information and policies as may be required.

11. **COA** further agrees, to the extent permitted by law, to indemnify and hold harmless **RCB** and its servants, agents, and employees from any and all claims actions, causes of action, injuries, damages, judgments, and any and all other claims or damages, including the costs of defense, of whatever type or nature which may hereafter at any time be instituted, claimed or recovered against **RCB** which arise out of or in conjunction with the use and occupancy of said premises by **COA** except to the extent caused by the negligence of **RCB**.

12. **COA** assumes full responsibility for any damages to the said premises that occur during the term of this agreement. Any such damages will be repaired according to the specifications of **RCB**.

13. **COA** shall also provide general liability insurance in an amount not less than Three Million (\$3,000,000.00) Dollars with companies acceptable to **RCB** which shall name **RCB** and Saint Theresa of Lisieux Parish as additional insureds and shall not be cancelled without thirty (30) days written notice to **RCB**. Evidence of all insurance coverage to be provided to **RCB** sixty (60) days prior to the date of commencement of this Lease.

14. **COA** accepts the **PREMISES** in "AS IS" condition and agrees to return the same to **RCB** in the same condition, reasonable wear and tear excepted. A starting statement of condition shall be presented and agreed prior to occupancy. Any cost to restore **PREMISES** to the afore-mentioned original condition shall be borne by **COA** or reimbursed to **RCB** at its cost.

15. **COA** will conduct activities on the **PREMISES** in a lawful manner, and will comply with all federal, state and local laws pertaining to its activities upon said **PREMISES**.

16. **COA** shall use the premises for activities provided by the **COA**. It is understood that the said premises are to be used only for the above outlined lawful purposes. No other use of the premises or subletting of same or any part thereof may be made without first obtaining the permission of the **RCB** in writing. Use of the Premises as a "Senior Center" by **COA** is not inconsistent with the teachings of the Roman Catholic Church and shall be allowed on the Premises.

17. **RCB** does further covenant and represent that it is seized of the **PREMISES** in fee simple and has good right to lease said premises and that the **PREMISES** are free and clear of any and all encumbrances. Further, **COA** shall have the use of and shall enjoy all of the

benefits derived from and arising out of the aforesaid leased **PREMISES**, except as provided herein.

18. No alterations or renovations are to be made to the premises without first having obtained the permission of **RCB** in writing.

19. **RCB**, its agents, servants and/or licensees shall have the right at all convenient times to enter upon the said premises for the purpose of inspecting and showing the same for rent or sale.

20. **COA** promises to quit and deliver up the premises to **RCB** or its attorney, peaceably and quietly, in as good order and condition, reasonable use and wear and tear, excepted, as the same now are, or may be put into by **RCB**, and to pay the contribution as above stated for such time as **COA** may hold the same, and not make or suffer any waste thereof, nor lease or underlet nor permit any other person or persons to occupy or improve the same, nor make or suffer to be made any alteration therein, but with the written approval of **RCB**. **RCB** may enter to view and make improvements and to expel **COA** if it makes or suffers any waste thereof, either of the premises or the personal property contained therein. **RCB** can give written notice of not less than thirty (30) days to vacate and cancel this Lease. **COA** may do the same with forty-five (45) days' notice. Any whole or part of a month which **COA** occupies the facilities will require **COA** to pay the full monthly remittance.

21. **AND PROVIDED**, that in case the premises or any part thereof during the term of this agreement will be destroyed or damaged by fire or other casualty, so that the same shall be thereby rendered unfit for use and habitation then, these presents shall thereby be determined and ended at the election of **RCB** or their legal representatives.

22. All notices, reports, statements, requests, or authorizations required to be given hereunder shall be sufficiently given by certified mail, return receipt requested, postage paid, addressed to:

RCB: Fr. Michael Twohig, Pastor  
Patricia L. Smith, Parish Representative  
Saint Theresa of Lisieux  
9 East Parkview Drive  
South Hadley, MA 01075

with copy to: Joseph A. Pacella, Esquire  
Katharine A. Pacella, Esquire  
Egan, Flanagan & Cohen, P.C.  
67 Market Street  
Springfield, MA 01103

And also to:

COA: South Hadley Council on Aging by and through the  
Town of South Hadley  
116 Main Street  
South Hadley, MA 01075

with a copy to: Lisa L. Mead, Esquire  
30 Green Street  
Newburyport, MA 01950

23. **COA** will designate Leslie Hennessey, Director of the South Hadley Council on Aging as the liason, representative and initial contact for all activities related to **COA**. **RCB** will designate Patricia L. Smith, Director of Pastoral Ministries at Saint Theresa of Lisieux Parish to act in a similar capacity. No change, alteration, or extension shall be accepted unless approved and an amendment is signed by all listed parties or the organizational successors to the stated positions.

24. **RCB** will file the appropriate disclosure under G.L. c. 7C §8 with DCAMM.

[SIGNATURE PAGE TO FOLLOW]

IN WITNESS WHEREOF, the parties hereto have caused these presents to be signed, respective corporate seals to be affixed hereto and delivered in their names and behalf by their duly authorized officers, on the day and date first above mentioned.

**ROMAN CATHOLIC BISHOP OF  
SPRINGFIELD, A CORPORATION SOLE**

By: \_\_\_\_\_  
Most Reverend Mitchell T. Rozanski, D.D.  
Bishop of Springfield

**TOWN OF SOUTH HADLEY**

By: \_\_\_\_\_  
Michael J. Sullivan, Town Administrator

**SOUTH HADLEY COUNCIL ON  
AGING**

By: \_\_\_\_\_  
Leslie Hennessey, Director

Acknowledged by:

**SAINT THERESA OF LISIEUX  
PARISH**

By: \_\_\_\_\_  
Reverend Michael Twohig, Pastor

By: \_\_\_\_\_  
Patricia L. Smith, Director of Pastoral  
Ministries

**Town of South Hadley  
Self-Evaluation and Transition Plan  
August 2019**

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**Prepared by:**

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

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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 SOUTH HADLEY – SELF-EVALUATION AND TRANSITION PLAN  
TABLE OF CONTENTS**

<b>I. INTRODUCTION</b>	<b>4</b>
<b>II. AMERICANS WITH DISABILITIES ACT</b>	<b>5</b>
Background	5
Title I	6
Title II	7
Title III	8
Title IV	8
Title V	8
Definition of Commonly Used Terms	9
Program Accessibility	10
<b>III. OTHER FEDERAL ACCESSIBILITY REGULATIONS</b>	<b>11</b>
<b>IV. 521 CODE OF MASSACHUSETTS REGULATIONS/AAB</b>	<b>12</b>
<b>V. ALTERATIONS TO HISTORIC PROPERTIES</b>	<b>13</b>
<b>VI. ADA SELF-EVALUATION</b>	<b>14</b>
Commission on Disability	15
ADA Coordinator	16
Public Notice	16
ADA Grievance Procedure	17
Policies/Procedures/Practices	18
Reasonable Accommodations	18
Maintenance	21
Effective Communication, Auxiliary Aids, and Services	22
Emergency Preparedness, Evacuation Plans, and Emergency Shelters	26
Polling Places	27
<b>VII. ADA TRANSITION PLAN</b>	<b>29</b>
Limitations of the Transition Plan and Compliance	29
Use of the Transition Plan	31
Priority	31
Feasibility	31
Time-frame	31
Costs	32
Abbreviations	32

<b>VIII. MUNICIPAL BUILDINGS ASSESSMENT</b>	<b>33</b>
Town Hall	34
Police Station	46
Town Library	52
Senior Center	57
Ledges Golf Club	64
Firehouse Museum	69
Department of Public Works	75
Sewer Plant	78
Transfer Station	83
<b>IX. RECREATIONAL FACILITIES ASSESSMENT</b>	<b>86</b>
Hadley Falls Canal Park	92
Beachgrounds Park	95
Buttery Brook Park	99
Town Common	107
Plains Elementary School	110
Mosier Elementary School	114
Michael E. Smith Elementary School	117
South Hadley High School	121
Sidewalks/Curb Ramps (Common, Falls, Newton St.)	128
<b>APPENDICES</b>	<b>137</b>
Appendix A: Survey Form	138
Appendix B: Public Notice	144
Appendix C: Grievance Procedure	146
Appendix D: Reasonable Accommodations Policy	148
Appendix E: Reasonable Accommodations Request Form	150

## I. INTRODUCTION

The Center for Living and 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 South Hadley to determine its level of compliance under the Americans with Disability Act (ADA) of 1991, as amended in 2008 and 2010.

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

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

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

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

## II.AMERICANS WITH DISABILITIES ACT

### **Background**

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

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

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

Title I: Employment

Title II: State and Local Government and Public Transportation

Title III: Public Accommodations and Services Operated by Private Entities

Title IV: Telecommunications

Title V: Miscellaneous Provisions

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

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

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

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

All towns must perform a self-evaluation of its policies, practices, programs, procedures, services, etc. (including communication) to determine compliance under the ADA. Towns must make reasonable modifications to these policies, programs, services, etc. to avoid discrimination against individuals with

disabilities unless such modification would result in a fundamental alteration in the nature of that program or service.

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

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

## **Title I**

### *Equal Employment Opportunity*

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

### *Reasonable Accommodations*

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

## **Title II**

### *Program Accessibility*

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

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

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

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

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

### *Effective Communication*

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

The type of auxiliary aid or service necessary to ensure effective communication will vary according to the type of communication involved and the needs of the individual. "Auxiliary aids" include such

services or devices as sign language interpreters, assistive listening headsets, television captioning and decoders, telecommunications devices for deaf persons (TDD's), videotext displays, readers, taped texts, Brailled materials, computer disks, audio recordings, and large print materials. In addition, telephone emergency services, including 911 services, must provide direct access to individuals with speech or hearing impairments.

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

### **Title III**

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

### **Title IV**

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

### **Title V**

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

## **Definition of Commonly Used Terms**

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

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

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

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

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

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

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

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

**Program Accessibility**

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

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

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

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

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

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

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

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

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

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

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

#### **Help America Vote Act – 2002**

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

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

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

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

### Jurisdiction of 521 CMR

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

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

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

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

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

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

## **V.ALTERATIONS TO HISTORIC PROPERTIES**

### **ADA 2010 Standards**

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

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

### **Massachusetts 521 CMR**

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

## VI.ADA SELF-EVALUATION

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

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

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

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

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

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

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

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

**South Hadley Self-evaluation.** The Town of South Hadley has not created a formal Commission on Disability. There is no listing of it on the Town’s website, nor is it an option for residents to apply for membership in the website’s drop-down menu. The Massachusetts Office on Disability list of Commissions on Disability spreadsheet as of 12/11/18 lists the Town of South Hadley as having no commission or committee. Commissions on Disability are established by vote of Town Meeting to promote the inclusion and integration of persons with disabilities in the activities, services and employment opportunities or the community. MGL Chapter 40 Section 8J gives municipalities the authority to establish Commissions on Disability.

It is recommended that the Town, through town meeting action, accept the provisions of MGL C40 s8J to establish a Commission on Disability and allow the Selectboard to appoint a minimum of 5 members to serve on this board. Members are appointed to serve three-year terms.

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

The role of the ADA Coordinator is extensive and includes:

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

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

**South Hadley Self-evaluation.** The Town's Superintendent of Public Works James Reidy serves as the town's ADA Coordinator. This is an appointed position with a one year term. There is no mention of this position anywhere on the Town's website nor under Administration or the Selectboard web links. It is recommended that the Town add this position to its webpage as part of the Selectboard's page and that such designation be posted in Town Hall and be listed and described in the Town's Annual Reports.

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

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

**South Hadley Self-evaluation.** Title II of the ADA requires that public entities notify participants of its non-discrimination policies. There does not appear to be such notification of non-discrimination policies relative to persons with disabilities in brochures or posted in the town hall or on the Town's website.

A town must provide notice to the public about its ADA obligations and about accessible facilities and services in the town. The notice must inform the public about the ADA's nondiscrimination requirements. It may also describe how the public or employees may contact specific town officials about problems with accessibility and the need for effective communication. The information must be accessible to the public, including people who have

disabilities that affect communication, such as blindness, low vision, deafness, and hearing loss. Although no specific method is required to reach the public, notice can be provided in more than one format and by using more than one type of media, such as the town's website, print, radio, or television.

The limited Self-Evaluation surveys received responded to the question "Is the public informed that their programs are prepared to make reasonable modification" as follows:

- *"Most library patrons know to ask for assistance as needed. We are fortunate that our library building is accessible to most".*
- *"We have signage that informs the public of our hearing assistance system, the Williams Sound System. We have a sign to inform participants that service/support animals are welcomed in the building. We hold a monthly low-vision group and inform participants that we have a partnership with Mass Association for the Blind and visually impaired".*

Based on discussions with various department personnel, many staff provide reasonable modifications or accommodations to those who need or request it like at the public library noted above.

A sample Public Notice is provided as Attachment B.

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

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

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

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

**South Hadley Self-evaluation.** It does not appear that the Town of South Hadley has an adopted 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 town hall. There is a Grievance Procedure in Section XII, Page 28 under Procedure A. Complaint of the Personnel Policy in the Human Resources link on the Town's website. However, it only pertains to town employees according to the verbiage below:

*“Any employee who believes that s/he has a valid grievance, including any claim of mistreatment or discrimination under applicable laws, should file a grievance with Human Resources, South Hadley Town Hall, 116 Main Street, Room 103 South Hadley MA 01075: phone 413-538-5017 (ext. 129).”*

It is recommended that the Town of South Hadley create a Disabilities related section on its website and post relevant information such as the Grievance Procedure, public notices that allow for accommodation requests and the designated ADA Coordinator contact information.

A sample Grievance Procedure is provided as Attachment 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. The Town should also include non-discrimination language in its employment postings and/or forms similar to that provided below.

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

**South Hadley 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 does not appear to have formal policies and procedures pertaining to the ADA and program accessibility, grievances, communications, equal opportunity and non-discrimination except when it comes to employment opportunities where it speaks to the town being an affirmative action/equal opportunity employer.

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

In the physical requirements/work location portion of the job description, the following paragraph or similar language should be provided:

*“The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions”.*

### **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.

**South Hadley Self-evaluation.** 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. The town does not appear to have job descriptions that meet the general intent of providing reasonable accommodations.

A review of the limited completed Self-Evaluations demonstrated a willingness of town employees to accommodate residents seeking services on an “as needed” basis, but there was no formal language or policies illustrated on the Town’s website pertaining to the provision of providing reasonable accommodations including program accessibility in its programs and services available to the town residents and visitors.

A review of three job postings on the town’s website notes disparities and a lack of consistency in the content of the job descriptions. The job postings were for the following:

- Council on Aging Program Coordinator
- Department of Public Works Senior Wastewater Treatment Plant Attendant
- Police Department Emergency Dispatcher

The Council on Aging Program Coordinator was the only job posting that provided a detailed 2-page description of qualifications and work requirements including essential functions and physical requirements.

The DPW Wastewater Treatment Plant Attendant and Police Department Dispatcher job postings provided only a summary of the duties to be performed and the qualifications necessary to perform these listed duties. There were no essential requirements listed on these job postings.

Although all three Job Postings contained the following statement “***The Town of South Hadley is an Affirmative Action/Equal Opportunity Employer***”, there was no Reasonable Accommodation language provided when it comes to performing the essential functions of the job. However, under Section III.F. (Pre-Placement Medical Examination) of the Town of South Hadley’s Personnel Policy Manual, the following is stated:

*“All persons selected for labor service employment with the town, after receipt of notice of appointment and prior to the starting date of employment, shall undergo a medical*

*examination relating to essential functions of the position. The examining physician shall advise as to whether or not, in the opinion of the physician, the applicant is able to perform the essential functions of the duties of the position for which the appointment has been made with or without a reasonable accommodation. If unable to perform the essential functions of the position for which the appointment has been made, the Town Administrator or other appointing authority shall engage in the interactive process regarding reasonable accommodations. If an individual is not qualified for the position and/or if no reasonable accommodation is possible, the individual offer of employment can be withdrawn. If the applicant fails to engage in the interactive process or refuses an offer of an accommodation, it may be treated by the Town as a rejection of the offer of employment”.*

All job descriptions do not include language on the work environment and also on ADA Special Requirements including physical ability, sensory requirements, and environmental factors. All job descriptions must contain the essential functions required to do the job but typically do not list marginal duties, which should be included. It should also be noted that if a medical examination is required, it must be required of all entering employees of the same position. Medical examinations are prohibited until after a job offer has been made to the applicant. Employment can be conditioned on the results of the applicant’s post-offer medical examination

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

Physical RequirementsSuggested Wording

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

Reasonable Accommodations. Other than that noted in the Town of South Hadley's Personnel Policy Manual regarding the Pre-Placement Medical Examination, the town does not appear to have a Reasonable Accommodations Policy in place for existing or potential employees. Under Title II of the ADA, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of his/her job. A sample Reasonable Accommodations Policy and Request Form for adoption by the Selectmen is provided as Appendix 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 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.

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

- Bathroom stall doors that no longer operated as self-closing.
- Required clear width of 36" not maintained.
- Entry and exit doors with excessive operating forces and closing speeds.
- Routes of travel and walkways that were deteriorated resulting in abrupt changes in surface.
- Missing elements such as signage, bathroom stall door hardware, and sink plumbing protective equipment or wrap.
- Deteriorated cement, stone dust and asphalt walkways.
- Accumulation of debris (sand, dirt, leaves) in sidewalks and curb ramps.
- Storage of items in designated wheelchair areas.

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

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

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

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. But because of one's disability, a person with low vision does not see webpages 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 webpages, 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 webpages. 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 webpages 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 webpages that use frames).

### **South Hadley Self-evaluation.**

**Auxiliary Aids and Services.** Based on the limited departmental Self-Evaluations that were submitted in response to the survey as well as viewing policies and available materials, it is not clear as to what degree the Town complies with this provision, if at all. 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. The town must insure 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. These should be considered for purchase and use as deemed appropriate for town services and programs.

The South Hadley Public Library provides eBooks, eAudio and some large print material. eBooks are accessible to e-reader devices for those with visual impairments or are unable to read printed materials.

**Town Website and Internet Accessibility.** The Town has a specific section on Website Accessibility on its website located at the bottom of its homepage. When you click on the Accessibility link, the following comes up:

#### ***Website Accessibility***

*If you use assistive technology (such as a Braille reader, a screen reader, or TTY) and the format of any material on this website interferes with your ability to access information, please [contact us](#). To enable us to respond in a manner most helpful to you, please indicate the nature of your accessibility problem, the preferred format in which to receive the material, the web address of the requested material, and your contact information. Users who need accessibility assistance can also contact us by phone through the Federal Information Relay Service at 1-800-877-8339 for TTY/Voice communication.*

#### ***Accessibility Design Guidelines***

*Our website has been designed with the following accessibility guidelines in mind:*

- *We work to comply with [Section 508](#) as well as [2.0 A and AA](#) referring to website accessibility standards.*
- *If you have difficulty accessing the site or have any comments or feedback, please do*

not hesitate to [contact us](#).

### **Browser Accessibility Information**

Many popular browsers contain built-in accessibility tools.

- [Internet Explorer Accessibility Information](#)
- [Firefox Accessibility Information](#)
- [Chrome Accessibility Information](#)

### **Additional Plug-ins**

Adobe Reader is required to view and print PDF documents that appear on this website.

- To download this program for free, visit the [Adobe website](#).
- To read PDF documents with a screen reader, please visit the [Adobe Reader Accessibility website](#) which provides useful tools and resources.

Adobe Flash may be required to view certain videos that appear on this website.

- To download this program for free, visit the [Adobe website](#).
- To access flash content using a screen reader, please visit the [Adobe Flash Player Accessibility website](#) which provides useful tools and resources.

### **Supported Assistive Technology**

- Latest Version of [JAWS](#) for Windows
- Latest Version of [NVDA](#) for Windows
- Latest Version of [VoiceOver](#) for Mac OS X
- Keyboard-Only Navigation

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

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

1. *Establish, implement, and post online a policy that your webpages will be accessible and create a process for implementation.*
2. *Ensure that all new and modified webpages and content are accessible.*
  - Check the HTML of all webpages. 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.

#### **South Hadley Self-evaluation**

The Town of South Hadley has the following Alerts & Notifications available through its website:

#### **CivicReady Alerts**

Register with CivicReady to receive alerts about emergencies, flooding, road closures, power outages and other information relevant to the community.

In addition to providing an email address, you can include your address, cell phones and land line phones. Alerts may be sent by email, text or voice. Adding an address is recommended since some alerts can be targeted to a specific geographic area if necessary.

#### **Notify Me**

Subscribe for e-mail or text message notifications about things that interest you. You can customize your notification list. Options include:

- News postings
- Event Calendars
- Meeting agenda and minutes

\*Due to differences in security protocols, users need to register for alerts and notifications separately. You will receive two subscription confirmations - one for CivicReady and one for Notify Me.

There is a Registration to Assist Persons at Risk form available through the Police Department link on the Town's website. The Police Department can be made aware head of time whether or not a South Hadley resident is a person at risk or will require additional assistance in case of an emergency by filling out this form.

The Fire District 1 has links available to the Massachusetts Emergency Management Agency (MEMA) and the Federal Emergency Management Agency (FEMA) that has resources available to the public including persons with disabilities.

Although there is not any specific disability related links on the Town's website, the above-mentioned links have multiple methods of communication that a person with a disability can customize to their individual needs.

### **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.

### **South Hadley Self-evaluation.**

The Town elections for all five precincts take place at South Hadley High School located at 153 Newton Street in the gymnasium. The school entrance closest to the gymnasium has accessible parking spaces located there. In addition to traditional voting booths, there are accessible booths that are wider with a lower table surface so a person can vote sitting down or from a wheelchair.

There is also an AutoMARK Voter Assist Terminal; an optical scan ballot marker designed for use by people who are unable to personally mark an optical scan ballot due to physical, visual impairments or language barriers is placed where the display screen is not visible to the voting public. This is so important because there are numerous cases where the AutoMARK is placed alongside the other voting booths and the screen is in full view of voters passing by. This violates voter privacy. Below are some visual examples of the AutoMARK terminal.



South Hadley citizens can register to vote at the Town Clerk's office located in room 108 at the Town Hall, or online through the Secretary of Commonwealth's website. In addition a resident or a resident's family member can apply for an absentee ballot in person at the Town Clerk's office or mail in the form to the Town Clerk.

The Town Clerk's office is very well spread out for maneuverability with a few accessible tables to choose from to fill out paperwork in privacy.

## VII. ADA TRANSITION PLAN

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

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

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

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

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

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

#### **2010 ADA Standards**

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

#### **521 CMR**

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

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

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

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

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

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

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

of identifying obstacles and determining cost, however, descriptive alternatives will also be provided in the narrative.

**Use of the Transition Plan**

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

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

**Priority(P)**

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

<u>Priority</u>	<u>Description</u>
1	Accessible approach and entrance
2	Access to goods and services
3	Access to public toilet rooms
4	Access to other items (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 (2020-2021)
N	Near Term (2022-2025)
L	Long Term (2026-2029)

**Costs**

Cost estimates are based on recent projects of similar nature, unit quantity pricing (where appropriate), and R.S. Means Company, Inc. ADA Compliance Pricing Guide 2<sup>nd</sup> Edition and updated for current pricing. Cost estimates are also based on the type and complexity of work. It is being assumed that simple changes (Feasibility ranking of 1 or 2) will be made through the use of town personnel (custodial, DPW, etc.). More complex construction or those projects requiring specialized skills (Feasibility ranking of 3 or 4), would involve private contractors and include labor, overhead, and profit.

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.

**List of Buildings and Facilities**

Municipal Buildings: Town Hall, Senior Center, Fire House Museum, Town Library, Police Department, Department of Public Works, Ledges Golf Club, Sewer Plant, Transfer Station.

Recreational and Other Public Facilities: Buttery Brook Park, Beachgrounds Park, Town Common, Hadley Falls Canal Park, Mosier Elementary School, Michael E. Smith Middle School, Plains Elementary School, South Hadley High School, Sidewalks/Curb Ramps (Common, Falls, Newton St.).

**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		

## **IX. MUNICIPAL BUILDINGS ASSESSMENTS**

Town Hall

Police Station

South Hadley Library

Senior Center

Ledges Golf Club

Firehouse Museum

Department of Public Works

Sewer Plant

Transfer Station

## **SOUTH HADLEY TOWN HALL**

**Function and Description of Facility and Programs:** Built in the early 1900's as a high school, the building has served as the South Hadley Town Hall since the late 1950's. It is the town's primary administration building for general governmental services including the school department's administrative offices. The town hall consists of 3 levels including a basement, all of which contain office, meeting, and storage space.



**Responsible Party:** Selectboard

**General Description or Obstacle Which Limits Mobility or Access:** The on-street “accessible” parking space does not meet signage and slope requirements. The walkway from the designated parking to the building has sections of concrete pad which are broken and have excessive (> ¼”) changes in level surface. The walkway running slopes are well in excess of the maximum 5% allowed (without railings) at the junction of the walkway with the street. Similarly the walkways from Main Street to Town Hall also have excessive running and cross slopes and heaved and broken concrete creating an unstable surface with > ¼” changes in level surface. The exterior stair railings do not provide extensions at the top and bottom of the stairs. There is no directional signage at the front of the building indicating the location of the accessible entrance. The pad in front of the accessible entrance is not level. Most of the exterior and interior doors (when applicable) exceed the maximum operating force (15 lbs. – exterior; 5 lbs. – interior) and do not meet the minimum closing speed of 6 seconds. Interior stair railings are too wide and extensions are not provided at the top and bottom of the stairs. Nearly all interior doors lack tactile signage and have non-compliant knob-style hardware. The auditorium stage is not on an accessible route. The existing stairs to the stage have non-compliant railings. The hallway drinking fountains are not “high-low”. Some of the offices (Collector/Treasurer, Inspectional Services, Town Clerk, Recreation) have service counters which exceed the maximum height of 36” a.f.f. There are a number of protruding objects in the hallways (TV monitors, AED’s, fire extinguishers) which exceed that allowed. The 1<sup>st</sup> floor women’s bathroom is designated as accessible (but not the men’s bathroom) and the 2<sup>nd</sup> floor men’s

bathroom is designated as accessible (but not the women’s bathroom). There should be accessible men and women’s bathroom on each level. The designated “accessible” bathrooms do not adhere to various setback and height requirement and have other areas of non-compliance. The rear section of the basement (between Recreation Office and stairs to Administration and Finance Office) has numerous areas of non-compliance including knob-style door hardware, lack of tactile signage, abrupt changes in level surface, stair railings, lack of ramp railings and a ramp with a running slope in excess of 22% (maximum allowed with railings is 8.3%). As this area is not open to the public and is used solely for storage of Recreation Department equipment, it is recommended that this area be closed to the public and formally restricted and posted as such. Due to the cost associated with full compliance, the achieved benefit would be unsubstantial. Access to the area should be restricted to employees only and addressed as a “reasonable accommodation” if so required in the future.

**Town Hall Building Accessibility Assessment**

<u>General Description of Obstacle</u>	<u>2010 ADAAG</u>	<u>MAAB 521 CMR</u>	<u>Type of Action to be Taken</u>	<u>P</u>	<u>F</u>	<u>TF</u>	<u>Cost Estimate</u>
<p><b>Parking</b> There is one designated “accessible” parking space at street level.</p> <p>The <u>on-street parking</u> lacks a compliant access aisle and has running and cross slopes in excess of 2.0%, both which exceed the maximum allowed. The accessible signage designation is 22” too low.</p> <p>See Photo Town Hall 1.</p>	208 502	23.4 23.6	<p>The town is considering creating 2 accessible parking spaces on town owned property and eliminate on-street parking, which is the recommended option. This would include the creation of a minimum of one van accessible space and one passenger vehicle space as follows:</p> <p>Stripe and designate one van accessible parking space at a width of 8’ with an 8’ access aisle shared with an 8’ wide accessible passenger vehicle space on town property adjacent to the accessible entrance. Signage (including van accessible) must be set such that the signage height should be a minimum of 60” high at the bottom (2010 ADAAG Standards) and a maximum of 96” at the top (MAAB 521 CMR) and located in front of the space at a distance of no greater than 10’ from the parking space. The slopes should not exceed 2% in any direction and there should be no abrupt changes in level surface of greater than ¼”.</p>	1	3	N	Up to \$25,000
<p><b><u>Accessible Route to Elevator and from Main Street to Town Hall</u></b></p> <p>The accessible route from the parking space to the walkway has a running slope of up to 11.1% which far exceeds the maximum of 5% for a walkway. At the elevator entrance, the landing is only 38 ½” and has a slope of 8.0% which far exceeds the maximum allowed of 2.0%. In addition, there are numerous abrupt changes in level surface of &gt; ¼” due to deteriorated and/or broken, chipped, or raised concrete.</p> <p>The accessible route from Main Street to the Town Hall has running slopes of up to 11.7% at the entry point from the Main Street sidewalk. The walkway cross slopes in front of Town Hall are nearly 5.0% which far exceeds the maximum of 2.0%. In addition, there are numerous abrupt changes in level</p>	403	22.3	<p>Reconstruct the affected concrete pads on the walkways such that the running slopes are no greater than 5.0%, the cross slopes do not exceed 2.0%, and there are no abrupt changes in level surface of &gt; ¼”.</p>	1	3	I	Up to \$50k+

surface of > ¼" due to deteriorated and/or broken, chipped, or raised concrete.  See Photos Town Hall 2 and 3.							
<b>Directional Signage</b> There is no directional signage at the non-accessible Main Street entrances and side entrance at the Selectboard Meeting Room noting the accessible elevator and entrance off Pleasant Street.	703 216	41.1	Directional signage noting the separate accessible entrance should be provided.	1	2	L	\$300
<b>Exterior Entrance and Egress Stairs</b> The railings on the stairs not have extensions at the top and bottom of the stairs (where feasible). The railings on the stairs to the Selectboard Meeting Room extend 12" at the top but are sloped and not level with the ground (505.10; 27.4.3) The top of the railings are 40" a.f.f. which are 2" too high (505.4; 27.4.2). The exterior stairs of the employee entrance/egress at the rear of the auditorium do not have compliant railings on both sides of the stairs as one railing is not oval or circular in shape (505.7; 27.4.5). See Photos Town Hall 4, 5, and 6.	505.10 505.4 505.7	27.4.3 27.4.2 27.4.5	Lower railings to a height of 34" to 38" a.f.f. Provide 12" extensions parallel to the floor at the top and a slope distance of one tread then 12" at the bottom of the stairs. Install a complaint railing on the stairs to the rear employee entrance that is round or oval in x-section and 1 ¼" – 2" in outside diameter.	1	3	N	Up to \$25,000
<b>Exterior Stair Treads</b> The granite stair tread risers are 8", which are 1" too high under 2010 ADAAG and the treads are 12" wide, which are 1" too wide under 2010 ADAAG. The nosings are abrupt and not angled or curved.	504.2 504.5	27.2 27.3	The cost associated with full compliance versus the achieved benefit would be unsubstantial. Due to the age and significance of the building, seek a historic variance from the Massachusetts Historical Commission and the Massachusetts Architectural Access Board to retain the existing stairs.	1	3	L	TBD
<b>Accessible Entrance Landing</b> The landing in front of the door to the elevator is not level (8.0% running slope) and is only 38 ½" long.	305 302	25.2	Reconstruct the landing to provide for a minimum 48" level landing (no greater than 2.0% slope) at the door entrance.	1	3	I	Up to \$1,500
<b>Picnic Table</b> The accessible picnic table near the Police Station Parking Lot is not on an accessible route.	206	19.5	Relocate picnic table so that it is on an accessible route of travel.	4	2	N	\$0
<b>Exterior Doors</b> Entrance and egress doors do not fully comply with the maximum allowed operating force for an exterior door (15 lbs.) and minimum closing speed requirement of 6 seconds under 521 CMR. Assessments ranged from 3 seconds closing speed to 20 lbs. operating force.	404.2.8 404.2.9	26.8 26.9	Adjust door closers such that push/pull force does not exceed 15 lbs for an exterior door, and door closing speed is at least 6 seconds.	4	2	I	Up to \$400+
<b>Interior Doors</b> Many of the interior doors (double doors by BOS office, level 1 auditorium, assessors, collector/treasurer, admin/finance, mezzanine) do not fully comply with the maximum allowed operating force for an interior door (5 lbs.) and minimum closing speed requirement of 6 seconds under 521 CMR.	404.2.8 404.2.9	26.8 26.9	Adjust door closers such that push/pull force does not exceed 5 lbs for an interior door, and door closing speed is at least 6 seconds.	4	2	I	Up to \$250+

<b>Interior Stairs</b> The top stair tread of the stairs have nosings in excess of 1½" and are not fully beveled.	504.5	27.3	Modify the stair treads by removing a portion of the underlying wooden nosing beneath the vinyl covering to achieve a beveled nosing and re-secure the overlayment.	2	3	N	Up to \$750
<b>Interior Stair Railings</b> Throughout the building (basement, first level, second level) stair railings are non-compliant as they are not provided on both sides of the stairs, are not continuous, do not have extensions at the top and bottom, and exceed the maximum allowed width. See Photo Town Hall 7.	505	27.4	Seek historic variance under ADA and 521 CMR to maintain existing historic railings. Install complaint continuous railings on the wall side of all stairways at a height of 34" – 38" to the top of the handrails, round or oval in x-section and between 1¼" – 2" in outside diameter, and with extensions at the top 12" parallel to the floor and the slope distance on one tread then 12" parallel to the floor at the bottom.	2	3	L	Up to \$10,000
<b>Drinking Fountain (1<sup>st</sup> and 2<sup>nd</sup> Level.</b> The drinking fountains are non-compliant as they are not "hi-low" fountains.	211	36.1.1	Option #1 – Discontinue use of the existing drinking fountains.  Option #2 – remove the existing drinking fountains and replace with "hi-low" drinking fountains. The drinking fountains must comply as follows:  Protruding objects compliance of no > 4" protrusion between 27" and 80" a.f.f. (307); 30"x48" clear space requirement (305), and knee/toe clearance (306). Knee clearance is 9" to 27" a.f.f.; 25" deep max. at 9" a.f.f. or 11" deep min at 9" a.f.f. and 8" deep min at 27" a.f.f. Width of knee clearance s/b 30" wide min (306.3). Toe clearance as part of c.f.s. 17" min – 25" max, 9" high a.f.f., 30" wide (306.2). The spout s/b 15" min from wall and 5" max from the front edge of the unit (602.5). Flow of water 4" high min and spout located max 5" from front (602.6). The spout height s/b 36" max. a.f.f. for "low" and 38" min a.f.f. to 43" max a.f.f. for "high". The controls s/b operable w/one fist; no > 5 lbs force (309.4).	4	3	N	\$0 to \$5,000
<b>Door Signage</b> There is no tactile designation signage to identify rooms, offices and storage areas/closets on any of the floor levels. Signage is required at a minimum of 39 locations on the 1 <sup>st</sup> level, a minimum of 29 locations on the second level, and a minimum of 27 locations on the basement level.	703	41.1	Install accessible compliant designation on the latch side of each door (where allowable) with appropriate finish and contrast and character height and proportions, raised and brailled characters should also be included. Tactile characters on signs s/b 48" min. a.f.f.. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).	2	2	I	Up to \$3,500
<b>Door Hardware</b> Non-compliant knob style hardware exists on most doors throughout town hall. Compliant hardware is required on a minimum of 33 doors on the first level, a minimum of 29 doors on the second level, and a minimum of 26 doors on the basement level.	404.2	26.11	Replace knob-style hardware with compliant door hardware that is easy to operate with one hand and that does not require tight grasping, tight pinching of the wrist to operate.	2	2	N	Up to \$6,500
<b>Protruding Objects and Headroom</b> The following are protruding objects as they extend more than 4" into the accessible route of travel between a height of 27" and 80" a.f.f. or have vertical clearance reduced to less than 80":  <ul style="list-style-type: none"> <li>Level 1 alarm box near BOH Office</li> <li>Level 1 electrical box near BOH Office</li> </ul>	307.2	20.6.1	<ul style="list-style-type: none"> <li>Place a fixed object under the box</li> <li>Place a fixed object under the box</li> </ul>	2	2	I	\$0

<ul style="list-style-type: none"> <li>Level 1 paper holders near BOH Office</li> <li>Level 1 defibrillator</li> <li>Level 1 permit box and forms holder by Building Inspector's Office</li> <li>Level 1 wall mounted TV monitor at base of stairs near Selectboard Meeting Room</li> <li>Level 1 wall mounted TV monitor in Selectboard Meeting Room</li> <li>Level 2 defibrillator and fire extinguisher</li> <li>Level 3 fire extinguishers (2)</li> </ul> <p>See Photos Town Hall 8 and 9.</p>			<ul style="list-style-type: none"> <li>Place a fixed object under paper holders or relocate</li> <li>Place a fixed object under defibrillator</li> <li>Place a narrow, elongated table under the box and forms holder</li> <li>Raise the height of the monitor so the base is at least 80" a.f.f.</li> <li>Adjust or raise the height of the monitor so the base is at least 80" a.f.f.</li> <li>Place a fixed object under defibrillator. Place a fixed object under the fire extinguisher or relocate.</li> <li>Place a fixed object under the fire extinguishers or relocate.</li> </ul>				
<p><b>Doors with Glass Panels</b></p> <p>Interior doors of Finance (2), Administration (1), Supt/Human Resources (1), Inspectional Services (2), Employee Relations and Benefits (1) and Student Services (1) have glass panes that exceed the maximum viewing height of 43" by 5" to 15".</p>	404.2.1 1	NA	Doors, gates, and side lights adjacent to doors or gates, containing panels that permit viewing through the panels shall have the bottom of at least one panel located 43 inches maximum a.f.f. Modify doors/panels to comply with maximum height restriction.	4	3	L	Up to \$2,100
<p><b>Controls, Switches, and Outlets</b></p> <p>Twelve (12) controls, switches or outlets exceed the maximum reach range under the 2010 ADA Standards as follows:</p> <ul style="list-style-type: none"> <li>Controls (Auditorium)</li> <li>Outlets (Auditorium, IT office, Basement hallway, )</li> <li>Switches (Finance office, 2<sup>nd</sup> floor hallway, Student Services office, Veterans Services office, Auditorium, IT office (2), Basement hallway).</li> </ul>	308.2 308.3	6.5 6.6	Lower controls, light switches, and outlets to no more than 48" a.f.f.	4	3	L	Up to \$3,000+
<p><b>Counter Heights</b></p> <p>The office service counters in Public Health, Town Clerk, Building Inspector, Recreation, and Collector/Treasurer all exceed the maximum height allowed by 4" to 7¾".</p>	904.4	7.2	Service counters should not exceed 36" in height with a minimum of 36" clear width (521 CMR).	2	3	N	Up to \$2,500
<p><b>Level 1 Public Health</b></p> <p>Access to the interior of the Public Health Office has a clear width of only 22" due to the placement of a chair and plant. See Photo Town Hall 10.</p>	403.5	20.3	Relocate chair and plant to achieve minimum required 36" clear width.	2	1	I	\$0

<p><b>Level 1 Mail and Copy Room</b></p> <p>The mailroom has limited maneuverability to access mail and the copier. Minimum clear widths (36" – 403.5; 20.3), turning radius (60" – 304.3; 6.3) and reach ranges (48" a.f.f. – 308.2, 308.3; 6.5, 6.6) are not met.</p>	403.5 304.3 308.2 308.3	20.3 6.3 6.5 6.6	The Mail and Copy Room has limited space which does not allow for compliance with required clear widths, turning radius, and reach range requirements. Relocation or expansion of this area would be required to achieve compliance. As this area has restricted access and is not open to the public, full compliance or a change in policies and procedures may be required in the future as a reasonable accommodation to staff.	4	3	L	TBD
<p><b>Tables and Seating</b></p> <p>The meeting tables in the Level 2 Conference Room and the Basement Recreation Department provide only 25½" and 24" of knee clearance respectively.</p>	226.1 306.3 902.3	35.1 35.5 35.6	At least 5% or not less than 1 table shall be accessible. Tables must provide at least 27" a.f.f. of knee clearance 30" wide and 19" deep (521 CMR). The tops of tables should be 28" to 34" a.f.f. The tables can be blocked to meet the required knee clearance height or an accompanying smaller table can be provided.	2	1	I	Up to \$200
<p><b>Auditorium</b></p> <p>There is no accessible route from the place of assembly to the stage.</p> <p>Handrails exist on only one side of the stairs and do not extend 12" at the top parallel to the floor and a slope distance of one tread then 12" parallel to the floor at the bottom.</p> <p>The second level assembly area (meetings, performances) does not appear to have an assistive listening system as required as no signage was present.</p> <p>See Photo Town Hall 11.</p>	206  505.2 505.3 505.4 505.10  219 706 216.10	20.00 14.6  27.4.1 27.4.2 27.4.3  14.5	<p>A vertical lift, inclined wheelchair lift, or ramp must be provided to achieve access to the stage from the assembly area.</p> <p>Modify existing railings to provide extensions at top and bottom of the stairs. Provide additional railing so railings are on both sides of the stairs.</p> <p>Provide an assistive listening system which has 30 receivers with 8 being hearing-aid compatible. Provide signage denoting availability of the ASL system with the International Symbol of Accessibility for Hearing Loss.</p>	2  2  4	3  3  3	N  N  N	Up to \$15,000  Up to \$500  \$3,000 +/-
<p><b>Level 2 School Dept. Student Services</b></p> <p>A sink in the office area is not wrapped/insulated and has non-compliant hardware.</p>	606.4 606.5 309	30.9.5 30.9.6	As this sink is not needed or used, the sink should be removed.	4	2	I	\$0
<p><b>Level 2 School Supt./Human Resources</b></p> <p>A sink and counter in a closet area lacks adequate maneuverability, knee clearance, and has non-compliant faucets. See Photo Town Hall 12.</p>	606.2 306.2 306.3 309	30.9.1 30.9.3 30.9.6	As this facility is not open to the public, improvements or a discontinuance of use may be required in the future as a reasonable accommodation.	4	-	L	TBD
<p><b>Basement Level Employee Lounge</b></p> <p>The counter and sink in the employee lounge is 2¼" too high, lacks compliant hardware and does not provide knee clearance. See Photo Town Hall 13.</p>	804.3.2 309 306.2 306.3 606.3	32.2 32.5 32.6 32.7	Modify the counter and sink so that the height does not exceed 34" a.f.f.; provides a minimum of 27" knee clearance with guarded, wrapped, or insulated piping; and hardware (cabinets, faucets) that can be operated with a closed fist.	4	3	L	Up to \$500
<p><b>Level 1 Women's Bathroom</b></p> <p>The door lacks tactile designation signage.</p> <p>The bathroom door push/pull force is 12 lbs.</p>	703  404.2.9	41.1  26.8	<p>Install accessible compliant designation on the latch side of the door with appropriate finish and contrast and character height and proportions, raised and brailled characters should also be included. Tactile characters on the sign s/b 48" min. a.f.f.. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).</p> <p>Adjust or replace door closer such that push/pull force does not exceed 5 lbs.</p>	3  3	2  2	I  I	\$25  \$50

The wall mounted mirror (47" a.f.f.) is 7" too high.	603.3	30.11	Lower mirror such that the bottom of the mirror (reflecting surface) is no greater than 40" a.f.f.	3	2	I	\$25
The towel dispenser (47" a.f.f.) is outside the zone of reach under 521 CMR.	308.2 308.3	30.12 6.5 6.6	Lower dispenser to a max. of 42" a.f.f. (521 CMR).	3	2	I	\$0
The coat hook on the stall door is 64" a.f.f. which exceeds the maximum reach range under ADAAG by 16".	308 603.4	30.6.1	Lower coat hook to no more than 48" a.f.f.	3	2	I	\$0
The water closet stall door lacks an interior pull device, has a non-compliant closing mechanism, and is not self-closing.	604.8.2 404.2.7	30.6.1 39.5	Modify or replace hinge so that it is self-closing. Install a pull device on the interior stall door at a height of no greater than 48" a.f.f. Replace the closing mechanism with one that can be operable with a closed fist and does not require pinching or twisting.	3	2	I	\$100
The rear grab bar is only 36" long and is 6" too short under 521 CMR (604.5; 30.8). The grab bars are mounted 1" to 2 ½" too low (609.4; 30.8.2).	604.5 609.4	30.8 30.8.2	Replace rear grab bar with a 42" long bar. Raise the grab bars such that the top of the gripping surface is 33" to 36" a.f.f.	3	2	I	\$300
The toilet paper dispenser is 3" o.c. from the front of the water closet and is located over the grab bars.	604.7 309.4	30.7.6 30.8.5	Toilet paper dispenser s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispenser s/b a minimum of 24" a.f.f. and not mounted above the grab bars under 521 CMR.	3	2	I	\$50
The water closet flush control is not on the open or wide side.	604.6	30.7.5	Relocate flush control so that it is on the wide or approach side or replace with an automatic flush control.	3	3	N	Up to \$750
The water closet is 1½" too far from the near wall.	604.2	30.7.2	Modify water closet so that the centerline is 18" from the nearest sidewall and at least 42" from the farthest sidewall.	3	3	N	Up to \$350
<b>See Photos Town Hall 14 and 15.</b>							
<b>Level 1 Men's Bathroom</b>							
The bathroom is wholly non-complaint with inadequate clearances for wheelchair maneuverability and no accessible components (signage, door clear width, door closing speed, grab bars, sink, water closet, dispensers, compliant heights, etc.). <b>See Photos Town Hall 16 and 17.</b>	404.2.3 603 604 606	26.5 30	Widen entry to comply with minimum 32" clear width requirement and implement modifications to create a single user accessible bathroom in compliance with 603, 604, and 606 under the 2010 ADA Standards and S. 30 under 521 CMR.  a	3	4	L	Up to \$25,000
<b>Level 2 Women's Bathroom</b>							
The bathroom is wholly non-complaint with inadequate clearances for wheelchair maneuverability and no accessible components (signage, door closing speed, sink, water closet, grab bars, dispensers, compliant heights, etc.). <b>See Photos Town Hall 18.</b>	603 604 606	30	Implement modifications to create an accessible stall and sink in compliance with 603, 604, and 606 under the 2010 ADA Standards and S. 30 under 521 CMR.  a	3	4	L	Up to \$25,000
<b>Level 2 Men's Bathroom</b>							
The entry door and an interior storage lacks tactile designation signage. The interior door has knob-style hardware (404.2; 26.11).	703	41.1	Install accessible compliant designation 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 the sign s/b 48" min. a.f.f. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards). Install lever hardware on the interior door.	3	2	I	\$125

The bathroom door push/pull force is 15 lbs. and has a 5 seconds closing speed	404.2.9 404.2.8	26.8 26.9	Adjust or replace door closer such that push/pull force does not exceed 5 lbs. and door closing speed is at least 6 seconds (521 CMR).	3	2	I	\$50
The wall mounted mirror (41 ½" a.f.f.) is 1½" too high.	603.3	30.11	Lower mirror such that the bottom of the mirror (reflecting surface) is no greater than 40" a.f.f.	3	2	I	\$25
The paper towel dispenser (43 ½" a.f.f.) is outside the zone of reach under 521 CMR and is not on an accessible route.	308.2 308.3	30.12 6.5 6.6	Lower dispenser to a max. of 42" a.f.f. (521 CMR) and relocate on an accessible route.	3	2	I	\$0
The urinal is 5" too high and is not elongated.	605.2	30.10.1	Install a urinal with an elongated rim at a height of no more than 17" a.f.f.	3	3	N	\$500
The sink piping is not wrapped, insulated, or guarded.	606.5	30.9.5	Wrap and/or insulate piping.	3	2	I	\$25
The stall door lacks a coat hook.	308 603.4	30.6.1	Install a coat hook at a height of no more than 48" a.f.f.	3	2	I	\$0
The water closet stall door lacks an interior pull device, has a non-compliant closing mechanism, and is not self-closing.	604.8.1 404.2.7	30.6.1 39.5	Modify or replace hinge so that it is self-closing. Install a pull device on the interior stall door at a height of no greater than 48" a.f.f. Replace the closing mechanism with one that can be operable with a closed fist and does not require pinching or twisting.	3	2	I	\$100
The grab bars are mounted 1½" to 2 too low.	609.4	30.8.2	Lower grab bars such that the top of the gripping surface is 33" to 36" a.f.f.	3	2	I	\$150
The toilet paper dispenser is 0" o.c. from the front of the water closet and is located over the grab bars.	604.7 309.4	30.7.6 30.8.5	Toilet paper dispenser s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispenser s/b a minimum of 24" a.f.f. and not mounted above the grab bars under 521 CMR.	3	2	I	\$50
<b>See Photos Town Hall 19 and 20.</b>							
<b>Rear Basement Area</b>							
The rear basement area between the Recreation Department and stairs to the first floor near the Selectboard's Office has numerous areas of non-compliance including 8 doors with knob hardware, lack of tactile signage, abrupt changes in level surface, and a ramp with a running slope of more than 22% and no railings.	703 404.2 303 405.2 405.8 505	41.1 26.11 22.4 24.2 24.5	Formally close this area (gate, chain) to the public and restrict access to employees only. No other action required unless required as a reasonable accommodation.	4	1	I	\$25
<b>See Photos Town Hall 21 and 22.</b>							
<b>Assistive Listening System</b>							
Neither the first level assembly area nor the Selectboard Meeting Room appear to have an assistive listening system as required as no signage was present.	219 706 216.10	14.5	Provide an assistive listening system for shared use in both locations which has up to 30 receivers with 8 being hearing-aid compatible. Provide signage denoting availability of the ASL system with the International Symbol of Accessibility for Hearing Loss.	4	3	N	\$3,000+/-

Total up to \$210,700

**Town Hall Accessibility Assessment Photos**



Photo Town Hall 1



Photo Town Hall 2



Photo Town Hall 3

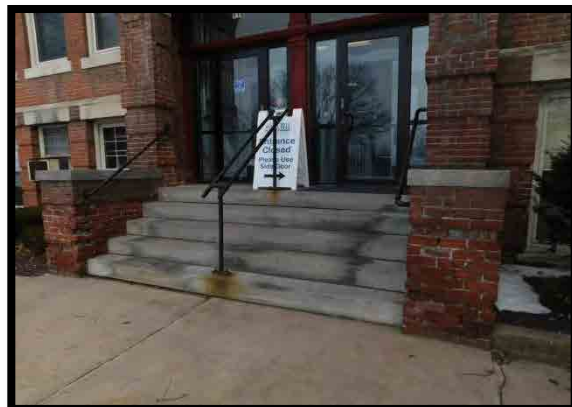


Photo Town Hall 4



Photo Town Hall 5



Photo Town Hall 6



Photo Town Hall 7



Photo Town Hall 8



Photo Town Hall 9



Photo Town Hall 10

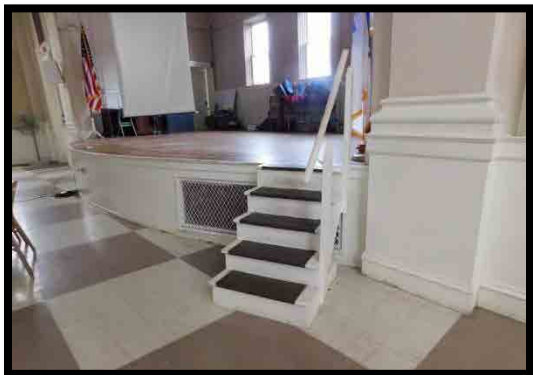


Photo Town Hall 11

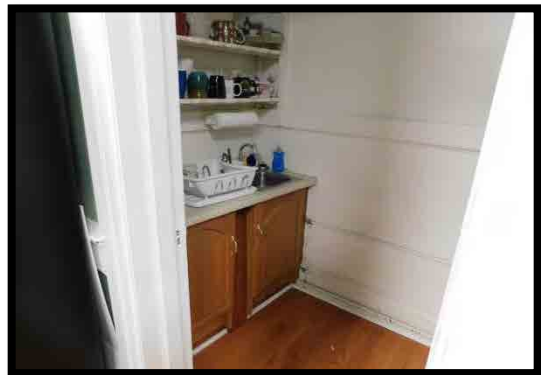


Photo Town Hall 12



Photo Town Hall 13

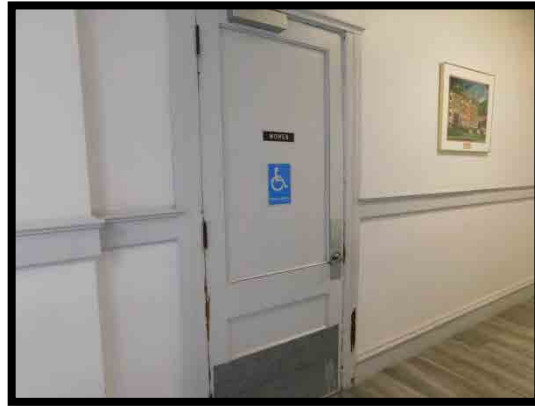


Photo Town Hall 14



Photo Town Hall 15



Photo Town Hall 16



Photo Town Hall 17

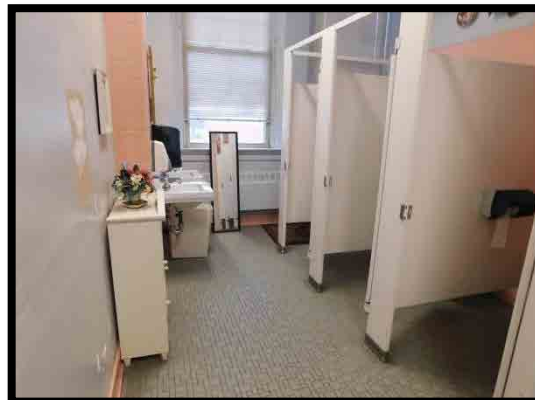


Photo Town Hall 18



Photo Town Hall 19



Photo Town Hall 20

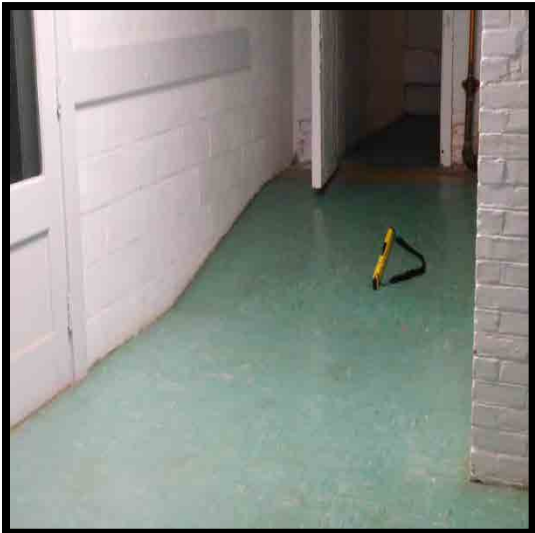


Photo Town Hall 21



Photo Town Hall 22

## **POLICE STATION**

**Function and Description of Facility and Programs:** The South Hadley Police Station is a 3 level (1<sup>st</sup> story, 2<sup>nd</sup> story, basement) masonry structure which was built in 1994. The Police Department is a full-service department with the responsibility to provide public safety services to the approximately 18,000 residents of the Town of South Hadley. The Department has 33 personnel including the Chief of Police, 2 Lieutenants, 3 Detectives, 6 Sergeants, 16 Police Officers, 4 Dispatchers, and 1 Administrative Assistant. The Department has various divisions and units, to include Patrol, Investigations, Family Services, School Resource Officers and Licensing.



**Responsible Party:** Selectboard.

**General Description or Obstacle Which Limits Mobility or Access:** The Police Station is generally compliant but does have various areas of non-compliance. The designated accessible parking lacks an access aisle, has excessive running slopes, and is not van accessible. The accessible route from the sidewalk to the ramp exceeds the maximum allowed running slope for a walkway. Doors exceed maximum operating force and minimum closing speeds. Most interior doors lack tactile signage. The lobby service counter at the dispatch center is too high. The drinking fountains are not high-low. All of the bathrooms have a number of items of non-compliance including heights, setbacks, and other elements. Various controls, dispensers, and switches exceed the maximum reach range. The basement level, which is not open to the public, contains the fitness room and men's and women's locker rooms for sworn police personnel. All police officers must meet strict physical requirements which a person with a mobility limiting disability would not be able to perform. Therefore, unless there are changes in policies, procedures, and operations, modifications to the basement locker rooms are not required at the present time. The basement fitness room, which appears to be open to all station personnel (dispatch, administrative, police) does not have the required clear width between exercise equipment. There is a 7½" abrupt change in level surface from the garage/sally port to the station booking and holding area and therefore is not an accessible route. The men, women, and juvenile jail cells do not meet setback, height, and maneuverability requirements under either 521 CMR or the 2010 ADA

Standards. However, these cells are not used for overnight stays as all who are arrested are kept in a temporary holding cell, which is accessible, and transported to the Hampshire County House of Corrections.

### Police Station 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 accessible space does not have an access aisle and is not designated as van accessible. The parking space cross slope is 2.9% which exceeds the maximum of 2.0%. See Photo Police Station 1.</p>	208 502	23.2 23.4	Re-configure and re-stripe a van accessible parking space at a width of either 11' with a 5' access aisle or 8' with and 8' access aisle (2010 ADA Standards). The slopes should not exceed 2% in any direction.	1	2	N	Up to \$1,500
<p><b>Ramp from Sidewalk</b> The ramp from the sidewalk to the ramp to the building entrance has a 8.6% to 9.0% running slope at the upper segment.</p>	405.2	24.2	Reconstruct that portion of the non-compliant cement ramp so that it has a running slope of no more than 8.3%.	1	3	N	Up to \$1,000
<p><b>Entry and Lobby Door Closing Speed</b> The door closing speeds for the main and side entrances and main entrance lobby doors exceed that allowed.</p>	404.2.8	26.9	Adjust door closers such that the door closing speeds are at least 6 seconds (521 CMR).	1	2	I	\$100
<p><b>Entry and Lobby Door Operating Force</b> The main entrance lobby doors and side entrance lobby doors have operating forces of 15 lbs.</p>	404.2.9	26.8	Adjust the door closers such that the push/pull forces do not exceed 5 lbs. for an interior door.	1	2	I	\$100
<p><b>Interior Door Closing Speed</b> The door closing speeds for the interior stairwell, lobby men's bathroom, lobby women's bathroom, level 1 employee unisex bathroom, and level 1 community room all have closing speeds that exceed that allowed.</p>	404.2.8	26.9	Adjust door closers such that the door closing speeds are at least 6 seconds (521 CMR).	1	2	I	\$150
<p><b>Interior Door Operating Force</b> The door operating forces for the interior stairwell, lobby men's bathroom, lobby women's bathroom, sally port, level 2 men's bathroom, level 2 women's bathroom, level 1 employee unisex bathroom, and level 1 community room all have operating forces which exceed that allowed.</p>	404.2.9	26.8	Adjust the door closers such that the push/pull forces do not exceed 5 lbs. for an interior door.	1	2	I	\$150
<p><b>Signage</b> There is no tactile signage at the following locations:  Lobby including bathrooms (7) Boiler room (1) Lobby bathrooms (2) Level 1 police/dispatch (13) Level 1 unisex bathroom (1) Cell/booking area (15) Level 2 (16) Level 2 bathrooms (2) Basement (11)</p>	703	41.1	Install accessible compliant designation signage on the latch side of each door (where allowable) with appropriate finish and contrast and character height and proportions, raised and brailled characters should also be included. Tactile characters on signs s/b 48" min. a.f.f. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards). Bathroom signage must also have the universal symbol of accessibility.	2 3	2	N	Up to \$2,500
<p><b>Door Hardware</b> Non-compliant knob style hardware exists on 1 door in the lobby area and 4 doors in the cell/booking area.</p>	404.2	26.11	Replace knob-style hardware with compliant door hardware that is easy to operate with one hand and that does not require tight grasping, tight pinching of the wrist to operate.	2	2	N	Up to \$375

<p><b>Reach Range</b></p> <p>The following items exceed the maximum reach range under the 2010 AADA Standards:</p> <ul style="list-style-type: none"> <li>Lobby phone is 60" a.f.f. over a 19" obstruction</li> <li>L1 Training Room, Break Room, and Booking Room phones are 60" a.f.f.</li> <li>L1 Break room sanitizer is 51½" a.f.f.</li> <li>L1 Dispatch sanitizer is 50" a.f.f.</li> <li>L1 Booking Area first aid cabinet is 60" c.c. a.f.f.</li> <li>ID Room dispenser 49" a.f.f. over a 23" obstruction</li> <li>L2 Conference Room phone is 63" a.f.f.</li> </ul> <p>See Photo Police Station 2.</p>	308.2 308.3	6.5 6.6	All controls, receptacles, dispensers, phones, etc. should be no more than 48" a.f.f. The following heights are allowed over obstruction: <ul style="list-style-type: none"> <li>48" a.f.f. for a forward reach over an obstruction up to 20"</li> <li>44" a.f.f. for a forward reach over an obstruction of 20" to 25"</li> <li>48" a.f.f. for a side reach over an obstruction up to 10"</li> <li>46" a.f.f. for a side reach over an obstruction of 10" to 24"</li> </ul>	4	2 3	N	Up to \$500
<p><b>Lobby Service Counter</b></p> <p>The service counter to the dispatch room exceeds the maximum height allowed by 5½". See Photo Police Station 3.</p>	904.4	7.2	Service counters should not exceed 36" in height with a minimum of 36" clear width (521 CMR).	2	3	N	Up to \$1,500
<p><b>Drinking Fountains (Lobby &amp; 1st Level)</b></p> <p>The drinking fountains are non-complaint as they are not "hi-low" fountains.</p> <p>See Photo Police Station 4.</p>	211	36.1.1	<p>Option #1 – Discontinue use of the existing drinking fountains.</p> <p>Option #2 – remove the existing drinking fountains and replace with "hi-low" drinking fountains. The drinking fountains must comply as follows:</p> <p>Protruding objects compliance of no &gt; 4" protrusion between 27" and 80" a.f.f. (307); 30"x48" clear space requirement (305), and knee/toe clearance (306). Knee clearance is 9" to 27" a.f.f; 25" deep max. at 9" a.f.f. or 11" deep min at 9" a.f.f. and 8" deep min at 27" a.f.f. Width of knee clearance s/b 30" wide min (306.3). Toe clearance as part of c.f.s. 17" min – 25" max, 9" high a.f.f., 30" wide (306.2). The spout s/b 15" min from wall and 5" max from the front edge of the unit (602.5). Flow of water 4" high min and spout located max 5" from front (602.6). The spout height s/b 36" max. a.f.f. for "low" and 38" min a.f.f. to 43" max a.f.f. for "high". The controls s/b operable w/one fist; no &gt; 5 lbs force (309.4).</p>	4	3	N	\$0 to \$5,000
<p><b>Elevator</b></p> <p>There is no "tactile star" on the jambs of the elevator at the Level 1 main entry.</p>	407.2.3	NA	Provide a tactile star on both jambs at the main entry level.	2	2	I	\$100
<p><b>L1 Employee Break Room</b></p> <p>The counter and sink in the employee break room is 2" too high and does not provide knee clearance. See Photo Police Station 5.</p>	804.3.2 306.2	32.2 32.5 32.6 32.7	Modify or replace the counter and sink so that it is no more than 34" a.f.f with a minimum of 27" knee clearance at the sink with guarded, wrapped, or insulated piping.	4	3	L	Up to \$1,000

<b>L1 Sally Port/Garage Access to Station</b> There is a 7 ½" abrupt change in level surface into station holding/booking area. <a href="#">See Photo Police Station 6.</a>	206 403	20 22	Purchase a portable aluminum ramp with railings that can easily be installed as needed for access into the station from the secured garage area.	4	3	L	Up to \$1,500
<b>Basement Fitness Room</b> There is inadequate clear width for maneuverability between exercise equipment.	403.5	20.3	Rearrange equipment to provide a minimum 36" clear width between equipment.	4	1	I	\$0
<b>Lobby Men's and Women's Bathrooms</b>							
<b>Men's and Women's</b> The toilet paper dispensers are 0" to 4" o.c. from the front of the water closet and are located over the grab bars.	604.7 309.4	30.7.6 30.8.5	Toilet paper dispensers s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispensers s/b a minimum of 24" a.f.f. and not mounted above the grab bars.	3	2	I	\$50
<b>Men's Only</b> The water closet flush control is not on the open or wide side.	604.6	30.7.5	Relocate flush control so that it is on the wide or approach side or replace with an automatic flush control.	3	3	I	Up to \$750
The sink water faucet operating force is 10 lbs. <a href="#">See Photo Police Station 7.</a>	309	30.9.6	Adjust faucet so operating force is no more than 5 lbs.	3	3	I	\$100
<b>Level 1 Staff Unisex Bathroom</b> The toilet paper dispenser is 0" o.c. from the front of the water closet and is located over the grab bars.	604.7 309.4	30.7.6 30.8.5	Toilet paper dispenser s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispenser s/b a minimum of 24" a.f.f. and not mounted above the grab bars.	3	2	I	\$50
The water closet flush control is not on the open or wide side.	604.6	30.7.5	Relocate flush control so that it is on the wide or approach side or replace with an automatic flush control.	3	3	I	Up to \$750
The piping below the sink is not wrapped, insulated, or guarded. <a href="#">See Photo Police Station 8.</a>	606.5	30.9.5	Wrap or insulate the piping.	3	2	I	\$50
<b>Level 2 Men's and Women's Bathrooms</b>							
<b>Men's and Women's</b> The toilet paper dispensers are 0" o.c. from the front of the water closet and are located over the grab bars.	604.7 309.4	30.7.6 30.8.5	Toilet paper dispensers s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispensers s/b a minimum of 24" a.f.f. and not mounted above the grab bars.	3	2	I	\$100
The piping below the sink is not wrapped, guarded, or insulated.	606.5	30.9.5	Wrap or insulate the sink piping.	3	2	I	\$50
The mirror is 3" too high.	603.3	30.11	Lower mirror such that the bottom of the mirror (reflecting surface) is no greater than 40" a.f.f.	3	2	I	\$50
The sink faucet hardware is non-compliant.	309	30.9.6	Replace and/or modify faucets such that they are operable with one hand and require less than 5 lbs. of operating force.	3	3	I	\$200
The water closet seat is 16" a.f.f. which is 1" too low to the top of the rim.	604.4	30.7.3	Install an elevated toilet seat so that height to the top of the rim is between 17" and 19" a.f.f.	3 3	2 3	I N	\$50 Up to \$750
<b>Men's Only</b> The water closet flush control is not on the open or wide side.	604.6	30.7.5	Relocate flush control so that it is on the wide or approach side or replace with an automatic flush control.				

Total up to \$16,925

**Police Station Accessibility Assessment Photos**



Photo: Police Station 1



Photo: Police Station 2



Photo: Police Station 3



Photo: Police Station 4



Photo: Police Station 5



Photo: Police Station 6



Photo: Police Station 7



Photo: Police Station 8

## **SOUTH HADLEY LIBRARY**

**Function and Description of Facility and Programs:** The main library, located in South Hadley Falls and adjacent to the historic South Hadley Canal and the Connecticut River, formally opened in 2014. This 2-story building showcases modern library services, ample community space, a children’s library, study rooms, and multiple services and programming for patrons.



**Responsible Party:** Library Trustees

**General Description or Obstacle Which Limits Mobility or Access:** The “accessible” parking spaces do not meet signage and slope requirements. A number of the interior doors (when applicable) exceed the maximum operating force (5 lbs. – interior) and do not meet the minimum closing speed of 6 seconds. In addition, some doors lack tactile signage on the latch side. The community room and employee lounge sinks/counters do not provide the required knee and toe clearance. The employee lounge bathroom water closet is too far from the near wall and too close to the far wall. In addition, the grab bars are too high and the toilet paper dispenser is too close to the water closet. The 2<sup>nd</sup> level teen room does not provide accessible computer table seating. The level 1 men’s and women’s bathrooms have a number of non-compliant items including grab bar heights, height of coat hooks, location of toilet paper dispensers, and location and height of water closets. The level 2 men’s and women’s bathrooms toilet paper dispensers are too close to the water closet and the grab bars are high. The level 1 family bathroom in the children’s library appears to be designed for users from Grades 4 to 6 for most elements with the exception of the water closet grab bars and toilet paper dispensers – which need to be modified.

## 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>Parking</b> Although there are three “van accessible” designated spaces in the parking lot, only one space complies with the vehicle and access aisle widths required for vans (502.2; 23.4.7).</p> <p>Depending on the parking space and access aisle, either the running slope or cross slope (or both) exceed the maximum allowance of 2.0% for a level surface (502.4; 23.4.3).</p> <p>All three signs are roughly 16” too high under 521 CMR (502.6; 23.6).</p> <p>See Photo Library 1.</p>	208 502	23	<p>Resurface the existing spaces and access aisles to create level surfaces of no greater than 2.0% in all directions.</p> <p>Re-stripe and re-designate accessible parking spaces to include one van accessible space and 2 passenger vehicle accessible spaces. Passenger vehicle accessible spaces should be 8’ wide with a 5’ wide access aisle. Van accessible spaces should be 8’ wide with an 8’ access aisle or 11’ wide with a 5’ access aisle. Non-complaint signage must be reset such that signage height should be a minimum of 60” high at the bottom (2010 ADAAG Standards) and a maximum of 96” at the top (MAAB 521 CMR) and located in front of each space. The 11’ wide spaces must be noted as van accessible.</p>	1	3	N	Up to \$5,000
<p><b>Outside Stone Dust Walkway</b> The exterior stone dust walkway is uneven with varying changes in level surface. See Photo Library 2.</p>	403.4	22.4.1	Exterior accessible routes must be maintained such that that surfaces are level and stable with no abrupt changes greater than ¼”. Walkway should be raked and compacted annually to insure compliance.	1	2	I	\$200
<p><b>Foyer/Lobby Sink</b> The operating force of the sink hot water faucet is 15 lbs. which exceeds the maximum allowed.</p>	309.4	39.5	Adjust hot water faucet such that the operating force does not exceed 5 lbs..	4	3	N	\$50
<p><b>Door Signage</b> Some of rooms lack tactile designation signage to identify rooms, offices and storage areas/closets on both floor levels. Additional signage is required at a minimum of 9 locations as follows: foyer/lobby (2), librarian area (3), employee lounge (1), and children’s area (3). In addition, the tactile signage on the adult services room is not on the latch side of the door.</p>	703	41.1	Install accessible compliant designation on the latch side of each door (where allowable) with appropriate finish and contrast and character height and proportions, raised and brailled characters should also be included. Tactile characters on signs s/b 48” min. a.f.f. from baseline of lowest character and 60” max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).	2	2	I	Up to \$315
<p><b>Interior Doors</b> Doors do not fully comply with the maximum allowed operating force for an interior door (5 lbs.) and minimum closing speed requirement of 6 seconds under 521 CMR. Assessments ranged from 3 seconds closing speed to 17 lbs. operating force. Locations are as follows:</p> <ul style="list-style-type: none"> <li>• L1 Trustees conf. room</li> <li>• L1 Entrance to front desk</li> <li>• L1 Children’s library (2)</li> <li>• L2 Adult services</li> <li>• L2 Quiet study room</li> <li>• L1 Community mtg. room</li> </ul>	404.2.8 404.2.9	26.8 26.9	Adjust door closers such that push/pull force does not exceed 15 lbs for an exterior door, and door closing speed is at least 6 seconds.	2	2	I	\$100

<b>Tables in Children's Library</b> The 6 tables in the Children's Library provide only 21" of knee clearance.	902.4	NA	Raise one table to achieve minimum table height of 26" a.f.f. and 24" minimum knee clearance.	2	2	I	\$25
<b>Children's Library Family Bathroom</b> The bathroom door push/pull force is 12 lbs.	404.2.9	26.8	Adjust or replace door closer such that push/pull force does not exceed 5 lbs.	3	2	I	\$25
The toilet paper dispenser is 4" o.c. from the front of the water closet and is 24" a.f.f.	309.4 604.9.6	30.14.5	Toilet paper dispenser s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispenser s/b centered at 17" to 19" a.f.f. and not mounted above the grab bars under 521 CMR.	3	2	I	\$50
The grab bars are roughly 6" too high.  <b>See Photo Library 3.</b>	604.9	30.15.1	Lower grab bars to a height of 25" to 27" a.f.f. at the top of the gripping surface.	3	2	I	\$50
<b>Community Room Kitchen</b> The counter and sink in the community room does not provide knee clearance. <b>See Photo Library 4.</b>	804.3.2 306.2	32.2 32.5 32.6 32.7	Modify the counter and sink so that there is a minimum of 27" knee clearance at the sink with guarded, wrapped, or insulated piping.	4	3	L	Up to \$500
<b>Level 1 Men's Bathroom</b> The bathroom door push/pull force is 10 lbs. The door closing speed is 4 seconds, which is 2 seconds too fast under 521 CMR.	404.2.8 404.2.9	26.8 26.9	Adjust door closer such that the push/pull force does not exceed 5 lbs. and the closing speed is at least 6 seconds.	3	2	I	\$50
The water closet stall door is not self-closing.	604.8.1	30.6.1	Modify or replace stall door hinge so that it is self-closing.	3	2	I	Up to \$100
The grab bars are mounted ¾" too high. <b>Note:</b> No tolerance allowed for heights with a range.	609.4	30.8.2	Lower grab bars such that the top of the gripping surfaces are 33" to 36" a.f.f.	3	2	I	\$50
The water closet is 1" too far from the near wall.	604.2	30.7.2	Modify water closet so that the centerline is 18" from the nearest sidewall and at least 42" from the farthest sidewall.	3	3	L	Up to \$350
The coat hook on the stall door is 54" a.f.f. which exceeds the maximum reach range under ADAAG by 6".	308.2 308.3	30.6	Lower coat hook to no more than 48" a.f.f.	3	2	I	\$0
The toilet paper dispenser is 2" o.c. from the front of the water closet.	604.7	30.7.6	Toilet paper dispenser s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispenser s/b a minimum of 24" a.f.f. and not mounted above the grab bars.	3	2	I	\$50
<b>Level 1 Women's Bathroom</b> The bathroom door push/pull force is 11 lbs. The door closing speed is 4 seconds, which is 2 seconds too fast under 521 CMR.	404.2.8 404.2.9	26.8 26.9	Adjust door closer such that the push/pull force does not exceed 5 lbs. and the closing speed is at least 6 seconds.	3	2	I	\$50
The water closet stall door is not self-closing.	604.8.1	30.6.1	Modify or replace stall door hinge so that it is self-closing.	3	2	I	Up to \$100
The grab bars are mounted ¾" too high. <b>Note:</b> No tolerance allowed for heights with a range.	609.4	30.8.2	Lower grab bars such that the top of the gripping surfaces are 33" to 36" a.f.f.	3	2	I	\$50
The water closet is 2" too far from the near wall 1¾" too close to the far wall.	604.2	30.7.2	Modify water closet so that the centerline is 18" from the nearest sidewall and at least 42" from the farthest sidewall.	3	3	L	Up to \$350

The water closet is ½" too high at the top of the rim. <b>Note:</b> No tolerance allowed for heights with a range.	604.4	30.7.3	Replace existing seat with a narrower seat to comply with height range of 17" to 19" a.f.f.	3	2	I	\$100
The coat hook on the stall door is 54" a.f.f. which exceeds the maximum reach range under ADAAG by 6".	308.2 308.3	30.6	Lower coat hook to no more than 48" a.f.f.	3	2	I	\$0
The toilet paper dispenser is 3" o.c. from the front of the water closet.	604.7	30.7.6	Toilet paper dispenser s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispenser s/b a minimum of 24" a.f.f. and not mounted above the grab bars.	3	2	I	\$50
<b>L2 Teen Room Computer Tables</b> Six computer tables are all at a height of 36½" a.f.f. <b>See Photo Library 5.</b>	226.1 306.3 902.3	35.1 35.5 356	Lower one table/work station to between 28" to 34" a.f.f. with at least 30" clear width and at least 27" knee clearance.	2	3	I	Up to \$500
<b>Level 2 Men's Bathroom</b> The bathroom door push/pull force is 15 lbs. The door closing speed is 3 to 4 seconds, which is 2 to 3 seconds too fast under 521 CMR.	404.2.8 404.2.9	26.8 26.9	Adjust door closer such that the push/pull force does not exceed 5 lbs. and the closing speed is at least 6 seconds.	3	2	I	\$50
The grab bars are mounted ½" too high. <b>Note:</b> No tolerance allowed for heights with a range.	609.4	30.8.2	Lower grab bars such that the top of the gripping surfaces are 33" to 36" a.f.f.	3	2	I	\$50
The toilet paper dispenser is 4" o.c. from the front of the water closet.	604.7	30.7.6	Toilet paper dispenser s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispenser s/b a minimum of 24" a.f.f. and not mounted above the grab bars.	3	2	I	\$50
<b>Level 2 Women's Bathroom</b> The bathroom door push/pull force is 15 lbs. The door closing speed is 3 to 4 seconds, which is 2 to 3 seconds too fast under 521 CMR.	404.2.8 404.2.9	26.8 26.9	Adjust door closer such that the push/pull force does not exceed 5 lbs. and the closing speed is at least 6 seconds.	3	2	I	\$50
The grab bars are mounted 1" and ¾" too high. <b>Note:</b> No tolerance allowed for heights with a range.	609.4	30.8.2	Lower grab bars such that the top of the gripping surfaces are 33" to 36" a.f.f.	3	2	I	\$50
The toilet paper dispenser is 4" o.c. from the front of the water closet.	604.7	30.7.6	Toilet paper dispenser s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispenser s/b a minimum of 24" a.f.f. and not mounted above the grab bars.	3	2	I	\$50
<b>L2 Employee Lounge</b> The coat rack is 14" too high under the 2010 ADA Standards. Access and reach to the telephone is obstructed due to the placement of a couch.	308.2 308.3	6.5 6.6	Provide a minimum of 5% of coat hooks or equivalent space on a coat rack at a height of no more than 48" a.f.f. Relocate the couch so it doesn't obstruct access to the phone.	4	1	I	\$25
The counter and sink in the employee lounge does not provide knee clearance.  <b>See Photo Library 6.</b>	804.3.2 306.2	32.2 32.5 32.6 32.7	Modify the counter and sink so that there is a minimum of 27" knee clearance at the sink with guarded, wrapped, or insulated piping.	4	3	L	Up to \$500
<b>Level 2 Employee Bathroom</b> The bathroom door push/pull force is 15 lbs. The door closing speed is 4 seconds, which is 2 to 3 seconds too fast under 521 CMR.	404.2.8 404.2.9	26.8 26.9	Adjust door closer such that the push/pull force does not exceed 5 lbs. and the closing speed is at least 6 seconds.	3	2	I	\$50

The grab bars are mounted ¼" and ¾" too high. <u>Note:</u> No tolerance allowed for heights with a range.	609.4	30.8.2	Lower grab bars such that the top of the gripping surfaces are 33" to 36" a.f.f.	3	2	I	\$50
The toilet paper dispenser is 3" o.c. from the front of the water closet.	604.7	30.7.6	Toilet paper dispenser s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispenser s/b a minimum of 24" a.f.f. and not mounted above the grab bars.	3	2	I	\$0
The water closet is 1¼" too far from the near wall 1" too close to the far wall.	604.2	30.7.2	Modify water closet so that the centerline is 18" from the nearest sidewall and at least 42" from the farthest sidewall.	3	3	L	Up to \$350

Total up to \$9,390

### Library Accessibility Assessment Photos



Photo Library 1



Photo Library 2



Photo Library 3



Photo Library 4



Photo Library 5



Photo Library 6

## **SENIOR CENTER**

**Function and Description of Facility and Programs:** The Senior Center is located in the former Woodland Elementary School building constructed in 1924 and expanded in 1956 with an approximately 17,000 sf addition. The building is essentially on one level with an interior non-compliant ramp connecting the original building with the newer addition.



**Responsible Party:** Selectboard/Council on Aging

**General Description or Obstacle Which Limits Mobility or Access:** The designated accessible parking spaces and signage are not wholly compliant. There is no directional signage at the front of the building indicating the location of the accessible entrances. The exterior doors exceed the maximum allowable operating force of 15 lbs. and do not meet the minimum closing speed of 6 seconds under 521 CMR. Nearly all interior doors lack tactile signage and have non-compliant knob-style hardware. Coat racks exceed the maximum reach range under the 2010 ADA Standards. Both the interior ramp and railings are non-compliant. Both the men's and women's bathrooms have a number of non-compliant set-back and height items. The staff lounge sink/counter exceeds the maximum height and does not provide compliant knee clearance. The controls for the stove are not on the front. The clear width between equipment in the exercise room does not meet minimum clear width requirements. There is no vertical access to the stage and the stair railings are non-compliant. The newer wing addition which houses the nurse, activity rooms, billiards room, etc. have sinks in each room which do not provide minimum knee and toe clearance. As these were built for use when the building served as a school and not for use as the senior center, many of these are not in active use. If the use of these changes, modifications will be required. No other action is required at the present time. The kitchen does not meet height, reach range, setback and maneuverability requirements. As this area is not open to the public and requires persons to meet certain physical requirements to perform the essential functions of their positions, accessible modifications to this area will be triggered by either an employee reasonable

accommodations request or the allowance of public access into this area. Similarly, the kitchen office can only be accessed through a food storage area with the clear width reduced to 24” due to the placement of food and other items. As this office is directly connected to the kitchen and not open to the public, accessible modifications to this area will be triggered by either an employee reasonable accommodations request or the allowance of public access into this area. Any public meetings of kitchen staff should be held elsewhere in the building.

### **Senior Center 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> There are two separate handicapped parking areas – one at the wing addition entrance and one next to Dayton Street near the main office.</p> <p>The <u>wing addition parking</u> has 5 spaces – none of which are designated as van accessible. The spaces are roughly 10’ wide with 3’ shared access aisles which do not adhere to the standards for passenger cars or vans. Two of the signs are mounted 47” to 49” too low.</p> <p>The <u>Dayton Street parking</u> has 3 spaces – none of which are designated as van accessible. Two spaces are roughly 11’ wide with 3’ access aisles and one space is 8’ wide with a 3’ wide access aisle. These designated accessible spaces do not adhere to the standards for passenger cars or vans. One space lacks accessible signage.</p> <p>See Photos Senior Center 1 and 2.</p>	208 502 703.7.2	23	Re-stripe and re-designate accessible parking spaces to include one van accessible space at each location with the remaining accessible spaces designated for passenger vehicles. Passenger vehicle accessible spaces should be 8’ wide with a 5’ wide access aisle. Van accessible spaces should be 8’ wide with a 8’ access aisle or 11’ wide with a 5’ access aisle. Non-compliant signage must be reset such that signage height should be a minimum of 60” high at the bottom (2010 ADAAG Standards) and a maximum of 96” at the top (MAAB 521 CMR) and located in front of each space. The 11’ wide spaces must be noted as van accessible. An additional sign which includes the international symbol of accessibility must be provided for the Dayton Street space lacking a sign.	1	2	N	Up to \$350
<p><b><u>Directional Signage</u></b> There is no directional signage noting the two accessible entrances.</p>	703 216	41.1	Install directional signage noting the two separate accessible entrances should be provided.	1	2	L	\$200
<p><b><u>Exterior Entrance and Egress Doors</u></b> Entrance and egress doors do not fully comply with the maximum allowed operating force for an exterior door (15 lbs.) and minimum closing speed requirement of 6 seconds under 521 CMR. Assessments ranged from 3 seconds closing speed to 17 lbs. operating force.</p>	404.2.8 404.2.9	26.8 26.9	Adjust door closers such that push/pull force does not exceed 15 lbs for an exterior door and door closing speed is at least 6 seconds.	2	2	I	Up to \$250
<p><b><u>Door Signage</u></b> There is no tactile designation signage to identify rooms, offices and storage areas/closets on any of the floor levels. Signage is required at a minimum of 67 locations.</p>	703	41.1	Install accessible compliant designation signage on the latch side of each door (where allowable) with appropriate finish and contrast and character height and proportions, raised and brailled characters should also be included. Tactile characters on signs s/b 48” min. a.f.f.. from baseline of lowest character and 60” max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).	2	2	I	Up to \$2,350

<p><b>Door Hardware</b></p> <p>Non-compliant knob style hardware exists on most doors throughout the senior center. Compliant hardware is required on a minimum of 22 doors.</p>	404.2	26.11	Replace knob-style hardware with compliant door hardware that is easy to operate with one hand and that does not require tight grasping, tight pinching, or twisting of the wrist to operate.	2	2	N	Up to \$1,650
<p><b>Controls, Switches, and Outlets</b></p> <p>Sixteen (16) controls, switches or outlets exceed the maximum reach range under the 2010 ADA Standards as follows:</p> <ul style="list-style-type: none"> <li>• Controls/Switches (Rooms 1, 2, 3, 4; Fitness Room; Staff Lounge; COA Admin Office; Cafeteria (2))</li> <li>• Outlets (Rooms 1, 2, 3, 4; Staff Lounge)</li> <li>• Dispensers (Room 4 – towel; Staff Lounge – soap)</li> </ul> <p>See Photo Senior Center 3.</p>	205 308.2 308.3	30.13 6.5 6.6	Lower controls, light switches, and outlets to no more than 48" a.f.f. If over an obstruction of at least 20" (ie – counter), lower to no more than 46" a.f.f. for a side approach or 44" a.f.f. for a forward approach.	4	3	L	Up to \$4,000+
<p><b>Coat Hooks and Coat Racks</b></p> <p>Coat hooks and or racks in the following locations exceed the maximum reach range.</p> <ul style="list-style-type: none"> <li>• Rooms 2 and 4</li> <li>• Hallway (Near Room 2 and Exercise Room)</li> <li>• Cafeteria (2 coat racks and up to 10 coat hooks)</li> </ul> <p>See Photo Senior Center 4.</p>	308.2 308.3	6.5 6.6	Provide a minimum of 5% of coat hooks or equivalent space on a coat rack at a height of no more than 48" a.f.f.	4	3	L	Up to \$350
<p><b>Drinking Fountain</b></p> <p>The drinking fountain is non-compliant as it is not a "hi-low" fountain. See Photo Senior Center 5.</p>	211	36.1.1	<p>Option #1 – Discontinue use of the existing drinking fountain.</p> <p>Option #2 – remove the existing drinking fountains and replace with "hi-low" drinking fountains. The drinking fountains must comply as follows:</p> <p>Protruding objects compliance of no &gt; 4" protrusion between 27" and 80" a.f.f. (307); 30"x48" clear space requirement (305), and knee/toe clearance (306). Knee clearance is 9" to 27" a.f.f; 25" deep max. at 9" a.f.f. or 11" deep min at 9" a.f.f. and 8" deep min at 27" a.f.f. Width of knee clearance s/b 30" wide min (306.3). Toe clearance as part of c.f.s. 17" min – 25" max, 9" high a.f.f., 30" wide (306.2). The spout s/b 15" min from wall and 5" max from the front edge of the unit (602.5). Flow of water 4" high min and spout located max 5" from front (602.6). The spout height s/b 36" max. a.f.f. for "low" and 38" min a.f.f. to 43" max a.f.f. for "high". The controls s/b operable w/one fist; no &gt; 5 lbs force (309.4).</p>	4	3	N	\$0 to \$2,500
<p><b>Interior Stair Railings Next to Ramp</b></p> <p>Stair railings are non-compliant as they are only provided on one side of the</p>	505	27.4	Install compliant continuous railings on both sides of the stairway at a height of 34" – 38" to the top of the	2	3	L	Up to \$500

stairs and do not have extensions at the top and bottom. See <a href="#">Photo Senior Center 6</a> .			handrails, round or oval in x-section and between 1¼" – 2" in outside diameter, and with extensions at the top 12" parallel to the floor and the slope distance on one tread then 12" parallel to the floor at the bottom.				
<b>Interior Ramp</b> The ramp running slopes vary from 8.1% to 9.6% which exceeds the maximum requirement of 8.3% (405.2, 24.2). There is not a 60" x 60" level landing at the change in direction of the ramp (405.7, 24.4). Railings are non-compliant in size and height and only exist on one side (405.8, 24.5). See <a href="#">Photo Senior Center 7</a> .	405.2 405.7 405.8	24.2 24.4 24.5	Replace the existing ramp with one that has a running slope of no more than 8.3%. The ramp landing at the point of direction change must be 60" by 60". Ramp railings must be paired at between 34" – 38" a.f.f. (top) and 18" – 20" a.f.f. (bottom). Railings should be oval or round with an outside diameter of 1½" – 2" and must extend 12" at the top and bottom of the ramp.	2	3	N	Up to \$7,500
<b>Fitness Room</b> There is inadequate clear width for maneuverability between exercise equipment.	403.5	20.3	Rearrange equipment to provide a minimum 36" clear width between equipment.	2	1	I	\$0
<b>Access to Fitness Room</b> The accessible route into the fitness room has a sloped approach in excess of 22% which is far greater than the maximum allowed of 5%. See <a href="#">Photo Senior Center 8</a> .	403.3	22.3	Modify and reconstruct the approach into the fitness room (both entrances) so that it is 5.0% or less.	2	3	N	Up to \$2,500
<b>Employee Lounge</b> The counter and sink in the employee lounge are 2" to 3" too high. The sink lacks knee clearance, cabinet drawers lack hardware, and the stove controls are not on the front and within reach range. See <a href="#">Photos Senior Center 9 &amp; 10</a> .	804.3.2 309 306.2 306.3 606.3	32.2 32.5 32.6 32.7	Modify or replace the counter and sink so that the height does not exceed 34" a.f.f.; provides a minimum of 27" knee clearance with guarded, wrapped, or insulated piping; and hardware (cabinets, faucets) that can be operated with a closed fist. Replace the existing stove with one that has controls on the front.	4	3	L	Up to \$3,500
<b>Assembly Room Stage</b> There is no accessible route from the place of assembly to the stage.	206	20.00 14.6	A vertical lift, inclined wheelchair lift, or ramp must be provided to achieve access to the stage from the assembly area.	2	3	N	Up to \$15,000
Handrails are not circular or oval in x-section under 521 CMR and do not extend 12" at the top parallel to the floor and a slope distance of one tread then 12" parallel to the floor at the bottom.  See <a href="#">Photo Senior Center 11</a> .	505.2 505.3 505.4 505.10 505.7	27.4.1 27.4.2 27.4.3 27.44 27.4.5	Replace railings on both sides of both stairs with railings that are circular (round or oval) in x-section with an outside diameter of 1¼" to 2" with extensions at the top and bottom of the stairs. The top of the handrails should be 34" to 38" a.f.f.	2	3	N	Up to \$500
<b>Assembly Room Double Doors</b> Four assembly room double doors and one double door in a hallway adjacent to the assembly room provide only 29" of clear width per door which is less than the required 32".  The operating forces of the doors are in excess of 5 lbs. (maximum for an interior door) and have a 1 to 3 seconds closing speed.	404.2.3  404.2.9 404.2.8	26.5  26.8 26.9	Keep both doors of each entryway open at all times to achieve the minimum required 32" clear width <u>or</u> modify each entryway with a different door system inclusive of one 36-inch door with compliant hardware per entryway.  Keep both doors of each entryway open at all times <u>or</u> adjust door closers such that push/pull force of each door does not exceed 5 lbs for an exterior door and the door closing speeds are at least 6 seconds (521 CMR)..	2  2	3  2	L  I	\$0 to \$17k+  \$0 to \$250
<b>Women's Bathroom</b> The tactile designation signage does not include the universal symbol of accessibility.	703	41	Include signage with the universal symbol of accessibility	3	2	I	\$25

The bathroom door push/pull force is 10 lbs with a closing speed of 4 to 5 seconds.	404.2.9 404.2.8	26.8 26.9	Adjust or replace door closer such that the operating force does not exceed 5 lbs. and the door closing speed is at least 6 seconds (521 CMR).	3	2	1	\$50
The grab bars are mounted ½" to ¾" too high.	609.4	30.8.2	Lower grab bars such that the top of the gripping surface is 33" to 36" a.f.f. ( <i>Note: No tolerances are allowed for dimensions within a range.</i> )	3	2	1	\$50
The toilet paper dispenser is 12" o.c. from the front of the water closet and is 21½" a.f.f.  See Photo Senior Center 12.	309.4	30.7.6	Toilet paper dispenser s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispenser s/b a minimum of 24" a.f.f. and not mounted above the grab bars under 521 CMR.	3	2	1	\$50
<b>Men's Bathroom</b> The tactile designation signage. Does not include the universal symbol of accessibility.	703	41	Include signage with the universal symbol of accessibility	3	2	1	\$25
The bathroom door push/pull force is 9 lbs with a closing speed of 3 seconds.	404.2.9 404.2.8	26.8 26.9	Adjust or replace door closer such that the operating force does not exceed 5 lbs. and the door closing speed is at least 6 seconds (521 CMR).	3	2	1	\$50
The toilet paper dispenser is 13½" o.c. from the front of the water closet and is 22" a.f.f.	309.4	30.7.6	Toilet paper dispenser s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispenser s/b a minimum of 24" a.f.f. and not mounted above the grab bars under 521 CMR.	3	2	1	\$50

**Total up to \$58,700+**

**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

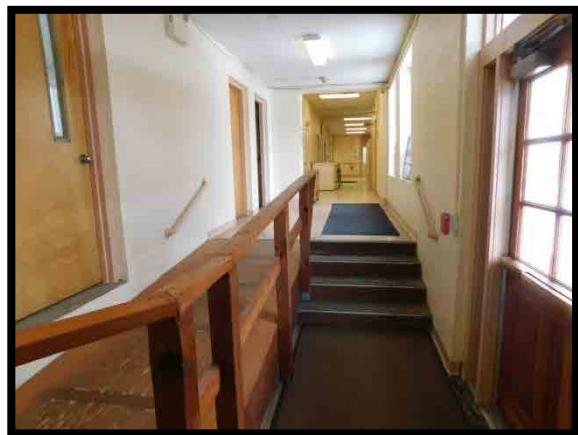


Photo Senior Center 6



Photo Senior Center 7



Photo Senior Center 8



Photo Senior Center 9



Photo Senior Center 10



Photo Senior Center 11



Photo Senior Center 12

## **LEDGES GOLF CLUB**

**Function and Description of Facility and Programs:** The Ledges Golf Club consists of a golf course, driving range and club house. . This one-story club house includes a restaurant, pro shop, bathrooms, and an outdoor sitting area for patrons.



**Responsible Party:** Municipal Golf Commission

**General Description or Obstacle Which Limits Mobility or Access:** The “accessible” parking spaces do not meet signage requirements as they are located too far from the accessible parking spaces. The asphalt walkway to the concrete walkway building entrance is uneven and not level due to trench cuts. The concrete walkway to the building entrance has a running slope that exceeds that allowed for a walkway. Some of the exterior doors do not meet the minimum closing speed of 6 seconds. Interior doors exceed the maximum operating force (5 lbs.) and do not meet the minimum closing speed of 6 seconds. There are 2 protruding objects in the club house restaurant. Tactile accessible signage on the latch side of doors is missing at 8 locations. The bathrooms have a number of non-compliant items including dispenser heights, height of coat hooks, location of toilet paper dispensers, and setback distances of water closets. The driving range lacks a designated accessible parking space and does not have an accessible route to the driving area. The golf ball dispenser in the shed is too far from the front edge and is outside of the accessible reach range.

**Note:** If the restaurant is closed, there is no accessible route to the pro shop and outside deck seating area. Unless the main entrance to the building and restaurant is kept open at all times, an additional accessible route (ramp) may be required to the deck area and pro shop. If the main entrance to the restaurant is kept open at all times, no other action is required at the present time unless required as a reasonable accommodations request.

## Ledges Golf Club 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 accessible signage for all 7 spaces are 2' too far from the parking spaces under 521 CMR. See Photo Ledges 1.</p>	NA	23.6	Remove and reset signage so that they are no more than 10" away from each space.	1	2	I	\$100
<p><b>Asphalt Accessible Route from Parking Area to the Concrete Entrance Walkway</b> The asphalt accessible route from the parking area has numerous abrupt changes in level surface of &gt; ¼" and gaps in the walkway due to trench cutting. See Photo Ledges 2.</p>	403	22.3	Use asphalt patch or crack seal to eliminate gaps in the asphalt to create a level surface.	1	2	I	\$250
<p><b>Concrete Accessible Route to the Building</b> The concrete walkway directly to the building entrance has running slopes of up to 6.7% which far exceeds the maximum of 5% for a walkway. There are also deteriorated areas of concrete creating an unlevel surface. See Photos Ledges 3 and 4.</p>	403.3 403.4 405 505	22.3 22.4 24	<p>Option 1: Install ramp railings on both sides of the walkway in accordance with S. 405 and S. 505 (ADAAG) and S. 24 (521 CMR). Ramp railings must be paired at between 34" – 38" a.f.f. (top) and 18" – 20" a.f.f. (bottom) with 48" between railings under 521 CMR. Railings should be oval or round with an outside diameter of 1½" – 2" and must extend 12" at the top and bottom of the ramp. Patch concrete as necessary to maintain a level surface.</p> <p>Option 2: If feasible to maintain a 5.0% or less running slope, remove existing concrete pads and replace with pads that comply with the maximum running slope for a walkway.</p>	1	3	L	Up to \$5,400
<p><b>Door Signage</b> Some of interior doors lack tactile designation signage to identify rooms, offices and storage areas/closets. This includes the pro shop (both sides), kitchen, employees only door, and doors inside the bathrooms. In addition, the tactile signage on the bathrooms are not on the latch side of the door. See Photo Ledges 5.</p>	703	41.1	Install accessible compliant designation on the latch side of each door (where allowable) with appropriate finish and contrast and character height and proportions, raised and brailled characters should also be included. Tactile characters on signs s/b 48" min. a.f.f. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).	2 3	2	I	Up to \$210
<p><b>Exterior and Interior Doors</b> The interior door between the pro shop and restaurant and the men's and women's bathroom doors do not fully comply with the maximum allowed operating force of 5 lbs. for an interior door. The interior pro shop door, men's and women's bathroom doors, and the exterior doors to the deck and side stairs do not meet the minimum closing speed requirement of 6 seconds under 521 CMR.</p>	404.2.8 404.2.9	26.8 26.9	Adjust door closers such that push/pull force does not exceed 5 lbs for an interior door and all door closing speeds are at least 6 seconds.	2	2	I	\$50
<p><b>Protruding Objects and Headroom</b> The following are protruding objects as they extend more than 4" into the accessible route of travel between a height of 27" and 80" a.f.f. or have vertical clearance reduced to less than 80":</p>	307.2	20.6.1		2	1	I	\$0

<ul style="list-style-type: none"> <li>• TV monitor on side wall.</li> <li>• Defibrillator near pro shop.</li> </ul> <p>See Photo Ledges 6.</p>			<ul style="list-style-type: none"> <li>• Push dining table closer to wall and under the monitor.</li> <li>• Place a fixed object under the defibrillator.</li> </ul>				
<b>Men's and Women's Bathrooms</b>							
The towel and soap dispensers exceed the maximum height under 521 CMR	308	30.12	Lower dispensers to no more than 42" a.f.f.	3	2	I	\$0
There is no internal pull device on the water closet stall doors.	604.8.1	30.6.1	Install pull device.	3	2	I	\$50
The coat hooks on the stall doors are roughly 54" a.f.f. which exceed the maximum reach range under ADAAG by 6".	308	30.6.1	Lower coat hook to no more than 48" a.f.f.	3	2	I	\$0
The toilet paper dispensers are 10" o.c. from the front of the water closets and located above the grab bars.	604.7 309.4	30.7.6 30.8.5	Toilet paper dispenser s/b 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispenser s/b a minimum of 24" a.f.f. and not mounted above the grab bars.	3	2	I	\$0
The water closets are 1½"-2" too close to the near wall.	604.2	30.7.2	Modify water closet so that the centerline is 18" from the nearest sidewall and at least 42" from the farthest sidewall.	3	3	L	Up to \$750
See Photos Ledges 7, 8, and 9.							
<b>Driving Range/Practice Area</b>							
<u>Parking.</u> There is no accessible parking to the driving range/practice area.	502 703.7	23	Construct an accessible parking space as follows: stripe and designate a van accessible parking space with van accessible signage at a width of either 11' with a 5' access aisle or 8' with and 8' access aisle (2010 ADA Standards); signage must be set such that the signage height should be a minimum of 60" high at the bottom (2010 ADAAG Standards) and a maximum of 96" at the top (MAAB 521 CMR) and located in front of the space; slopes should not exceed 2% in any direction.	1	3	L	Up to \$25,000
<u>Accessible Route.</u> There is no accessible route from the parking area to the driving range/practice and ball shed.	206 403	20 22	Construct an accessible route in compliance with S. 206 and S. 403 (ADAAG) and S. 20 and S. 22 (521 CMR) with no more than a 5% running slope, no more than a 2% cross slope, at least 48" wide with 36" of clear width, and a stable, firm, and slip resistant surface.	1	2	L	Up to \$3,000
<u>Shed.</u> The golf ball machine is not within reach range as it is roughly 2' from the edge of the shed and has a 5" vertical rise into the shed.	308.2 308.3	6.5 6.6	Move the golf ball machine roughly 12" to 18" closer to the front edge of the shed.	2	2	I	\$0
See Photos Ledges 10, 11, and 12.							

Total up to \$34,810+

**Ledges Golf Club Accessibility Assessment Photos**



Photo Ledges 1



Photo Ledges 2



Photo Ledges 3



Photo Ledges 4

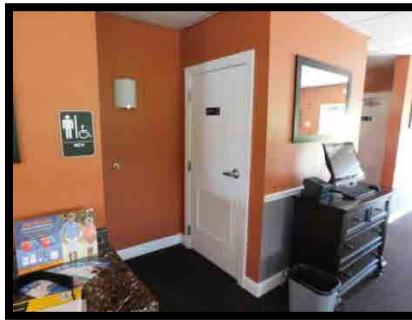


Photo Ledges 5



Photo Ledges 6



Photo Ledges 7



Photo Ledges 8



Photo Ledges 9



Photo Ledges 10



Photo Ledges 11



Photo Ledges 12

## **FIRE HOUSE MUSEUM**

**Function and Description of Facility and Programs:** Built in 1910, the building served as a fire station for District #1 until the 1980's. The building now houses the South Hadley Historical Society and serves as a museum of fire fighting memorabilia and apparatus, regional, and South Hadley history. The building consists of 3 levels and an attic/tower (former hose tower for fire station).



**Responsible Party:** Selectboard/South Hadley Historical Society

**General Description or Obstacle Which Limits Mobility or Access:** There is neither designated on-street or on-site "accessible" parking. There is no internal vertical accessible route of travel between the three floor levels as the only means of access is via stairs. The two lower level entrances (Canal Room, Apparatus Bays) have excessive non-compliant abrupt changes in level surface to gain access in to the two separate areas. A second level egress door similarly has a roughly 1" abrupt change in level surface at the threshold and a running slope of up to 16% from the doorway to the adjacent street. The interior stairs to the Canal Room and to the Second Floor have non-compliant railings. The Canal Room stairs have a non-compliant clear width of 30 ½". There is insufficient space to construct a compliant ramp between levels nor is there sufficient space to install a chairlift and maintain the stairs. Interior doors lack tactile accessible signage and have non-compliant knob hardware. A number of light switches/controls exceed the maximum reach range under the ADAAG. Both the drinking fountain and kitchen on the second floor are non-compliant but neither are in use for their original intended purpose. The drinking fountain has been placed out of service and the kitchen is used solely for storage. The men's and women's bathrooms on the second level are not on an accessible route of travel and are wholly non-compliant due to component heights, set-backs, insufficient maneuverability, lack of grab bars, and other related items.

### **Commentary on Accessibility Compliance Options**

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

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

*Although a potential cost burden, it is not "technically infeasible" due to structural, physical, or site constraints to meet minimum accessibility standards.*

*Based on the above, and subject to additional required variances (MAAB, MSBC/Plumbing), the following options should be considered:*

#### **Option #1 (Access to Apparatus Area Only, No Bathrooms)**

- Create an accessible parking space and modify apparatus area door threshold to provide building access.*
- In order to achieve access to the services provided in the lower level Canal Room and to the second floor, the items on display must be made available for viewing by all. This can be accomplished by creating a printed descriptive catalogue with photographs of those items in the Canal Room and on the second floor level as well as a CD/Flash Drive which both depicts and describes the same. A viewing area can be made on level one in the former apparatus area to accommodate a viewing area of the catalogue as well as a place (with proper equipment) to watch the CD/Flash Drive. Upon request, an individual with a mobility limiting disability who wants to see an item directly, can have that item retrieved from the Canal Room or second floor (as feasible) and brought to the designated first floor viewing area. A formal posting of the policy and practice must be posted on the first floor of the building, on all museum literature and pamphlets, as well as on the museum's website.*
- As the second level bathrooms are not on an accessible route, discontinue use of the bathrooms for all.*

*Estimated Cost: \$20,000 to \$25,000*

Option #2 (Access to Apparatus Area Only, Create Unisex Accessible Bathroom)

- *Create an accessible parking space and modify apparatus area door threshold to provide building access.*
- *In order to achieve access to the services provided in the lower level Canal Room and to the second floor, the items on display must be made available for viewing by all. This can be accomplished by creating a printed descriptive catalogue with photographs of those items in the Canal Room and on the second floor level as well as a CD/Flash Drive which both depicts and describes the same. A viewing area can be made on level one in the former apparatus area to accommodate a viewing area of the catalogue as well as a place (with proper equipment) to watch the CD/Flash Drive. Upon request, an individual with a mobility limiting disability who wants to see an item directly, can have that item retrieved from the Canal Room or second floor (as feasible) and brought to the designated first floor viewing area. A formal posting of the policy and practice must be posted on the first floor of the building, on all museum literature and pamphlets, as well as on the museum's website.*
- *Create a unisex accessible bathroom in the former apparatus area.*

*Estimated Cost: Up to \$100,000+*

Option #3 (Access to Apparatus Area and Second Floor)

- *Create an accessible parking space and modify apparatus area door threshold to provide building access.*
- *In order to achieve access to the services provided in the lower level Canal Room, the items on display must be made available for viewing by all. This can be accomplished by creating a printed descriptive catalogue with photographs of those items in the Canal Room as well as a CD/Flash Drive which both depicts and describes the same. A viewing area can be made on level one in the former apparatus area to accommodate a viewing area of the catalogue as well as a place (with proper equipment) to watch the CD/Flash Drive. Upon request, an individual with a mobility limiting disability who wants to see an item directly, can have that item retrieved from the Canal Room (as feasible) and brought to the designated first floor viewing area. A formal posting of the policy and practice must be posted on the first floor of the building, on all museum literature and pamphlets, as well as on the museum's website.*
- *Install a LULA lift to the Second Level of the Museum.*
- *Convert the Second Level Bathrooms to one Unisex "non-accessible" bathroom and one Unisex "accessible" bathroom. Variances may be required.*

*Estimated Cost: Up to \$135,000+*

The Accessibility Assessment that follows will be based on Option #3.

## Fire House Museum 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> There is no designated accessible parking space inclusive of access aisle and signage. The designated accessible parking space must also be van accessible. <a href="#">See Photo Fire House 1.</a></p>	502	23.4 23.6	Construct as required, and stripe and designate a van accessible parking space with van accessible signage at a width of either 11' with a 5' access aisle or 8' with and 8' access aisle (2010 ADA Standards). Signage must be set such that the signage height should be a minimum of 60" high at the bottom (2010 ADAAG Standards) and a maximum of 96" at the top (MAAB 521 CMR) and located in front of the space. The slopes should not exceed 2% in any direction.	1	2	N	Up to \$10,000
<p><b>Entrance</b> There is an abrupt change in level surface of roughly 3" at the entrance to the main door as well as a roughly 1" threshold into the former apparatus bay. <a href="#">See Photos Fire House 2 and 3.</a></p>	404.2	26.10	Modify entrance such that there is no greater than a ¼" unbeveled abrupt change in level surface at the entrance and at the threshold. The entrance may require a concrete or asphalt "ramped" approach with a level landing at the entrance whereas the threshold will require replacement or beveling.	1	3	N	Up to \$3,500
<p><b>Door Signage</b> Three (3) Level 1 interior doors and seven (7) Level 2 interior doors lack compliant accessible signage. <a href="#">See Photo Fire House 4.</a></p>	703.4	41.1	Install accessible compliant signage on the latch side of each door (where allowable) with appropriate finish and contrast and character height and proportions, raised and brailled characters should also be included. Tactile characters on signs s/b 48" min. a.f.f. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).	2	2	N	\$250
<p><b>Door Hardware</b> Non-compliant knob style hardware exists on three (3) Level 1 interior doors and seven (7) Level 2 interior doors. <a href="#">See Photo Fire House 4.</a></p>	404.2	26.11	Replace knob-style hardware with compliant door hardware that is easy to operate with one hand and that does not require tight grasping, tight pinching, or twisting of the wrist to operate.	2	2	N	Up to \$750
<p><b>Controls, Switches, and Outlets</b> Five (5) switches/controls on Level 1 and eight (8) switches/controls on Level 2 exceed the maximum reach range under the 2010 ADA Standards.</p>	205 308.2 308.3	30.13 6.5 6.6	Lower controls, light switches, and outlets to no more than 48" a.f.f. If over an obstruction of at least 20" (ie – counter), lower to no more than 46" a.f.f. for a side approach or 44" a.f.f. for a forward approach.	4	3	L	Up to \$3,250+
<p><b>Canal Room</b> Door Threshold. There is an abrupt change in level surface of more than 1¼" at the entrance to the Canal Room from apparatus room.</p> <p>Door Opening. The opening at the base of the stairs is 30¾".</p> <p>Railings. Stair railings are non-compliant as they are only provided on one side of the stairs and do not have extensions at the top and bottom. <a href="#">See Photos Fire House 5.</a></p>	404.2  404.2.3  505	26.10  26.5  27.4	Modify entrance such that there is no greater than a ¼" unbeveled abrupt change in level surface at the entrance and at the threshold.  Modify doorway to achieve a minimum clear width of 32" by removing the door or using off-set hinges.  Install compliant continuous railings on both sides of the stairway at a height of 34" – 38" to the top of the handrails, round or oval in x-section and between 1¼" – 2" in outside diameter, and with extensions at the top 12" parallel to the floor and the slope distance on one tread then 12" parallel to the floor at the bottom.	2  2  2	3  3  3	N  N  N	Up to \$350  Up to \$350  Up to \$850

<p><b>Interior Stair Railings</b></p> <p>Stair railings at the in the apparatus bay are provided on one side only and don't have bottom extensions. The stairs to Level 2 are non-continuous on the outside, are too wide (over 2½") on the inside of the stairs, and don't extend at the top and the bottom.</p> <p>See Photos Fire House 6.</p>	505	27.4	Install compliant continuous railings on both sides of the stairway at a height of 34" – 38" to the top of the handrails, round or oval in x-section and between 1¼" – 2" in outside diameter, and with extensions at the top 12" parallel to the floor and the slope distance on one tread then 12" parallel to the floor at the bottom.	2	3	L	Up to \$2,500
<p><b>Level 2 Men's &amp; Women's Bathrooms</b></p> <p>The bathrooms are wholly non-complaint with inadequate clearances for wheelchair maneuverability in the men's bathroom and no accessible components (grab bars, water closet, sink, hardware, heights, setbacks, clearances, signage, etc.) in both the women's and men's bathrooms. See Photos Fire House 7 and 8.</p>	603 604 606	30	Designate the men's bathroom as a unisex single user toilet room. Designate the women's bathroom as a unisex accessible single user toilet room in full adherence to the 2010 ADA Standards and 521 CMR Standards for a single user accessible toilet room. A variance may be required from the Commonwealth to create two unisex bathrooms. However, due to the size, historic nature, and limited use, such a request has merit.	3	4	L	Up to \$25,000
<p><b>Vertical Access to Level</b></p> <p>There is no accessible route to the second story of the museum.</p>	401	20	Provide a vertical access lift to the second floor.	2	4	L	Up to \$50,000.

Total up to \$96,800

**Fire House Museum Accessibility Assessment Photos**



Photo Fire House 1



Photo Fire House 2



Photo Fire House 3



Photo Fire House 4



Photo Fire House 5



Photo Fire House 6



Photo Fire House 7

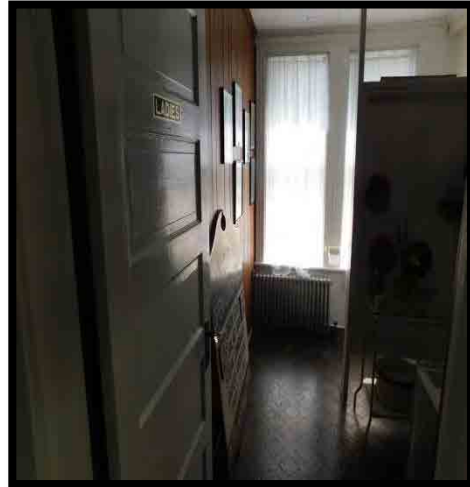


Photo Fire House 8

## **DEPARTMENT OF PUBLIC WORKS**

**Description of Facility and Programs:** The DPW Building consists of a roughly 2,000 sf administrative office area and an attached garage/work area of roughly 12,000 sf. The administrative area houses the DPW Director, Operations Manager, Solid Waste Coordinator, Park Superintendent, Highway Superintendent and other staff.



**Responsible Party:** Public Works Department and Selectboard

**General Description or Obstacle Which Limits Mobility or Access:** The Highway Department Building is moderately non-compliant under both the 2010 ADA Standards for Accessible Design and the 521 CMR Massachusetts Architectural Access Board Regulations. The designated accessible space is not compliant due to its limited size. The entrance ramp is deteriorated, has excessive abrupt changes in level surface, and a running slope that varies from 6.2% to 10.8% and no railings. Interior doors lack signage and have non-compliant knob-style hardware. Four of the interior offices have inadequate clear widths to access the rooms. The unisex single-user bathroom is wholly non-compliant including door width and bathroom element heights and setbacks.

The attached garage is limited to employees only as work areas and equipment/vehicle storage areas. As this area is not intended for public use and is limited to highway employees who presumably must be fully able-bodied to perform essential functions of their positions, accessible modifications to these areas will be triggered by either an employee reasonable accommodations request or the allowance of public access into these areas.

## Department of Public Works 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> Only one accessible space is required due to the total # of spaces. However, the space must also be van accessible. The existing space is 8' wide with a 5' wide access aisle and does not meet ADA or 521 CMR Standards. The current accessible sign is 43" a.f.f. to the bottom of the sign and is 61" a.f.f. at the top of the sign. <a href="#">See Photo DPW 1.</a></p>	208 502	23	Re-stripe and re-designate the accessible parking space as a van accessible space with van accessible signage at a width of either 11' with a 5' access aisle or 8' wide with an 8' access aisle (2010 ADA Standards). Signage must be reset such that signage height should be a minimum of 60" high at the bottom (2010 ADAAG Standards) and a maximum of 96" at the top (MAAB 521 CMR) and located in front of the space.	1	2	I	\$150
<p><b>Building Entrance</b> The "ramped" accessible route to the building has a running slope of up to 10.8% at the lower pad, which far exceeds the maximum of 5% for a walkway. The existing cement is deteriorated and has abrupt change in level surface that exceed ¼" and not beveled. <a href="#">See Photo DPW 2.</a></p>	403.3 403.4	22.3 22.4	Remove the existing lower cement pad and replace. Extend the cement walkway 5' to 10' to the front of the DPW building to achieve a running slope of 5.0% or less. If this cannot be achieved, then railings in compliance with 405.8 (2010 ADA Standards) and 24.5 (521 CMR) for running slopes up to 8.3% would be required.	1	3	I	Up to \$1,500+
<p><b>Entrance Door</b> The entrance door does not comply with the minimum closing speed requirement of 6 seconds under 521 CMR.</p>	404.2.8	26.9	Adjust door closer such that the closing speed is at least 6 seconds.	1	2	I	\$0
<p><b>Entry Service Counter</b> The service counter is 42" a.f.f. which exceeds the maximum height by 6 inches. <a href="#">See Photo DPW 3.</a></p>	904.4.2	7.2	Modify the existing counter to provide a 36" wide counter at a height of no more than 36" a.f.f.	2	3	L	Up to \$500
<p><b>Door Signage</b> There is no tactile designation signage to identify rooms, offices and storage areas/closets in the Administration area. Signage is required at a minimum of 10 locations.</p>	703	41.1	Install accessible compliant designation on the latch side of each door (where allowable) with appropriate finish and contrast and character height and proportions, raised and brailled characters should also be included. Tactile characters on signs s/b 48" min. a.f.f.. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).	2	2	N	Up to \$250
<p><b>Door Hardware</b> Non-compliant knob style hardware exists on all doors in the Administration area. Compliant hardware is required on a minimum of 10 doors.</p>	404.2	26.11	Replace knob-style hardware with compliant door hardware that is easy to operate with one hand and that does not require tight grasping, tight pinching of the wrist to operate.	2	2	N	Up to \$750
<p><b>Controls, Switches, and Outlets</b> Three (3) hallway light switches exceed the maximum reach range under the 2010 ADA Standards.</p>	308.2 308.3	6.5 6.6	Lower the light switches to no more than 48" a.f.f.	4	3	L	Up to \$750+
<p><b>Doorway Widths</b> The doorways to the business office, superintendent, engineer (2), and staff lounge have a 29" clear width which is 3" too narrow.</p>	404.2.3	26.5	Modify doorways and doors to achieve a minimum of 32" clear width.	2	3	L	Up to \$7,500

<p><b>Bathroom</b></p> <p>The bathroom is wholly non-compliant with inadequate clearances for wheelchair access (doorway only 29" wide) maneuverability (60" x 56" minimum clear floor space) and no accessible components (grab bars, signage, door hardware, compliant heights, etc.). See Photo DPW 4.</p>	<p>603 604 606</p>	<p>30</p>	<p>Expand and modify the bathroom to meet 2010 ADA Standards and 521 CMR Standards for a single user accessible toilet room.</p>	<p>3</p>	<p>4</p>	<p>L</p>	<p>Up to \$25,000</p>
<p><b>Basement Level Employee Lounge</b></p> <p>The counter in the employee lounge is 2" too high (804.3.2; 32.2). The sink lacks adequate knee clearance (306.2, 306.3; 30.9.3) and lacks compliant hardware (309; 30.9.6). The towel dispenser is 8" too high (308.2, 308.3; 30.12). See Photo DPW 5.</p>	<p>804.3.2 309 306.2 306.3 308.2 308.3</p>	<p>32.2 30.9.3 30.9.6 30.12</p>	<p>Modify the counter to provide a segment at a height of no more than 34: a.f.f. Replace sink cabinet with one that has a minimum of 27" knee clearance with guarded, wrapped, or insulated piping; and hardware (cabinets, faucets) that can be operated with a closed fist.</p>	<p>4</p>	<p>3</p>	<p>L</p>	<p>Up to \$750</p>

Total up to \$37,150

**Department of Public Works Accessibility Assessment Photos**



Photo DPW 1



Photo DPW 2



Photo DPW 3



Photo DPW 4



Photo DPW 5

## **SEWER PLANT**

**Description of Facility and Programs:** The Sewer Department administrative offices and sewer plant operations are located in Chicopee, MA. This facility was built in 1980, prior to the implantation of the Americans with Disabilities Act. The administrative office is located on the second level of the main “administration” building and is open to the public for related business activities. However, payment of bills and the conducting of hearings or meetings occur at the South Hadley Town Hall. The “public” areas of the Sewer Plant are limited to the office area of the second floor of the administration building. The treatment and testing areas on the second level of the administration building, the first level (garage) of the administration building, and the remaining storage and treatment buildings and facilities (3) are not open to the public and are limited to employee access only.



**Responsible Party:** Department of Public Works, Selectboard.

**General Description or Obstacle Which Limits Mobility or Access:** The Sewer Department Administrative Building (“Sewer Building” hereafter) is wholly non-compliant under both the 2010 ADA Standards for Accessible Design and the 521 CMR Massachusetts Architectural Access Board Regulations. There is no designated accessible parking and no accessible route of travel to the building or to the second level administrative offices. The main entrance doors do not provide the minimum required clear width. The stair railings to the second level do not have extensions and the top and bottom and the interior railings are not continuous. The Sewer Building doors have non-compliant knob style hardware, lack accessible signage, have excessive operating force, and too fast of a closing speed. Many of the doorways provide inadequate clear width. The glass panes in the doors exceed maximum height as do most controls, switches, and outlets. The employee break room includes counters which are too high and a sink which lacks knee clearance under the sink. The employee only locker room, men’s single user bathroom stall, and women’s single user stall are all wholly non-compliant due to inadequate maneuverability and the failure to adhere to height, reach range, and set back requirements.

Level 1 of the Sewer Building is a garage and work area and part of the level 2 area is for testing and treatment. Therefore both of these areas are considered to be closed to the public. As these areas, as well as the other buildings and treatment facilities on-site are not intended for public use and are limited to highway employees who presumably must be fully able-bodied to perform essential functions of their positions, accessible modifications to these areas will be triggered by either an employee reasonable accommodations request or the allowance of public access into these areas. This also applies to the level 2 Sewer Building locker room. At this point no further action is required at this time as it pertains to these areas. The kitchenette in the “break room” is non-compliant due to counter/sink height and lack of knee clearance. The break room is predominately used by Sewer Department personnel and is not open to the public. This area will only require future modifications as a reasonable accommodation if required.

**Commentary on Sewer Building Vertical Access Compliance Options**

*Currently the Sewer Department’s administrative functions are 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; 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. Although a potential cost burden, it is not “technically infeasible” due to structural, physical, or site constraints to meet minimum accessibility standards at the Sewer Building. It also may be necessary to address accessibility compliance to the second level of the Sewer Building and related interior compliance as an employee reasonable accommodation.*

*Based on the above, the following options should be considered:*

**Interim Option**

- *Place a table, chair, and other items as necessary to the left on the stairs on the first level. Install a communication system which would allow visitors to notify the office staff on the second level that the visitor wanted to meet with staff on the first level. Staff would then accommodate the visitor by going down to the first level to conduct business.*

*Estimated Cost: Up to \$2,500*

**Long-term Option #1**

- *Install a LULA lift (as allowed) or elevator to the second level of the Sewer Building.*

*Estimated Cost: Up to \$100,000+*

**Long-term Option #2**

- *Close the entire facility to the public and relocate all administrative functions to the DPW Building or Town Hall. Accessibility compliance to the Sewer Building would need to be addressed through any future employee Requests for a Reasonable Accommodation.*

*Estimated Cost: \$0*

The Accessibility Assessment that follows will be based on Long-term Option #1.

## Sewer Plant 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> There is no designated accessible parking space inclusive of access aisle and signage. The designated accessible parking space must also be van accessible. See <a href="#">Photo Sewer 1</a>.</p>	502	23.4 23.6	Construct as required, and stripe and designate a van accessible parking space with van accessible signage at a width of either 11' with a 5' access aisle or 8' with and 8' access aisle (2010 ADA Standards). Signage must be set such that the signage height should be a minimum of 60" high at the bottom (2010 ADAAG Standards) and a maximum of 96" at the top (MAAB 521 CMR) and located in front of the space. The slopes should not exceed 2% in any direction.	1	3	N	Up to \$2,500
<p><b>Accessible Route</b> There is no accessible route of travel from the parking lot to the building sidewalk and entryway landing due to a 5" high granite curb and a 6" high concrete slab. See <a href="#">Photos Sewer 2 and 3</a>.</p>	403	22	Remove a segment of granite curbing and construct a compliant curb ramp in accordance with S. 405 and S. 406 (ADAAG) and S. 21(521 CMR) to access the sidewalk. Modify the cement walkway and entry landing to eliminate the abrupt change in level surface at the entrance and to achieve a running slope of 5.0% or less. If this cannot be achieved, then railings in compliance with 405.8 (2010 ADA Standards) and 24.5 (521 CMR) for running slopes up to 8.3% would be required.	1	3	N	Up to \$5,000
<p><b>Entrance Door</b> The double doors provide a less than 30" clear width which is 2" too narrow.</p> <p>The main entrance doors do not comply with the maximum allowed operating force for an exterior door (15 lbs.) and minimum closing speed requirement of 6 seconds under 521 CMR.</p>	404.2  404.2.8 404.2.9	26  26.8 26.9	Remove existing doors and replace with a glass commercial entrance with one 36" wide door with an automatic door opening system.	1	3	N	Up to \$10,000+
<p>Adjust door closers such that push/pull force does not exceed 15 lbs for an exterior door, and door closing speed is at least 6 seconds. Ensure that new door system complies with operating force and closing speed requirements.</p>				1	2	I	\$0
<p><b>Interior Stair Railings</b> Stair railings to the second level do not extend at the top and bottom and are non-continuous on the inside. See <a href="#">Photo Sewer 4</a>.</p>	505	27.4	Install compliant continuous railings on both sides of the stairway at a height of 34" – 38" to the top of the handrails, round or oval in x-section and between 1¼" – 2" in outside diameter, and with extensions at the top 12" parallel to the floor and the slope distance on one tread then 12" parallel to the floor at the bottom.	2	3	N	Up to \$2,500
<p><b>Mat at Stairs</b> There is an unsecured mat at the base of the stairs to level 2.</p>	302.2	29.3	Remove or secure mat.	2	1	I	\$0
<p><b>Door Signage</b> Four (4) main hallway and thirteen (13) interior office level 2 doors lack accessible signage.</p>	703.4	41.1	Install accessible compliant signage on the latch side of each door (where allowable) with appropriate finish and contrast and character height and proportions, raised and brailled characters should also be included. Tactile characters on signs s/b 48" min. a.f.f. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards).	2	2	N	\$425
<p><b>Door Hardware</b> Non-compliant knob style hardware exists on four (4) main hallway and twelve (12) interior office level 2 doors.</p>	404.2	26.11	Replace knob-style hardware with compliant door hardware that is easy to operate with one hand and that does not require tight grasping, tight pinching, or twisting of the wrist to operate.	2	2	N	Up to \$1,200

<b>Doors with Glass Panels</b> Four (4) main hallway and thirteen (13) interior office level 2 doors have glass panes that exceed the maximum viewing height of 43" by 5½".	404.2.1 1	NA	Doors, gates, and side lights adjacent to doors or gates, containing panels that permit viewing through the panels shall have the bottom of at least one panel located 43 inches maximum a.f.f. Modify doors/panels to comply with maximum height restriction.	4	3	L	Up to \$4,675+
<b>Controls, Switches, and Outlets</b> Twenty-four (24) switches/controls/outlets in the Level 2 office area(s) exceed the maximum reach range under the 2010 ADA Standards.	205 308.2 308.3	30.13 6.5 6.6	Lower controls, light switches, and outlets to no more than 48" a.f.f. If over an obstruction of at least 20" (ie – counter), lower to no more than 46" a.f.f. for a side approach or 44" a.f.f. for a forward approach.	4	3	L	Up to \$6,000+
<b>Interior Door Closing Speed</b> The door closing speeds for those interior doors with closers all have closing speeds that exceed that allowed.	404.2.8	26.9	Adjust door closers such that the door closing speeds are at least 6 seconds (521 CMR).	1	2	I	\$100
<b>Interior Door Operating Force</b> The door operating forces for those interior doors with closers all have operating forces which exceed that allowed.	404.2.9	26.8	Adjust the door closers such that the push/pull forces do not exceed 5 lbs. for an interior door.	1	2	I	\$100
<b>Protruding Objects and Headroom</b> The First Aid Kit in the rear hallway is a protruding object as it extends more than 4" into the accessible route of travel between a height of 27" and 80" a.f.f.	307.2	20.6.1	Place a fixed object under the kit.	2	2	I	\$0
<b>Doorway Widths and S</b> Eight (8) of the doorways on Level 2 provide 30½" to 31" of clear width which does not meet the minimum 32" clear width requirement for a doorway.  In addition, many of these do not have the required minimum 18" clearance at the latch on the pull side of the door.	404.2  404.2	26.5  26.6	Modify door openings to comply with minimum 32" wide clear opening.  When doorway is being modified for a new door, also modify to achieve the minimum required clearance.	1  1	3  3	N  N	Up to \$14,800  Up to \$15,000
<b>Men's &amp; Women's Bathrooms</b> The bathrooms are wholly non-compliant with inadequate clearances for wheelchair maneuverability (shower and locker in women's restricts maneuverability) in the bathrooms and no accessible components (grab bars, water closet, sink, hardware, heights, setbacks, clearances, signage, etc. See Photos Sewer 5 and 6.	603 604 606	30	Remove shower and locker in women's bathroom and reconfigure/modify both bathrooms to meet 2010 ADA Standards and 521 CMR Standards for a single user accessible toilet room.	3	4	L	Up to \$50,000+
<b>Vertical Access to Level 2</b> There is no accessible route to the second story of the Sewer Building.	401	20	Provide a vertical access lift or elevator to the second floor.	2	4	L	Up to \$100,000

**Total up to \$212,300+**

**Sewer Plant Accessibility Assessment Photos**



Photo Sewer 1



Photo Sewer 2



Photo Sewer 3

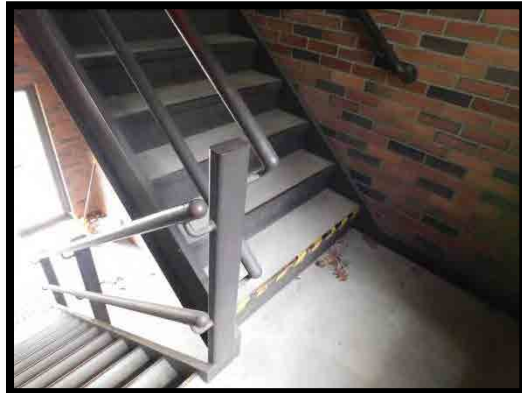


Photo Sewer 4



Photo Sewer 5

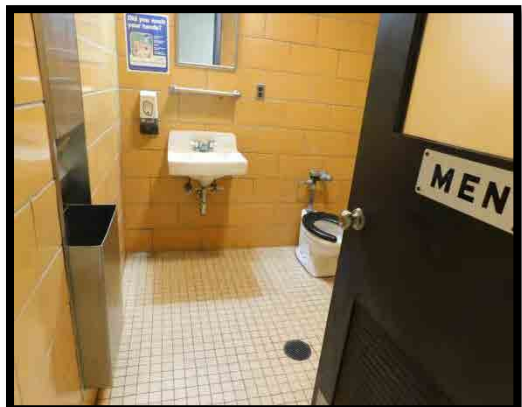


Photo Sewer 6

## **TRANSFER STATION**

**Function and Description of Facility and Programs:** The transfer station is open to the public two days per week. The facility consists of a number of small inaccessible buildings (attendant building, swap and book sheds, storage and drop-off sheds, clothing drop bins (Salvation Army), and recycling bins (roll-off containers)).



**Responsible Party:** Department of Public Works

**General Description or Obstacle Which Limits Mobility or Access:** There is no designated accessible parking. There is no accessible route of travel to the various bins and buildings. Most of the buildings have either excessive changes in level surface from the ground to the floor level of the building or access is achieved through the use of non-compliant stairs and railings or non-compliant ramps. The clothing drop bins exceed maximum reach range under the 2010 ADA Standards.

Because of the type of use and operation, coupled with the excessive cost involved to construct a fully handicapped accessible transfer station, modest modifications are required provided that certain policies and procedures are put into effect. Personnel must be available during the

times of operation to assist anyone with the proper disposal of their materials in bins or in storage buildings. Signage should also be provided on site to instruct those in need how to obtain assistance for access to the recycling bins, clothing drop bins, and other areas as may be required. The modifications described below are the required construction solutions for full physical access.

### **Transfer Station Accessibility Assessment**

<b>General Description of Obstacle</b>	<b>2010 ADAAG</b>	<b>MAAB 521 CMR</b>	<b>Type of Action to be Taken</b>	<b>P</b>	<b>F</b>	<b>TF</b>	<b>Cost Estimate</b>
<b><u>Parking</u></b> There is no designated accessible parking space inclusive of access aisle and signage. The sole accessible parking space must also be van accessible.	502	23.4 23.6	Stripe and designate a van accessible parking space with van accessible signage at a width of either 11' with a 5' access aisle or 8' with and 8' access aisle (2010 ADA Standards). Signage must be set such that the signage height should be a minimum of 60" high at the bottom (2010 ADAAG Standards) and a maximum of 96" at the top (MAAB 521 CMR) and located in front of the space. The slopes should not exceed 2% in any direction.	1	2	N	\$150
<b><u>Door Hardware</u></b> Non-compliant hardware exists on three of the out buildings.	404.2	26.11	Replace knob-style and latch hardware with compliant door hardware that is easy to operate with one hand and that does not require tight grasping, tight pinching of the wrist to operate.	1	2	N	\$225
<b><u>Building Access</u></b> Three buildings (attendant station, swap shop, books & things) have no vertical access into the respective buildings due to excessive changes in level surface. <a href="#">See Photo Transfer Station 1.</a>	206.2.1 405	20.1 20.2 24	As feasible, provide ramped access into the respective buildings with compliant slopes (max. 5% w/out railings; 8.3% with railings).	1	3	L	Up to \$7,500+
<b><u>Non-compliant Ramps</u></b> The brown building in the swap area and the building for batteries and light bulbs have ramps with non-compliant running slopes in excess of 15.0%. <a href="#">See Photo Transfer Station 2.</a>	405	24	As feasible, modify and/or replace ramps such that the running slopes do not exceed 8.3% with railings (max. 5% without railings. If railings required, they should be paired, and at a height of 34" – 38" (top) and 18" – 20" (bottom) with extensions. The minimum width between railings under 521 CMR is 48".	1	3	L	Up to \$7,500+
<b><u>Roll-off Recycling Bins</u></b> The stairs to the bins have open risers and have non-compliant railings (size/shape, height, no extensions at the top and bottom). <a href="#">See Photo Transfer Station 3.</a>	504 505	27.2 27.4	As feasible, modify stairs. Provide continuous railings on both sides of the stairs at a height of 34" – 38" a.f.f. to the top of the railings. Handrails should extend 12" parallel to the floor at the top of the stairs and the slope distance of one tread then 12" parallel at the bottom. Risers should be closed.	2	3	N	Up to \$500
<b><u>Clothing Drop Bins</u></b> The clothing drop bins (Salvation Army) are 24" above the maximum reach range under the 2010 ADA Standards. <a href="#">See Photo Transfer Station 4.</a>	308	6.6	As feasible, request the host agency to provide bins that meet reach range requirements.	2	1	I	\$0

**Total up to \$15,875**

**Transfer Station Assessment Photos**



Photo Transfer Station 1



Photo Transfer Station 2



Photo Transfer Station 3

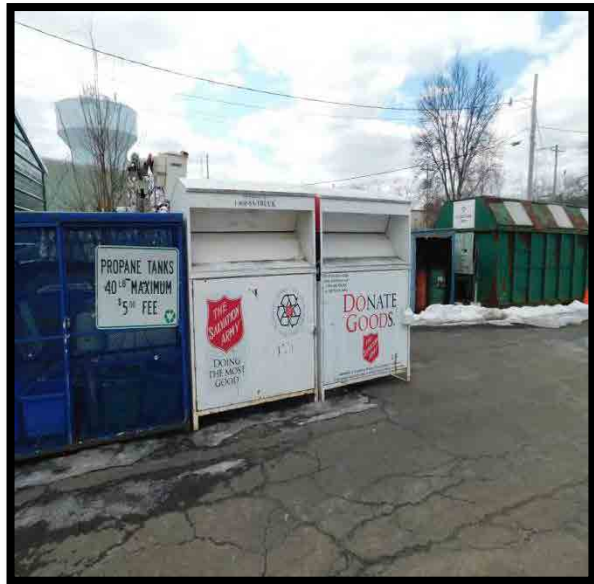


Photo Transfer Station 4

## **IX. RECREATIONAL FACILITIES ASSESSMENTS**

Hadley Falls Canal Park

Beachgrounds Park

Buttery Brook Park

Town Common

Plains Elementary School

Mosier Elementary School

Michael E. Smith Middle School

South Hadley High School

Sidewalks and Curb Ramps

## **Park and Recreation Facilities**

**Overall Facilities:** Hadley Falls Canal Park, Beachgrounds Park, BATTERY Brook Park, Town Common, Plains Elementary School, Mosier Elementary School, Michael E. Smith Middle School, South Hadley High School, and Sidewalks and Curb Ramps (Falls area, Newton Street).

**Location:** Town-wide.

**General Description of Facilities:** Playgrounds, parks, athletic fields inclusive of public bathrooms, concession stands and other amenities.

**Function:** Children and adult recreation programs.

**Responsible Party:** Selectboard, School Committee, Recreation Commission.

### **Accessibility Requirements:**

#### General

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

#### Walkways

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

#### Playgrounds

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

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

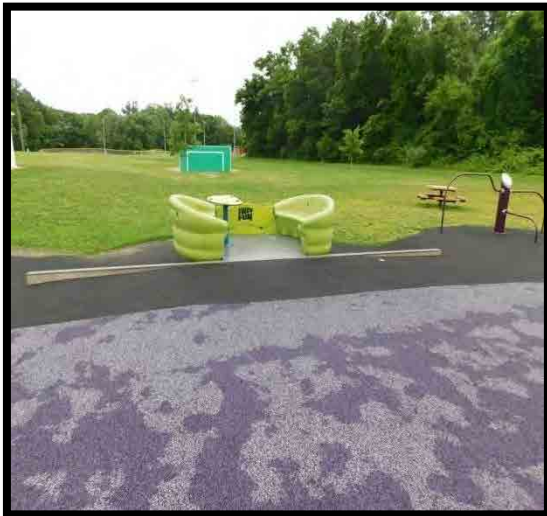
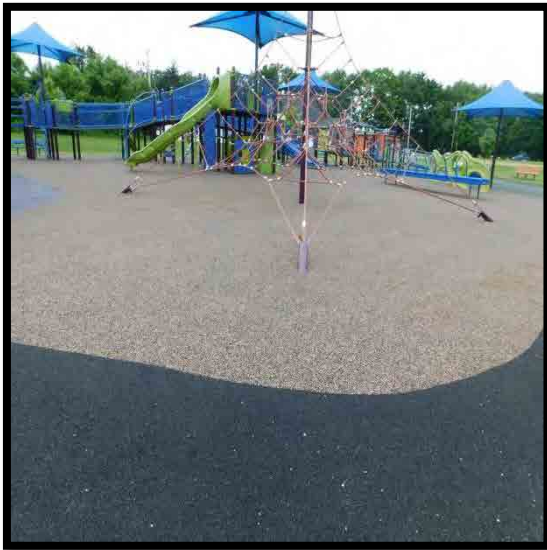
In addition, the entire play area does not need to be on an accessible surface, but rather the routes of travel to both the play area and the accessible play components must comply with Section 402. Accessible Route and Section 302 Floor or Ground Surfaces (stable, firm, slip resistant) of the 2010 ADA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

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

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

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





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

Within a play area that is not part of an accessible route, turning area or use zone, acceptable materials can include loose fill such as pea gravel, sand, and wood chips. Depending on the fall height of a play structure, materials such as pea gravel, sand, wood chips, shredded rubber and engineered wood fiber all provide different levels of impact attenuation. *Note: The playground play areas throughout South Hadley use woodchips within the entirety of the respective playscape areas inclusive of the accessible route of travel. Woodchips are not a compliant material for the accessible route of travel.*

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

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

**Proposed Changes in 521 CMR**

**59.4 Accessible Routes**

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

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

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

Three of the South Hadley recreation areas had portable “accessible” toilets. An important distinction to note is that “ADA Compliant” is not synonymous with “Wheelchair Accessible.” Wheelchair Accessible usually indicates a ramped or ground level entrance with a wide enough door for a wheelchair to gain entry. Clearances; setbacks; and dispenser, grab bar, and water closet heights do not necessarily meet ADA or 521 CMR Standards. “ADA Compliant”, however, generally means reinforced construction; ramped or ground level and wheelchair accessible entrance; spring loaded magnetic door that closes automatically; reinforced grab bars; dispensers, grab bars, and the water closet at the proper height or setback; and enough interior space for a wheelchair to make a 360 degree turn. Illustrative examples of an “ADA Compliant” portable toilet are shown on the following page.

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





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

## **HADLEY FALLS CANAL PARK**

**Function and Description of Facility and Programs:** Local park adjacent to the historic canal and overlooking the Connecticut River. There are interpretive signage and markers, a viewing platform, and benches. The park includes mostly compliant accessible parking (with the exception of signage) and an accessible walkway connecting internal park elements.



**Responsible Party:** Selectboard/Recreation Commission.

**General Description or Obstacle Which Limits Mobility or Access:** The parking signage is too high and is not designated as van accessible. There is no designated accessible route to the viewing platform area from the parking. The curb ramp at street level does not have an adequate level landing and the running slope of the first 2 segments of concrete walkway exceed that allowed without railings. There is no companion wheelchair space at the benches. The concrete accessible route from the parking to the viewing platform is also too steep without railings. The stair railings are non-compliant. Two interpretive signs/markers adjacent to the overlook area are not on an accessible route of travel.

## Hadley Falls Canal 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>
The accessible signage for the parking space is not designated as van accessible (widths allow). The signage is nearly 2 feet too high. See <a href="#">Photo Canal Park 1</a> .	502	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' away from and in front of the space. An additional "van accessible" sign should be provided.	1	2	I	\$25
There is no accessible route of travel from the designated parking to the overlook platform. See <a href="#">Photo Canal Park 2</a> .	402.4 404 303	20.1 20.2	Provide a striped accessible route from the parking to the walkway leading to the overlook platform.	1	2	I	\$150
The level landing at the curb ramp of the walkway to the park is too narrow and not level.	406	21	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. Reconstruct concrete pad as feasible.	1	3	N	\$350
The first 2 segments of the concrete walkway at the curb ramp and the first 2 segments of the concrete walkway to the overlook have running slopes of up to 7.9% (walkway at curb ramp) and up to 6.4% (walkway at overlook). The maximum slope allowed without railings is 5.0%. See <a href="#">Photo Canal Park 3</a> .	403.3	22.3	Option 1: Install ramp railings on both sides of the lower segments at the overlook walkway in accordance with 504, 505 (ADAAG) and 27.4 (521 CMR). Remove and replace concrete segments as needed at curb ramp walkway to achieve a 5.0% or less running slope.  Option 2: Remove and replace concrete segments at both locations as feasible to achieve a 5.0% or less running slope.	1	3	N	\$4,000+  \$1,500
The benches at the overlook lack level surface areas for wheelchairs.	221.2 802.1	14 19	Create an approach and wheelchair companion area at one of the benches. Spaces should be 36" wide x 60" deep per wheelchair. If paired, spaces can be reduced to 33" in width. If a front/rear approach, the depth can be reduced to 48" as opposed to 60" for a side approach.	2	3	N	\$350
The stair railings are not round or oval, are too wide, and do not provide the required extensions at the top and bottom of the stairs. See <a href="#">Photo Canal Park 4</a> .	505	27	The existing stairs must be modified with compliant handrails on both sides of the stairs that are oval or round in cross-section and no greater than 2" in outside diameter, 34" to 38" a.f.f. and with 12" extensions at the top and extensions at the bottom of one tread (sloped) then 12" parallel to the floor.	1	3	N	\$750
An accessible route needs to be provided to the interpretive sign, monument, stone marker, and bench adjacent to the overlook. See <a href="#">Photos Canal Park 5 and 6</a> .	402 802.1	20.0 19.0	Construct an accessible route compliant with width and slope (2% cross, 5% running) requirements to the interpretive sign, monument, bench, and stone marker. Construction options can include compacted stone dust or similar surfaces that meet the requirement of stable, firm, and slip resistant. Provide a level surface area for a wheelchair next to the bench.	1	3	N	\$750

Estimated Total Cost: Up to \$7,875 +

**Hadley Falls Canal Park Assessment Photos**



Photo Canal Park 1



Photo Canal Park 2

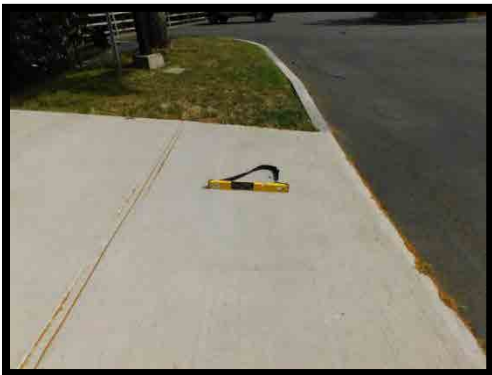


Photo Canal Park 3

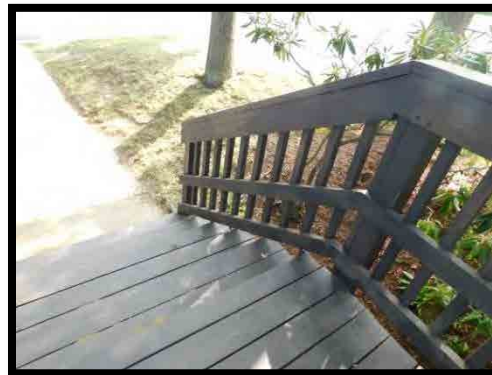


Photo Canal Park 4



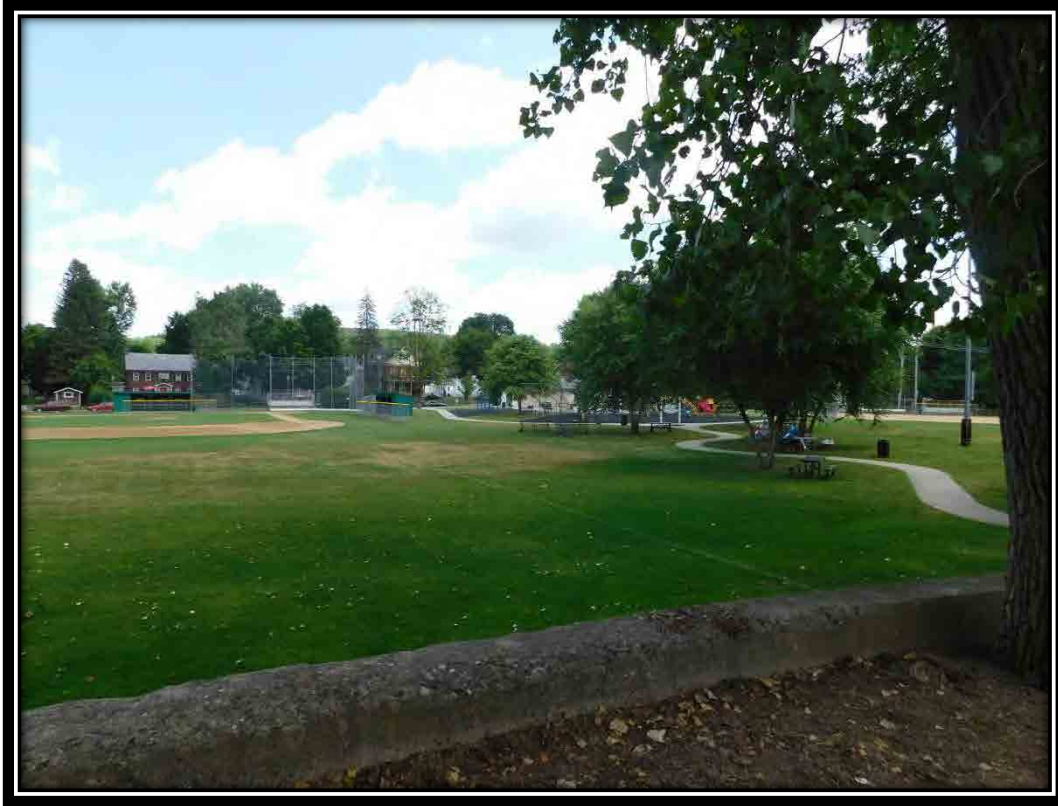
Photo Canal Park 5



Photo Canal Park 6

## **BEACHGROUNDS PARK**

**Function and Description of Facility and Programs:** Multi-facility park across from the South Hadley Town Hall on Main Street. The park includes parking, 3 baseball fields, a basketball court, picnic areas, playgrounds, a spray park, and bathroom facilities.



**Responsible Party:** Selectboard/Department of Public Works.

**General Description or Obstacle Which Limits Mobility or Access:** Based on the estimated number of vehicles that could park in the un-striped parking area, an additional accessible space is required. One of the designated accessible spaces lacks signage. Although generally level, one of the spaces and access aisle has severe deterioration from tree roots. An “accessible” portable toilet at the parking area is not ADA compliant. The portable toilet lacks sufficient interior space for a 360 degree turn, does not meet water closet setback and clearance requirements, and does not meet dispenser height requirements. Scattered picnic tables are not on an accessible route. The entry gates from the sidewalk on Main Street do not have a smooth surface at the base. There is no accessible route of travel to the ball fields, player seating, and bleachers. The middle field dugout and player seating has an abrupt change in level surface of up to 2½” to access the bench. There is reasonable access around the 3 playgrounds but there is no internal accessible route of travel to the play components. Both bathrooms have a number of non-compliant elements including door operating force, door closing speed, dispenser heights, water closet setbacks, toilet paper dispenser location, and others.

## Beachgrounds 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>Parking</b> Based on the estimated # of parking spaces in the lot, an additional accessible space is required. One existing accessible space lacks signage and one space and access aisle has severe deterioration of its surface.. See <a href="#">Photo Beachgrounds 1.</a></p>	502	23	Construct as required, and stripe and designate an additional parking space at a width of 8' with a 5' access aisle. Reconstruct the deteriorated space and access aisle to create a level and stable surface. The slopes should not exceed 2% in any direction. Install signage at the new space and at the existing space without signage. Signage must be set such that the signage height should be a minimum of 60" high at the bottom (2010 ADAAG Standards) and a maximum of 96" at the top (MAAB 521 CMR) and located in front of the space.	1	3	N	\$2,500
<p><b>Portable Toilet</b> The "accessible" toilet is not ADA compliant as the soap dispenser is more than 42" high (521 CMR), the toilet paper is above the reach range and is located over the grab bars, the grabs are only 2' long, the side and rear grab bars are located too far from the interior corner, the rim of the toilet seat is 1" too high, there is insufficient near and far wall clearance, insufficient clearance at the front of the toilet, and a door closing speed that js only 2 seconds. See <a href="#">Photo Beachgrounds 2.</a></p>	308 309 604 404	30 26.9	Replace the existing "accessible" 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; grab bars s/b 42" long at a height of between 33" and 36" a.f.f.; the side grab bar s/b no more than 12" from the interior corner and the rear grab bar no more than 6" from the interior corner; and a door closing speed that is at least 6 seconds.	3	2	I	TBD
<p><b>Accessible Route</b> No accessible route exists to the ball fields and player benches, bleachers, basketball court, and picnic tables (2 picnic tables are ADA compliant). An abrupt change in level surface of approximately 2½" occurs at the entrance to the player's seating area at the ball field closest to town hall. See <a href="#">Photos Beachgrounds 3 and 4.</a></p>	402 303 403.3 403.4	19 20 22.4	Construct an accessible route to the ball fields and player benches, bleachers, basketball court, and playground compliant with width and slope (2% cross, 5% running) requirements. As part of the accessible route to the player's seating, modify to eliminate the level surface change. One of the accessible picnic tables should be connected to an accessible route and the other placed on the concrete next to the splash park and playground.	1	3	L	Up to \$25,000
<p><b>Bleachers</b> The bleachers lack level surface areas for wheelchairs.</p>	221.2 802.1	14 19	Create an approach and wheelchair viewing area at the bleachers. Spaces should be 36" wide x 60" deep per wheelchair. If paired, spaces can be reduced to 33" in width. If a front/rear approach, the depth can be reduced to 48" as opposed to 60" for a side approach.	2	3	N	Up to \$500
<p><b>Gates</b> The gates to the Beachgrounds from the Main Street sidewalk do not comply with the 2010 ADA Standards for a smooth surface within 10 inches of the ground on the push side for the full width of the gate. See <a href="#">Photo Beachgrounds 5.</a></p>	404.2	NA	Install smooth plating at base of the gates.	1	2	N	Up to \$150
<p><b>Playground Accessible Route</b> No accessible route exists within the play area to ground level components, the primary play structures, and benches. No accessible route exists around the perimeter of the play area. See <a href="#">Photo Beachgrounds 4.</a></p>	402 1008.2 226.1 802.1	19 20 14	Construct an accessible route to the play structure elements and to the ground components (5' wide minimum). The accessible route must be stable, firm, and slip resistant. Construction options include compacted stone dust, asphalt, concrete, poured in place products, etc. Costs will vary depending on product used. Accessible playscape and ground components should be added. Play area ground surfaces must comply with ASTM F 1951 and ASTM F 1292.	1	3	L	Up to \$50,000

<b>Men's and Women's Bathrooms</b>								
Both bathroom doors have closing speeds under 6 seconds.	404.2.8	26.9	Adjust or replace door closers such that the door closing speeds are at least 6 seconds (521 CMR).	3	2	I	\$50	
The self-metered faucets exceed the maximum operating force and do not remain open for at least 10 seconds.	309 606.4	30.9.6	Adjust faucets to comply with maximum 5 lb. operating force and minimum time to remain open.	3	3	N	\$150	
The water closet stall doors are not fully self-closing.	604.8	30.6	Adjust stall door hinge so that door is fully self-closing.	3	3	I	\$100	
The coat hooks are 8" to 9" too high.	604.8 308	30.6	Lower coat hooks to no more than 48" a.f.f.	3	2	I	\$0	
The toilet paper dispensers are 52" a.f.f. and 0" to 5" o.c. from the front of the water closet.	604.7	30.7.6	Relocate toilet paper dispensers such that they are 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispensers s/b a minimum of 24" a.f.f. and not mounted above the grab bars.	3	2	I	\$0	
<b>Women's Bathroom Only</b>								
The sink piping is not wrapped, guarded, or insulated	606.5	30.9.5	Wrap or insulate piping.	3	2	I	\$50	
The towel dispenser is 42" a.f.f. and protrudes 9½" into the accessible route of travel which exceeds that allowed as a protrusion by 5½".	307.2	20.6.1	Place a fixed object under the towel dispenser.	3	1	I	\$0	
<b>Men's Bathroom Only</b>								
The grab bars are 6" too short.	604.5	30.8	Replace existing grab bars with grab bars that are 42" long.	3	2	I	\$250	
The rear and grab bars are both mounted 1" too far from the inside corner.	604.5 609.4	30.8.1	The rear grab s/b mounted no more than 6" from the interior corner and the side grab bar s/b mounted no more than 12" from the interior corner.	3	2	I	\$0	
See Photos Beachgrounds 6.								

Estimated Total Cost: Up to \$78,750 +

**Beachgrounds Park Assessment Photos**

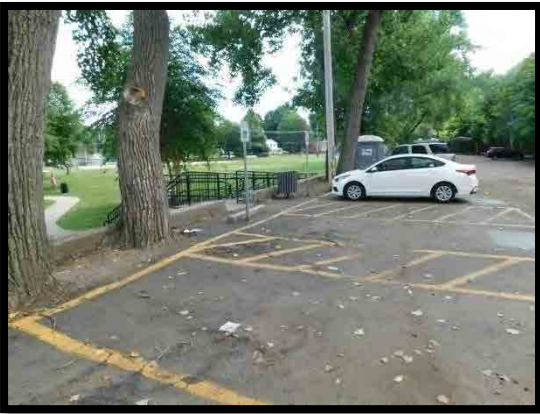


Photo Beachgrounds 1



Photo Beachgrounds 2



Photo Beachgrounds 3



Photo Beachgrounds 4



Photo Beachgrounds 5



Photo Beachgrounds 6

## **BUTTERY BROOK PARK**

**Function and Description of Facility and Programs:** Multi-facility park located in the Buttery Brook watershed. The park includes parking, a basketball court, a skate park, picnic areas with grilling stations, playgrounds, a spray park, 2 pavilions, and bathroom facilities.



**Responsible Party:** Selectboard/Department of Public Works.

**General Description or Obstacle Which Limits Mobility or Access:** There is very limited parking (2 spaces at 2 different locations) in the park. None of the spaces have accessibility signage. Due to the size of the park and distance between facilities, additional parking is required. The curb ramps from the designated accessible parking to the adjoining sidewalks have non-compliant running slopes and level landings.

An “accessible” portable toilet at the parking area is not on an accessible route of travel and has a few areas of non-compliance. The pavilions, benches, scattered picnic tables and grilling stations at the pavilion/picnic areas are not on an accessible route. Similarly there is no accessible route to the skateboard park, basketball court, fully around the play grounds, to the performance stage, and to the older play equipment behind the performance stage. There is no internal accessible route of travel to the play components at the 2 playground areas near the spray park. None of the picnic tables located outside the pavilion are accessible. The “bridge” and route of travel connecting pavilion #2 to the spray park/playground area is not accessible. The performance stage has numerous areas of non-compliance relating to the stairs, stair railings ramp, ramp railings, entry doors to stage, and electrical outlets.

Both bathrooms have a number of non-compliant elements including door operating force, door closing speed, tactile signage height, dispenser heights, water closet setbacks, toilet paper dispenser location, and others. The log cabin lacks compliant hardware, signage, and picnic tables. There is an abrupt change in level surface of more than ¼” at the door threshold and outlets and switches are outside the acceptable reach range.

### **Buttery Brook Park 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> Based on the estimated # of parking spaces available at the park, the distance and lack of an accessible route from the existing accessible parking to other park components, additional accessible space is required. The accessible parking at the North Entrance and playground and at the Log Cabin both lack signage and are not noted as van accessible. See <a href="#">Photo Buttery Brook 1</a>.</p>	502	23	Construct as required, and stripe and designate a van accessible parking space at a width of 11’ and a passenger accessible space at a width of 8’ with a shared 5’ access aisle for use with the performance stage area and also at pavilion #2 and one van accessible space at the skate park and basketball court (4 total spaces). Install signage at the new spaces and at the existing spaces without signage (at least one space should be designated as van accessible at each location). Signage must be set such that the signage height should be a minimum of 60” high at the bottom (2010 ADAAG Standards) and a maximum of 96” at the top (MAAB 521 CMR) and located in front of the space.	1	3	N	Up to \$7,500
<p><b><u>Curb Ramps</u></b> The curb ramp closest to the North Entrance has side flare slopes that exceed the maximum allowed by up to 2.5%. The sloped approach exceeds that allowed by 2.9%.  The curb ramp closest to the Log Cabin has a sloped approach that exceeds the maximum allowed by 0.7%.  Both level landings do not meet the preferred minimum of 4’ deep at the top of the landing. See <a href="#">Photo Buttery Brook 2</a>.</p>	406	21	Reconstruct curb ramps so that the side flare slopes do not exceed 10.0%, the sloped approach does not exceed 8.3%, and the top level landings are 4’ deep.	1	3	N	Up to \$3,000
<p><b><u>Portable Toilet</u></b> The “accessible” toilet is not ADA compliant as there is insufficient clearance at the front of the toilet, has a door closing speed that is only 1 to 2 seconds, and is not on an accessible route.</p>	308 309 604 404	30 26.9	Replace the existing “accessible” 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; grab bars s/b 42” long at a height of between 33” and 36” a.f.f.; the side grab bar s/b no more than 12” from the interior corner and the rear grab bar no more than 6” from the interior corner; and a door closing speed that is at least 6 seconds. Relocate the portable toilet so that it is on an accessible route of travel.	3	2	I	TBD

<p><b>Accessible Route</b></p> <p>No accessible route exists fully around the playgrounds at the splash park/bathrooms (1008.2; 20, 19.7) and to the skate park, basketball court, pavilion #1 and picnic grounds/grilling stations, pavilion #2 and picnic grounds/grilling stations, performing stage area, playground behind the performing stage area, and from pavilion #2 to the splash park/bathrooms/playgrounds via the "bridge" over the intermittent stream (206, 303, 403; 19, 20, 22). The accessible route also needs to connect at least 5% of the playground benches and benches at pavilion #1 inclusive of a level surface for wheel chairs and to at least 5% of the picnic tables at the picnic grounds at pavilion #1 and #2 (221.2, 802.1; 19.5, 14). At least 5% of the benches should have level surface areas for wheelchairs (221.2, 802.1; 19.5, 14) and at least 5% of the picnic tables must be accessible (221.2, 802.1; 19.5, 14).</p> <p>See Photos Buttery Brook 3, 4, 5, and 6.</p>	<p>206 303 403 1008.2  221.2 802.1</p>	<p>19 20 22  14 19</p>	<p>Construct an accessible route around the remainder of the playground areas and to the the skate park, basketball court, pavilion #1 and picnic grounds/grilling stations, pavilion #2 and picnic grounds/grilling stations, performing stage area, playground behind the performing stage area, and from pavilion #2 to the splash park/bathrooms/playgrounds via the "bridge" over the intermittent stream. All accessible routes of travel must be firm, stable, and slip resistant and be compliant with width (4' wide w/ 3' clear width) and slope (2% cross, 5% running) requirements. Create an approach and wheelchair companion area at one of the benches at the picnic grounds/pavilion #1 area and for those at the playground. Spaces 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. Materials may vary and can include compacted stone dust, asphalt, concrete and other similar surfaces.</p> <p><i>Note 1: The "bridge" at pavilion #2 has a height differential with the ground service of nearly 2' for a distance of 5' to 6'. A ramped or similar means compliant with the 2010 ADA Standards and 521 CMR to access this bridge will need to be constructed.</i></p> <p><i>Note 2: Due to the age and location of the play equipment behind the performing stage, this equipment could be taken out of service to save on costs to construct an accessible route.</i></p>	<p>1</p>	<p>3</p>	<p>L</p>	<p>Up to \$100k+</p>
<p><b>Playground Accessible Route</b></p> <p>No accessible route exists within the play areas to ground level components, and the primary play structures. See Photo Buttery Brook 7.</p>	<p>402 1008.2 226.1 802.1</p>	<p>19 20 14</p>	<p>Construct an accessible route compliant with width and slope requirements (2% cross slope, 5% running slope, minimum 5' wide) to the raised play structure elements and to the ground components. The accessible route must be stable, firm, and slip resistant. Construction options include compacted stone dust, asphalt, concrete, poured in place products, etc. Costs will vary depending on product used. Play area ground surfaces must comply with ASTM F 1951 and ASTM F 1292</p> <p><i>Note: The play area with the rope climbing component would appear to have limited use value for children with mobility limiting disabilities. Therefore construction improvements relating to accessibility should be limited to the larger playground closer to the log cabin.</i></p>	<p>1</p>	<p>3</p>	<p>L</p>	<p>Up to \$50k+</p>
<p><b>Log Cabin</b></p> <p>There is an unveled abrupt change in level surface at the doorway threshold.</p> <p>The door hardware (2) is non-compliant knob-style hardware.</p> <p>There is no accessible signage on the latch side of the door.</p>	<p>404.2  404.2  703</p>	<p>26.10  26.11  41.1</p>	<p>Modify entrance such that there is no greater than a ¼" unveled abrupt change in level surface at the entrance.</p> <p>Install lever-style hardware.</p> <p>Install accessible compliant 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 the sign s/b 48" min. a.f.f.. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Characters must meet the ADA Standards for character height, finish and contrast, accompanied by Grade 2 Braille (703 ADA Standards). Install lever hardware on the interior door.</p>	<p>1  1  1</p>	<p>3  3  2</p>	<p>N  I  I</p>	<p>\$250  \$150  \$35</p>

Light switches (52" a.f.f.) and electrical outlets (7½" a.f.f.) are not within the compliant reach range.	308.2 308.3	6.5 6.6	Relocate light switches and outlets to within 15" and 48" a.f.f.	4	3	N	Up to \$2,000
None of the 4 picnic tables provide adequate knee clearance.  <b>See Photos Buttery Brook 8 and 9.</b>	226 306	35	Provide at least one accessible picnic table with at least 27" of knee clearance at a depth of 19" with a 30" clear width. The top of the table s/b 28" to 34" a.f.f.	4	1	I	Up to \$750
<b>Picnic Tables</b> None of the picnic tables outside the pavilions and in the shaded areas are accessible.	226.1 902	19.5.2 19.6.2	At least 5% or at least one table must be accessible in each separate area where provided. Provide an additional picnic table at each of the pavilion outside picnic areas which has a table surface of between 28" to 34" a.f.f. to the top surface with at least 27" knee clearance, 30" clear width, and 19" depth and on an accessible route. Picnic tables must be located on an accessible route of travel and the wheelchair area must be firm, stable, level, and slip resistant.	2	1	N	\$1,500
<b>Men's and Women's Bathrooms</b> Both doors have closing speeds under 6 seconds and operating forces of 15lbs. to 16 lbs.	404.2.8 404.2.9	26.9 26.8	Adjust or replace door closers such that the door closing speeds are at least 6 seconds (521 CMR).	3	2	I	\$50
The accessible tactile designation signage on the latch side of both doors are 12" to 13" too high. The storage door in the <u>men's bathroom</u> lacks tactile signage.	703	41.1	Lower accessible signage such that the tactile characters on the sign are 48" min. a.f.f. from baseline of lowest character and 60" max. a.f.f. to baseline of highest character. Install tactile signage at the lever side on the men's bathroom storage door.	3	2	I	\$35
The soap dispenser (50½" a.f.f.) in the <u>men's bathroom</u> is 8½" too high.	308.2 308.3	30.12 6.5 6.6	Lower dispenser to a max. of 42" a.f.f. (521 CMR) and within the zone of reach.	3	2	I	\$0
The water closet stall door in the <u>women's bathroom</u> is not fully self-closing.	604.8	30.6	Adjust stall door hinge so that door is fully self-closing.	3	3	I	\$50
Both toilet paper dispensers are 25" to 52" a.f.f. and 0" to 7" o.c. from the front of the water closet.	604.7	30.7.6 30.8.5	Relocate toilet paper dispensers such that they are 7" minimum and 9" maximum in front of the water closet measured to the centerline of the dispenser. The dispensers s/b a minimum of 24" a.f.f. and not mounted above the grab bars.	3	2	I	\$0
Both of the accessible water closet stall doors lack an interior pull device.	604.8.1	30.6.1	Install a pull device on the interior stall door at a height of no greater than 48" a.f.f.	3	2	I	\$25
Both water closets are 4" to 4½" too far from the near wall and 4½" to 5½" too close to the far wall. <b>See Photos Buttery Brook 10 and 11.</b>	604.2	30.7.2	Modify water closets and stall far sidewall so that the centerlines are 18" from the nearest sidewall and at least 42" from the farthest sidewall	3	3	N	Up to \$2,000+
<b>Performing Stage Area</b> The <u>wooden bridge</u> to cross the intermittent stream to access the performance stage has abrupt changes in level surface of more than ¼" on both sides of the bridge and within the bridge itself due warped boards. <b>See Photo Buttery Brook 12.</b>	303 403.4	22.4	Modify both access/egress segments of the bridge to eliminate abrupt change through a beveled or similar approach. Replace warped boards as necessary.	1	3	N	Up to \$300+
The <u>stair railings</u> are not round or oval, are too wide, and do not provide the required extensions at the top and bottom of the stairs. <b>See Photo Buttery Brook 14.</b>	505	27.4	The existing stairs must be modified with compliant handrails on both sides of the stairs that are oval or round in cross-section and no greater than 2" in outside diameter, 34" to 38" a.f.f. and with 12" extensions at the top and extensions at the bottom of one tread (sloped) then 12" parallel to the floor.	1	3	N	\$800+

The <u>bottom tread</u> is not uniform as it is on concrete with a 2" to 4" gap or reveal of concrete creating a potential tripping hazard. See <b>Photo Buttery Brook 15</b> .	504.2	27.2	Modify the bottom tread on both sides of the stairs so that the tread covers the entire concrete pad.	1	3	N	\$150
There is a 6" abrupt change in level surface to access the <u>ramp</u> and a 3" abrupt change in level surface to access the stage from the ramp.  <u>Railings</u> are not paired, are not compliant as to shape and size, and do not extend at the bottom.  There is <u>no level landing</u> at the ramp top at the stage doorway entry.  The ramp is <u>warped</u> at the top.  The ramp is only 42" <u>wide</u> which is at least 6" too narrow (depending on railing placement) under 521 CMR.  See <b>Photos Buttery Brook 16 and 17</b> .	405 505	24	Remove the existing ramp and construct a new ramp that complies with the following:  Running slopes no greater 8.3% r.s.; cross slopes no greater than 2.0%; paired railings (34" to 38" a.f.f. top, 18" to 20" a.f.f. bottom); top and bottom 12" railing extensions; minimum 48" clear width between the railings (521 CMR); railings must be oval or round in shape with an outside diameter of 1½" to 2"; a 60" level landing must be provided at the top; and edge protection on the ramp sides.	1	3	N	Up to \$25,000
The <u>double doors</u> are 24" and 25" wide providing a less than the minimum 32" clear width per door. See <b>Photo Buttery Brook 17</b> .	404.2	26	Option #1: Remove existing doors in entirety and do not replace.  Option #2: Remove existing doors in entirety and replace with one 36" wide door with compliant hardware (lever) and which meets the operating force (5 lbs.) and closing speed (at least 6 seconds) requirements.	1	3	N	Up to \$750
Three (3) <u>electrical outlets</u> exceed the maximum reach range under the 2010 ADA Standards by 3" to 12". See <b>Photo Buttery Brook 18</b> .	308.2 308.3	6.5 6.6	Lower outlets to no more than 48" a.f.f.	4	3	N	\$750

Estimated Total Cost: Up to \$195,595+

**Buttery Brook Park Assessment Photos**



Photo Buttery Brook 1



Photo Buttery Brook 2



Photo Beachgrounds 3



Photo Beachgrounds 4



Photo Beachgrounds 5



Photo Beachgrounds 6



Photo Buttery Brook 7



Photo Buttery Brook 8



Photo Buttery Brook 9



Photo Buttery Brook 10



Photo Buttery Brook 11



Photo Buttery Brook 12



Photo Buttery Brook 13



Photo Buttery Brook 14



Photo Buttery Brook 15



Photo Buttery Brook 16

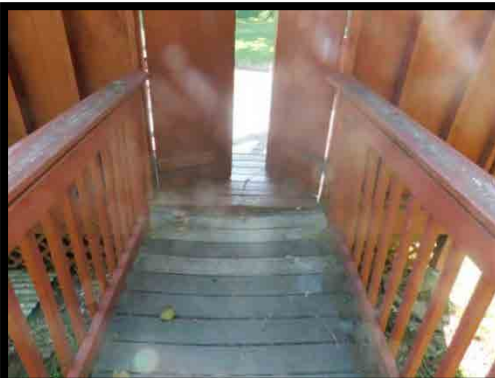


Photo Buttery Brook 17



Photo Buttery Brook 18

## **TOWN COMMON**

**Function and Description of Facility and Programs:** The town common is not only a town landmark but also serves as a passive recreational area, green space, and location for civic events and activities including concerts and other local events. The common contains a gazebo, 14 benches within the common and 5 benches on an adjacent sidewalk, a war monument, stairs, lawn area, a drinking fountain, and a concrete walkway through its center and to the surrounding streets.



**Responsible Party:** Selectboard.

**General Description or Obstacle Which Limits Mobility or Access:** The drinking fountain is non-compliant. The gazebo stair railings are non-compliant as they are not the proper shape and do not extend at the top and bottom. The gazebo stair tread nosings are abrupt and not beveled. The gazebo ramp railings are not within the required allowed height range. There are numerous abrupt changes in level surface along the walkway, particularly where there are changes in walkway material (concrete, asphalt, brick). Benches along the sidewalk and walkway lack level surface areas for wheelchairs. Manhole covers in the accessible route near the gazebo create a noncompliant abrupt change in level surface.

## 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>
The <u>drinking fountain</u> is non-compliant as it is not "hi-low", lacks knee clearance and exceeds maximum height requirements for accessibility. See <a href="#">Photo Town Common 1</a> .	211 306 602	36.0	Discontinue use of the fountain <u>or</u> provide a compliant "low" drinking fountain on an accessible route with at least 27" knee clearance; 30" clear width; a spout height of no greater than 36" a.f.f.; and operable controls (operable w/one fist and no > 5 lbs. operating force).	4	3	L	\$0 to \$3,500
The <u>gazebo stair railings</u> are not round or oval, are too wide, and do not provide the required extensions at the top and bottom of the stairs. See <a href="#">Photo Town Common 2</a> .	505	27	The existing stairs must be modified with compliant handrails on both sides of the stairs that are oval or round in cross-section and no greater than 2" in outside diameter, 34" to 38" a.f.f. and with 12" extensions at the top and extensions at the bottom of one tread (sloped) then 12" parallel to the floor.	1	3	N	\$750+
The <u>gazebo stair tread nosings</u> are not curved or beveled and have a greater than ½" projection. See <a href="#">Photo Town Common 2</a> .	504.5	27.3	Stair treads must be modified by either reducing the projection to less than ½" or beveling the nosing.	1	3	N	\$750+
The <u>gazebo ramp railings</u> vary from 20" a.f.f. at the bottom railing to 33" a.f.f. at the top railing. <u>Note:</u> No tolerances allowed for dimensions within a stated range.	405.8 505	24.5	Modify/adjust/replace railings to comply with 18"-20" a.f.f. (bottom) and 34"-38" a.f.f. (top) height ranges to the top of the handrail.	1	3	N	Up to \$5,000
There is an abrupt change in level surface of roughly ½" at the top of the <u>concrete ramp</u> to the gazebo decking. See <a href="#">Photo Town Common 3</a> .	403.4 405	22.4 24	Modify and bevel the decking or use a flexible or bonding material to create a beveled approach within the gap between the concrete and decking or a combination of the two.	1	3	N	Up to \$250
There are numerous <u>abrupt changes in level surface</u> of greater than ¼" near the gazebo between concrete segments, between the concrete and brick transition, and at the walkway to the curb ramp due to manholes in the walkway. There abrupt changes in level surface of greater than ¼" at the war monument between the concrete and brick transition. See <a href="#">Photos Town Common 4 and 5</a> .	403.4 405	22.4 24	Reset the brick, grind the cement, or use appropriate fillers to reduce abrupt changes in level surface to less than ¼" or to create a bevel to a height of no more than ½".	1	3	N	Up to \$1,250
The 2 <u>benches</u> on the accessible route between the gazebo and war monument and the 5 benches on the adjacent sidewalk lack level surface areas for wheelchairs. See <a href="#">Photo Town Common 6</a> .	221.2 802.1	14 19	Remove one bench on the common and one bench on the adjacent sidewalk and relocate and re-attach to the end of the concrete slab. This will create a 44" wide clear space between benches at each location and will suffice for a forward approach.	2	2	I	\$0

**Estimated Total Cost:** Up to \$11,500 +

**Town Common Assessment Photos**



Photo Town Common 1

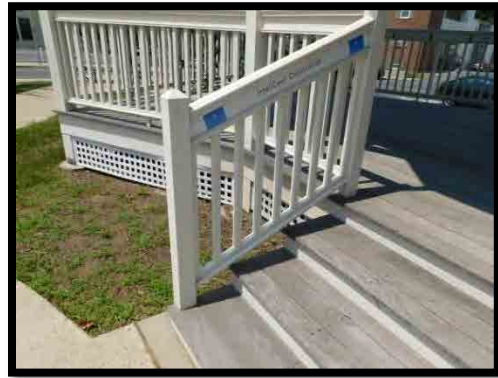


Photo Town Common 2



Photo Town Common 3



Photo Town Common 4



Photo Town Common 5



Photo Town Common 6

## PLAINS ELEMENTARY SCHOOL RECREATIONAL FACILITIES



**Description of Facility:** Plains Elementary School has a playground area to the side and behind the school building. Near the front and off to the side of the building is a baseball field, designated accessible parking for field users, and an “accessible” portable toilet. The playground area consists of 3 sets of swings, 2 slides, a sand box, 3 benches, a large round swing, and 2 rope climbing play components. Behind the school there is also an apparent pre-k or kindergarten play area with moveable play components on a rubberized surface.

**General Description or Obstacle Which Limits Mobility or Access:** The 2 designated accessible parking signs at the ball field are located too far from the parking spaces and are mounted too low. The cross slopes for the 2 parking spaces and the access aisle exceed the maximum allowed. The “accessible” portable toilet is not ADA Compliant, is not on an accessible route, and is located directly in front of the curb ramp from the parking area thereby creating a non-compliant and unsafe approach to the toilet. The portable toilet lacks sufficient interior space for a 360 degree turn, does not meet water closet setback and clearance requirements, and does not meet door operating force and closing speed requirements. The entry gates into the playground area and ball field do not have a smooth surface at the base. There is no accessible route to the ball field and player’s benches. There is no accessible route around or within the playground area including to the play components and benches. None of the benches have a level area for a wheelchair. The playground surface is consists of sparse woodchips and bare soil. The play ground area lacks sufficient “accessible” play components.

## Plains Elementary School Recreational Facilities Accessibility Assessment

General Description of Obstacle	2010 ADAAG	MAAB 521 CMR	Type of Action to be Taken	P	F	TF	Cost Estimate
<p><b>Accessible Parking</b></p> <p>There is no designated accessible parking to serve the playground, ball fields, and basketball court.</p> <p>The signs are 32½” and 28½” too low and are located 4½’ too far from the parking space. <a href="#">See Photo Plains 1.</a></p>	302 502.4	23.4	Reconstruct and restripe the parking and shared access aisle to create a level surface. The slopes should not exceed 2% in any direction. Install signage at the spaces. Signage must be set such that the signage height should be at least 60” a.f.f. to the sign bottom and no more than 96” to the sign top. Signs can be no more than 10’ from the front of the parking space.	1	3	L	Up to \$5,000
	502.6 703.7.2	23.6					
<p><b>Portable Toilet</b></p> <p>The “accessible” toilet is not ADA compliant as the door opening operating force exceeds 5 lbs. and the door closing speed is less than 6 seconds. The side grab bar is 10” too short at 32”. There is insufficient toilet near and far wall clearance and insufficient clearance at the front of the toilet.</p> <p>The portable toilet is not on an accessible route as it is located on grass roughly 20” from the sidewalk. It is located in front of the curb ramp so the approach is not level and there is a ¼” abrupt change in level surface at the sidewalk. <a href="#">See Photos Plains 2 and 3.</a></p>	404.2.8 404.2.9 604.5 604.2	26.8 26.9 30.8 30.7.2	Replace the existing “accessible” 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; a door closing speed that is at least 6 seconds; and a door operating force of 5 lbs. or less. The door closing mechanism should be operable with a closed fist and does not require pinching or twisting of the wrist.	3	2	I	TBD
	303 403.4	22.4	Relocate the portable toilet so it is on an accessible route, has a level approach and no abrupt change in level surface.	3	2	I	\$0
<p><b>Playground and Ball Field Gates</b></p> <p>The gates to the playground and ball field do not comply with the 2010 ADA Standards for a smooth surface within 10 inches of the ground on the push side for the full width of the gate. <a href="#">See Photo Plains 4</a></p>	404.2	NA	Remove gates or install smooth plating at base of gate.	1	2	N	Up to \$225
<p><b>Accessible Route to Ball Field/ Playground</b></p> <p>No accessible route exists to the ball field, ball field benches, ball field bleachers, playground benches and fully around the playground perimeter. <a href="#">See Photos Plains 5 and 6.</a></p>	402 303 403.3 403.4	19.0 20.0 22.4	Construct an accessible route to the ball field, ball field benches, ball field bleachers, playground benches and fully around the playground compliant with width (4’ minimum), slope (2% cross, 5% running), and level surface change requirements (no greater than ¼”).	1	3	L	Up to \$60,000+
<p><b>Accessible Route To Play Components</b></p> <p>No accessible route exists within the play area to ground level components and the primary play structures. A 6-inch high concrete border restricts access into an apparent sandbox play area. <a href="#">See Photos Plains 7, 8, and 9.</a></p>	402 403 1008.2 226.1 802.1	19.7 22.4 20.0 14 19	Construct an accessible route compliant with width (5’ minimum) and slope (2% cross, 5% running) requirements to the play structure elements and to the ground components. The accessible route and the use zone under and around play components must be stable, firm, and slip resistant. Construction options include compacted stone dust, asphalt, concrete, poured in place	1	3	L	Up to \$35,000+

			products, etc. for the accessible route. The use zone material is typically a rubber resilient surfacing, urethane rubber composites or something similar. Costs will vary depending on product used. Accessible playscape and ground components should also be added. Play area ground surfaces must comply with ASTM F 1951 and ASTM F 1292. Remove a minimum 32" section of concrete to access the sandbox area.				
<b>Ball Field Bleachers and Playground Benches</b> The bleachers lack level surface areas for wheelchairs. The playground benches level surface area for a wheelchair is obstructed. See Photo Plains 10.	221.2 802.1	14 19	Create an approach and wheelchair companion area at the bleachers. Spaces should be 36" wide x 60" deep per wheelchair. If paired, spaces can be reduced to 33" in width. If a front/rear approach, the depth can be reduced to 48" as opposed to 60" for a side approach.  Remove planter on one side of playground benches to create level area for a wheelchair ( <i>Note: Assumption is that an accessible route will be made to the benches as noted above</i> ).	2	3	N	\$250

Estimated Total Cost: Up to \$100,475+

### Plains Elementary School Recreational Facilities Accessibility Assessment Photos



Photo Plains 1



Photo Plains 2



Photo Plains 3



Photo Plains 4



Photo Plains 5



Photo Plains 6



Photo Plains 7



Photo Plains 8



Photo Plains 9



Photo Plains 10

## MOSIER ELEMENTARY SCHOOL RECREATIONAL FACILITIES



**Description of Facility:** Mosier Elementary School has a playground and 2 picnic tables behind the school building. Near the front and to the side of the building are 2 baseball fields, a basketball court, and an “accessible” portable toilet. The playground area consists of swings, an enclosed wooden structure, 2 benches, a tire swing, a rope climbing play component, and a play structure.

**General Description or Obstacle Which Limits Mobility or Access:** There is no designated accessible parking at or near the recreational and playground facilities. The “accessible” portable toilet is not ADA Compliant as dispensers are too high, does not meet closing speed requirements, the rear grab bar does not meet setback requirements, and there is insufficient clearance at the front of the toilet. There is no accessible route to the ball field and player’s benches. There is no accessible route around or within the playground area including to the play components and picnic tables. The playground surface is predominately woodchips throughout.

## Mosier Elementary School Recreational Facilities 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>Accessible Parking</b> There are no designated accessible parking spaces.</p>	208 502 703	23	Create a minimum of one van accessible space and one passenger vehicle space as follows: stripe and designate a van accessible parking space and a passenger accessible parking space with van and passenger accessible signage. The van space s/b at a width of 8' with a 8' access aisle and the passenger space s/b at width of 8' 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 farther than 10" in front of the space; slopes should not exceed 2% in any direction.	1	2	I	Up to \$250
<p><b>Portable Toilet</b> The "accessible" toilet is not ADA compliant as the door closing speed is less than 6 seconds; the soap dispenser is 17" too high; the toilet paper dispenser is located over the grab bars; the rear grab is 1" too far from the inside corner; and there is insufficient clearance at the front of the toilet. <a href="#">See Photo Mosier 1.</a></p>	404.2.8 404.2.9 604.5 604.2 309.4 604.7	26.8 26.9 30.8 30.7 30.8	Replace the existing "accessible" 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 door closing mechanism should be operable with a closed fist and does not require pinching or twisting of the wrist.	3	2	I	TBD
<p><b>Accessible Route to Ball Fields/ Playground</b> No accessible route exists to the ball fields, ball field benches, playground picnic tables and fully around the playground perimeter. <a href="#">See Photos Mosier 2 and 3.</a></p>	402 303 403.3 403.4	19.0 20.0 22.4	Construct an accessible route to the to the ball fields, ball field benches, playground picnic tables and fully around the playground perimeter with width (4' minimum), slope (2% cross, 5% running), and level surface change requirements (no greater than ¼").	1	3	L	Up to \$25,000+
<p><b>Picnic Tables</b> The picnic tables at the playground do not provide the required accessible knee and toe clearance. <a href="#">See Photo Mosier 4.</a></p>	226.1 902	19.5.2 19.6.2	At least 5% or at least one table must be accessible. Replace one table or provide an additional one which has a table surface of between 28" to 34" a.f.f. to the top surface with at least 27" knee clearance, 30" clear width, and 19" depth. The picnic table must be located on an accessible route of travel.	2	1	N	\$750
<p><b>Accessible Route To Play Components</b> No accessible route exists within the play area to ground level components and the primary play structures. A wooden ground structure restricts access into an apparent play or program area.  <a href="#">See Photos Mosier 5 and 6.</a></p>	402 403 1008.2 226.1 802.1	19.7 22.4 20.0 14 19	Construct an accessible route compliant with width (5' minimum) and slope (2% cross, 5% running) requirements to the play structure elements and to the ground components. The accessible route and the use zone under and around play components must be stable, firm, and slip resistant. Construction options include compacted stone dust, asphalt, concrete, poured in place products, etc. for the accessible route. The use zone material is typically a rubber resilient surfacing, urethane rubber composites or something similar. Costs will vary depending on product used. Accessible playscape and ground components should also be added. Play area ground surfaces must comply with ASTM F 1951 and ASTM F 1292. Remove a minimum 32" section of wooden board to access interior of wooden ground structure.	1	3	L	Up to \$85,000+

**Estimated Total Cost:** Up to \$111,000+

**Mosier Elementary School Recreational Facilities Accessibility Assessment Photos**



Photo Mosier 1



Photo Mosier 2



Photo Mosier 3



Photo Mosier 4



Photo Mosier 5



Photo Mosier 6

## MICHAEL E. SMITH MIDDLE SCHOOL RECREATIONAL FACILITIES



**Description of Facility:** Michael E. Smith Middle School has a playground, 15 picnic tables, a basketball court, 3 soccer fields and an “accessible” portable toilet. The playground, known as “Principal’s Playground” consists of ground components and play structures, swings, a rope climbing play component, a mini “zip” line, and other features.

**General Description or Obstacle Which Limits Mobility or Access:** There is no designated accessible parking at or near the recreational and playground facilities. The “accessible” portable toilet is not ADA Compliant as dispensers are too high, does not meet closing speed requirements, lacks an interior pull device, and there is insufficient clearance at the approach side and at the front of the toilet. There is no accessible route to the soccer fields or around or within the playground area including to the play components. The playground surface is predominately woodchips throughout. Fourteen picnic tables were located on the grass and one near the basketball court. None of the picnic tables are accessible and none are on an accessible route of travel. Access to the “Miracle Swing” is restricted by an 8” abrupt change in level surface and a ramp running slope of up to 9.8%. Only 36” of clear width exists between railings. Due to the terrain and elevation differential to access all 3 soccer fields, feasibility and design work may be required to best determine means of access and related costs to the fields. Options could include vehicle access, switchback ramps with railings or a combination of both.

## Michael E. Smith Middle School Recreational Facilities 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 Parking</b> There are no designated accessible parking spaces.	208 502 703	23	Create a minimum of one van accessible space and one passenger vehicle space as follows: stripe and designate a van accessible parking space and a passenger accessible parking space with van and passenger accessible signage. The van space s/b at a width of 8' with a 8' access aisle and the passenger space s/b at width of 8' 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 farther than 10" in front of the space; slopes should not exceed 2% in any direction.	1	2	I	Up to \$250
<b>Portable Toilet</b> The "accessible" toilet is not ADA compliant as the door closing speed is less than 6 seconds; the soap dispenser is 12½" too high; the toilet paper dispenser is located over the grab bars; there is no interior pull device on the door; the rear grab is 1½" too far from the inside corner; and there is insufficient clearance at the approach side and at the front of the toilet. See <a href="#">Photo MES 1</a> .	404.2.8 404.2.9 604.5 604.2 309.4 604.7	26.8 26.9 30.8 30.7 30.8	Replace the existing "accessible" 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 door closing mechanism should be operable with a closed fist and does not require pinching or twisting of the wrist.	3	2	I	TBD
<b>Picnic Tables</b> The picnic tables at the playground and basketball court do not provide the required accessible knee and toe clearance. See <a href="#">Photo MES 2</a> .	226.1 902	19.5.2 19.6.2	At least 5% or at least one table must be accessible. Replace one table or provide an additional one which has a table surface of between 28" to 34" a.f.f. to the top surface with at least 27" knee clearance, 30" clear width, and 19" depth. The picnic table must be located on an accessible route of travel.	2	1	N	\$750
<b>Accessible Route to Ball Fields/ Playground</b> No accessible route exists to the soccer fields and around the playground perimeter. See <a href="#">Photos MES 3, 4, and 5</a> .	402 303 403.3 403.4	19.0 20.0 22.4	Construct an accessible route to the to the soccer fields and fully around the playground perimeter with width (4' minimum), slope (2% cross, 5% running), and level surface change requirements (no greater than ¼").  <i>Note: Due to the terrain and elevation differential to access all 3 soccer fields, feasibility and design work may be required to best determine means, methods, and costs to these fields. Options could include vehicle access, switchback ramps with railings or a combination of both coupled with accessible routes around each field. Costs will vary substantially but could approach \$250,000.</i>	1	3	L	TBD Up to \$260,000+
<b>Accessible Route To Play Components</b> No accessible route exists within the play area to ground level components and the primary play structures. An 8" abrupt change in level surface occurs at ramp base to the "Miracle Swing". The	402 403 405 1008.2 226.1	19.7 22.4 24 20 14	Construct an accessible route compliant with width (5' minimum) and slope (2% cross, 5% running) requirements to the play structure elements and to the ground components. The accessible route and the use zone under and around play components must be stable,	1	3	L	Up to \$125,000 +

<p>ramp is only 36" wide between railings (48" minimum under 521 CMR) and has a running slope of up to 9.8% (maximum allowed is 8.3%).</p> <p>See Photos MES 6, 7, and 8.</p>	802.1	19	<p>firm, and slip resistant. Construction options include compacted stone dust, asphalt, concrete, poured in place products, etc. for the accessible route. The use zone material is typically a rubber resilient surfacing, urethane rubber composites or something similar. Costs will vary depending on product used. Accessible playscape and ground components should also be added. Play area ground surfaces must comply with ASTM F 1951 and ASTM F 1292. Adjust ramp and modify base to bring running slope to 8.3% or less and eliminate abrupt change in level surface. An exception may be required for the non-compliant width between the ramp railings.</p>				
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Estimated Total Cost: Up to \$386,000+

**Michael E. Smith Middle School Recreational Facilities Accessibility Assessment**



Photo MES 1



Photo MES 2



Photo MES 3



Photo MES 4



Photo MES 5



Photo MES 6



Photo MES 7



Photo MES 8

## SOUTH HADLEY HIGH SCHOOL RECREATIONAL FACILITIES



**Description of Facility:** The South Hadley High School Recreational Complex consists of a multi-purpose football/soccer/field hockey/lacrosse field with bleachers, a baseball field, a softball field, parking for the baseball and softball fields, parking for the multi-purpose field, a concession stand, a portable “accessible” toilet, and a broadcast booth for the multi-purpose field.

**General Description or Obstacle Which Limits Mobility or Access:** The designated parking (2 spaces) for the baseball and soccer fields are wholly non-compliant due to extremely excessive running and cross slopes, the lack of access aisles, and uneven surfaces, in addition to other items. The running slope at the ball field entrance from the parking area varies from 11.2% to 16.2%. The designated parking (5 spaces) at the multi-purpose field is compliant but for the lack of accessible designation signage and one access aisle lacking striping. The ticket booths (3) have a 4” to 8” height differential from the ground surface to access, counters that are 14” to 16½” too high, and doorways that are 4” too narrow. The concession stand counters are 7½” too high, the running slope to the concession stand varies from 5.0% to 6.4%, there is no accessible route to the building entrance, and there is a 2” abrupt change in level surface at the doorway. The “accessible” portable toilet is not ADA Compliant, is not on an accessible

**Town of South Hadley Accessibility Plan**

route of travel due to a loose stone surface. The portable toilet does not meet water closet setback and clearance requirements, the seat is too high, there is no interior pull device on the door, the toilet paper dispenser is located over the grab bars and it does not meet door operating force and closing speed requirements. The chain-link entry gates at the baseball and softball parking and into the multi-purpose field do not have a smooth surface at the base. The wheelchair viewing spaces at the multi-purpose field bleachers are used for the placement of trash and recycling bins. The stair railings for the stairs closest to the school building do not extend at the bottom. The stairs and railings at the multi-purpose field broadcast booth are non-compliant and the booth lacks vertical accessible access. There is no accessible route of travel to the baseball field, softball field, player's benches, baseball field bleachers, and between the 2 sets of stairs.

**Commentary on Accesible Route Compliance Options**

*The town will need to engage a design professional to determine the most practical and cost effective manner to address full access to all playing fields at the complex. There are at least 2 options to consider:*

- Option #1: Reconstructing the baseball/softball parking, approach and entry into the field area and constructing an accessible route to reach all facilities (all fields, concession stand, portable toilet, etc.) within the complex. This would most likely require constructing a switch-back ramp with railings to connect the baseball/softball area with the multi-purpose field area.*
- Option #2: Discontinue the accessible parking for the baseball/softball field and direct (with signage) all accessible parking to the existing accessible parking for the multi-purpose field. An accessible route will still need to be created from the parking area to reach all facilities (all fields, concession stand, portable toilet, etc.) within the complex and would still require constructing a switch-back ramp with railings to connect the baseball/softball area with the multi-purpose field area.*

*The Accessibility Assessment that follows will be based on Option #2.*

## South Hadley High School Recreational Facilities Accessibility Assessment

General Description of Obstacle	<u>2010 ADAAG</u>	<u>MAAB 521 CMR</u>	Type of Action to be Taken	P	F	TF	<u>Cost Estimate</u>
<b>Accessible Parking</b>							
The designated accessible parking for the baseball/softball field lacks access aisles, has excessive running and cross slopes, heaved surfaces, and signage for one space is too low. The accessible route to the recreational complex has a running slope of up to 16.2% which exceeds that allowed for a walkway by 11.2% and a ramp w/railings by 7.9%.	302 502 403	23 22	Discontinue the accessible parking for the baseball/softball field and erect a sign noting that accessible parking is located at the multi-purpose field.	1	2	I	\$50
The designated accessible parking at the multi-purpose field lacks signage and one space lacks a striped access aisle.	502	23	Install signage at the spaces. Signage must be set such that the signage height should be at least 60" a.f.f. to the sign bottom and no more than 96" to the sign top. Signs can be no more than 10' from the front of the parking space. At least one of the 8' wide spaces w/8' wide access aisle s/b designated as van accessible.	1	2	I	\$200
There is no striped designated accessible route from the multi-purpose field parking to the paved walkway.	206	20	Stripe an accessible route on the pavement from the parking to the walkway.	1	2	I	\$100
<i>See Photos High School 1 and 2.</i>							
<b>Portable Toilet</b>							
The "accessible portable toilet is not on an accessible route of travel. The "accessible" toilet is not ADA compliant as the door opening operating force exceeds 5 lbs. and the door closing speed is less than 6 seconds. The toilet paper dispenser is located over the grab bars, the interior pull device is not operable with a closed fist, the toilet is 1" too high, the near wall setback is 2" too short, and the clearance at the front of the toilet is nearly 10" too short. <i>See Photo High School 3.</i>	403 206 404.2.8 404.2.9 604 609 308 309	22 20 26.8 26.9 30 39.5	Relocate the portable toilet so it is on an accessible route, has a level approach and no abrupt change in level surface. Replace the existing "accessible" 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; a door closing speed that is at least 6 seconds; and a door operating force of 5 lbs. or less. The door closing mechanism should be operable with a closed fist and does not require pinching or twisting of the wrist.	3	2	I	TBD
<b>Playground and Ball Field Gates</b>							
The gates at the ticket booth for the baseball/softball field parking (2) and to the multi-purpose field (6) do not comply with the 2010 ADA Standards for a smooth surface within 10 inches of the ground on the push side for the full width of the gate. <i>See Photo High School 4.</i>	404.2	NA	Remove gates or install smooth plating at base of gate.	1	2	N	Up to \$800
<b>Ticket Booths</b>							
The three (3) ticket booths have between a 4" to 8" vertical rise to enter the booth, have counter heights	403.4 303 404.2	22.4 26.10 26.5	Either modify the existing booths or replace with booths that have doorway openings at least 32" wide, no greater than a ¼" unbeveled surface change at the entry, and	4	3	N	\$500 to \$10,000+

that are 14" to 16½" too high, and doorway openings that are 2" too narrow. <a href="#">See Photo High School 5.</a>	904.4	7.2	counters that are no more than 36" a.f.f. with at least 36" of clear width. <i>Note: Options for compliance including modifying the existing booth, replacing with new compliant booths, or replacing with portable shelters w/compliant tables for use when needed.</i>				
<b>Concession Stand</b> The concession booth counters (2) are 7½" too high for that of a food service counter	904.5	17.6.2	Create a 36" wide counter no higher than 34" a.f.f. below the existing counter.	2	2	N	\$250
There is an abrupt change in level surface of roughly 2" at the entrance to the concession stand work area.	404.2	26.10	Modify entrance such that there is no greater than a ¼" unbeveled abrupt change in level surface at the entrance.	4	3	N	\$500
There is no accessible route to the concession entrance.	402 403	20 22	Construct an accessible route to the concession entrance compliant with width (4' minimum), slope (2% cross, 5% running), and level surface change requirements (no greater than ¼").	2	3	N	\$500
The accessible route to the concession counters has a running slope that varies up to 6.4%. <a href="#">See Photos High School 6 and 7.</a>	403.3 405	22.3 24	Remove existing asphalt and reconstruct/repave to adhere to no more than a 5.0% running slope or install compliant paired railings for that segment of walkway in excess of 5.0%.	2	3	N	\$500 to \$2,500
<b>Multi-purpose Bleacher Seating</b> The designated wheelchair viewing areas are displaced with trash and recycling bins.  <a href="#">See Photo High School 8.</a>	221 802	14 19	Remove trash and recycling bins are relocate elsewhere.	4	3	I	\$0
<b>Stairs Closest to High School</b> The stair railings at the stairs closest to the school and softball field do not fully extend at the bottom of the stairs.  <a href="#">See Photo High School 9.</a>	505	27	Modify railings such that the bottom railing is the slope distance of one tread and then 12" parallel to the ground.	2	3	N	Up to \$850
<b>Accessible Route to Ballfields and Components</b> No accessible route exists to the ball field, ball field benches, ball field bleachers, softball field, softball benches, distance between the 2 sets of stairs near the school, and between and the upper multi-field complex and the lower baseball and softball fields.  The baseball field bleachers lack level surface areas for wheelchairs.  <a href="#">See Photo High School 10.</a>	402 303 403.3 403.4 405 505  221.2 802.1	19.0 20.0 22.4 24  14 19	Construct an accessible route to the ball field, ball field benches, and ball field bleachers. Construct an accessible route to connect the upper and lower fields. The accessible route between the upper and lower fields may require the construction of a switch-back ramp system with railings in full compliance with S. 405 of the 2010 ADA Standards and S. 24 of 521 CMR.  Create an approach and wheelchair companion area at the bleachers. Spaces should be 36" wide x 60" deep per wheelchair. If paired, spaces can be reduced to 33" in width. If a front/rear approach, the depth can be reduced to 48" as opposed to 60" for a side approach.	2  2	3, 4  3	L  N	Up to \$200,000  \$250
<b>Ball Field Bleachers</b> The bleachers lack level surface areas for wheelchairs.	221.2 802.1	14 19	Create an approach and wheelchair companion area at the bleachers. Spaces should be 36" wide x 60" deep per wheelchair. If paired, spaces can be reduced to 33" in width. If a front/rear approach, the depth can be reduced to 48" as opposed to 60" for a side approach. <i>(Note: Assumption is that an accessible route will be made to the bleachers as noted above).</i>	2	3	N	\$250

<b>Multi-purpose Field Broadcast Booth</b>							
<p>The stairs to the broadcast booth have non-complaint railings as railings are not on both sides throughout, do not extend fully at the top and bottom, and do not adhere to the proper size and shape. A segment of the lower wooden railings are 24" to 34" a.f.f.</p>	505	27	<p>Modify and/or replace railings so that all comply as follows: handrails to be continuous on both sides of the stairs; the top of the railings s/b between 34" and 38" af.f.f.; where feasible 12" extensions parallel to the floor should occur on the top of the stairs and extensions the slope distance of one tread then 12" parallel to the ground on the bottom; handrails s/b circular or oval in x-section and between 1¼" to 2" in outside diameter.</p>	4	3	N	\$0 to \$125k +
<p>The metal stairs have open risers and the wooden stairs have broken and open risers. The treads are not beveled. The 2 different sets of connecting stairs are not uniform.</p>	504	27	<p>Modify and/or replace stairs so that there is compliance as follows: stair treads must have uniform riser heights and tread widths; eliminate open risers; nosings must curved or beveled if there is a &gt; ½" projection.</p>	4	3	L	
<p>There is no vertical access/accessible route to the roughly 168 sq. ft. broadcast booth.</p> <p>See Photos High School 11 and 12.</p>	206	14	<p>Install a lift or limited use limited access elevator (variance may be required) to the broad cast booth.</p> <p><u>Additional Comment</u>            Although the 2010 ADA Standards do allow for an "exception" requiring an accessible route to press boxes/broadcast booths that are free-standing, above grade no more than 12 feet, and less than 500 sq. ft. in size; 521 CMR does not. The town may consider the following options:</p> <p><i>Option 1: Discontinue use of the broadcast booth.</i></p> <p><i>Option 2: Seek a variance from the MAAB to not require the provision of an access route to the broadcast booth.</i></p> <p><i>Option 3: Seek a variance from the MAAB to allow for a vertical wheelchair lift or LULA to access the broadcast booth (technically a full elevator is required).</i></p>	4	4	L	

**Estimated Total Cost:** Up to \$341,250+

**South Hadley High School Recreational Facilities Accessibility Assessment Photos**



Photo High School 1



Photo High School 2



Photo High School 3



Photo High School 4



Photo High School 5



Photo High School 6



Photo High School 7



Photo High School 8



Photo High School 9



Photo High School 10



Photo High School 11



Photo High School 12

## **SIDEWALKS AND CURB RAMPS**

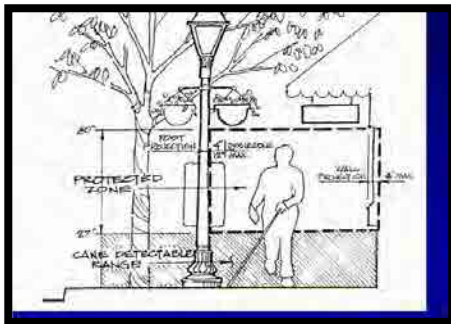
**Description of Assessment Area:** The assessment of public sidewalks, curb ramps, and crosswalks within the town focused on the South Hadley Falls area, Newton Street, and Granby Road. However, the standards as described below and related requirements applies to all sidewalks and curb ramps in the Town of South Hadley.

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

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

### **Sidewalks**

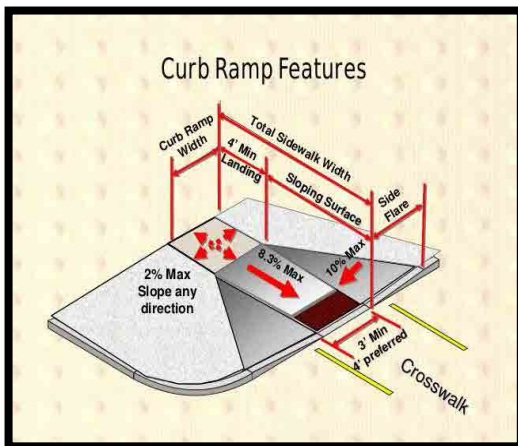
- A minimum of a 4 feet wide sidewalk (excluding the curb) with a 3 feet minimum unobstructed width. If the sidewalk is not 5 feet wide, then a 5 feet by 5 feet level passing space should be provided every 200’. Citation: ADAAG S. 403.5; 521 CMR S. 22.2; PROWAG.
- If the slope of the natural topography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



## Curb Ramps

- Whenever sidewalks, walkways, or curbs on streets and ways are constructed, reconstructed, or repaired, curb cuts are required. Citation: ADAAG S. 204; 521 CMR S. 20.6; PROWAG.
- Curb cuts shall occur whenever an accessible route crosses a curb. Citation: ADAAG S. 405, 406; 521 CMR S. 21; PROWAG.
- Curb cuts are required at each corner of an intersection and typically are perpendicular to the street. Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- Curb cut wheelchair ramps should be placed within the general pedestrian flow to the greatest degree possible, to provide pedestrians the safety to see and be seen before crossing the street. Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- Paired reciprocal curb cut wheelchair ramps are preferred, however, apex ramps serving two directions may be used when intersection geometry precludes the use of paired ramps. The crosswalk should lead directly to the adjoining curb cut wheel chair ramp and sidewalk and not terminate in the roadway, a parking lot, or other area that is not part of the defined pedestrian flow. Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- The maximum running slope of a curb ramp shall be 1:12 (8.3%). Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- The maximum cross slope of a curb ramp shall be 1:50 (2%). Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- The maximum slope of a flared side shall be 1:10 (10%). Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- The minimum width of a curb ramp shall be 36 inches under ADAAG and 521 CMR but 48 inches under PROWAG, exclusive of flared sides. Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- Transitions from curb cuts to walks, gutters, or streets shall be flush or free of changes in level greater than ¼" or between ¼" and ½" if beveled. Citation: ADAAG S. 303, 403; 521 CMR S. 21; PROWAG.
- Grading and drainage shall be designed to minimize pooling of water, accumulation of debris, accumulation of ice or flow of water across the base of the curb cut. Citation: 521 CMR S. 21; PROWAG.
- A level landing (no more than 2.0% in all directions) at the top of the curb ramp is required. The level landing or turning area should be 4 feet deep by the width of the ramp at the curb line (minimum 3 feet, 5 feet preferred). The preferred level landing dimension, as feasible, is 5 feet x 5 feet. Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.
- Diagonal or corner type curb ramps with returned curbs or other well-defined edges shall have the edges parallel to the direction of pedestrian flow. The bottom of diagonal curb ramps shall have a clear space 48 inches minimum outside active traffic lanes of the roadway. Diagonal curb ramps provided at marked crossings shall provide the 48 inches minimum clear space within the markings. Diagonal curb ramps with flared sides shall have a segment of curb 24 inches long minimum located on each side of the curb ramp and within the marked crossing. Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.

- Detectable warnings with truncated domes are required at all street crossings under the 2010 ADA Standards. *Citation: ADAAG S. 705; PROWAG.*
- Fixed objects shall not be placed in any part of a wheelchair ramp. *Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG.*
- Catch basins should be located immediately upgrade at the wheelchair ramp entrance. *Citation: ADAAG S. 406; 521 CMR S. 21; PROWAG*
- Accessible pedestrian signals should provide both visual and audible information. The push button face should be parallel to the sidewalk and mounted within reach range (15 inches to 48 inches above finish ground). The side reach should be within 10 inches and there should be no forward reach obstruction. The button must be operable with a closed fist with no more than 5 lbs. of pressure to operate. The push button location should be between 1½ feet and 6 feet from the edge of the curb, shoulder, or pavement and no more than 5 feet from the crosswalk. *Citation: PROWAG; 521 CMR S. 21.*



**Responsible Party:** Highway Department and Selectboard

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

Sidewalks

Comment:

Overall, the sidewalks within and around the Town Common, are good to very good condition and those in the Falls area, along Newton Street, and Granby Road being fair to good with some exceptions. Sidewalk clear width requirements are generally met, however some areas (Newton Street, Granby Road) have some overgrowth which is beginning to infringe upon the sidewalk clear widths. In addition, a number of street intersections involve non-compliant curb ramps and/or crosswalks (described below). The sidewalks in front of Saint Patrick’s Church (roughly 135 lf) have cross slopes that vary up to 5.0% (maximum allowed is 2.0%) as do a portion of sidewalk in front of the Beachgrounds near the entrance to Stoney’s Pub (cross slopes vary from 2.3% to 3.5%). In addition, much of the concrete and asphalt sidewalk on Main Street have severe deterioration as well as abrupt changes in level surface of greater than ¼” due to concrete pads heaving and the placement utility/manhole covers in the sidewalk. A SHELd utility cover at #105 Main Street creates a nearly 1” abrupt change in level surface. Similar utility/manhole covers are found in front of St. Patrick’s Church and two raised and curved (2) Bell Systems manhole covers at 128 – 132 Newton Street create an impediment to access. There are a number of locations where the cross slopes at driveways are well in excess of the maximum allowed

2.0%. This includes the sidewalk at the Beachgrounds access across from Town Hall (6.8% cross slope), Stoney's Pub (6.7% cross slope), 282-284 Newton Street (12.2% cross slope), and Carey's Flowers (9.4% cross slope). See Photos Sidewalks 1, 2, 3, 4, 5, and 6.

**Recommendation:**

Asphalt and concrete sidewalks which have deteriorated surfaces; non-compliant cross-slopes; and abrupt changes in level surface due to concrete settling, asphalt heaving, or elevated manhole/utility covers within the accessible route should be reclaimed and resurfaced/reconstructed to meet stable and level surface standards. The transition area to driveways need to maintain a no more than 2.0% cross slope and as a result, may require temporary construction easements on private property to modify driveway slopes so vehicles can still utilize the driveways. Reconstruction should also be done in a manner to prevent further pooling of water and accumulation of debris within the accessible route of travel.

**Estimated Cost:**

Depending on construction means (asphalt vs. concrete) and methods, costs could vary up to \$100,000+.



Photo Sidewalks 1

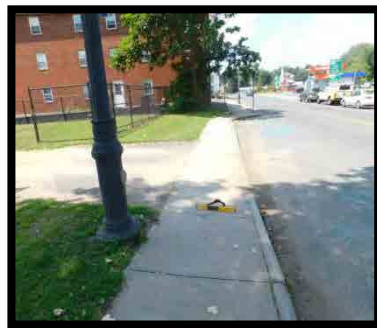


Photo Sidewalks 2



Photo Sidewalks 3



Photo Sidewalks 4



Photo Sidewalks 5



Photo Sidewalks 6

**Curb Ramps and Crosswalks**

**Comment:**

*Main Street Area.* The curb ramps on Main Street lack detectable warning strips and the cross walks require re-striping. In a number of instances the crosswalk fully or partially ends at a granite curb. In addition, none of the curb ramps have detectable warning strips. The curb ramp at the Pleasant Street

cross walk has non-compliant slopes and lacks a compliant level landing. Similar issues exist at the Saint Patrick’s Church crosswalk, Main-Bardwell Street crosswalk changes direction in the street. North Main Street crosswalk, and Main –Carew Street crosswalk. The Bardwell Street crosswalk The Please Street curb ramp serves as an apex ramp, however the intersection geometry does not preclude the use of paired ramps, which are preferred. The curb ramps and crosswalks at the Main Street – Bridge Street intersection has numerous items of non-compliance including excessive running slopes, lack of compliant level landings, lack of detectable warning strips, abrupt changes in level surface, accumulation of debris at the curb ramp base, required re-striping, and a cross walk that changes direction in the street. None of the Accessible Pedestrian Signals at the Main Street - Bridge Street Intersection had audible signalization.

See Photos Main Curb Ramps 1, 2, 3, 4, 5, and 6.



Photo Main Curb Ramps 1



Photo Main Curb Ramps 2



Photo Main Curb Ramps 3



Photo Main Curb Ramps 4



Photo Main Curb Ramps 5



Photo Main Curb Ramps 6

Newton Street. The curb ramps and cross-walks on Newton Street and Granby Road are in relatively good condition with some exceptions. The Ranger Street curb ramp has an excessive running slope, lacks a compliant level landing, and a manhole in the crosswalk creating an abrupt change in level surface. The Landers Street curb ramp cross slopes at the top of the ramp are excessive as are the running slopes. Curb ramps at the high school (school side near parking lot, at 302-304 Newton Street) lack a compliant level landing as the landings are 18” to 20” too narrow. The curb ramps and crosswalks at the Lyman Street – Newton Street intersection has numerous items of non-compliance including excessive running slopes, lack of compliant level landings, lack of detectable warning strips, and required re-striping. None of the Accessible Pedestrian Signals at the Lyman Street - Newton Street Intersection had audible signalization. In addition, all of the crosswalks require restriping.

See Photos Newton Curb Ramps 1, 2, 3, 4, 5, and 6.



Photo Newton Curb Ramps 1



Photo Newton Curb Ramps 2



Photo Newton Curb Ramps 3



Photo Newton Curb Ramps 4



Photo Newton Curb Ramps 5



Photo Newton Curb Ramps 6

**Recommendation:**

Compliant curb ramps that meet the standards described above should be installed at all locations. The curb ramps at the high school that have level landings that are too narrow may require a “taking” of up to 2 feet to achieve compliant maneuverability.

**Estimated Cost:**

Depending on construction means and methods, costs could vary up to \$45,000+.

**Table A: Main Street Area Curb Ramps**

<b>Compliance Item</b>	<b>Smith St. @ Main</b>	<b>Cemetery Ave. @ Main</b>	<b>Spring St. @ Main</b>	<b>Lamb St. @ Main</b>	<b>Bolton St. @ Lamb</b>	<b>Pleasant St. – Main St. to Beachgrounds</b>
Curb cut present	No	NA	Yes	Yes	Yes	No
Compliant apex ramp	NA	NA	NA	NA	NA	Yes - minimally
Crosswalks ends in street or parking lot	No	No	No	No	No	No
R.S. < 8.3%	NA	NA	Yes	Yes	Yes	No
C.S. < 2.0%	NA	NA	Yes	Yes	Yes	Yes
Flared side < 10.0%	NA	NA	Yes	Yes	Yes	Yes
Ramp width 48"	NA	NA	Yes	Yes	Yes	Yes
Ramp deteriorated	Yes	NA	No	No	Yes	No
Flush (< ¼") transition	NA	NA	No	Yes	Yes	No
Proper drainage	Yes	Yes	Yes	Yes	Yes	Yes
Top level landing	NA	NA	Yes	No	Yes	Yes
Top level landing @ 4 ft	NA	NA	Yes	No	Yes	Yes
Compliant diagonal curb ramp	NA	NA	NA	NA	NA	Yes - minimally
Detectable warning strip	No	No	No	No	No	No
Fixed object in ramp or crosswalk	NA	NA	No	No	No	No
Catch basin upgrade from curb ramp	NA	NA	NA	NA	NA	NA
Compliant APS	NA	NA	NA	NA	NA	NA

**Table A Continued: Main Street Area Curb Ramps**

<b>Compliance Item</b>	<b>Pleasant St. across Pleasant</b>	<b>Bridge St. – Main St. Intersection</b>	<b>At St. Patrick’s Church</b>	<b>Bardwell St. – Main Street</b>	<b>No. Main St. – Main Street</b>	<b>Carew St. – Main Street</b>
Curb cut present	No	Yes	No	No	Yes	Yes
Compliant apex ramp	No	No	NA	No	NA	NA
Crosswalks ends in street or parking lot	No	Yes	No	Yes	No	No
R.S. < 8.3%	No	No	NA	No	No	Yes
C.S. < 2.0%	Yes	Yes	NA	Yes	Yes	Yes
Flared side < 10.0%	No	No	NA	No	No	No
Ramp width 48”	Yes	Yes	NA	Yes	Yes	Yes
Ramp deteriorated	No	Yes	NA	Yes	No	No
Flush (< ¼”) transition	Yes	No	NA	NA	Yes	Yes
Proper drainage	Yes	No	Yes	Yes	Yes	Yes
Top level landing	Yes	No	No	No	No	No
Top level landing @ 4 ft	Yes	No	No	No	No	No
Compliant diagonal curb ramp	NA	No	NA	NA	NA	NA
Detectable warning strip	No	No	No	No	No	No
Fixed object in ramp or crosswalk	No	No	No	No	No	No
Catch basin upgrade from curb ramp	NA	NA	NA	NA	NA	NA
Compliant APS	NA	No audible signalization	NA	NA	NA	NA

**Table B: Newton Street Curb Ramps**

Compliance Item	Ranger Street	Landers Street	Opp. High School	At 302-304 Newton St.	Newton St. – Lyman Street Intersection
Curb cut present	Yes	Yes	Yes	Yes	Yes
Compliant apex ramp	NA	NA	NA	NA	NA
Crosswalks ends in street or parking lot	No	No	No	No	No
R.S. < 8.3%	No	No	Yes	Yes	Yes
C.S. < 2.0%	Yes	Yes	Yes	Yes	Yes
Flared side < 10.0%	Yes	No	NA	NA	No
Ramp width 48"	Yes	Yes	Yes	Yes	Yes
Ramp deteriorated	No	No	No	No	No
Flush (< ¼") transition	Yes	Yes	Yes	Yes	Yes
Proper drainage	Yes	Yes	Yes	No	Yes
Top level landing	Yes	Yes	Yes	Yes	No
Top level landing @ 4 ft	Yes	Yes	No – 30"	No – 28"	No
Compliant diagonal curb ramp	NA	NA	NA	NA	NA
Detectable warning strip	Yes	Yes	Yes	Yes	No
Fixed object in ramp	No	No	No	No	Yes
Catch basin upgrade from curb ramp	No – 1" abrupt change	NA	NA	NA	NA
Compliant APS	NA	NA	NA	NA	No audible signalization

## **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 A: Survey Form







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

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

12. Employment Practices.

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

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

c. Have you been asked to provide a reasonable accommodation? If so, please describe the request and what accommodation was provided.

d. Are there any required formal tests as a condition of employment? If yes, describe.

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

Appendix B: Public Notice

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

Employment. The Town of South Hadley 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 South Hadley 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 South Hadley 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 South Hadley 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:

Jim Reidy ,Superintendent  
Department of Public Works  
10 Industrial Avenue  
South Hadley, MA 01075  
  
**Phone:** 413.538.5033  
**Fax:** 413.534.0884  
**Email:** jreidy@southhadleyma.gov

The Town of South Hadley 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 South Hadley**  
**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 South Hadley.

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:

Jim Reidy ,Superintendent  
Department of Public Works  
10 Industrial Avenue  
South Hadley, MA 01075

**Phone:** 413.538.5033

**Fax:** 413.534.0884

**Email:** jreidy@southhadleyma.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 South Hadley 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 Town Administrator.

Within 15 calendar days after receipt of the complaint, the Town Administrator will meet with the complainant to discuss the complaint and the possible resolutions.

Within 15 calendar days of the meeting, the Town Administrator 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 Town Administrator 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 South Hadley

### Reasonable Accommodation Policy

In accordance with the Americans with Disabilities Act, the Town of South Hadley 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 South Hadley 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**

Jim Reidy ,Superintendent  
Department of Public Works  
10 Industrial Avenue  
South Hadley, MA 01075

**Phone:** 413.538.5033

**Fax:** 413.534.0884

**Email:** jreidy@southhadleyma.gov

If the Town of South Hadley 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 South Hadley 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 SOUTH HADLEY**  
**REQUEST FOR REASONABLE ACCOMMODATION FORM**

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

**TO BE COMPLETED BY REQUESTOR**

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

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

City Employee       Applicant for Employment       Other (please explain) \_\_\_\_\_

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

**APPLICANT**

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

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

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

**EMPLOYEE**

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

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

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

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

Date \_\_\_\_\_

**RETURN THIS FORM TO THE  
SOUTH HADLEY ADA COORDINATOR**

**Major Goals of the South Hadley Town Administrator**

**Michael Sullivan**

**Fiscal Year 20**

**1. Communication/Community relations**

- Message boards at key location entering Town of South Hadley
- Review Social Media, website and emergency notification policies.
- Finish Telephone system installation
- Add abbreviated topical updates to TA Report
- Branding/image-building, increase use of social media, on-line payments.
- Continue to provide opportunities for residents to be heard on contemporary subjects of importance. (forums, Saturday sessions etc.)

Rating:

5 [Always exceeds goals]     4 [Often exceeds]     3 [Meets goals]     2 [Sometimes meets]     1 [Rarely meets]

Comments:

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**2. Organizational structure**

- Succession Planning Strategy for all departments
- Integrate Facilities Manager/Health and Safety role into organization
- Support DPW Superintendent in finding a solution to “Tree Warden”
- Create an “On-boarding” process for all new elected and appointed officials
- Continue to develop a succession plan for all departments and administration.
- Continue to Increase Town website use and functionality
- Continue strengthen personnel development through training and education opportunities

Rating:

5 [Always exceeds goals]     4 [Often exceeds]     3 [Meets goals]     2 [Sometimes meets]     1 [Rarely meets]

Comments:

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**3. Policy Development**

- Complete Financial Policy updates
- Complete ADA policies based on study
- Set a budgetary steps in a policy.
- Create policies and opportunities to increase use of town sponsored platforms (i.e. ClearGov, ViewPermit, Cartiographic)

Rating:

5 [Always exceeds goals]     4 [Often exceeds]     3 [Meets goals]     2 [Sometimes meets]     1 [Rarely meets]

Comments:

**4. Innovation (projects/initiatives/streamlining)**

- Consider strategies to evolve solid waste system, present models to SB for public discussion
- Continue to consider regional partnerships or extension of services with neighbors
- *Develop a short-term and long-term plan for Town buildings.*
- *Explore Regional and Inter-municipal Opportunities for service delivery*

Rating:

5 [Always exceeds goals]     4 [Often exceeds]     3 [Meets goals]     2 [Sometimes meets]     1 [Rarely meets]

Comments:

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**5. Fiscal management**

- Complete financial policies
- Set targets for all funds, i.e. stabilization, OPEB, WC
- Develop a “rolling debt” successor plan for capital needs
- *Review all fees and charges from various departments.*
- *Review budget process with the intent to standardize the process for future.*
- *Develop standardized formula for Other Post-Employment Benefit Fund*

Rating:

5 [Always exceeds goals]     4 [Often exceeds]     3 [Meets goals]     2 [Sometimes meets]     1 [Rarely meets]

Comments:

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I have placed some new areas of concentration in red. New ideas from SB members in “green”.

*Previous year goals in italics, some of these could be removed or restated.*

Thanks,

Mike

Andrea Miles, Chair  
 Jeff Cyr, Vice-Chair  
 Christopher Geraghty, Clerk  
 Sarah Etelman  
 Bruce Forcier

Michael J. Sullivan  
 Town Administrator

August 16, 2019

Honorable Selectboard,

Please accept this report as a condensed version of the issues and projects we in town hall have been working on over the last ~~two~~ **five** weeks...wow, it has been that long. We are headed toward a busy season of public hearings for a number of important projects, including the Falls Historic District Study Committee and the South Hadley Urban Redevelopment Plan.

Thank you for your patience and understanding. It is critically important for each of us in town hall knowing we have your support.

**“Hunger Doesn’t Take a Vacation” Food Drive:** Town hall employees are joining with South Hadley’s Neighbors Helping Neighbors Food Pantry (NHN) to help in their efforts to alleviate hunger in South Hadley. With reductions to federal SNAP program, and an ever-increasing number of citizens seeking assistance, the need is growing. This town hall drive is for the month of August, but the need goes on all year long.



There were 75 new NHN clients seeking food assistance in the months of June and July alone. The situation is always difficult during the summer - donors are often away, there is less access to lunch programs for children, and there are few food drives. Town hall employees have been incredibly generous.

So far we have filled three baskets. Our goal is to fill five by months end. The troubling part is five baskets will not even last a week relative to the demand. Residents are welcome to drop off food at town hall through August. NHN needs packaged non-perishable goods, canned proteins, cereals, tomato products and extra reusable shopping bags if you can spare them, as well.

I sincerely appreciate everyone in Town Hall who has contributed to the cause. Thank you to Mary Lou Guarnera and Julie Gentile at NHN for getting the basket rolling and a special thanks to Kristin Maher for coordinating the Town Hall efforts. The need NHN for South Hadley residents is great, fortunately this is a generous community. Please go to [www.nhnfoodpantry.org](http://www.nhnfoodpantry.org) for ideas and ways you can help or get help from Neighbors Helping Neighbors. Thank you!

116 MAIN STREET, SUITE 109, SOUTH HADLEY, MASSACHUSETTS 01075-2896

**Energy Audits, SHELD, Columbia Gas, Green Communities;** There has been significant progress made in working towards satisfying the final criteria associated with becoming a “Green Community”. Our Consultant Beth Greenblatt has been critical to ensuring we progress in a concise and appropriate way for South Hadley.

We had a recent conference call with Beacon Associates, Department of Energy Resources (DOER) “Green Communities” Division, CET (audit contractor for Columbia) and SHELD (Manager Fitzgerald and Engineer Gilmore). The call was to simply define the most expedient way to establish an energy baseline which the 20% savings could be applied.

The result was we now have the right type of audit needed being conducted by GDS Associates for electricity through SHELD and CELD (WWTP). Columbia Gas has authorized their contractor CET to begin the necessary research and data collection for the public buildings using natural gas in South Hadley to establish baselines.

The final criteria to become a Green Community is to develop a plan which will reduce our energy consumption by (another) 20%. As we have discussed before this is a particularly high hurdle, as you have been very successful in a prior non-green Communities effort to reduce energy consumption.

It is also critical we weigh the cost benefits of improvements, including possible grants and cost savings when we determine which projects are viable. There are multiple facets to any of the savings concepts which need to be investigated in an open manner without prejudice or myopic views.

**MVP Climate Change PVPC:** Recently PVPC held a round table on the related topic of climate change and its association with municipal vulnerability preparedness. Associate Planner/Conservation Agent Anne Capra and I were in attendance. We have received a planning grant as you know from DOER to address the dramatic change in hydrology in various areas throughout town.

We realize “hydrology” is not the only manifestation in the community of “climate change”, however this is the issue which most often crosses our desks in Town Hall. We are seeing trees falling over in areas which drainage patterns have changed, water accumulating on public and private land where it never did before and flooding in basements more regularly. On the topic of basement flooding, we encourage all residents to consult their sewer bill in reference to the importance of a back flow device.

Another of those other issues and areas of concern has been on display this summer with extended periods of high temperatures. This causes the municipality to open “cooling centers” and consider additional back-up generators. We will need to consider adjustments to work schedules for anyone working outside (DPW, camps, etc.) in the future in the trend remain true to the pattern.

We will continue to participate in regional meetings and monitor climatic change locally in search of answers. I am confident this will go on for generations, but no community should deny the possibilities and ignore opportunities to plan.

**Western Mass Economic Development Presentation;** September 12 the Economic Development Council of Western Massachusetts has asked South Hadley to present to their Western Mass “Planner’s

Group” about projects and investments being made in SoHa. We are listed on the Western Mass Development website which is circulated to investors and developers ( <https://www.westernmassedc.com/south-hadley-falls-opportunity-zone/> ), check it out.

Associate Planner Anne Capra has taken over attending most of the monthly meetings at EDP, as she continues to build her influence and knowledge on the economic opportunities for the town, I will also participate in this presentation. The presentation will focus on how we attempt to open doors for developers, particularly in the face of occasional localized resistance.



We will share the stage on this date with Springfield, I suspect they wanted to get the major communities in for the first meeting of the year.

**Building Re-pointing;** As is often the case the preparation of materials which leads to a RFP document is arduous and almost makes the actual repair work seem mundane. We have been working with a team from Dietz Architect Associates and Fuss and O’Neill Engineering Associates to develop the underlying technical specifications required for the RFP.



I have explained to all parties this is a repair job, not necessarily a restoration job. It would be nice to be able to restore the façade to the original circa appearance or original state of conditions, but the starting price for such an approach would be over a million ...probably well over. Our goal is to stabilize the building exterior, preserve the character and do it for under \$289K.

Health Director Sharon Hart was kind enough to assist by using her personal drone to film the roof and provide pictures of some hard to reach areas. The Architect and Engineer were enthusiastic

about the opportunity to use a drone as opposed to climbing up on the roof, however they will likely not discount their bill.

This will be a major project and very well may need additional funding phases, given what we are learning and the fact the estimate was five years old. I assure you we will get as far as we possibly can on what has been appropriated and approved by Capital Planning.

**Lieutenant David Gagne;** On August 8, 2019 Lt. Gagne was promoted from Sergeant to Lieutenant on The South Hadley Police. The process was as to policy beginning with the Civil Service list, then the three person interview panel, Chief Gundersen, Deputy Administrator Wolowicz and Recreation Director Andy



Rogers were on this particular panel.

The panel made a recommendation to the Town Administrator as the appointing authority, I reviewed the process, discussed the recommendation with Chief Gundersen and completed the appointment process by accepting the recommendation. Lt. Gagne's family was on hand for the swearing in ceremony. The actual "swearing-in" was handled

nicey by Assistant Town Clerk Sarah Gmeiner. Selectboard Member Bruce Forcier was in attendance to represent the SB, thank you. Congratulation Lieutenant Gagne!

**Short- Term Rentals;** Recently there was an unfortunate occurrence at 67 Amherst Road, some of you may recall issues we had with this property prior regarding improperly housing young (estimated 12 years old) international students. The situation was difficult to rectify, but the danger posed to those unsuspecting students was real. Eventually through cooperation with FD#2 the Building Commissioner and the attorney for the property owner it was resolved.

However, the absentee property owner has continued to find ways to optimize income from the property without regard for his neighbors. The latest challenge comes from an AirBnB weekend rental which brought as many as 300 people (neighbors estimate) to the property causing dangerous and disturbing situations for all. The South Hadley police did respond to quell the activity, but the neighborhood concerns remained long after the last part goer.

The neighbors rightfully would like to see the property owner stay within the law and avoid these situations. Chief Gundersen has contact the property manager and informed her this type of activity will not be tolerated and the property owner may be held personally responsible for any infractions of the law caused by his disregard for the same.

We have been informed the owner intends to convert the property in to a two unit condo. While we have not seen any plans or request for permits, the idea of a continuously irresponsible owner selling their property does have an appeal. We will continue to monitor the situation.

**TA PBE Process Progress;** I have met with all members of the SB at this point to discuss the TA 2020 PBE. There have been a number of areas which have been suggested where I should allocate my time and resource for the year.

It would be my suggestion when we meet on August 20<sup>th</sup> we discuss the draft PBE and as the Selectboard has in the past give the public an opportunity to make suggestions as well. Thank you all for taking the time to give consideration to the issues which face South Hadley and how I may be able to make difference in my role as Administrator.

I do believe there will be some very important issue which will need attention, chief among them ADA requirements, aging infrastructure, the changing town demographic, opioid addiction and education. These will challenge resources at every level for years to come.

**MTC Office Hours;** August 8<sup>th</sup> Attorney Lisa Mead was in Town Hall for four hours meeting with various department managers, board chairs and administration about challenges and concerns they each face in respect their municipal work. Atty. Mead offered straight forward and candid advice and reports back from participants was the sessions were very helpful.

Health Director Sharon Hart, BOH Chair Dr. Diane Dietzen met in one session, myself, Chief Gundersen, Building Commissioner David Gardner and Health Director Sharon Hart were in another session and Conservation Administrator Anne Capra, ConsCom Member Jim Canning and ConsCom Chair Bill Deluca (via phone) were in another session and Deputy Administrator Jennifer Wolowicz and I were in the final meeting.

While I was not part of two of the sessions I understand they were about board powers and parameters on various subjects. The first one I was in we discussed steps and considerations we should make when trying to regulate and enforce “short term rentals” (i.e. AirBnB, MiCasa, Home Away). The short answer is it is not easy and we have some work ahead of us.

The second session I attended with the Deputy Administrator was generally to discuss how the arrangement with the new Town Counsel was going overall. It seems by reports to this office it is going well and has been in my opinion very cost effective. Atty. Mead is gearing up for the September 18 meeting which SB Chair Andrea Miles has invited all the board and commission chairs to attend, but is open to all interested parties.

**ADA Report;** The “draft” ADA Report sans the schools (they continue to work to gain access to the buildings) is daunting to say the least. As you may recall this is a subject matter which I have been mentioning by me for some time, as well as others. The final report will be available by October.

Even though the “draft” is not for the nebbish, there is some low hanging fruit which is where I would suggest we start. Creating a standing ADA Committee to vet the report and develop strategies

**Health, Safety and Facilities Coordinator;** Matt Cowie South Hadley resident and our new Health, Safety and Facilities Coordinator will begin his duties August 18. We are all looking forward to his arrival and how this new position will evolve and continue the progress we have made.

**Selectboard Room Reno Update;** We continue to work with Conklin Furniture and our ADA advisors to increase the capacity to Selectboard Meeting Room. The actual improvements will likely not happen until after the first of the year due to timing with the various parties. In the meantime we will do our best to accommodate some of the increased size of various boards the best we can.

**Trash Talks;** The internal committee for “trash talks” met recently. They included Kellie Lempke, Jim Reidy and Kevin Quesnel from the DPW, Anne Capra from Planning/Conservation, Kristin Maher, Jennifer Wolowicz and I from Administration.

The mix was intentional, I felt having key people who hear often from the public about trash pick-up in South Hadley (Kellie, Kristin, Jim, Kevin and I). Also the idea was to have people who are personally familiar with other “ways” (Sharon, Jim, Jennifer and I), participants in the discussion who understand the costs/industry (Jim and I). Plus a number of South Hadley residents (Kellie, Kristin and Kevin) This group had an initial conversation on a broad set of relevant experiences and expertise.

Here are a few concerns and timelines we began to explore; the Town’s agreements run out next June 2020 with Republic, at the same time we will know more about the future of the Springfield Materials Recycling Facility which we have been part of for years. The issue globally, regionally and locally in regards to refuse is a shifting landscape to say the least.

First idea discussed, looking at other communities, (Southampton, Easthampton, and Amherst) who moved away from the municipality being involved in the “residential pick-up business” (or any trash) and require property owner’s to contract with private carriers. The advantage ....we as a municipality are out of the business. While that is appealing, everyone acknowledge a number of substantial challenges to such a model. Increased illegal dumping high on the list, along with political willingness.

Reminder alert, these are just ideas, not recommendation which will hopefully come later in the process. It should be said we need to explore even bad ideas when doing an exercise of this nature, as there may be a component part of a “bad” idea which has merit. Also we need to honestly say in future public forums “we considered that idea” and here is why we feel it does not merit further consideration.....

We also explored the idea of getting out of the “bag” business and going to toters. Similar to what Chicopee recent implemented. A week earlier DPW Superintendent Jim Reidy and I met with Dan Higgins and Brian Van Dam from our contractor Republic Services in anticipation of this meeting. We discussed a number of ideas and issues chief among them was toters and how green bags effect the trash biz in SoHa.



If the “Town” was to supply each home with a trash toter the initial outlay would be about \$400,000. That cost could be blended into a contract if the SB felt toters were the future or purchased outright. Toters would allow us to get out of the “green bag” business, but would likely substantially raise the annual fee. The toters could come in different sizes and prices (35, 65 and 95 gallon). Residents could use any or no bag liner, personal choice. The question was posed would people accept a higher annual fee (\$125 to \$175, still to be calculated) in exchange for no cost of green bags. It was discussed this approach may be seen as unfair to lesser trash producers (i.e. small families, uber recyclers etc.). Again, not a recommendation.

There was robust conversation about removing food waste from the stream and the related complications. While the anaerobic digestion and composting technologies continue to advance, we simply do not seem to be at a point where people are willing to dedicate the additional time and resource to separating out food from their waste stream. One could argue a \$175 and likely growing fee in the future may be enough to encourage the investment in time. Food waste is said to be 25% of the waste stream in an average community.

As we have discussed in our conversations at SB, tipping fees are likely to go over \$100 per ton on average in Massachusetts in the next five years ( up from about \$62 a ton just four years ago). If we were to change the trash process in SoHa we would be seeking a model which would remain the stable for an extended period, would be relatively easily understood and we would like to avoid having the cost of the changes conflated with the rising cost of tipping.

We also discussed the idea of “weekly” pick up. There was widespread agreement it would be a welcomed change, however would the consumer be willing to accept the added cost. Jim Reidy and I spoke with Republic about the possibility of them extending their services by request and billing the resident directly. They said it was possible, however they would like to give it some thought as to what it would look like to the consumer, before recommending it as an option.

The group “imagined strategy” was a property owners could contact Republic and get a price for regular of week pick up, seasonal (i.e June, July, August and September) or a call in system for an occasional pick up all billed to the property owner. It would be a transaction completely between the resident and the hauler.

We also discussed single stream the upside and the downside. The future of recycling and the need to become more uniform in our policies, presently that does not seem to be the case. It was acknowledged we need to “recycle” recycling education to the public.

My intention is to meet with the group and hope to have a proposal with three strategies before the SB on September 17. Post report I believe there will need to have a wide ranging discussion on the matter, now is the time to have the conversation with the changes in trash and recycling agreements just over the horizon.

**Pastor Souder, Center Church;** I recently was invited to meet with Pastor Souder and Center Church Elder Brian Lapis (aka 22 News Weatherperson) to give them my perspective on how their congregation can help South Hadley with some of the social and cultural challenges we face in my opinion. This is an exercise they take on every five years. I was reminded this was my second time through wringer, I was surprised to be asked twice.

We also discussed how Center Church are exploring ways to for their church to be safe in today’s reality. By way of the discussion, it may or may not come as a big surprise to you, Center Church is challenged by some of the same issues as the municipality. It does make sense as both share a main ingredient, their congregants are also primarily South Hadley residents.

One of the topics we explored is how we each deliver messages to somewhat closed minds. Those shared constituents who have already formulated a lead lined, cement encased, and impenetrable opinion. No evidence or contrary fact will be considered or even allowed to be ruminated. The pastor spoke of the occasions when she has spoken from the pulpit about uncomfortable topics and was vehemently challenged by members as she left the altar. I shared with her some similar situations in my experiences as TA and other parts of my public life.

Most of the conversation was around the issue of acceptance associated with recent affordable housing discussions and who it is intended to benefit. The image is often the housing is for people moving into South Hadley and rarely about longtime residents who are struggling to stay in South Hadley. Both Brian and the Pastor had an evolved sense of the need for housing opportunities at all levels of the economy and how that message coincided with their message to church congregants. They see some members of their flock struggling to stay in town.

Pastor Souder was cognizant of the fact that even when hardliners presented with telling data, such as 30% South Hadley residents are single higher than the state average while “family households” are lower than the state average. The number of seniors living alone is 28% higher than the state average and represents 16% of the overall population and is growing. These statistics reflect a sizeable category of the populous which is one key earner away from poverty, an endangered group which may sometime in the future need a different housing model to stay living in South Hadley.

These are just some of the data points which lend credence to a greater local understanding of “who” is seeking housing or other services such as Neighbors Helping Neighbors provide. It was encouraging to see Center Church as a place of courage and perseverance. Thank you Pastor for the invitation.

**Hamp Health and the IAC;** I was happy to receive the news that Hampshire Health Insurance Trust is very close to the final extrication from HCOG. There has been discussion about liability for retirement costs and other run-out costs from HCOG employees and retirees. I do have empathy for their situation as individuals, however my role as the South Hadley representative to the Trust is to protect the employee investment and the town’s investment in the system which has been made over decades.

There is legislation making its way through the Statehouse which would codify the separation of the two entities, Senator Comerford’s Office has assured me there is language in the bill, supported by the Senator which would protect the South Hadley employees present and past and the taxpayers from being harnessed with cost related to HCOG employees.

Given that when at the time there was a dissolution of Hampshire County government HCOG was given assets which were squandered by the organizational leadership and in light of the reported “severance” packages which have been offered, it would seem patently unfair to insult the taxpayers of South Hadley with a levy they had little or no control in creating.

**September 18 Chairperson/Committee Seminar;** Thank you Chairperson Miles for reaching out to your colleagues who act as Chair on the list of boards and commissions who serve the Town of South Hadley. Replies have been trickling, but so far there seems to be great enthusiasm for this forum.

While the primary target is board and commission chairpersons, it is open to other members of those boards and commissions and the public at large. Presently it is scheduled in the Selectboard Meeting Room as the room has the technology already set up. I suspect if the interest remains at this pace we will invest the time and considerable effort in setting up the Town Hall Auditorium for this important meeting.

Atty. Lisa Mead the managing partner of Mead, Talerman, Costa the firm who took over South Hadley Town Counsel duties will be the primary speaker. The hope is to have a session which covers a lot of ground, but does not get bogged down on specific situations or challenges facing individual boards.

The forum will focus on open meeting laws, ethics regulations, board policy development, meeting “best practices” and other related areas for boards and commissions. The long term goal would be for the boards and commissions across the town to become more uniform in policy and practice for meetings, minutes, agendas, familiar with each individual board’s role and general operating procedures.

**Tree Warden;** Recently I met with Tree Committee Chair Ted Boulais to discuss the importance of the Tree Warden position. He made it clear that the Tree Committee would encourage the Town leadership to increase the importance and scope of the tree warden’s work.

The Tree Committee would like to escalate the impact of the Tree Warden in terms of education, tree hearings and as a general resource for residents. They also would like have someone who is knowledgeable, especially in the area of invasive species to protect the communal forest.

These tools would extend to having a skill set to engage the community in discussion about how we each can play a role in improving the health of our trees. We also discussed the importance of a Tree Warden to be spry enough to inspect trees in difficult terrain or areas, grant writing, able to develop an inventory, multi-year planting plan, multi-year pruning plan, exceptional communication skills and be able to leap a tall oak in a single bound.

These are all admirable needs and would definitely benefit the Town of South Hadley strong desire to protect its tree portfolio, however it will be a tall task to find someone for the \$30K salary and harder to accomplish given the \$65K allotted in the “expense” budget to accomplish this miracle of forestation. The challenge is where in the municipal budget you cut to find space to grow the investment in tree care and planting. To me there is nothing that stands out as obsolete in the budget presently. I do not disagree we need to find more to invest in this municipal “need” and asset, but this all comes back to the zero sum nature of town business, where do you subtract so you can add.

There is many pressing issues for South Hadley finically, the town forest health is among them, recently we have stated on a pressing project to cut about 18 trees at Buttery Brook which are threatening homes on Hollywood and Tampa Streets. The project will cost about \$20,000 to remove the trees and then could cost more than \$10,000 to meet the intended two to one replacement requirement of trees.

This is just another reminder about how a great project, with a noble purpose has a significant price tag. To expand programs beyond our present capacity ...the money would have to come from somewhere in the budget. This is one of the primary reasons we work so hard to consolidate and reorganize in order to add more funding to budget action items, as opposed to more long term costs associated with employment.

**MHC/Town Traffic Safety Committee Meeting;** Superintendent Jim Reidy and I met again with Mount Holyoke College representatives (Kevin McCaffrey, Ray Labarre) to discuss progress on the Route 116-College Street PVPC study and other traffic safety related ideas we would consider in making the area safer.

MHC has been working with SHELD to improve lighting in the area around the cross walks, they will be doing some tree trimming in the next few weeks to also allow more new LED lighting to hit the targeted areas around the crosswalks.

Pioneer Valley Planning Authority is about 40% through their “MHC Crosswalk Use Study”. Their findings are interesting they found that 90% of the students during their physical observation periods complied with standards for using the crosswalks. Including stopping, observing and/or pushing the button for the lights to blink. 87% of the cars complied with their required action, primarily stopping when someone is in the crosswalk whether they pressed the button or not. Both of these were higher than the norm under standard engineering practices.

The two crosswalks which have been studied so far were those closest to the Town Common (one near Common and the other near the stone bus stop) during the school year. They will do the remaining crosswalks along 116 in front of MHC once the students return. PVPC is already considering some recommendations for the crosswalk closest to the Common and College Street By-pass.

In this most recent meeting we also focused on back to school, both for MHC and South Hadley Public Schools and stepping up our campaign to remind drivers to be extra aware of students crossing streets, riding bikes or walking on sidewalks or unfortunately sometimes having to walk on the edge of the street. We also hope parents will remind their children about the importance of practicing safety when getting on the bus or walking to school or the bus stop.

Safety is part of all our jobs! Thank you for practicing with us.

**Census 2020;** We are quickly approaching this important exercise, the information below is important for everyone to be accounted. Decennial census counts predict almost all federal and state funding, it also gives much needed data to regional and local planners. Please encourage everyone to participate.

Each year we have a small number of people who object to what they feel is an intrusion of their privacy, while I can understand this line of thinking and do not disagree, the Town Clerk and all town officials are bound by their municipal duty to participate and promote the counting of all people in South Hadley.

We strongly encourage residents to call the South Hadley Police Department anytime they have concerns about people at their door or in their neighborhood who seem out of place. Thank you all for your cooperation. I have recopied some of the contact information and links which should help citizens verify canvassers and avoid scammers.

**Verify Census Workers in Your Area”** <https://2020census.gov/en/census-takers.html>

If you are visited by someone from the Census Bureau, and want to verify their identity and occupation, here are some tips to assure the validity of the field representative:

- Census takers must present an ID badge that includes a photograph of the field representative, a Department of Commerce watermark, and an expiration date.
- [Follow this link and enter any field representative's credentials.](#)
- Note that census workers may be carrying a Census Bureau phone or a laptop as well as a bag with a Census Bureau logo.
- This link shows a map of locations where Census workers will be working. <https://gis-portal.data.census.gov/arcgis/apps/webappviewer/index.html?id=1a0004d1745547888c8fd2f4d929d42f>
- If you still have questions, call [800-991-2520](tel:800-991-2520) to speak with a Regional Census Bureau representative.

Please remind all motor vehicle operators in your household to increase their attentiveness while operating on South Hadley roads. This time of year, as the season's change and Mount Holyoke, Berkshire Hills, PVPA, South Hadley Public Schools and others return to sessions your attention is important. Please also take the time if you have school age children to review all the important measures to stay safe!

Thank you as always for your support, input and understanding!

Respectfully submitted;

Michael J. Sullivan  
Town Administrator, South Hadley