

TRANSITION PLAN RECOMMENDATIONS

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1.1 INTRODUCTION AND OVERVIEW

The Americans with Disabilities Act (ADA), enacted on July 26, 1990, provides comprehensive civil rights protections to persons with disabilities in the areas of employment, state and local government services, access to public accommodations, transportation, and telecommunications. The ADA is companion civil rights legislation with the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973. This legislation mandates that qualified disabled individuals shall not be excluded from participation in, denied the benefit of, or be subjected to discrimination under any program or activity. The Act also provides disabled employees with certain protections and requires employers to make reasonable accommodation for disabled applicants and employees.

The ADA is divided into five parts, covering the following areas:

Title I: EMPLOYMENT

Under this title, employers, including governmental agencies, must ensure that their practices do not discriminate against persons with disabilities in the application, hiring, advancement, training, compensation, or discharge of an employee, or in other terms, conditions, and rights of employment.

Title II: PUBLIC SERVICES

This title prohibits state and local governments from discriminating against persons with disabilities or from excluding participation in or denying benefits of programs, services, or activities to persons with disabilities. It is under this Title that a self-evaluation is prepared. The self-evaluation is intended to outline programs and services of the Town of Framingham, MA and to evaluate what policies and procedures must be changed or implemented to effect the non-discrimination policies described in Title II. Further, program accessibility must be provided not only to members of the public but also to staff participating in programs of the Town.

Title III: PUBLIC ACCOMMODATIONS

Title III requires places of public accommodation to be accessible to and usable by persons with disabilities. The term “public accommodation” as used in the definition is often misinterpreted as applying to public agencies, but the intent of the term is to refer to any privately funded and operated facility serving the public.

Title IV: TELECOMMUNICATIONS

This title covers regulations regarding private telephone companies and requires common carriers offering telephone services to the public to increase the availability of interstate and intrastate telecommunications relay services to individuals with hearing and speech impairments.

Title V: MISCELLANEOUS PROVISIONS

This title contains several miscellaneous regulations, including construction standards and practices, provisions for attorney's fees, and technical assistance provisions. Title II dictates that a public entity must evaluate its services, programs, policies, and practices to determine whether they are in compliance with the nondiscrimination regulations of the ADA. The regulations detailing compliance requirements were issued in July, 1991. These regulations mandate that each public entity is required to examine activities and services, identify problems or physical barriers that may limit accessibility by the disabled, and describe potential compliance solutions. The entity must then proceed to make the necessary changes resulting from the self-evaluation. The ADA further requires that a transition plan be prepared to describe any structural or physical changes required to make programs accessible. The Town of Framingham, MA ADA Transition Plan is a companion to the documents that comprise the self-evaluation portion of the report and can be reviewed in the report appendixes.

DEFINITION OF DISABILITY

In the ADA, the term "disability" means, with respect to an individual:

- 1) a physical or mental impairment that substantially limits one or more of the major life activities of such individual;
- 2) a record of such an impairment; or
- 3) being regarded as having such an impairment.

If an individual meets any one of these three tests, he or she is considered to be an individual with a disability for purposes of coverage under the Americans with Disabilities Act. The Final Rules of the ADA describe in greater detail the conditions included and excluded as disabilities under the ADA, and these rules should be referred to if more detailed descriptions of covered disabilities is desired.

1.2 PUBLIC PROCESS AND INPUT

The transition plan must be formally adopted by the Town of Framingham, MA Board of Selectmen. The Town shall hold a public hearing to gather input on this transition plan, and shall make the document available to the public to allow submission of written comments. All comments must be addressed prior to adoption of the plan. Adoption of the plan commits the Town to the barrier removal described in the transition plan, according to the schedule given. Any future changes to the plan must be considered with the same standard of public input.

1.3 RELATIONSHIP OF SELF-EVALUATION & TRANSITION PLAN

The self-evaluation describes all of the programs and services of the Town and how they will be made accessible. Programs can be made accessible in three ways:

- 1) Minor programmatic changes, such as providing test material in alternate formats,
- 2) Moving the program to an accessible site or facility, or
- 3) Making facility upgrades, “structural modifications”, to the program site.

It is rare that an entity’s facilities are completely accessible, or that they have enough accessible facilities to locate all programs at accessible locations without making some modifications when viewing their programs in their entirety. The transition plan documents facility accessibility and provides a plan for making necessary changes.

1.4 TRANSITION PLAN REQUIREMENTS

The major purpose of a Transition Plan, as it relates to buildings and facilities owned and operated by a public entity, is to document the barriers to persons with disabilities that are present in the facilities, and to propose the structural and non-structural steps that will be undertaken to provide program accessibility. Many components contributed to the development of this Transition Plan including: comprehensive surveys and evaluation of the architectural barriers present at Town owned, operated, or utilized facilities. The term “facilities” is intended to include buildings, structures, or any part of real property that involves a specific use by persons. The surveying process was conducted between November 2005 and December 2005, leading up to the drafting of this Transition Plan.

It is important to note that for the purposes of this Transition Plan, the date of each accessibility survey serves as the “datum” point, indicative of the state of the facility as included in the accessibility reports. While the Town has been making ongoing improvements and removing barriers as possible on a continual basis, some physical improvements listed in the detailed surveys may have been begun, partially completed, or fully completed prior to the adoption of this Transition Plan.

It is likely that the Town will continue to undertake structural modifications as part of capital improvement projects.

1.5 DESCRIPTION OF FACILITY ACCESSIBILITY

Determination that a facility, or portion thereof, is accessible is based on the standards of the Americans with Disabilities Act Accessibility Guidelines (ADAAG), and the criteria established by this document. It is not required that all facilities, or facility areas, be accessible to meet the program compliance requirement of the ADA. The ADAAG sets standards for accessibility of specific elements, and establishes “scoping” requirements for new construction and remodeling. “Scoping” determines which elements need to be accessible for a given type of work.

Where the Town undertakes new construction or modernization of facilities not restricted to accessibility work, modifications to upgrade accessibility features may be required that are not proposed in this transition plan. Such work may also be triggered by the applicable state MAAB guidelines or local building codes and this future work is separate from the program access requirement addressed by the self-evaluation and transition plan.

1.6 TRANSITION PLAN PRIORITIES

One of the most important aspects of preparing a transition plan is assigning priorities to structural modifications necessary to achieve program access. Obviously, the highest priority items should be undertaken first, and the schedule for completion is dependent on these determinations.

1.7 MAINTENANCE OF ACCESSIBLE FEATURES

Under ADA Title II 28 CFR § 35.133(a), Towns must maintain in working condition those features of facilities and equipment that are required to be readily accessible to and usable by persons with disabilities. Inoperable elevators or wheelchair lifts, locked accessible doors, or accessible routes that are obstructed by furniture, filing cabinets, or potted plants are neither “accessible to” nor “usable by” individuals with disabilities under 28 CFR. § 35.133 (Preamble). Section 504 regulations do not contain a comparable provision concerning the maintenance of accessible features. It should be noted that ADA requirements regarding the maintenance of accessible features do not prohibit temporary obstructions or isolated instances of mechanical failure under 28 CFR. § 35.133(b) (Preamble). Isolated or temporary interruptions in service or access due to maintenance or repairs are also not prohibited under 28 CFR. § 35.133(b). However, allowing obstructions or “out of service” equipment to persist beyond a reasonable period of time would violate this requirement, as would repeated mechanical failures due to improper or inadequate maintenance under 28 C.F.R. § 35.133 (Preamble). The Town of Framingham should maintain a system of monitoring accessibility improvements at all Town facilities to assure ongoing compliance with the ADA and ADA Accessibility Guidelines and to take all reasonable steps to provide both programmatic and physical access for persons with disabilities. Programmatic requirements, such as the provision of

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TTY's, sign language interpreters, and alternative written formats, should be monitored by the ADA Coordinator.

While physical access items should be reviewed and monitored at a general level by the ADA Coordinator, detailed monitoring of such items should be delegated to the Town's Directors of Facilities and Grounds or Building Services, who would ultimately be responsible for maintenance and repairs. The Director of Facilities and Grounds or Building Services should designate a supervisor to oversee accessibility related improvements at the various Town sites, train personnel on how to keep systems in working order, and resolve details of potential or reported problems. Maintenance of accessible features and specific conditions that should be maintained to provide physical accessibility include, but are not necessarily limited to, the following items:

- 1) Maintain exterior pathways and repair any surface irregularities that may become greater than 1/2" due to wear or cracking, and make other repairs to keep pathways from causing hazardous conditions.
- 2) Maintain accessible parking spaces to have all appropriate signage and to keep access aisles to the spaces and to the main entrances they serve clear and usable.
- 3) Maintain and replace as required all building signage that would direct persons with disabilities to the accessible paths of travel and accessible entrances.
- 4) Maintain all doors providing primary accessibility to be fully operable and unlocked during normal hours of operation of the facility and ensure that battery operated automatic door push controls are changed and tested on a regular basis.
- 5) Maintain all door pressures required to open doors to be as low as possible, but in no case more than 15 pounds for exterior doors and 5 pounds for interior doors.
- 6) Maintain all elevators in proper working condition. Set up and monitor yearly maintenance inspections by contracted elevator maintenance companies and State Elevator Safety Unit for all elevators.
- 7) Maintain all wheelchair lifts in proper working condition, with keys prominently displayed at facility main offices. Set up and monitor yearly maintenance inspections by contracted lift maintenance companies and State Elevator Safety Unit for all lifts.
- 8) Maintain and monitor objects mounted on walls to protrude no more than 4" into paths of travel.
- 9) Maintain audible and visual fire alarms and pull stations to be fully operational.
- 10) Maintain all accessible plumbing fixtures, including toilets, urinals, lavatories, sinks, faucets, showers, and drinking fountains, to be fully operational and in compliance with accessibility codes.
- 11) Maintain all toilet accessories to be fully operational and mounted no more than 48" above the floor at all accessible restrooms.

2.0 TOWN RESPONSIBILITIES UNDER THE ADA

Section Summary

Title II of the ADA mandates that programs, services, and activities provided by government agencies be offered equally to people with disabilities. This is the primary section applied to the Town of Framingham, MA and the focus of the transition plan. Each government agency must demonstrate that its programs and activities, when viewed in their entirety, are provided equally and without discrimination.

The Town has a variety of obligations under Title II of the ADA. Title II of the ADA is similar to Section 504 of the Rehabilitation Act of 1973, but differs in that Section 504 applies only to government agencies that receive federal financial assistance. The purpose of Section 504 is to ensure that no otherwise qualified individual with disabilities shall, solely by reason of his or her disability, be discriminated against under any program or activity receiving federal financial assistance. The Town has been subject to and operated under the requirements of Section 504 since 1977.

The ADA specifically states intent not to apply lesser standards than are required under other federal, state, or local laws; therefore, the law which is the most stringent has precedence. This intent has particular application with respect to the Town's obligations under Section 504, which in some cases, exceed ADA requirements with respect to structural and physical changes. Title II mandates that public entities, may not require eligibility criteria for participation in programs and activities that would screen persons with disabilities, unless it can be proven that such requirements are necessary for the mandatory provision of the service or program. A public entity must reasonably modify its policies and procedures to avoid discrimination toward individuals with disabilities. However, if the public entity can demonstrate that a modification would fundamentally alter the nature of its service, it would not be required to make that modification. Title II also discusses the use of auxiliary aids necessary to enable persons who have visual, hearing, mobility, or similar impairments to gain access to programs and activities provided by making an appropriate reasonable accommodation.

The lone exception to these requirements would be because of undue hardship. "Undue hardship" is defined in the ADA as an "action requiring significant difficulty or expense" when considering the nature and cost of the accommodation in relation to the size, resources, and structure of the specific operation. Undue hardship is determined on a case-by-case basis. The Town is required to prepare a self-evaluation, to assess its programs and services to assure that discriminatory practices are identified and removed. Where it is necessary to remove architectural barriers to program accessibility, the Town must also prepare a transition plan. "Architectural barriers" are elements of the facility structure, i.e. permanent elements of the building that make the facility or portions inaccessible. The transition plan outlines the

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structural modifications it will implement to make its programs and services accessible to people with disabilities.

PROGRAM ACCESSIBILITY, Section 504 and ADA Title II

The Town may not deny the benefits of its programs, activities, and services to individuals with disabilities because its facilities are inaccessible. The Town's services, programs, or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities. This standard, known as "program accessibility," applies to all existing facilities of the Town. The Town is not, however, required to make each of their existing facilities accessible.

ILLUSTRATION 1: When a city holds a public meeting in an existing building, it must provide ready access to, and use of, the meeting facilities to individuals with disabilities. The city is not required to make all areas in the building accessible, as long as the meeting room is accessible. Accessible telephones and bathrooms should also be provided where these services are available for use of meeting attendees.

The absence of individuals with disabilities living in an area cannot be used as the test of whether programs and activities must be accessible.

Can back doors and freight elevators be used to satisfy the program accessibility requirement? Yes, but only as a last resort and only if such an arrangement provides accessibility comparable to that provided to persons without disabilities, who generally use front doors and passenger elevators. For example, a back door is acceptable if it is kept unlocked during the same hours the front door remains unlocked; the passageway to and from the floor is accessible, well-lit, and neat and clean; and the individual with a mobility impairment does not have to travel excessive distances or through nonpublic areas such as kitchens and storerooms to gain access. A freight elevator would be acceptable if it were upgraded so as to be usable by passengers generally and if the passageways leading to and from the elevator are well-lit and neat and clean.

Are there any limitations on the program accessibility requirement? Yes. The Town does not have to take any action that it can demonstrate would result in a fundamental alteration in the nature of its program or activity or in undue financial and administrative burdens. This determination can only be made by the Town Manager (head of the public entity or his or her designee) and must be accompanied by a written statement of the reasons for reaching that conclusion. The determination that undue burdens would result must be based on all resources available for use in the program. If an action would result in such an alteration or such burdens, the Town must take any other action that would not result in such an alteration or such burdens but would nevertheless ensure that individuals with disabilities receive the benefits and services of the program or activity.

Methods for providing program accessibility

The Town may achieve program accessibility in a number of ways. In many situations, providing access to facilities through structural methods, such as alteration of existing facilities and acquisition or construction of additional facilities, may be the most efficient method of providing program accessibility. The Town may, however, pursue alternatives to structural changes in order to achieve program accessibility. Nonstructural methods include acquisition or redesign of equipment, and relocation of programs and services to alternate facilities and accessible sites.

ILLUSTRATION 1: The Town has departmental offices on the second floor of an existing facility where they conduct business with members of the public. There are frequent interruptions in service with the existing elevator. Ms. Q, a member of the public requires access to a Town department office, but has a respiratory condition that prevents her from climbing steps. The Town must relocate the services to an accessible ground floor location or take alternative steps, including moving the service or department to another building, in order to allow Ms. Q to participate in the Town services.

ILLUSTRATION 2: A public library's open stacks are located on upper floors having no elevator. As an alternative to installing a lift or elevator, library staff may retrieve books for patrons who use wheelchairs. The aides must be available during the operating hours of the library.

When choosing a method of providing program access, a public entity must give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities.

ILLUSTRATION: A rural, one-room library has an entrance with several steps. The library can make its services accessible in several ways. It may construct a simple wooden ramp quickly and at relatively low cost. Alternatively, individuals with mobility impairments may be provided access to the library's services through a bookmobile, by special messenger service, through use of clerical aides, or by any other method that makes the resources of the library "readily accessible." Priority should be given, however, to constructing a ramp because that is the method that offers library services to individuals with disabilities and others in the same setting.

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Curb ramps (Curb Cut Plan)

A Comprehensive Curb Cut Survey and Recommendations, prepared by the Contractor's sub-consultant Metrowest Center for Independent Living will be included as a separate reporting to the Town's ADA Self –Evaluation and Transition Plans Recommendations document.

Public entities that have responsibility or authority over streets, roads, or walkways must prepare a schedule for providing curb ramps where pedestrian walkways cross curbs. Public entities must give priority to walkways serving State and local government offices and facilities, transportation, places of public accommodation, and employees, followed by walkways serving other areas.

To promote both efficiency and accessibility, public entities may choose to construct curb ramps at every point where a pedestrian walkway intersects a curb. However, public entities are not necessarily required to construct a curb ramp at every such intersection.

Alternative routes to buildings that make use of existing curb cuts may be acceptable under the concept of program accessibility in the limited circumstances where individuals with disabilities need only travel a marginally longer route. In addition, the fundamental alteration and undue burdens limitations may limit the number of curb ramps required. To achieve or maintain program accessibility, it may be appropriate to establish an ongoing procedure for installing curb ramps upon request in areas frequented by individuals with disabilities as residents, employees, or visitors.

Existing parking lots or garages

A public entity should provide an adequate number of accessible parking spaces in existing parking lots or garages over which it has jurisdiction.

Historic preservation programs

Special program accessibility requirements and limitations apply to historic preservation programs. Historic preservation programs are programs conducted by the Town that have preservation of historic properties as a primary purpose. An historic property is a property that is listed or eligible for listing in the National Register of Historic Places or a property designated as historic under State or local law.

In achieving program accessibility in historic preservation programs, the Town entity must give priority to methods that provide physical access to individuals with disabilities. Physical access is particularly important in an historic preservation program, because a primary benefit of the program is uniquely the experience of the historic property itself.

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Are there any special limitations on measures required to achieve program accessibility in historic preservation programs in addition to the general fundamental alteration / undue financial and administrative burdens limitations?

Yes, the Town is not required to take any action that would threaten or destroy the historic significance of a Town owned historic property. In cases where physical access cannot be provided because of either this special limitation, or because an undue financial burden or fundamental alteration would result, alternative measures to achieve program accessibility must be undertaken.

ILLUSTRATION: Installing an elevator in an historic house museum to provide access to the second floor bedrooms would destroy architectural features of historic significance on the first floor. Providing an audio-visual display of the contents of the upstairs rooms in an accessible location on the first floor would be an alternative way of achieving program accessibility.

Does the special limitation apply to programs that are not historic preservation programs, but just happen to be located in historic properties?

No. In these cases, nonstructural methods of providing program accessibility, such as relocating all or part of a program or making home visits, are available to ensure accessibility, and no special limitation protecting the historic structure is provided.

Your completed transition plan must be available to the public, a dedicated website is one way to accomplish this. Some districts have a subdirectory in an existing Town website that contains all public notices and legal information that must be available to the public.

Leased buildings

The Town is encouraged, but not required, to lease accessible space. The availability of accessible private commercial space will steadily increase over time as the title III requirements for new construction and alterations take effect. Although the Town is not required to lease accessible space, once it occupies a facility, it must provide access to all of the programs conducted in that space. The more accessible the existing space is at the start, the easier and less costly it will later to make programs available to individuals with disabilities and to provide reasonable accommodations for employees (under ADA Title I – Employment).

Equally effective communication

The Town must ensure that its communications with individuals with disabilities are as effective as communications with others. This obligation, however, does not require the Town to take any action that it can demonstrate would result in a fundamental alteration in the nature of its services, programs, or activities, or in undue financial and administrative burdens.

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In order to provide equal access, the Town is required to make available appropriate auxiliary aids and services where necessary to ensure effective communication.

What are auxiliary aids and services?

Auxiliary aids and services include a wide range of services and devices that promote effective communication.

Examples of auxiliary aids and services for individuals who have vision and hearing impairments include, but are not limited to: qualified interpreters, notetakers, CART Reporting, written materials in alternate formats, Braille documents, audio recordings, telephone handset amplifiers, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDD's / TTY's), videotext displays, and exchange of written notes.

The type of auxiliary aid or service necessary to ensure effective communication will vary in accordance with the length and complexity of the communication involved.

ILLUSTRATION 1: Some individuals who have difficulty communicating because of a speech impairment can be understood if individuals engaging them merely listen carefully and take the extra time that is necessary.

ILLUSTRATION 2: For individuals with vision impairments, Town employees can provide oral directions or read written instructions. In many simple transactions, such as paying bills or filing applications, communications provided through such simple methods will be as effective as the communications provided to other individuals in similar transactions. Many transactions with public entities, however, involve more complex or extensive communications than can be provided through such simple methods. Sign language or oral interpreters, for example, may be required when the information being communicated in a transaction with a deaf individual is complex, or is exchanged for a lengthy period of time. Factors to be considered in determining whether an interpreter is required include the context in which the communication is taking place, the number of people involved, and the importance of the communication.

Must public service announcements or other television programming produced by public entities be captioned?

Audio portions of television and videotape programming produced by public entities are subject to the requirement to provide equally effective communication for individuals with hearing impairments. Closed captioning of such programs is sufficient to meet this requirement.

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Must tax bills from public entities be available in Braille and/or large print? What about other documents?

Tax bills and other written communications provided by the Town are subject to the requirement for effective communication. Thus, where the Town provides information in written form, it must, when requested, make that information available to individuals with vision impairments in a form that is usable by them.

Primary consideration

When an auxiliary aid or service is required, the Town must provide an opportunity for individuals with disabilities to request the auxiliary aids and services of their choice and must give primary consideration to the choice expressed by the individual. "Primary consideration" means that the Town must honor the choice, unless it can demonstrate that another equally effective means of communication is available, or that use of the means chosen would result in a fundamental alteration in the service, program, or activity or in undue financial and administrative burdens.

It is important to consult with the individual to determine the most appropriate auxiliary aid or service, because the individual with a disability is most familiar with his or her disability and is in the best position to determine what type of aid or service will be effective. Some individuals who were deaf at birth or who lost their hearing before acquiring language, for example, use sign language as their primary form of communication and may be uncomfortable or not proficient with written English, making use of a notepad an ineffective means of communication.

Qualified interpreter

There are a number of sign language systems in use by individuals who use sign language. (The most common systems of sign language are American Sign Language and signed English.) Individuals who use a particular system may not communicate effectively through an interpreter who uses a different system. When an interpreter is required, therefore, the Town should provide a qualified interpreter, that is, an interpreter who is able to sign to the individual who is deaf what is being said by the hearing person and who can voice to the hearing person what is being signed by the individual who is deaf. This communication must be conveyed effectively, accurately, and impartially, through the use of any necessary specialized vocabulary.

Telephone communications

Public entities that communicate by telephone must provide equally effective communication to individuals with disabilities, including hearing and speech impairments. If telephone relay services, such as those required by title IV of the ADA, are available, these services generally may be used to meet this requirement. Relay services involve a relay operator who uses both a standard telephone and a TDD to type the voice messages to the TDD user and read the TDD messages to the standard telephone user. Where such services are

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available, public employees must be instructed to accept and handle relayed calls in the normal course of business.

Emergency telephone service

The Town provides telephone emergency services by which individuals can seek immediate assistance from police, fire, ambulance, and other emergency services. These telephone emergency services--including E"911" services--are clearly an important public service whose reliability can be a matter of life or death. The Town must ensure that these services, including 911 services, are accessible to persons with impaired hearing and speech. State and local agencies that provide emergency telephone services must provide "direct access" to individuals who rely on a TDD or computer modem for telephone communication. Telephone access through a third party or through a relay service does not satisfy the requirement for direct access. (However, if an individual places a call to the emergency service through a relay service, the emergency service should accept the call rather than require the caller to hang up and call the emergency service directly without using the relay.) The Town may, however, operate its own relay service within its emergency system, provided that the services for non-voice calls are as effective as those provided for voice calls.

911 lines.

Where a 911 telephone line is available, a separate seven-digit telephone line must not be substituted as the sole means for non-voice users to access 911 services.

Voice amplification

The Town is encouraged, but not required, to provide voice amplification for the operator's voice. In an emergency, a person who has a hearing loss may be using a telephone that does not have an amplification device. Installation of speech amplification devices on the handsets of operators would be one way to respond to this situation.

3.0 POLICIES AND PROCEDURES

The Town of Framingham, MA, and individual departmental policies and procedures were reviewed for compliance with Section 504 and ADA Title II for the following:

- a) Department of Parks and Recreation
- b) Department of Public Works
- c) Departments of Police, Fire, Animal Control, and E911
- d) Council on Aging

The following recommendations are for revisions and/or additions to existing policies, and additions of new policies to assist the Town.

- a) Sexual Harassment Policy
- b) ADA / 504 Policy
- c) ADA / 504 Grievance Procedures
- d) Reasonable Modification Policy
- e) Eligibility and Safety Requirements Assurance
- f) Surcharges Prohibition Policy
- g) Integrated Services Policy
- h) Significant Assistance Policy
- i) Accessible Transportation Policy
- j) Contracted Service Provider Policy

- k) Parks and Recreation Department
 - I. New Form: Request for Modification of Program
 - II. New Policy: Access to Parks, Recreation Areas, Cultural Affairs properties, and the Council on Aging by Disabled Persons
 - III. Revised Publication / Policy: Framingham Parks, Recreation and Cultural Affairs “Programs Publication”
 - IV. Revised Publication / Policy: Framingham Parks, Recreation and Cultural Affairs “Program Brochure”
 - V. Revised Publication / Policy: Framingham Parks, Recreation and Cultural Affairs “Sample Press Release”

- l) Council on Aging
 - I. Revised Publication / Policy: Council on Aging “Senior Wellness Program” Brochure
 - II. Revised Publication / Policy: Council on Aging “The Callahan Center Social Service Department” Brochure
 - III. Revised Publication / Policy: Council on Aging “Become a Volunteer” Brochure
 - IV. Revised Publication / Policy: Council on Aging “Callahan Courier” Brochure

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- m) Police Department / Fire Department
 - I. Community Outreach Programs
- n) Town of Framingham, MA
 - I. Multiple Hazard Mitigation Plan
- o) Department of Public Works
 - I. New Policy: DPW Recycling Center Assistance Policy
- p) Town of Framingham, MA
 - I. New Policy: Elevator / Chair Lift Policy

**REPLACEMENT POLICY
SEXUAL HARASSMENT AND UNLAWFUL DISCRIMINATION**

This NEW policy replaces:

Town of Framingham Personnel Policy #29
Policy and Procedures for the Elimination of
Sexual Harassment in the Workforce

Policy and Procedure for the Elimination of Sexual Harassment and Discrimination

It is the policy of the Town of Framingham (the “Town”) to maintain a work environment in the Town that is free of sexual harassment and of discrimination based on race, color, age, gender, sexual orientation, religion, ethnic or national origin, ancestry, disability, veteran’s status, or any other status protected by law (a “Protected Class”). Unlawful discrimination and harassment by employees will not be tolerated. All employees are encouraged to report incidences of discrimination or harassment to the Town. Retaliation against an employee who complains of, reports or participates in any investigation into discrimination or harassment is illegal and will not be tolerated by the School Department.

The following provides in-depth information regarding harassment and discrimination, including where to report an act or acts of harassment or discrimination.

Sexual Harassment

Sexual harassment is a form of gender discrimination that is illegal under both federal and Massachusetts state law, including Title VII of the Civil Rights Act of 1964, Title IX of the Education Amendment of 1972, Massachusetts General Laws Chapter 151B, § 4 and Massachusetts General Laws Chapter 214, § 1C. Under these laws, unwelcome sexual advances, requests for sexual favors and other physical or verbal conduct of a sexual nature constitute sexual harassment when:

- submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of an individual’s employment or education, or a basis for employment or educational decisions affecting the individual; or
- such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual’s work or academic performance, or participation in work or school activities and events, by creating an intimidating, hostile, humiliating or sexually offensive environment.

Under these definitions, direct or implied requests by a supervisor to a subordinate, or a staff member to a student, in exchange for actual or promised employment or educational benefit, such as favorable reviews, grades or recommendations, salary increases, promotions, increased benefits or continued employment, constitute sexual harassment.

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The relationship between staff members and students is inherently unequal. Sexual relations between staff members and students are prohibited under any circumstances.

The legal definition of sexual harassment is broad, and in addition to the above situations, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a workplace or educational environment that is hostile, offensive, intimidating or humiliating to male or female employees or students may also constitute sexual harassment.

While it is not possible to list all of those additional circumstances that may constitute sexual harassment, the following are some examples of conduct which may constitute sexual harassment, depending on the totality of the circumstances:

- unwanted, prolonged and apparent staring or leering at a person;
- unwanted whistling or brushing against the body;
- obscene gestures or suggestive or insulting sounds made towards people;
- displaying sexually suggestive objects, pictures, cartoons;
- inquiries into one's sexual experiences or discussion of one's sexual activities;
- indecent exposure; or
- romantic involvement between supervisors and subordinates which is known to others in the workplace and which impacts the workplace in areas such as assignments, advancements or benefits.

Discrimination

Depending upon the circumstances, examples of discrimination could include the above-referenced examples concerning sexual harassment, as well as the following types of conduct:

- comments or innuendo, which are continued or repeated, concerning a person's race, age, gender, religion, national origin, ancestry, disability, sexual orientation, veteran's status, or other legally-protected status;
- an open display of objects or pictures that are offensive to persons of a particular religion, race, national origin, or other legally-protected status;

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- jokes, comments, use of derogatory words or innuendo regarding an individual's race, age, gender, national origin, ancestry, religion, disability, sexual orientation, or other legally-protected status;
- making decisions about an employee's employment based upon his or her religion, race, national origin, ancestry, age, disability, gender, sexual orientation, veteran's or other legally-protected status;
- treating an employee or student differently in terms of conditions of his or her employment or education based upon the employee's or student's race, color, age, gender, sexual orientation, religion, ethnic or national origin, ancestry, disability, veteran's status or any other legally protected status.

EMPLOYEE RESPONSIBILITIES

Each employee of the Town is personally responsible for ensuring that his or her conduct does not sexually harass or unlawfully discriminate against anyone in the work place environment. Each employee is responsible for cooperating in any investigation of alleged discrimination or sexual harassment if asked to do so by the person conducting the investigation.

NO RETALIATION FOR FILING A COMPLAINT OF SEXUAL HARASSMENT OR DISCRIMINATION

Retaliation against any individual for making a complaint of sexual harassment or discrimination or for participating in or assisting in the investigation of such a complaint is illegal and will not be tolerated. Any acts of retaliation will be subject to appropriate disciplinary action, such as (but not limited to) reprimand, change in work assignment, suspension or immediate termination.

PROCEDURES FOR ADDRESSING COMPLAINTS OF SEXUAL HARASSMENT AND UNLAWFUL DISCRIMINATION IN EMPLOYMENT

Individuals who believe that they have been sexually harassed, or that they have been a victim of discrimination on the basis of their race, color, age, gender, sexual orientation, religion, ethnic or national origin, ancestry, disability, veteran's status, or other legally protected status should follow the complaint procedures described below:

If an individual believes that he or she has been sexually harassed or subjected to discrimination based on his or her membership in a Protected Class, and the individual feels comfortable and safe doing so, the individual can confront the harassing person, tell the person what is offensive and request that

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the person stop. If for any reason such an approach is not practical, acceptable or comfortable, or if the offender is the employee's supervisor, or if this process does not work, then the individual should contact his or her supervisor, or one of the investigators identified below. Supervisors are instructed to bring the matter to the attention of one of the investigators.

A complaint may be made orally or in writing to the Human Resources Department. After a complaint has been made, the Town will investigate the complaint in a fair and expeditious manner. The investigation will include a private interview with the person filing the complaint. One or more of the investigators will meet with the person who has been accused of improper conduct. The investigators may also meet with witnesses or others who may assist in the factual investigation.

To file a complaint you must contact:

Monica Visco
Human Resources Director
Human Resources Department
Memorial Building
150 Concord Street
Framingham, MA 01702
(508) 620-4847

The Town of Framingham shall administer this policy and accompanying procedures in the following manner.

- A. The Human Resources Department shall identify at least two investigators, one of whom shall be the Affirmative Action Officer. At all times there will be a female and male investigator.
- B. All such investigators shall be trained in sexual harassment investigatory techniques. Such training shall include interviewing techniques and conflict resolution.

After the investigation is completed, the investigator(s) will inform the person making the complaint and the person accused regarding the outcome of the investigation and whether the matter has been closed. In the event that the investigator finds a violation of this policy has occurred, further action will be taken, including but not limited to disciplinary action, such as but not limited to reprimand, change in work assignment, suspension or termination in accordance with all relevant laws.

If the complainant is dissatisfied with the determination made by the investigators, the complainant may submit an appeal to the Director of Human Resources. The final level of appeal within the district is the Director of Human

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Resources. The written determination by the Director of Human Resources will be provided to the complainant no later than fifteen (15) working days after formal receipt of any appeal.

CONFIDENTIALITY

All actions taken to investigate and resolve complaints through this process shall be conducted with as much privacy and discretion as possible without compromising the thoroughness and fairness of the investigation. To conduct a thorough investigation, investigators may need to discuss the complaint with witnesses and those persons involved in or affected by the complaint, as well as with those persons who are assisting with the investigation or implementing disciplinary actions.

STATE AND FEDERAL AGENCIES

If you believe you have been subjected to sexual harassment or discrimination, you may file a formal complaint with either or both of the government agencies listed below. Using the complaint procedure described in this policy does not prohibit you from filing a complaint with one or both of these agencies. Each of these agencies has a short period for filing a claim – 300 days.

1. Equal Employment Opportunity Commission (“EEOC”)
One Congress Street
Boston, MA 02114
(617) 565-3200

2. Massachusetts Commission Against Discrimination (“MCAD”)

| | |
|--|---|
| Boston Office One Ashburton Place Boston, MA 02108 (617) 727-3990 | Springfield Office: 424 Dwight Street Springfield, MA 01103 (413) 739-2145 |
|--|---|

**REPLACEMENT POLICY
AMERICANS WITH DISABILITIES ACT**

New Policy replaces:

Town of Framingham Personnel Policy #1
Policy on Americans with Disabilities

AMERICANS WITH DISABILITIES ACT

In providing its' services, programs and activities, the Town of Framingham, MA (the "Town") will not:

1. Deny a qualified individual with a disability the opportunity to participate in, or benefit from, a benefit, service, or activity.
2. Deny a qualified individual with a disability the opportunity to participate in, or benefit from, any aid, benefit, or service that is not equal to that afforded to others.
3. Otherwise limit a qualified individual with a disability the enjoyment of any right, privilege, advantage, or opportunity enjoyed by other qualified individuals receiving the aid, benefit, or service.

Reasonable Modification and Integrated Services Policy

All programs, services and activities will be provided in the most integrated setting appropriate to the needs of participants with disabilities.

The School Department will make reasonable modifications to programs, services and activities necessary to accommodate the needs of a person with a disability whenever an otherwise qualified person with a disability requests such modification, unless it can be demonstrated that the requested modification would impose an undue burden or fundamental alteration to the program.

Prohibitions or limitations to the eligibility of qualified individuals with disabilities to receive services or participate in programs or activities are not permitted unless such prohibitions or limitations are essential to the operation or purpose of the program or service. Eligibility requirements have been reviewed by the ADA Coordinator and program managers and updated to comply with the requirements of the Americans with Disabilities Act. Whenever programs formulate new eligibility policies or new programs are developed, policies will be reviewed by the ADA Coordinator to ensure compliance.

Safety requirements have also been reviewed to ensure that they are necessary to the safe operation of programs or activities, and that any decision to limit the participation of a person with a disability related to safety concerns will be reviewed on a case by case basis to ensure that the decision is based on facts, not myths or stereotype, and that all appropriate mitigating measures are taken to provide for maximum participation. Staff will be informed of, and trained in any changes in eligibility and /or safety requirements that may arise.

Request for Reasonable Modifications

Requests for reasonable modifications should be made to the Human Resources Department for ADA Title I - Employment requests and the Department Head or the ADA Coordinator for ADA Title II requests, and can be presented verbally or in writing. The ADA Coordinator will respond to requests in a timely fashion—generally not more than two working days. Final decisions regarding requests for reasonable modifications, that in the opinion the ADA Coordinator represents an undue burden or fundamental alteration, will be made by the [] within ten working days. Individuals seeking to contest a denial of a request for reasonable modification will be given the grievance procedure in the format appropriate to their needs.

Surcharges

Surcharges will not be charged to persons with disabilities, their family members, or organizations representing them for the provision of reasonable accommodations, reasonable modifications to policies and procedures, auxiliary aids and services, or any other costs related to the participation of persons with disabilities.

Significant Assistance Policy

Programs that receive significant assistance, either financial or in-kind from the Town, may not discriminate against persons with disabilities. The ADA Coordinator is to inform organizations receiving assistance of their obligations under the ADA. The ADA Coordinator will investigate any situation in which discrimination towards persons with disabilities may have occurred, and take appropriate action either to correct the discriminatory situation or to recommend to the [] termination of assistance.

Transportation Services

It is the policy of the Town that transportation services are accessible to and usable by participants in our programs regardless of disability. Individuals requiring accessible transportation should make their requests in writing or verbally to the ADA Coordinator. Requests should be made at least three days in advance. Effort will be made to respond to requests made on shorter notice. When a request cannot be met, notice will be given as soon as possible and at least one day before the date of the requested trip. The following local transportation providers equipped with accessible vehicles will be contacted when needed: _____.

Contracted Service Provider Policy

If services are provide under contracts, the Town will set forth in the terms of the contract the obligations of the provider agency or agencies to operate in a manner consistent with the requirements of Title II of the ADA, and, furthermore, that the Town will monitor the performance of the contractor in fulfilling this contractual obligation.

**REPLACEMENT POLICY
AMERICANS WITH DISABILITIES ACT
GRIEVANCE PROCEDURES**

New Policy replaces:

Town of Framingham Policy
Town of Framingham Americans with Disabilities
Act(ADA) Grievance Procedures

SECTION 504 / ADA TITLE II GRIEVANCE PROCEDURE

The Town of Framingham, MA (the “Town”) has an internal grievance procedure providing for the prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (Section 504) or Title II of the Americans with Disabilities Act of 1990 (ADA). Both Section 504 and Title II prohibit discrimination on the basis of disability.

Purpose:

The following Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs and benefits by the Town of Framingham, MA.

Scope:

This is the internal procedure for dealing with complaints rapidly, discreetly and directly, if possible.

How to File a Complaint:

Complaints should be addressed to the ADA Coordinator named. If assistance is needed to fill or pursue the complaint, such request should be made to the ADA Coordinator.

1. A complaint must be filed in writing or on audiotape, contain the name and address of the person filing it, describe the alleged discriminatory action and identify the date the action occurred and the names(s) of the person(s) believed to be responsible, as well as recommendations for the resolution.
2. A complaint must be filed within a reasonable time period, but no later than 60 days, after the complainant becomes aware of the alleged discrimination. The complainant shall informally discuss the complaint, in person, with the ADA Coordinator within 15 days of filing the complaint.
3. Unless the matter can be promptly resolved informally, an investigation will be conducted with respect to all timely filed complaints which raise issues under Section 504/Title II. The investigation shall be conducted by the ADA Coordinator or his/her designee. These rules contemplate informal but thorough and impartial investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A determination as to the conclusion of the investigation and a description of the resolution, if any, shall be issued, in writing, or if needed for effective communications, in an alternate format preferred by the Complainant, such as large print, Braille or audiotape, by the ADA Coordinator and a copy forwarded to the complainant no later than forty-

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- five days after the ADA Coordinator receives the written complaint (unless complainant provides written permission for extension of time for said investigation.)
5. The ADA Coordinator shall maintain the files and records of the Framingham School relating to the complaints filed for three years.
 6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made in writing within twenty days to the ADA Coordinator.
 7. Upon receiving a request for reconsideration of any decision involving identification, evaluation or placement of a student who is believed to need Section 504 accommodations, special education or related services, the School Department will schedule an impartial hearing. The School Department will select an impartial hearing officer, and the complainant shall have an opportunity to review all relevant records, to participate in the hearing and to be represented by counsel.
 8. Any party may appeal the final decision of the impartial hearing officer to a court of competent jurisdiction.
 9. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of a Section 504 or Title II complaint with the U.S. Dept. of Education's Office for Civil Rights or the Massachusetts School Department of Education. Utilization of this grievance procedure is not a prerequisite to the pursuit of other remedies.
 10. These rules shall be construed to protect the substantive rights of interested persons, to meet appropriate due process standards, and to ensure that Framingham School Department complies with Section 504, Title II, and their implementing regulations.

Complaints related to Town employment practices and policies, excluding the School Department practices and policies, should be submitted to:

Monica Visco, Human Resources Director
Human Resources Department, Room B-7
Memorial Building, 150 Concord Street
Framingham, MA 01702
Voice (508)620-4847
TTY (508)620-4851

All other complaints should be submitted to:

Ron J. Rego
ADA Coordinator
Memorial Building – Cable Studio
150 Concord Street
Framingham, MA 01702
(508) 875-8588 T:
(508) 628-1999 F:

LIEBSTUDIOS: architecture

TRANSITION
PLAN RECOMMENDATIONS

**NEW POLICIES
AMERICANS WITH DISABILITIES ACT**

New Policies: **Reasonable Modification Policy
Eligibility and safety Requirements Assurance
Surcharges Prohibition Policy
Integrated Services Policy
Significant Assistance Policy
Accessible Transportation Policy
Contracted Service Provider Policy**

Reasonable Modification Policy

The Town will make reasonable modifications to policies and procedures necessary to accommodate the needs of a person with a disability whenever an otherwise qualified person with a disability requests such modification, unless it can be demonstrated that the requested modification would impose an undue burden or fundamental alteration to the program.

Requests for reasonable modifications should be made to program staff or the ADA Coordinator and can be presented verbally or in writing. It is the responsibility of the ADA Coordinator to ensure that requests are responded to appropriately and in a timely fashion—generally not more than two working days.

Final decisions regarding requests for reasonable modifications, that in the opinion the ADA Coordinator may represent an undue burden or fundamental alteration, will be made by the **Town Administrator or Board of Selectmen** in a timely fashion and no longer than ten working days. Individuals seeking to contest a denial of a request for reasonable modification will be given the grievance procedure in the format appropriate to their needs.

Eligibility and safety Requirements Assurance

It is the policy of the Town that prohibitions or limitations to the eligibility of qualified individuals with disabilities to receive services or participate in programs are not allowed unless they are essential to the operation of the program or service. Eligibility requirements have been reviewed by the ADA Coordinator and program managers and updated to comply with the requirements of the Americans with Disabilities Act. Whenever programs formulate new eligibility policies or new programs are developed, policies will be reviewed by the ADA Coordinator to ensure compliance.

Safety requirements have also been reviewed to ensure that they are necessary to the safe operation of programs, and that any decision to limit the participation of a person with a disability related to safety concerns will be reviewed on a case by case basis to ensure that the decision is based on facts, not myths or stereotype, and that all appropriate mitigating measures are taken to provide for maximum participation. Staff will be informed of, and trained in any changes in eligibility and /or safety requirements that may arise.

Surcharges Prohibition Policy

Surcharges imposed on people with disabilities for the provision of program modifications, access improvements, or communications aids, are not permissible. A *Surcharges Prohibition Policy* should state that surcharges will not be imposed on people with disabilities under any circumstances.

It is the policy of the Town that surcharges will not be charged to persons with disabilities, their family members, or organizations representing them for the provision of reasonable accommodations, reasonable modifications to policies and procedures, auxiliary aids and services, or any other costs related to the participation of persons with disabilities.

Significant Assistance Policy

Programs that the Town provides with significant assistance through public funds, the use of public facilities, or in-kind contributions may not discriminate against persons with disabilities.

It is the policy of the Town that programs that receive significant assistance, either financial or in-kind from the Town, may not discriminate against persons with disabilities. It is the responsibility of the ADA Coordinator to inform organizations receiving assistance of this policy and to respond to any questions regarding its meaning and application. It is also the ADA Coordinators responsibility to investigate any situation in which discrimination towards persons with disabilities may have occurred, and to take appropriate action either to correct the discriminatory situation or to recommend to the [Town Administrator or Board of Selectmen](#) termination of assistance.

Accessible Transportation Policy

If transportation is provided to participants in any Town programs, it must also be provided to people with disabilities.

An *Accessible Transportation Policy* should contain names and phone numbers for providers of accessible transportation including companies with lift equipped vans, independent living centers, or other organizations that may offer accessible transportation services. If the Town utilizes full size buses, it should include names and phone numbers of bus companies that have lift equipped vehicles. The policy should designate a staff member or members responsible for coordinating the provision of accessible transportation.

It is the policy of the Town that transportation services are accessible to and usable by participants in our programs regardless of disability. Individuals requiring accessible transportation should make their requests in writing or verbally to the ADA Coordinator. Requests should be made at least three days in advance. Effort will be made to respond to requests made on shorter notice. When a request cannot be met, notice will be given as soon as possible and at least one day before the date of the requested trip.

The following local transportation providers equipped with accessible vehicles will be contacted when needed:

(Transportation provider name & telephone number)

(Transportation provider name & telephone number)

(Transportation provider name & telephone number)

Contracted Service Provider Policy

If the Town provides any services under contracts, it is required to ensure that the services are provided in compliance with the requirements of Title II of the ADA just as if the Town were providing the services directly.

It is the policy of the Town/Department that if services are provide under contracts, the Town/Department will set forth in the terms of the contract the obligations of the provider agency or agencies to operate in a manner consistent with the requirements of Title II of the ADA, and, furthermore, that the Town/Department will monitor the performance of the contractor in fulfilling this contractual obligation.

Integrated Services Policy

Services must be provided in the most integrated setting appropriate. It is permissible to provide separate programs, but to do so does not relieve the Town of the obligation to provide opportunities for persons with disabilities to participate in regular, integrated programs.

The *Integrated Services Policy* should state that services to people with disabilities are provided in the most integrated setting appropriate and that people with disabilities are not required to participate in separate programs.

It is the policy of the Town that all services, programs, and activities are provided in the most integrated setting appropriate to the needs of participants with disabilities. Persons with disabilities are not required to participate in separate programs even if separate programs specifically designed to meet their needs are offered.

**NEW FORM
AMERICANS WITH DISABILITIES ACT
REQUEST FOR MODIFICATION OF PROGRAM**

New Form:

Town of Framingham, MA
Request For Modification of Program Form

**Town of Framingham, MA
Request for Modification of Program Form**

**Please fax request form to (508) 628-1999
(incomplete forms cannot be processed)**

| | |
|---|---|
| <input type="checkbox"/> Today's Date: | |
| <input type="checkbox"/> Requester's Name: | |
| <input type="checkbox"/> Requester's Address: | |
| <input type="checkbox"/> Requester's Voice#: | <input type="checkbox"/> Requester's TTY#: |
| <input type="checkbox"/> Requester's FAX#: | |
| <input type="checkbox"/> Date requiring Modification of Program: | |
| <input type="checkbox"/> Program Start Time: | <input type="checkbox"/> Program End Time: (for interpreter services) |
| <input type="checkbox"/> Program Location/Address of Event, Program or Services: | |
| <input type="checkbox"/> Type of Request: | |

- Request to relocate Town program or activity from inaccessible location, for example, building, room, athletic field, stadium, et al, to accessible location.**
- Requested accessible location for program : (please list name and address)**
- Modification of Program (please explain):**
- OTHER: (please explain):**

**NEW POLICY
ACCESS TO PARKS, RECREATION AREAS, CULTURAL AFFAIRS
PROPERTIES, AND THE COUNCIL ON AGING BY DISABLED PERSONS**

New Policy:

Access to parks, recreation areas, cultural affairs
properties, and the council on aging by disabled
persons

**ACCESS TO PARKS, RECREATION AREAS, CULTURAL AFFAIRS
PROPERTIES, AND THE COUNCIL ON AGING BY DISABLED PERSONS**

It is the desire of the Town of Framingham, MA (the “Town”) to provide access for disabled persons to all Town-sponsored activities, programs and services at Parks and Recreation sites and facilities including but not limited to: athletic fields (football, baseball, soccer, hockey, open space and recreation areas, and sporting events).

If you are attending a Town-sponsored activity and require use of the HP Vehicle to access the program or event, please contact the ADA Coordinator at:

Ron J. Rego
ADA Coordinator
Memorial Building – Cable Studio
150 Concord Street
Framingham, MA 01702
(508) 875-8588 T:
(508) 628-1999 F:
(508) 620-4851 TTY:

Requests should be made at least three (3) days prior to the event you wish to attend.

Requests for transportation to special programs through the Parks and Recreation Department and Council on Aging should be made directly to the following:

Trisha Powell
Framingham Parks & Recreation
475 Union Ave
Framingham, MA 01702
(508) 532-5967 T:
(508) 872-2591 F:
(508) ???-???? TTY:

Mary Parcher
Framingham Council on Aging
535 Union Ave
Framingham, MA 01702
(508) 532-5980 T:
(508) 620-4890 F:
(508) ???-???? TTY:

**REVISED PUBLICATION / POLICY
FRAMINGHAM PARKS, RECREATION, AND CULTURAL AFFAIRS
“PROGRAMS PUBLICATION (2-SIDED, COLORED PAPER)”**

Revised Publication / Policy:

Framingham parks, recreation, and cultural affairs
“programs publication (2-sided, colored paper)”

**REVISED PUBLICATION / POLICY
FRAMINGHAM PARKS, RECREATION, AND CULTURAL AFFAIRS
“PROGRAMS PUBLICATION (2-SIDED, COLORED PAPER)”**

The Framingham Parks, Recreation and Cultural Affairs publication titled “200? (Fall / Winter / Spring) Programs, is published three times throughout the calendar year. The publication is printed black ink on light-colored papers on legal size paper.

Recommendations

Replace the ADA Statement on Page 2, with the following:

(Insert the symbol of accessibility)

The Town of Framingham intends to comply with the Americans with Disabilities Act of 1990 (ADA). All requests for reasonable modification of policies or practices, or auxiliary aids and services should be submitted to the office of the ADA Coordinator for Parks, Recreation and Cultural Affairs using the Town’s standard request forms for auxiliary aids and services:

Ms. Trisha Powell
ADA Coordinator for Framingham Parks & Recreation
475 Union Ave
Framingham, MA 01702
(508) 532-5967 T:
(508) 872-2591 F:
(508) ???-???? TTY:

or,
Mr. Ron J. Rego, Director of Media Services and ADA Coordinator
Town of Framingham
150 Concord Street,
Memorial Building – Cable Studio
Framingham, MA 01702
(508) 875-8588 Voice / (508) 628-1999 Facsimile / (508) 620-4851 TTY

Note: It is recommended that this policy and Request Forms be available in alternative print formats (Braille / Large Print, available on-line.

**REVISED PUBLICATION / POLICY
FRAMINGHAM PARKS, RECREATION, AND CULTURAL AFFAIRS
“PROGRAM BROCHURE”**

Revised Publication / Policy:

Framingham parks, recreation, and cultural affairs
“program brochure”

**REVISED PUBLICATION / POLICY
FRAMINGHAM PARKS, RECREATION, AND CULTURAL AFFAIRS
“PROGRAM BROCHURE”**

The Framingham Parks, Recreation and Cultural Affairs publication titled “PROGRAM BROCHURE” is published annually. The publication is printed blue and black ink on white paper and folded into a small booklet.

Recommendations

1. On Page 3 indicate which parks and recreation facilities are accessible (facilities that provide: accessible parking, seating if applicable, toilets (if provided) as well as playgrounds and equipment). Denote accessible facilities with the international symbol of accessibility.
2. On Page 8, Delete Item 7 from Registration Information and replace with new Item 7. that reads: “(Insert the symbol of accessibility)”, The Town of Framingham intends to comply with the Americans with Disabilities Act of 1990 (ADA). All requests for reasonable modification of policies or practices, or auxiliary aids and services should be submitted to the office of the ADA Coordinator for Parks, Recreation and Cultural Affairs using the Town’s standard request forms for auxiliary aids and services:

Ms. Trisha Powell
ADA Coordinator for Framingham Parks & Recreation
475 Union Ave
Framingham, MA 01702
(508) 532-5967 T:
(508) 872-2591 F:
(508) ???-???? TTY:

or,
Mr. Ron J. Rego, Director of Media Services and ADA Coordinator
Town of Framingham
150 Concord Street,
Memorial Building – Cable Studio
Framingham, MA 01702
(508) 875-8588 Voice / (508) 628-1999 Facsimile / (508) 620-4851 TTY

3. Framingham Parks and Recreation Release Form – we recommend that the department make this form available on the Department’s website, and available in alternate formats, for example, Braille and large print.

**REVISED PUBLICATION / POLICY
FRAMINGHAM PARKS, RECREATION, AND CULTURAL AFFAIRS
“SAMPLE PRESS RELEASE”**

Revised Publication / Policy:

Framingham parks, recreation, and cultural affairs
“sample press release”

**REVISED PUBLICATION / POLICY
FRAMINGHAM PARKS, RECREATION, AND CULTURAL AFFAIRS
“SAMPLE PRESS RELEASE”**

The Framingham Parks, Recreation and Cultural Affairs publication titled “Sample Press Release” is published on an ongoing basis to inform the general public and print and radio media of upcoming programs, services, and important information. The publication is printed blue ink on white paper.

Recommendations

1. Replace the existing ADA Policy statement located at the bottom of the Sample Press Release with the following:

(Insert the symbol of accessibility)

The Town of Framingham intends to comply with the Americans with Disabilities Act of 1990 (ADA). All requests for reasonable modification of policies or practices, or auxiliary aids and services should be submitted to the office of the ADA Coordinator for Parks, Recreation and Cultural Affairs:

Ms. Trisha Powell
ADA Coordinator for Framingham Parks & Recreation
475 Union Ave
Framingham, MA 01702
(508) 532-5967 T:
(508) 872-2591 F:
(508) ???-???? TTY:

or,

Mr. Ron J. Rego, Director of Media Services and ADA Coordinator
Town of Framingham
150 Concord Street,
Memorial Building – Cable Studio
Framingham, MA 01702
(508) 875-8588 Voice / (508) 628-1999 Facsimile / (508) 620-4851 TTY

2. Framingham Parks and Recreation Sample Press Release – we recommend that the department make this form available on the Department’s website and available in alternate formats, for example, Braille and large print.

**REVISED PUBLICATION / POLICY
FRAMINGHAM COUNCIL ON AGING
“SENIOR WELLNESS PROGRAM BROCHURE”**

Revised Publication / Policy:

Framingham Council on Aging
“Senior Wellness Program brochure”

**REVISED PUBLICATION / POLICY
FRAMINGHAM COUNCIL ON AGING
“SENIOR WELLNESS PROGRAM BROCHURE”**

The Framingham Council on Aging publication titled “Senior Wellness Program” brochure is published on an ongoing basis to inform the general public and print and radio media of upcoming programs, services, and important information. The publication is printed in English only. The publication is printed black ink on gray recycled paper.

Recommendations

1. Replace the existing statement on the “back cover” of the publication that states, “ The Callahan Center is handicapped accessible” and Replace with the following:

(Insert the symbol of accessibility)

The Callahan Center facility is accessible to persons with disabilities. The Town of Framingham intends to comply with the Americans with Disabilities Act of 1990 (ADA). All requests for reasonable modification of policies or practices, or auxiliary aids and services should be submitted to the office of the ADA Coordinator:

Ms. Mary Parcher
ADA Coordinator for the Council on Aging
535 Union Ave
Framingham, MA 01702
(508) 620-4819 T:
(508) 620-4890 F:
(508) ???-???? TTY:

or,

Mr. Ron J. Rego, Director of Media Services and ADA Coordinator
Town of Framingham
150 Concord Street,
Memorial Building – Cable Studio
Framingham, MA 01702
(508) 875-8588 Voice / (508) 628-1999 Facsimile / (508) 620-4851 TTY

2. Framingham Council on Aging “Senior Wellness Program” Brochure– we recommend that the department make this form available on the Department’s website and available in alternate formats, for example, Braille and large print.
3. We recommend the COA have an information call line with touch tone menu where members of the general public could request to listen to the brochure.

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4. We recommend that the Framingham Council on Aging install a TTY telephone for use in communicating with the general public. Staff and volunteers are to be trained on the use of the equipment. The TTY number will be listed on all publications and on the COA website and Town directories.
5. We recommend that the publication be printed black ink on a light colored or white recycled paper to ensure that maximum visual contrast is maintained in accordance with the ADAAG.

**REVISED PUBLICATION / POLICY
FRAMINGHAM COUNCIL ON AGING BROCHURES**

Revised Publication / Policy:

Framingham Council on Aging
“The Callahan Center Social Service Department”

Framingham Council on Aging
“Become a Volunteer”

**REVISED PUBLICATION / POLICY
FRAMINGHAM COUNCIL ON AGING
“THE CALLAHAN CENTER SOCIAL SERVICE DEPARTMENT BROCHURE”**

The Framingham Council on Aging publication titled “The Callahan Center Social Service Department” brochure is published on an ongoing basis to inform the general public and print and radio media of upcoming programs, services, and important information. The publication is printed black ink on an off-white recycled paper.

Recommendations

1. Add the following policy statement on the back cover of the publication as follows:

(Insert the symbol of accessibility)

The Callahan Center facility is accessible to persons with disabilities. The Town of Framingham intends to comply with the Americans with Disabilities Act of 1990 (ADA). All requests for reasonable modification of policies or practices, or auxiliary aids and services should be submitted to the office of the ADA Coordinator:

Ms. Mary Parcher
ADA Coordinator for the Council on Aging
535 Union Ave
Framingham, MA 01702
(508) 620-4819 T:
(508) 620-4890 F:
(508) ???-???? TTY:

or,

Mr. Ron J. Rego, Director of Media Services and ADA Coordinator
Town of Framingham
150 Concord Street,
Memorial Building – Cable Studio
Framingham, MA 01702
(508) 875-8588 Voice / (508) 628-1999 Facsimile / (508) 620-4851 TTY

2. Framingham Council on Aging “The Callahan Center Social Service Department” Brochure– we recommend that the department make this form available on the Department’s website, translated into Spanish and Portuguese; and available in alternate formats, for example, Braille and large print. We also recommend that the publication implement a uniform font size throughout the document for greater readability.
3. We recommend the COA have an information call line with touch tone menu where members of the general public could request to listen to the brochure.

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4. We recommend that the Framingham Council on Aging install a TTY telephone for use in communicating with the general public. Staff and volunteers are to be trained on the use of the equipment. The TTY number will be listed on all publications and on the COA website and Town directories.

**REVISED PUBLICATION / POLICY
FRAMINGHAM COUNCIL ON AGING
“BECOME A VOLUNTEER” BROCHURE**

The Framingham Council on Aging publication titled “Become a Volunteer” brochure is published on an ongoing basis to inform the general public and print and radio media of upcoming programs, services, and important information. The publication is printed black ink on white recycled paper.

Recommendations

1. Add the following policy statement on the back cover of the publication as follows:

(Insert the symbol of accessibility)

The Callahan Center facility is accessible to persons with disabilities. The Town of Framingham intends to comply with the Americans with Disabilities Act of 1990 (ADA). All requests for reasonable modification of policies or practices, or auxiliary aids and services should be submitted to the office of the ADA Coordinator:

Ms. Mary Parcher
ADA Coordinator for the Council on Aging
535 Union Ave
Framingham, MA 01702
(508) 620-4819 T:
(508) 620-4890 F:
(508) ???-???? TTY:

or,
Mr. Ron J. Rego, Director of Media Services and ADA Coordinator
Town of Framingham
150 Concord Street,
Memorial Building – Cable Studio
Framingham, MA 01702
(508) 875-8588 Voice / (508) 628-1999 Facsimile / (508) 620-4851 TTY

2. Framingham Council on Aging “Become a Volunteer” Brochure– we recommend that the department make this form available on the Department’s website, translated into Spanish and Portuguese; and available in alternate formats, for example, Braille and large print. We also recommend that the publication implement a uniform font size throughout the document for greater readability.
3. We recommend the COA have an information call line with touch tone menu where members of the general public could request to listen to the brochure.

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4. We recommend that the Framingham Council on Aging install a TTY telephone for use in communicating with the general public. Staff and volunteers are to be trained on the use of the equipment. The TTY number will be listed on all publications and on the COA website and Town directories.

**REVISED PUBLICATION / POLICY
FRAMINGHAM COUNCIL ON AGING BROCHURES**

Revised Publication / Policy:

Framingham Council on Aging
“Callahan Courier”

**REVISED PUBLICATION / POLICY
FRAMINGHAM COUNCIL ON AGING
“CALLAHAN COURIER” NEWSLETTER
DECEMBER 2005 / ISSUE 11**

The Framingham Council on Aging publication titled “Callahan Courier” is a monthly newsletter mailed and distributed to the Council on Aging community. The publication serves as a community news and resource publication. The publication is printed black ink on white recycled paper, with dark colored or darkly screened text boxes.

Recommendations

1. Page 4 of the December 2005 Issue 11 Add to the Callahan Center Telephone Directory the following:
 - a. TTY Number
 - b. COA Website address

2. Page 4 of the December 2005 Issue 11 (or on a consistent location in the publication listed with the Callahan Center Telephone Directory) Add the following policy statement as follows:

(Insert the symbol of accessibility)

The Callahan Center facility is accessible to persons with disabilities. The Town of Framingham intends to comply with the Americans with Disabilities Act of 1990 (ADA). All requests for reasonable modification of ADA policies or practices, or auxiliary aids and services should be submitted to the office of the ADA Coordinator:

Ms. Mary Parcher
ADA Coordinator for the Council on Aging
535 Union Ave
Framingham, MA 01702
(508) 620-4819 Voice / (508) 620-4890 Facsimile / (508) ???-???? TTY:
or,
Mr. Ron J. Rego, Director of Media Services and ADA Coordinator
Town of Framingham
150 Concord Street,
Memorial Building – Cable Studio
Framingham, MA 01702
(508) 875-8588 Voice / (508) 628-1999 Facsimile / (508) 620-4851 TTY

3. Framingham Council on Aging “Callahan Courier” newsletter– we recommend that the department make this form available on the Department’s website, translated into Spanish and Portuguese; and available in alternate formats, for example, Braille and large print.

**NEW POLICY
TOWN OF FRAMINGHAM
DEPARTMENTS OF POLICE AND FIRE**

New Policy:

Departments of Police and Fire
Community Outreach Programs

(NEW POLICY)

**Departments of Police and Fire
Policy for Community Outreach Programs**

It is the policy of the Town of Framingham, MA (the “Town”) to provide program accessibility to Community Outreach Programs provided by the Town Fire and Police Departments in accordance with the requirements of ADA Title II.

Community Outreach Programs and Open Houses are typically scheduled at the respective Fire and Police Headquarters facilities and each facility provides accessible for persons with disabilities.

On such occasions as Temporary events, the Departments will provide accessible toilet facilities. If permanent accessible facilities are not available at the scheduled location of the temporary event, accommodations will be made to provide for temporary accessible toilet facilities on-site. Additional accommodations will be provided as necessary or as requested, for example, portable ramps.

The Town of Framingham intends to comply with the Americans with Disabilities Act of 1990 (ADA). All requests for reasonable modification of ADA policies or practices, or auxiliary aids and services should be submitted to the office of the ADA Coordinator:

Mr. Ron J. Rego, Director of Media Services and ADA Coordinator
Town of Framingham
150 Concord Street,
Memorial Building – Cable Studio
Framingham, MA 01702
(508) 875-8588 Voice / (508) 628-1999 Facsimile / (508) 620-4851 TTY

Note: It is recommended that this policy and Request Forms be available in alternative print formats (Braille / Large Print, available on-line, and translated into Spanish and Portuguese).

EMERGENCY PREPAREDNESS / EMERGENCY MITIGATION TOWN OF FRAMINGHAM

Multiple Hazard Mitigation Plan (MHMP)

The Town of Framingham, MA has in place a Multiple Hazard Mitigation Plan, dated June 2005. The MHMP is a compliment to the Comprehensive Emergency Management Plan required by the Commonwealth of Massachusetts.

As stated in the MHMP, “The Plan will meet the requirements of the Federal DMA 2000, which calls for communities to have an all hazards mitigation plan in place by November 1, 2004 in order to qualify for the future pre-disaster and post-disaster funding under the Federal Emergency Management Agency’s (FEMA) Pre-Disaster Mitigation Program and Hazard Mitigation Grant Program (HMGP). In addition this Plan will assist the Town in applying for other hazard mitigation project funding, such as FEMA’s pre-disaster mitigation program, the Flood Mitigation Assistance (FMA) program, as well as other federal, state and private funding sources.

Hazard mitigation as defined in the “Natural Hazards Mitigation Planning: A Community Guide” as “any sustained action taken to reduce or eliminate long-term risk to life and property from natural hazards (flooding, storms, high winds, hurricanes, wildfires, earthquakes, etc.). Mitigation assists in helping to minimize damages that occur as the result of a natural disaster to structures, infrastructure, and other resources.”

Based on the review of the Emergency Mitigation Plan, we submit the following recommendations for modifications to policies and procedures:

- 1) Though a comprehensive document, the MHMP does not adequately address the specific needs of persons with disabilities in the event of an emergency situation or evacuation condition. We recommend the Town refer to the City of Boston, [Ready Boston, an emergency preparedness and evacuation guide for city residents,](http://www.cityofboston.gov/emergency/pdfs/ReadyBoston.pdf) <http://www.cityofboston.gov/emergency/pdfs/ReadyBoston.pdf> as a resource in developing a Town guide that serves all residents as well as the disability community in the preparation of an Emergency Preparedness Plan for the Town of Framingham. The guide incorporates a visual pictogram language and is translated into five languages.
- 2) We recommend that Town representatives from Town Administration, Police, Fire, and Department of Public Works work with representatives of the disability community and Metrowest Center for Independent Living and

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visit the FEMA website (<http://www.fema.gov/rrr/assistf.shtm>) to work towards an Emergency Preparedness Plan for providing assistance to persons with disabilities. The following is an excerpt from the FEMA website:

Assisting People With Disabilities In A Disaster

People with disabilities who are self-sufficient under normal circumstances may have to rely on the help of others in a disaster.

→ Provide Assistance

→ Do You Know Someone With A Disability?

- People with disabilities often need more time than others to make necessary preparations in an emergency.
- The needs of older people often are similar to those of persons with disabilities.
- Because disaster warnings are often given by audible means such as sirens and radio announcements, people who are deaf or hard of hearing may not receive early disaster warnings and emergency instructions. Be their source of emergency information as it comes over the radio or television.
- Some people who are blind or visually-impaired, especially older people, may be extremely reluctant to leave familiar surroundings when the request for evacuation comes from a stranger.
- A *guide dog* could become confused or disoriented in a disaster. People who are blind or partially sighted may have to depend on others to lead them, as well as their dog, to safety during a disaster.
- In most states, guide dogs will be allowed to stay in emergency shelters with owners. Check with your local emergency management officials for more information.
- People with impaired mobility are often concerned about being dropped when being lifted or carried. Find out the proper way to transfer or move someone in a wheelchair and what exit routs from buildings are best.
- Some people with mental retardation may be unable to understand the emergency and could become disoriented or confused about the proper way to react.
- Many respiratory illnesses can be aggravated by stress. In an emergency, oxygen and respiratory equipment may not be readily available.
- People with epilepsy, Parkinson's disease and other conditions often have very individualized medication regime's that cannot be interrupted without serious consequences. Some may be unable to communicate this information in an emergency.

→ Be ready to offer assistance if disaster strikes:

If a disaster warning is issued, check with neighbors or coworkers who are disabled. Offer assistance whenever possible.

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- Prepare an emergency plan.
Work with neighbors who are disabled to prepare an emergency response plan. Identify how you will contact each other and what action will be taken.

- Evacuation

- Be able to assist if an evacuation order is issued.
Provide physical assistance in leaving the home/office and transferring to a vehicle.

- Provide transportation to a shelter. This may require a specialized vehicle designed to carry a wheelchair or other mobility equipment.

- Self-Help Networks
Self-help networks are arrangements of people who agree to assist an individual with a disability in an emergency. Discuss with the relative, friend or co-worker who has a disability what assistance he or she may need. Urge the person to keep a disaster supplies kit and suggest that you keep an extra copy of the list of special items such as medicines or special equipment that the person has prepared. Talk with the person about how to inform him or her of an oncoming disaster and see about getting a key to the person's house so you can provide assistance without delay.

**NEW POLICY
TOWN OF FRAMINGHAM
DEPARTMENT OF PUBLIC WORKS**

New Policy:

DPW Recycling Center Assistance Policy

(NEW POLICY)

**Department of Public Works
Policy for Recycling Center Assistance**

It is the policy of the Town of Framingham, MA (the “Town”) to provide accessibility to its services at the Town’s Recycling Center Facility located on Mount Wayte Avenue in accordance with the requirements of ADA Title II. Persons requiring assistance in dropping off recyclable goods should refer to the following policy:

The Town of Framingham intends to comply with the Americans with Disabilities Act of 1990 (ADA). All requests for reasonable modification of ADA policies or practices, or auxiliary aids and services should be submitted to the office of the ADA Coordinator:

Mr. Ron J. Rego, Director of Media Services and ADA Coordinator
Town of Framingham
150 Concord Street,
Memorial Building – Cable Studio
Framingham, MA 01702
(508) 875-8588 Voice / (508) 628-1999 Facsimile / (508) 620-4851 TTY

Note: It is recommended that this policy and Request Forms be available in alternative print formats (Braille / Large Print, available on-line, and translated into Spanish and Portuguese).

Vertical Transportation Equipment

With the installation of elevators and/or accessible chair lifts in new and existing facilities in the Town a facility policy to address interruptions in elevator and chair lift service is recommended.

Elevator / Chair Lift Policy (NEW POLICY)

It is the policy of the Town of Framingham (the “Town”) to maintain vertical transportation equipment in good working order at each Town owned and operated facility. Examples of vertical transportation equipment include but are not limited to the following: hydraulic electric elevators, electric accessible chair lifts, and rail style elevators and lifts.

The Town understands that temporary interruptions in service are expected due to malfunctioning equipment, ongoing maintenance, and repairs when needed.

When interruptions in service are brought to the attention of the designated facilities personnel or ADA Coordinator for the Town, the following steps shall be taken to provide uninterrupted access to programs and services at the facility:

- 1) Informational signage indicating that the vertical transportation equipment service is temporarily interrupted due to equipment breakdown, maintenance, or servicing shall be posted at each equipment location affected. Each facility shall provide equivalent signage in Braille, mounted at a location and height per the ADAAG.
- 2) Informational signage directing users to an alternate accessible route within the facility shall be posted at each equipment location affected. Each facility shall provide equivalent signage in Braille, mounted at a location and height per the ADAAG.
- 3) In the event that a program space/room is located on a facility floor level not able to be served due to a temporary interruption in service, appropriate steps will be taken by school administration to temporarily relocate such program to an accessible level within the facility and signage informing users of the program location change and directing them to the appropriate location shall be posted as required. Each facility shall provide equivalent signage in Braille, mounted at a location and height per the ADAAG.

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When interruptions in service are brought to the designated facilities personnel or ADA Coordinator for the Town, the following steps will be taken to remedy the interruption in service:

- 1) Facilities personnel will contact appropriate vendors informing them of the interruption in service and make a request to service and remedy the interruption in service.
- 2) As required, damaged or un-repairable equipment will be replaced within 10 days of such assessment that new equipment is warranted.
- 3) As required for ongoing maintenance, all vertical transportation equipment shall be inspected and serviced as required under State code, and as recommended by the equipment manufacturer, whichever is more preventative.

The Town has an internal grievance procedure providing for the prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (Section 504) or Title II of the Americans with Disabilities Act of 1990 (ADA).

Both Section 504 and Title II prohibit discrimination on the basis of disability.

If you believe you have been aggrieved please contact:

Mr. Ron J. Rego, Director of Media Services and ADA Coordinator
Town of Framingham
150 Concord Street,
Memorial Building – Cable Studio
Framingham, MA 01702
(508) 875-8588 Voice / (508) 628-1999 Facsimile / (508) 620-4851 TTY

4.0 EFFECTIVE COMMUNICATIONS

4.1 REQUIREMENTS

28 CFR § 35.160 requires the Town to take such steps as may be necessary to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others.

28 CFR § 35.160 (b)(1) requires the Town to furnish appropriate auxiliary aids and services when necessary to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of, the Town's services, programs, or activities when viewed in their entirety. The Town must provide an opportunity for individuals with disabilities to request the auxiliary aids and services of their choice. Under 28 CFR § 35.160(b)(2) this expressed choice shall be given primary consideration by the Town. The Town shall honor the requester's choice unless it can demonstrate that another effective means of communication exists, that another effective means of communication is available when the requester's first expressed choice is not, or that use of the requester's choice would not be required under 28 CFR § 35.164.

Preference to the request of the individual with a disability is desirable because of the range of disabilities, the variety of auxiliary aids and services available, and effectiveness of certain auxiliary aids and services to others in different circumstances requiring effective communication.

4.2 Telecommunication Devices for the Deaf (TDD's)

28 CFR § 35.161 requires that, where a public entity communicates with applicants and beneficiaries by telephone, TDD's or equally effective telecommunication systems be used to communicate with individuals with impaired speech or hearing.

In reviewing the Police, Fire, DPW, COA, and Department of Parks and Recreation facilities it was determined that TDD (TTY's also known as text telephones) are present only through the E911 emergency telephone located in the Police / E911 dispatch center that handles incoming emergency calls for police, fire, and ambulance emergencies. The E911 service is required under ADA Title II, 28 CFR § 35.162, to be TTY capable (refer to 4.3 Telephone Emergency Services).

In non-emergency situations where a town representative needs to contact a person who does not have a TDD/TTY device, or a member of the general public needs to contact a Town Department or agency, ADA Title IV allows for communication through a relay service. The relay services involve a relay operator using both a standard telephone and a TDD to type the voice messages to the TDD user and read the TDD messages to the standard telephone user.

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However, the Town's requirements for providing effective communications cannot always be achieved through a relay service. Departments receiving long and complex telephone calls with detailed information, for example, non-emergency calls to the police department and the fire inspector, calls to the DPW and COA, would achieve effective communications under ADA Title II by providing a TTY.

In the event that Town staff and administration require relay services, these services are available by contacting:

Massachusetts Relay Service

custserv@massrelay.org

<http://www.massrelay.org>;

Relay Numbers:

711 Cellular; 1.800.439.2370 TTY / ASCII; 1.800.439.0183 Voice.

Recommendations:

For the Town to achieve effective communications between Town departments and the general public in accordance with ADA Title II we recommend installing TDD / TTY devices at the following departmental reception and/or administrative desks, training staff as required on their use, and providing appropriate TTY numbers in all publications and on the Town website where the voice lines are published:

- a) Fire Department Headquarters switchboard / reception – provide TTY for non-emergency calls that are handled through the switchboard / reception desk on the second floor of the Fire Department Headquarters facility serving Department administrative personnel; inspectional services; and permitting.
- b) Police Department Headquarters – Emergency calls are answered through the E911 center which is TTY capable. Provide TTY for non-emergency calls that may be long and complex in nature but not concerning life threatening matters.
- c) Department of Public Works – Provide TTY at the main switchboard / reception for the Department of Public Works for non-emergency calls. If the Department provides emergency services through a 24-hour telephone line, that line should be TTY capable also, or callers directed to the E911 service.
- d) Parks and Recreation - Provide TTY at the main switchboard / reception for the Department of Parks and Recreation for non-emergency calls.
- e) Council on Aging - Provide TTY at the main switchboard / reception for the Council on Aging for non-emergency calls.

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4.3 28 CFR § 35.162 Telephone Emergency Services

The Town of Framingham, MA provides telephone emergency services by which individuals can seek immediate assistance from police, fire, ambulance, and other emergency services. This telephone emergency service -- including ``911" services -- are an important public service whose reliability can be a matter of life or death. The Framingham 911 service consoles are TTY capable.

4.4 Information and Signage

28 CFR § 35.163 (b) requires a public entity to provide signage at all inaccessible entrances of each facility that directs users to an accessible entrance or to a location with information about accessible facilities. Please refer to Section 5.5 Facility Access Summary Forms.

4.5 NOT USED THIS SECTION

4.6 EFFECTIVE COMMUNICATIONS POLICY AND REQUEST PROCEDURES

28 CFR § 35.163(a) requires the Town to provide information to individuals with disabilities concerning accessible services, activities, and facilities.

In reviewing the Town's procedures and policies for requesting auxiliary aids and services we concluded that there were no formalized policies and procedures currently in place to accommodate such requests for visitors, staff, and members of the general public. In section 4.7 New Policy and Request Form, we provide recommendations for a new policy and request forms for both interpreter services and alternative print format.

The following are primary sources for obtaining interpreter services:

MCDHH (Massachusetts Commission for the Deaf and Hard of Hearing)

Interpreter / CART Referral Service

150 Mt. Vernon Street, Fifth Floor

Boston, MA 02125

617.740.1600 V; 617.740.1700 TTY; 617.740.1880 F;

The following are primary sources for obtaining alternative formats in Braille print:

MWCIL (Metrowest Center for Independent Living)

Braille Print Services

280 Irving Street

Framingham, MA 01702

508.875.7853 V / TTY; 508.875.8359 F; 888-965-8965 x32 or 617-266-6160 x32

National Braille Press

Braille Production Services

88 St. Stephen Street

Boston, MA 02115

888.965.8965 x32 V ; 617.266.6160 x32 V; (617) 437-0456 F

4.7 NEW POLICY AND REQUEST FORM

Policy for Requesting Auxiliary Aids and Services (NEW POLICY)

It is the policy of the Town of Framingham, MA (the "Town") to provide auxiliary aids and services in accordance with the requirements of ADA Title II, 28 CFR § 35.160 which "requires the public entity to take such steps as may be necessary to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others." In accordance with 28 CFR § 35.160 (b)(1) the Town will furnish appropriate auxiliary aids and services upon request, when necessary to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of, the public entity's service, program, or activity. Persons with communications disabilities will be given the opportunity to request the aid or service that they prefer and the requested aid or service will be given primary consideration. The preferred means of communication will be provided unless doing so would impose an undue burden or an effective alternative means of communication is available.

Requests for auxiliary aids or services should be made in writing to the office of the ADA Coordinator using the Auxiliary Aids and Services Request Form. Unless otherwise specified, the Town urges that requests be made at least fifteen business days in advance of the occasion on which the communications support will be needed. Reasonable effort will be made to respond on shorter notice. Please note that all requests for interpreter services made to the Town of Framingham, MA are then requested through the Massachusetts Commission for the Deaf and Hard of Hearing. While the Town will make every effort to fulfill requests for interpretive services, long lead times and frequent unavailability of certified interpreters cannot guarantee that interpretive services can be provided. Please make your request for interpretive services as far in advance as possible and please select your 2nd and 3rd preferences for auxiliary aids and services or "other" to assist the Town in fulfilling your request. The person requesting the service will be notified as soon as possible if the Town is unable to meet their request. In some circumstances, an appropriate alternative will be offered. It will be the responsibility of the ADA Coordinator to train staff and oversee implementation of effective communication procedures. The Town Manager will be responsible for making final decisions related to undue burden or fundamental alteration.

All requests for auxiliary aids and services should be submitted to the office of the ADA Coordinator at:

Mr. Ron J. Rego, Director of Media Services and ADA Coordinator
Town of Framingham
150 Concord Street,
Memorial Building – Cable Studio
Framingham, MA 01702
(508) 875-8588 Voice / (508) 628-1999 Facsimile / (508) 620-4851 TTY

Note: It is recommended that this policy and Request Forms be available in alternative print formats (Braille / Large Print, available on-line, and translated into Spanish and Portuguese).

**Town of Framingham, MA
Auxiliary Aids and Services Request Form**

Please fax request form to (508) 628-1999
(incomplete forms cannot be processed)

| | |
|---|---|
| <input type="checkbox"/> Today's Date: | |
| <input type="checkbox"/> Requester's Name: | |
| <input type="checkbox"/> Requester's Address: | |
| <input type="checkbox"/> Requester's Voice#: | <input type="checkbox"/> Requester's TTY#: |
| <input type="checkbox"/> Requester's FAX#: | |
| <input type="checkbox"/> Date requiring Auxiliary Aid or Interpreter Services: | |
| <input type="checkbox"/> Start Time: (for interpreter services) | <input type="checkbox"/> End Time: (for interpreter services) |
| <input type="checkbox"/> Location/Address of Event, Program or Services: (for interpreter services) | |
| <input type="checkbox"/> Type of Request: (for interpreter services) | (please select 2 suitable interpreter services, indicating your first preference with a "1" and your second preference with a "2". If you prefer a service not listed, please indicate in the space labeled "other" and describe service requested) |

- Interpreter Services CART Reporting**
- ALD (FM Receiver)**
- Interpreter Services (ASL)**
- Interpreter Services (Signed English)**
- Interpreter Services (Signed Spanish/ Signed Portuguese)**
- OTHER: (please explain)**

**Town of Framingham, MA
Auxiliary Aids and Services (Alternative Formats)
Request Form**

Please fax request form to (508) 628-1999
(incomplete forms cannot be processed)

| | |
|--|---|
| <input type="checkbox"/> Today's Date: | |
| <input type="checkbox"/> Requester's Name: | |
| <input type="checkbox"/> Requester's Address: | |
| <input type="checkbox"/> Requester's Voice#: | <input type="checkbox"/> Requester's TTY#: |
| <input type="checkbox"/> Requester's FAX#: | |
| <input type="checkbox"/> Date requiring Alternative Format Documents: | |
| <input type="checkbox"/> Document(s) being Requested in Alternative Format: | |
| <input type="checkbox"/> Type of Request: (for alternative format documents) | (please select the alternative format requested) |

- Braille**
- Large Print**
- Audio Tape / CD**
- Electronic Document in MS Word**
(for use with screen readers)
- OTHER: (please explain)**

5.0 PROGRAM AND FACILITY ACCESSIBILITY

The Facility Compliance Plan forms the backbone of the transition plan. The primary purpose of the transition plan is to document facility changes necessary to provide program access. Part 5 Program and Facility Accessibility of this transition plan establishes the facility reconstruction work necessary to achieve District-wide program access, as described in the self-evaluation. Part 5 details the process and rationale of designating each facility into one of five categories, which denote the level of accessibility to be obtained.

5.1 CATEGORIZATION OF FACILITIES

Each school or facility has been assigned a **Category: 1, 2, or 3**. Categories determine the level of accessibility to be present at the facility within a particular timeframe.

Category 1 buildings and facilities are ones that were constructed, or underwent significant renovations and alterations, after the effective date of the ADA, January 26, 1992 and as such were required to comply with the standards for new construction and all programs, services, and activities were to be accessible. It is intended that all identified barriers that are not in compliance with applicable standards and guidelines be removed at these sites. Work required for barrier removal at these facilities will be on the earliest possible schedule, without any cost or budget restrictions. The work will include items identified on the Facility Access Summary for each applicable Category 1 facility as identified under all four Barrier Removal Priorities (refer to legend Section 1.6).

Category 1 Facilities:

POLICE DEPARTMENT: (Name - Address)

Animal Control Facility, 50 Western Avenue, Framingham, MA

Police Headquarters Facility, 1 William Welch Way, Framingham, MA

FIRE DEPARTMENT: (Name - Address)

Fire Department Headquarters, 10 Loring Drive Framingham, MA

DEPARTMENT OF PUBLIC WORKS: (Name - Address)

DPW Headquarters, 100 Western Avenue, Framingham, MA

DPW Recycling Center, Mount Wayte Avenue, Framingham, MA

DEPARTMENT OF PARKS AND RECREATION: (Name - Address)

Callahan Center - COA, 535 Union Avenue, Framingham, MA

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The overall completion dates for all work required at **Category 1** facilities are according to the following schedule:

| FACILITY | PLANNED COMPLETION PERIOD | OPINION OF PROBABLE COST |
|------------------------------|--|--------------------------|
| ANIMAL CONTROL FACILITY | <p style="text-align: center;">A <i>(August – December 2006)</i></p> | \$675.00 |
| POLICE HEADQUARTERS FACILITY | <p style="text-align: center;">A <i>(August – December 2006)</i></p> | \$23,875.00 |
| FIRE DEPARTMENT HEADQUARTERS | <p style="text-align: center;">A <i>(August – December 2006)</i></p> | \$13,675.00 |
| DPW HEADQUARTERS | <p style="text-align: center;">A <i>(August – December 2006)</i></p> | \$2,990.00 |
| DPW RECYCLING CENTER | <p style="text-align: center;">A <i>(August – December 2006)</i></p> | \$600.00 |
| CALLAHAN CENTER COA | <p style="text-align: center;">A <i>(August – December 2006)</i></p> | \$28,375.00 |
| | CATEGORY 1 FACILITIES | = \$70,190.00 |

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Category 2 buildings and facilities are ones that contain key programs and services that are that are the only one of their type, for example, only Town athletic field and track stadium and only Town owned and operated ice rink facility. It is impractical to move these programs and services as comparable or equivalent facilities are not present in the Town. Program accessibility can be achieved at these facilities through structural modifications. Category 2 buildings and facilities also represent facilities for which prior improvements have already been undertaken, and where reasonable modifications can be undertaken to provide program accessibility in compliance with the ADA and ADAAG.

Category 2 Facilities:

DEPARTMENT OF PARKS AND RECREATION: (Name - Address)
Administration Building and Bowditch Field
(Track and Field / Football Stadium)
 475 Union Avenue, Framingham, MA
Loring Ice Arena, 185 Fountain Street, Framingham, MA

The overall completion dates for all work required at **Category 2** facilities are according to the following schedule:

| FACILITY | PLANNED COMPLETION PERIOD | OPINION OF PROBABLE COST |
|-------------------------|---------------------------------------|--------------------------|
| BOWDITCH FIELD | | |
| 50% COMPLETE | A (August – December 2006) | \$12,150.00 |
| 100%COMPLETE | B (January – December 2007) | \$12,150.00 |
| LORING ICE ARENA | | |
| 50% COMPLETE | A (August – December 2006) | \$9,735.00 |
| 100%COMPLETE | B (January – December 2007) | \$9,735.00 |
| | CATEGORY 2 FACILITIES | = \$43,770.00 |

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Category 3 buildings and facilities are those where program accessibility is NOT required for the general public as they are employee only facilities. The fire department facility entrances only are required to provide accessibility to the individual fire house call boxes and call bells.

Category 3 Facilities:

FIRE DEPARTMENT: (Name - Address)

Fire Station #1, 1055 Worcester Road, Framingham, MA

Fire Station #2, 2 Watson Place, Framingham, MA

Fire Station #5, 520 Concord Street, Framingham, MA

Fire Station #7, 789 Water Street, Framingham, MA

DEPARTMENT OF PUBLIC WORKS: (Name - Address)

DPW Henry Street Facility, Henry Street, Framingham, MA

The overall completion dates for all work required at **Category 3** facilities are according to the following schedule:

| FACILITY | PLANNED COMPLETION PERIOD | OPINION OF PROBABLE COST |
|-------------------------|--|--------------------------|
| Fire Station #1 | | |
| 100%COMPLETE | B <i>(January – December 2007)</i> | \$3,500.00 |
| Fire Station #2 | | |
| 100%COMPLETE | B <i>(January – December 2007)</i> | \$1,500.00 |
| Fire Station #5 | | |
| 100%COMPLETE | B <i>(January – December 2007)</i> | \$3,200.00 |
| Fire Station #7 | | |
| 100%COMPLETE | B <i>(January – December 2007)</i> | \$3,900.00 |
| DPW Henry Street | | |
| | | \$0.00 |
| | | |
| | CATEGORY 3 FACILITIES | = \$12,100.00 |

5.2 CRITERIA FOR CATEGORIZATION

Facilities were assigned to categories based on a number of criteria. The goal is to provide a schedule for facility access to support the programs being offered by the Town at a reasonable number of locations when program accessibility is viewed in its entirety for the Town.

Criteria, in the order of importance:

- 1) **Nature of unique programs or services:** Facilities with programs and services that are exclusive to one site, or only a few sites.
- 2) **Facilities already in compliance with program accessibility:** Facilities constructed as new construction or major renovations after the effective date of the ADA, January 26, 1992.
- 3) **Ability to relocate programs from one facility to another accessible facility:** With the Town offering programs in some cases at more than one location, consideration was reviewed as it related to compliance with special programs and services, Section 504, ADA Title II when viewed in terms of their offerings and distribution when viewed in their entirety.
- 4) **Polling Locations:** Identifying facilities that are also designated polling locations for Town, State, and Federal elections.
- 5) **Community / Staff input:** Input from the community and members of the disability community as an important part of the transition plan process. Meetings were held with representatives of the Metrowest Center for Independent Living on August 11, 2005, and a public forum was held October 19, 2005 to gather community input regarding current accessibility concerns and priorities Town wide. Interviews were also conducted with department representatives to identify how programs and services are provided within each Department.
- 6) **Current State of Accessibility:** The current condition of each facility in terms of barriers already removed, or planned to be removed as identified by Town administration.

5.3 USING THE “FACILITY ACCESS SUMMARY” FORMS

For each of the (13) Town buildings and facilities reviewed under this portion of the Transition Plan a Facility Access Summary has been compiled and presents clearly all recommendations for barrier removal work to be undertaken by the Town, and the priority for barrier removal.

Survey Categories:

There are five specific Survey Categories, Access to Facility, Access to Programs and Services, Access to Public Restrooms, Access to Amenities, and Access to Signage.

ADAAG and 521 CMR References:

Why do I see references to both ADAAG and 521 CMR MAAB on the Facility Access Summary Sheets and detailed facility surveys?

Although this Transition Plan is focused on compliance with ADA Title II, the Town also has obligations under State accessibility and building codes. Therefore we have provided the corresponding 521 CMR MAAB section for use by the Town and as a quick reference between the two requirements.

DATA INTERPRETATION

The facility data used in this transition plan is intended to provide a baseline for planning purposes. The required work generated from the data should be used to determine scope of work and budgets when planning barrier removal projects. It is understood that each project to remove access barriers, as well as general modernization projects, will review current conditions at the site and in specific areas of work to verify the conditions and work necessary. Recommended facility modifications form the basis for cost estimates. These modifications generally represent the best standard design solution to eliminate the identified barrier. In some cases, the solution or cost may be based on specific knowledge of the site conditions, in other cases it is based on a standard approach and/or average cost for that type of work.

**5.4 PRIORITIZATION OF FACILITY ELEMENTS –
 BARRIER REMOVAL LEGEND / PLANNED COMPLETION DATES**

The following tables present the Barrier Removal Priority Legend and Planned Completion Legend. For detailed explanation on the development of these legends please refer to Self-Evaluation Section III Transition Plan Development.

| BARRIER REMOVAL PRIORITY LEGEND | |
|--|---|
| PRIORITY | DESCRIPTION |
| 1 | <i>SAFETY HAZARD</i> Highest priority - Access most urgently needed, this is typically related to a safety, life safety issue or an identified individual need. |
| 2 | <i>PRIMARY BARRIER</i> High priority - barrier severely impedes or completely blocks access to a program, service, and/or activity. |
| 3 | <i>MODERATE BARRIER</i> Moderate priority - a barrier exists with some access but complete access does not exist for all programs, activities, and/or services. |
| 4 | <i>LOW PRIORITY</i> Low priority - brings minor deviations up to accessibility standards or code. |

PLANNED COMPLETION DATES

Planned completion dates were established with the following classifications and recommendations are distributed over a four-year implementation period:

| PLANNED COMPLETION LEGEND | |
|----------------------------------|---------------------------------------|
| Classification | Projected Completion Period |
| A | <i>August – December 2006</i> |
| B | <i>January – December 2007</i> |
| C | <i>January – December 2008</i> |
| D | <i>January – December 2009</i> |
| E | <i>January – December 2010</i> |
| F | <i>January – December 2011</i> |

5.5 FACILITY ACCESS SUMMARY forms

FACILITY ACCESS SUMMARY

ANIMAL CONTROL FACILITY CATEGORY 1

FACILITY NAME: ANIMAL CONTROL FACILITY
FACILITY ADDRESS: 50 WESTERN AVENUE, FRAMINGHAM, MA
FACILITY ADA CONTACT: OFFICER KATHY MCKENZIE 508.620.4870
FACILITY CONTACT: OFFICER KATHY MCKENZIE 508.620.4870

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|------------------------------|----|---|-----------------------|--|--------------------------|---|
| ACCESS TO FACILITY | | | | | | |
| | 1. | (1) Accessible parking space and accessible signage provided, space is not designated van accessible. | ADA 4.6 MAAB SECT. 23 | 2. PRIMARY BARRIER | \$75.00 | Recommendation: Install "van" or "van accessible" signage onto existing sign post for the accessible parking. |
| ACCESS TO PROGRAM / SERVICES | | | | | | |
| | | N/A | | | | |
| ACCESS TO PUBLIC REST | | | | | | |

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|---------------------------------|----|---|-------------------------|--|--------------------------|--|
| ROOMS | | | | | | |
| | | N/A | | | | |
| ACCESS TO SIGNAGE AND AMENITIES | | | | | | |
| | 1. | NO TTY number provided. Emergency calls are channeled through the Police / E911 facility. The facility does respond to 2-3 relay calls on average per year. | ADA 4.31; MAAB SECT. 37 | 4. LOW PRIORITY | \$600.00 | TTY is provided through the E911 for emergency calls. Staff has responded to callers through the Mass Relay Service but average only 2-3 relay calls per year. Recommendation: If frequency of callers utilizing TTY increases, install TTY system at Animal Control Facility and train staff as required on the use of the equipment. |
| | | | | | | |
| | | | | | \$675.00 | OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL |

FACILITY ACCESS SUMMARY

**POLICE HEADQUARTERS
 FACILITY
 CATEGORY 1**

FACILITY NAME: POLICE HEADQUARTERS FACILITY
FACILITY ADDRESS: 1 WILLIAM WELCH WAY, FRAMINGHAM, MA
FACILITY ADA CONTACT: CHIEF STEVEN CARL / 508.620.4984
FACILITY CONTACT: CHIEF STEVEN CARL / 508.620.4984

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-----------------------------------|---|---|--------------------------------|---|--------------------------------|--|
| ACCESS TO FACILITY | | | | | | |
| | 1 | (1) "Van" accessible parking space is NOT provided. | ADA 4.6 MAAB SECT. 23 | 2. PRIMARY BARRIER | \$675.00 | Recommendation: Add 96" wide access aisle between the two existing parking spaces by taking one space from the municipal lot. Add "van accessible" sign at sign post of left parking space when facing stall signage. |
| | | | | | | |
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|------------------------------|---|---|---------------------------|--|--------------------------|--|
| ACCESS TO PROGRAM / SERVICES | | | | | | |
| | 1 | Accessible holding cell with accessible toilet facility and telephone call box is not provided in the general lock-up area. | ADA 4.22 MAAB SECT. 30 | 2. PRIMARY BARRIER | \$4,500.00 | Facility was renovated in 1995 and required to meet standards for new construction under ADA and MAAB. Recommendation: Renovate (1) cell to provide accessible toilet facility and communication device in conformance with ADAAG guidelines for correctional facilities and MAAB. |
| | 2 | Interior lobby – Records Room transaction counter at 42.5” AFF with no lowered portion at 36” AFF. Counter is used by the public. | ADA 4.32 MAAB SECT. 35 | 2.PRIMARY BARRIER | \$3,000.00 | Recommendation: Renovate existing counter to provide lowered portion at 36” AFF and 36” wide. |
| | 3 | Interior lobby – Main Reception at Dispatch transaction counter at 42.25” AFF with no lowered portion at 36” AFF. Counter is used by the public. Existing window has laminated glass w/ 1” space from main glass for sound and pass slot. | ADA 4.32 MAAB SECT. 35 | 2.PRIMARY BARRIER | \$5,000.00 | Recommendation: Renovate existing counter to provide lowered portion at 36” AFF and 36” wide. Policy: Chief’s assistant stated that officers will greet visitors with hearing or verbal impairments if unable to communicate through the protective |

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| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|------------------------------------|---|--|------------------------|--|--------------------------|--|
| | | | | | | glass. |
| | 4 | Secured Sallyport – there is no ramp provided at secured sallyport to transport detainees with disabilities into the facility- a step exists. | ADA 4.8 MAAB SECT. 24 | 3.LOW PRIORITY | \$600.00 | Recommendation: As all detainees are escorted into the facility by police personnel, it is recommended that a portable ramp be available for police personnel to eliminate tipping or falling risks when trying to bring a detainee in through the sallyport. |
| ACCESS TO PUBLIC REST ROOMS | | | | | | |
| | 1 | Men’s Public Toilet Off Main Lobby a. Toilet stall – coat hook at 54” > 48” max.; no door lock at stall; grab bars installed at 34” AFF and 30” AFF – grab bars required to be at same height; no 18” pull side clearance (10” provided); stall is 53” x 56” CFS < 59” x 60” required min. b. Sinks – only 1 sink has pipe wraps, pipe wraps required at both sinks. | ADA 4.22 MAAB SECT. 30 | 2.PRIMARY BARRIER | \$500.00 | Recommendations: a. Lower coat hook in toilet stall to 48” AFF; mount both grab bars at 34” AFF-typical; replace toilet stall door hardware with paddle type that can be operated with a closed fist. b. Provide protective pipe wraps at all sinks-typical. |

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|-------------------|---|---|------------------------|--|--------------------------|--|
| | | c. Soap dispenser at 49.5" AFF to control with reach over sink > 48" max. d. Accessible door signage mounted on doors – should be mounted at latch side of door, 60" AFF to centerline. | | | | c. Lower soap dispenser to 48" AFF max. to controls. d. Relocate existing accessible door signage to latch side of door. Mount at 60" AFF to centerline of sign. |
| | | | | | | |
| | 2 | Women's Public Toilet Off Main Lobby a. Toilet stall – toilet at 19.5" AFF > 19" max.; no door lock at toilet stall; grab bars installed at 35" AFF and 30" AFF – grab bars required to be at same height; b. Sanitary Napkin dispenser at 56" AFF > 54" AFF max. to controls. c. Sinks – only 1 sink has pipe wraps, pipe wraps required at both sinks. d. Accessible door | ADA 4.22 MAAB SECT. 30 | 2.PRIMARY BARRIER | \$500.00 | Recommendations: a. Mount both grab bars at 34" AFF-typical; replace toilet stall door hardware with paddle type that can be operated with a closed fist. b. Lower Sanitary Napkin dispenser to 48" AFF max. to controls. c. Provide protective pipe wraps at all sinks-typical. d. Relocate existing accessible door signage to latch side of door. Mount at 60" AFF to centerline of sign. |

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|-------------------|---|--|-------------------------------|--|--------------------------|---|
| | | signage mounted on doors – should be mounted at latch side of door, 60” AFF to centerline. | | | | |
| | | | | | | |
| | 3 | <p>2nd Level / 3rd Level Staff Toilet Room Women’s</p> <p>a. Sanitary Napkin dispenser at 58” AFF > 54” AFF max. to controls.</p> <p>b. Sinks – only 1 sink has pipe wraps, pipe wraps required at both sinks.</p> <p>c. Toilet stall –grab bars installed at 35” AFF and 30” AFF – grab bars required to be at same height; stall door hardware-NO.</p> <p>d. Accessible door signage mounted on doors – should be mounted at latch side of door, 60” AFF to centerline.</p> | <p>ADA 4.22 MAAB SECT. 30</p> | 2.PRIMARY BARRIER | \$500.00 | <p>Recommendations:</p> <p>a. Lower Sanitary Napkin dispenser to 48” AFF max. to controls.</p> <p>b. Provide protective pipe wraps at all sinks-typical.</p> <p>c. Mount both grab bars at 34” AFF-typical; replace toilet stall door hardware with paddle type that can be operated with a closed fist.</p> <p>d. Relocate existing accessible door signage to latch side of door. Mount at 60” AFF to centerline of sign.</p> |
| | | | | | | |

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|-------------------|---|---|------------------------|--|--------------------------|--|
| | 4 | 2 nd Level / 3 rd Level Staff Toilet Room Men's a. Sinks – only 1 sink has pipe wraps, pipe wraps required at both sinks. b. Toilet stall –only 1 grab bar installed, 2 grab bars are required and to be mounted at same height; stall door hardware-NO. c. Accessible door signage mounted on doors – should be mounted at latch side of door, 60" AFF to centerline. | ADA 4.22 MAAB SECT. 30 | 2.PRIMARY BARRIER | \$500.00 | Recommendations: a. Provide protective pipe wraps at all sinks-typical. b. Install (2) 42" grab bars at 34" AFF-typical; replace toilet stall door hardware with paddle type that can be operated with a closed fist; c. Relocate existing accessible door signage to latch side of door. Mount at 60" AFF to centerline of sign. |
| | 5 | Holding Cell – Typical toilet / sink Toilet / sink unit at 36" AFF to sink. Accessible holding cell is not provided. | ADA 4.22 MAAB SECT. 30 | 2.PRIMARY BARRIER | | REFER TO ACCESS TO PROGRAMS AND SERVICES |
| | | | | | | |
| | | | | | | |
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|--|---|--|-----------------------------|---|---------------------------------|--|
| | 6 | Men's Locker Room – Grab bars in toilet stall mounted at 2 heights. Shower stall, could be modified to provide accommodation for an employee under ADA Title 1-Employment. | ADA 4.22 MAAB SECT. 30 | 4. LOW PRIORITY | \$1,000.00 | Recommendations: a. Install existing 42" grab bars at 34" AFF-typical; b. Modify shower stall if accommodation is requested under ADA Title 1 - Employment |
| ACCESS TO SIGNAGE AND AMENITIES | | | | | | |
| | 1 | Accessible room signage with raised/Braille identifying room names/numbers is NOT present in the facility. | ADA 4.30 MAAB SECT. 41 | 2.PRIMARY BARRIER | \$5,000.00 (allowance) | Recommendation: First priority, provide accessible signage at all program spaces utilized by the public or visitors to the facility. Second priority, phase in accessible signage at all rooms within the facility. Signage should indicate room number / name with Braille and raised lettering. |
| | | | | | | |
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|--------------------------|---|---|-----------------------------|---|---------------------------------|---|
| | 2 | Training Room does not have ALD (Assisted Listening Devices) – portable devices could be provided as an accommodation to visitors and staff under ADA Title 1-Employment. | ADA 4.33 MAAB SECT. 14 | 2.PRIMARY BARRIER | \$1,500.00 | Recommendation: Provide a portable FM receiver for staff or visitors to trainings and programs as required. |
| | 3 | NO TTY number provided. Emergency calls are channeled through the Police / E911 facility. | ADA 4.31; MAAB SECT. 37 | 4. LOW PRIORITY | \$600.00 | TTY is provided through the E911 for emergency calls. Recommendation: Install TTY system at Facility and train staff as required on the use of the equipment. |
| | | | | | | |
| | | | | | \$23,875.00 | OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL |

FACILITY ACCESS SUMMARY

FIRE DEPARTMENT HEADQUARTERS CATEGORY 1

FACILITY NAME: FIRE DEPARTMENT HEADQUARTERS FACILITY
FACILITY ADDRESS: 10 LORING DRIVE, FRAMINGHAM, MA
FACILITY ADA CONTACT: CHIEF OLLIE GADSON / 508.620.4950
FACILITY CONTACT: CHIEF OLLIE GADSON / 508.620.4950

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|---------------------------|---|--|--------------------------|--|--------------------------|---|
| ACCESS TO FACILITY | | | | | | |
| | 1 | Settling conditions at sidewalk to remaining parking area has caused the sidewalk surface to "sink" below the level of the granite curb causing a tripping hazard for all users. | ADA 4.5 MAAB SECT. 22,29 | 1. SAFETY HAZARD | \$6000.00 (allowance) | Recommendation: Settling conditions are a hazard to all users and should be corrected at the earliest date. As sub-surface and geological conditions are a factor and outside the scope of this plan. |
| | 2 | Accessible signage not provided at (1) designated accessible parking space. | ADA 4.6 MAAB SECT. 23 | 2. PRIMARY BARRIER | \$100.00 | Recommendation: Provide accessible signage at parking space. Mount 60" AFF to bottom of sign-typical. |

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|--------------------------------------|---|---|------------------------|--|--------------------------|--|
| | 3 | Interior doors at Main Entry vestibule have a door opening force of 10-11 lbs > 5lbs max. required for interior doors. | ADA 4.13 MAAB SECT. 26 | 2. PRIMARY BARRIER | \$350.00 | Recommendation: Adjust / replace existing door closers as required to maintain a door opening force of 5lbs. max. |
| ACCESS TO PROGRAMS / SERVICES | | | | | | |
| | 1 | 2 nd Floor Lobby at Administrative Offices – transaction counter at 39.25" AFF with no lowered portion at 36" AFF and 36" wide. Counter is used by the public. Accessible signage is mounted on the access door to administrative offices. | ADA 4.32 MAAB SECT. 35 | 2. PRIMARY BARRIER | \$1,500.00 | Recommendation: 1. Provide lowered transaction counter at 36" AFF max. and 36" width. 2. Relocate accessible signage to accessible location at latch side of door, mounted 60" max. to centerline-typical. |
| | 2 | Fire Marshall's office – door threshold has vertical lip that presents a trip hazard. | ADA 4.13 MAAB SECT. 26 | 1. SAFETY HAZARD 2. PRIMARY BARRIER | \$150.00 | Recommendation: Repair/replace existing threshold to be beveled type with a transition no greater than 1/2" in height with bevel, or 1/4" height without bevel. |
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**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|------------------------------------|---|---|------------------------|--|--------------------------|---|
| ACCESS TO PUBLIC REST ROOMS | | | | | | |
| | 1 | Doors to Men's toilet / Women's toilet Level 2 have a door opening force of 24lbs. > 5lbs. max. required. | ADA 4.13 MAAB SECT. 26 | 2. PRIMARY BARRIER | \$600.00 | Recommendation: Repair / replace existing doors and door closers as required to provide max. door opening force of 5lbs. |
| | 2 | Men's public toilet (off 2 nd floor lobby) a. there is furniture stored in toilet stall. b. sinks – only 1 sink has pipe wraps, pipe wraps required at both sinks c. accessible signage is mounted on doors- required to be mounted at latch side of door, 60" AFF to centerline. | ADA 4.22 MAAB SECT. 30 | 2. PRIMARY BARRIER | \$150.00 | Recommendation: a. remove furniture and any obstructions from toilet stall b. provide protective pipe wraps at all sinks. c. Relocate accessible signage to latch side of door-typical. Mount signage at 60" AFF to centerline of signage-typical. |
| | 3 | Women's public toilet (off 2 nd floor lobby) a. sinks – only 1 sink has pipe wraps, pipe wraps required at both sinks | ADA 4.22 MAAB SECT. 30 | 2. PRIMARY BARRIER | \$75.00 | Recommendation: a. remove furniture and any obstructions from toilet stall b. provide protective pipe wraps at all sinks. |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|--|---|---|-----------------------------|---|---------------------------------|---|
| | | b. accessible signage is mounted on doors- required to be mounted at latch side of door, 60" AFF to centerline. | | | | c. Relocate accessible signage to latch side of door-typical. Mount signage at 60" AFF to centerline of signage-typical. |
| | 4 | Men's and Women's Locker Room – not accessible. Accommodations could be made as requested under ADA Title 1. | ADA 4.35 MAAB SECT. 33 | 2. PRIMARY BARRIER | \$2000.00 (allowance) | Recommendation: Modify locker rooms if accommodation is requested under ADA Title 1 - Employment |
| ACCESS TO SIGNAGE AND AMENITIES | | | | | | |
| | 1 | Signage at M/W locker rooms is mounted on door. | ADA 4.30 MAAB SECT. 41 | 2. PRIMARY BARRIER | \$150.00 | Recommendation: Relocate accessible signage to latch side of door-typical. Mount signage at 60" AFF to centerline of signage-typical. |
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**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|--------------------------|---|--|-----------------------------|---|---------------------------------|--|
| | 2 | Public telephone in 2 nd Floor lobby is mounted at 34" AFF at the leading edge > 27" AFF max.; volume control provided but controls at 61.5" AFF > 54" AFF max.; no TTY provided. Telephone is currently obstructed by furniture. | ADA 4.31 MAAB SECT. 37 | 2. PRIMARY BARRIER | \$500.00 (allowance) | Recommendation: 1. Remove and store existing lobby furniture obstructing the telephone area. 2. Lower the telephone so that the leading edge is at 27" AFF max. and 54" AFF max. to controls. Provide TTY capability on phone. We recommend obtaining compliant equipment through the communications vendor. |
| | 3 | TTY not provided at Fire Department administrative offices. | ADA 4.31 MAAB SECT. 37 | 2. PRIMARY BARRIER | \$600.00 | Recommendation: Provide TTY at Fire Department non-emergency switchboard / reception and train staff for its appropriate use. |
| | 4 | Training Room does not have ALD (Assisted Listening Devices) – portable devices could be provided as an accommodation under ADA Title I and II | ADA 4.33 MAAB SECT. 14 | 2. PRIMARY BARRIER | \$1,500.00 | Recommendation: Provide portable FM receiver device for trainings as required or requested. |
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| | | | | | \$13,675.00 | OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL |

FACILITY ACCESS SUMMARY

DPW HEADQUARTERS CATEGORY 1

FACILITY NAME: DPW HEADQUARTERS FACILITY
FACILITY ADDRESS: 100 WESTERN AVENUE, FRAMINGHAM, MA
FACILITY ADA CONTACT: PETER SELLERS / 508.620.4915
FACILITY CONTACT: PETER SELLERS / 508.620.4915

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|--------------------|---|--|------------------------|--|--------------------------|--|
| ACCESS TO FACILITY | | | | | | |
| | 1 | Exterior site signage that directs users to accessible entrances is not present on-site. Directional signage would assist all users visiting the facility. | ADA 4.30 MAAB SECT. 41 | 3. MODERATE BARRIER | \$150.00 | Recommendation: Provide additional site signage and Wayfinding directing users towards the DPW entrance. |
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**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|------------------------------|---|--|--------------------------------|--|--------------------------|---|
| ACCESS TO PROGRAM / SERVICES | | | | | | |
| | 1 | Main DPW transaction counter at administration area is at 43.5" AFF with no lowered portion at 36" AFF and 36" width. | ADA 4.2, 4.32 MAAB SECT. 6, 35 | 2. PRIMARY BARRIER | \$225.00 | Facility was constructed new in 1996 and required to meet standards for new construction under ADA and MAAB. Recommendation: Remove and replace one portion of systems furniture counter to provide lowered counter at 36" AFF and 36" width. |
| | 2 | Auto defibrillator has 7" projection at 42.5" AFF to leading edge > 27" AFF max. to leading edge. First Aid Kit at office / reception 5.75" projection at 50.75" AFF to leading edge > 27" AFF max. to leading edge. | ADA 4.4 MAAB SECT. 20 | 1. SAFETY HAZARD 2. PRIMARY BARRIER | \$125.00 | Recommendation: Lower both cabinets so that leading edge is max. 27" AFF. |
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**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|--|---|---|-----------------------------|---|---------------------------------|---|
| ACCESS TO PUBLIC REST ROOMS | | | | | | |
| | 1 | Accessible Toilet Rooms at DPW Shop – accessible signage mounted at 46" AFF < 60" AFF required. | ADA 4.13 MAAB SECT. 26 | 3. MODERATE BARRIER | \$95.00 | Recommendation: Raise existing signage to be 60" AFF to centerline of signage-typical. |
| | 2 | Men's Toilet / Lockers (Women's Toilet Lockers occupied day of visit) – no accessible room signage provided; coat hooks at 62" AFF > 48-54" AFF max.; CFS at accessible stall-only 10" provided at push side < 12" min. required. | ADA 4.13 MAAB SECT. 26 | 2. PRIMARY BARRIER | \$210.00 | Facility was constructed new in 1996 and required to meet standards for new construction under ADA and MAAB. Recommendation: A. Lower coat hook to 48" AFF B. Provide accessible signage at both men's and Women's toilet rooms. |
| ACCESS TO SIGNAGE AND AMENITIES | | | | | | |
| | 1 | Employee Time-Clock – mounted at 54" AFF to time clock slot, and +54" AFF to time clock button controls > 48" AFF max. max.; | ADA 4.2 MAAB SECT. 6 | 3. MODERATE BARRIER | \$85.00 | Facility was constructed new in 1996 and required to meet standards for new construction under ADA and MAAB. Recommendation: |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
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 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|----------------------------------|---|--|-------------------------------------|---|---|---|
| | | | | | | If employee requests accommodation under ADA Title I-Employment, lower height of time clock to 48" AFF max. to time clock controls. |
| | 2 | Accessible room signage with raised / Braille identifying room names/numbers is NOT present at many rooms in the facility. | ADA 4.30 MAAB SECT. 41 | 2. PRIMARY BARRIER | \$1,500.00 (allowance) | Facility was constructed new in 1996 and required to meet standards for new construction under ADA and MAAB. Recommendation: Provide accessible room signage at all program spaces used by the general public and visitors to the facility. |
| | 3 | Public telephones not provided in the facility at main reception for non-emergency calls. | ADA 4.31 MAAB SECT. 37 | 2. PRIMARY BARRIER | \$600.00 | Recommendation: Provide TTY at DPW non-emergency switchboard / reception and train staff for its appropriate use. |
| | | | | | | |
| | | | | | \$2,990.00 | OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL |

FACILITY ACCESS SUMMARY

DPW RECYCLING CENTER CATEGORY 1

FACILITY NAME: DPW RECYCLING CENTER FACILITY
FACILITY ADDRESS: MOUNT WAYTE AVENUE, FRAMINGHAM, MA
FACILITY ADA CONTACT: PETER SELLERS / 508.620.4915
FACILITY CONTACT: PETER SELLERS / 508.620.4915

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-----------------------------|--|--------------------------|----------------------|--|--------------------------|----------|
| ACCESS TO FACILITY | | N/A | | | | |
| | | | | | | |
| ACCESS TO PROGRAM/ SERVICES | | N/A | | | | |
| | | | | | | |
| ACCESS TO PUBLIC REST ROOMS | | N/A | | | | |
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**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|--|---|--|------------------------|--|--------------------------|--|
| ACCESS TO SIGNAGE AND AMENITIES | | | | | | |
| | 1 | TTY not provided at DPW reception / switchboard. | ADA 4.31 MAAB SECT. 37 | 2. PRIMARY BARRIER | \$600.00 | Recommendation: Provide TTY at DPW headquarters serving the Recycling Center for non-emergency switchboard / reception and train staff for its appropriate use. Update department contact numbers on the Town website and publications. |
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| | | | | | \$600.00 | OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL |

FACILITY ACCESS SUMMARY

CALLAHAN CENTER COA CATEGORY 1

FACILITY NAME: CALLAHAN CENTER COA
FACILITY ADDRESS: 535 UNION AVENUE, FRAMINGHAM, MA
FACILITY ADA CONTACT: MARY PARCHER / 508.620.4819
FACILITY CONTACT: JIM EGAN / 508.620.4815

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|---------------------------|---|--|-----------------------------------|--|--------------------------|--|
| ACCESS TO FACILITY | | | | | | |
| | 1 | Curb ramp from accessible parking to main entrance driveway measured 11.8-14.1% slope > 8.3% max. required for straight run, and 10% max. for flared sides of curb ramp. | ADA 4.3,4.7 MAAB SECT. 20, 21, 22 | 1. SAFETY HAZARD 2. PRIMARY BARRIER | \$2,250.00 | Facility underwent substantial renovations 2005 required to meet standards for new construction under ADA and MAAB. Curb ramp shall be removed and replaced with new curb ramp that complies with standards and guidelines. |
| | | | | | | |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------|---|--|--------------------------------------|--|--------------------------|--|
| | 2 | Auto door controls provided within reach ranges. Auto doors were not functioning properly this day-staff advised a work order has been submitted. | ADA 4.13; MAAB SECT. 26 | 2. PRIMARY BARRIER | \$300.00 | Maintenance and grounds issue relative to facilities upkeep and maintaining accessible routes and components from delays in service and performance. Provide regular maintenance for all power assisted doors, manual closers and door hardware. |
| | 3 | Signage at parking spaces have been bent due to cars hitting the steel posts. The "angled" sign posts protrude > 4" max. creating a hazardous condition. | ADA 4.4, 4.30 MAAB SECT. 20, 41 | 1. SAFETY HAZARD 2. PRIMARY BARRIER | \$500.00 | Maintenance and grounds issue relative to facilities upkeep and maintaining accessible routes and components from obstructions. Repair bent signage posts. Install concrete curb stops to prevent cars from hitting signage. |
| | 4 | Exterior egress ramp at function room measured 12.2-13.8% slope which greatly exceeds 8.3% max. required. Ramp width is 53" < 48" required MAAB-OK. Ramp landing is less than 60"x60" required. Handrails are provided at one side of the ramp only. | ADA 4.3 + 4.5; MAAB SECT. 20 + 22 | 1. SAFETY HAZARD 2. PRIMARY BARRIER | \$15,000.00 (allowance) | Facility underwent substantial renovations 2005 required to meet standards for new construction under ADA and MAAB. Ramp was not installed per standards and guidelines. Recommendation: modify ramp to provide 60" x 60" landing at top of ramp; extend length of ramp as required to achieve max. 8.3% slope infilling concrete and structurally |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------------------------|---|---|------------------------------|--|--------------------------|---|
| | | | | | | connecting new concrete to existing. Provide new compliant handrails both sides of ramp in accordance with ADA and MAAB requirements.. |
| ACCESS TO PROGRAM / SERVICES | | | | | | |
| | 1 | Main lobby reception desk –transaction counter at 42 3/8" AFF with no lowered portion at 36" AFF. Counter is used by all visitors to the facility. | ADA 4.2, 32 MAAB SECT. 6, 35 | 2. PRIMARY BARRIER | \$475.00 | Facility underwent substantial renovations 2005 required to meet standards for new construction under ADA and MAAB. Recommendation: remove and replace one portion of systems furniture counter to provide lowered counter at 36" AFF and 36" width. |
| | 2 | Volunteers info desk at 27.25" AFF with 26" AFF knee clearance < 27" min. required. | ADA 4.2, 32 MAAB SECT. 6, 35 | 2. PRIMARY BARRIER | \$350.00 | Replace desk furniture with desk at a height of 34" AFF max. and that allows 27" AFF knee clearance min. |
| | 3 | RM 139 Wellness Center reception – transaction counter at 42 3/8" AFF with no lowered portion at 36" AFF. No wheelchair seating provided, furniture would need to be removed. | ADA 4.2, 32 MAAB SECT. 6, 35 | 2. PRIMARY BARRIER | \$475.00 | Facility underwent substantial renovations 2005 required to meet standards for new construction under ADA and MAAB. Recommendation: remove and replace one portion of systems furniture counter to provide lowered |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
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 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------|---|---|--------------------------------------|--|--------------------------|---|
| | | | | | | counter at 36" AFF and 36" width. |
| | 4 | Conference Room 121 – Marker board mounted at 53" AFF to eraser tray > usable height. | ADA 4.2, 32 MAAB SECT. 6, 35 | 2. PRIMARY BARRIER | \$75.00 | Facility underwent substantial renovations 2005 required to meet standards for new construction under ADA and MAAB. Recommendation: lower marker board to usable height for all groups and persons using facility conference room. |
| | 5 | RM 143 Library – inadequate pull side CFS in Library room. No room for wheelchair users. | ADA 4.2, 32, 33 MAAB SECT. 6, 14, 35 | 2.PRIMARY BARRIER | \$150.00 | Facility underwent substantial renovations 2005 required to meet standards for new construction under ADA and MAAB. Recommendation: establish facility policy by which the program space door is removed or kept open (if allowed by code in a sprinklered building); remove two seats to allow for wheelchair user seating. |
| | 6 | RM 112 Recreation Room – kitchen counter at 36" AFF with no lowered portion at 34" nor knee clearance below sink. Facility director noted that counter is used by visitors, sink only by staff. | | | \$2000.00 | Facility underwent substantial renovations 2005 required to meet standards for new construction under ADA and MAAB. Recommendation: renovate portion of the counter to provide lowered counter at 34" AFF max. for use by all visitors and staff. Provide knee |

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 (DRAFT) FEBRUARY 8, 2006**

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|------------------------------------|---|---|---------------------------|--|--------------------------|--|
| | | | | | | clearance below sink if requested by facility staff under ADA Title I. |
| ACCESS TO PUBLIC REST ROOMS | | | | | | |
| | 1 | RM 108 Men's Toilet a. stall – 56.5" wide < 60"; coat hook at 53.25" > 48" max. ; no interior door pull; b. door – 9-10lbs door opening force > 5lbs max. required. c. Paper towel / soap dispensers at 52.25" AFF with reach > 48" AFF max. required. d. Sinks at 35.25" AFF > 34" AFF max. required. | ADA 4.13 MAAB SECT. 26 | 2. PRIMARY BARRIER | \$800.00 | Facility underwent substantial renovations 2005 required to meet standards for new construction under ADA and MAAB. Recommendation: a. Lower coat hook to 48" AFF max.; provide interior door U-pull at stall door b. Adjust / replace door closure as required to achieve 5lbs max. door opening force. c. Lower soap dispenser to 48" AFF max. d. Lower sinks to 34" AFF maximum. |
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**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------|---|---|---------------------------|--|--------------------------|--|
| | 2 | RM 128 Men’s Toilet a. Paper towel / soap dispensers at 52” AFF with reach > 48” AFF max. required. b. Sinks at 35.50” AFF > 34” AFF max. required. Sink is mounted 18” off back wall to leading edge < 24” required by MAAB. | ADA 4.13 MAAB SECT. 26 | 2. PRIMARY BARRIER | \$550.00 | Facility underwent substantial renovations 2005 required to meet standards for new construction under ADA and MAAB. Recommendation: a. Lower paper towel and soap dispensers to 48” AFF max. b. Lower sinks to 34” AFF maximum. Space sink off rear wall 24” to front edge of sink per MAAB. |
| | 3 | RM 110 Women’s Toilet a. Sinks at 35 1/8” AFF > 34” AFF max. required. Sink is mounted 18” off back wall to leading edge < 24” required by MAAB. b. Paper towel / soap dispensers at 52” AFF with reach > 48” AFF max. required. c. stall – no door pull at interior of stall. d. CFS at door obstructed | ADA 4.13 MAAB SECT. 26 | 2. PRIMARY BARRIER | \$800.00 | Facility underwent substantial renovations 2005 required to meet standards for new construction under ADA and MAAB. Recommendation: a. Lower sinks to 34” AFF maximum. Space sink off rear wall 24” to front edge of sink per MAAB. b. Lower paper towel and soap dispensers to 48” AFF max. c. Install interior u-pull at toilet stall door. d. Relocate waste basket to |

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|-------------------|---|--|---------------------------|--|--------------------------|---|
| | | by waste basket. | | | | location that does not obstruct door, CFS at fixtures. |
| | 4 | RM 107 Toilet a. stall – no interior door pull; b. door – 9-10lbs door opening force > 5lbs max. required. c. Soap dispensers at 52" AFF with reach > 48" AFF max. required. d. Sinks at 35 7/8" AFF > 34" AFF max. required. | ADA 4.13 MAAB SECT. 26 | 2. PRIMARY BARRIER | \$750.00 | Facility underwent substantial renovations 2005 required to meet standards for new construction under ADA and MAAB. Recommendation: a. Install interior u-pull at toilet stall door. b. Adjust / replace door closure as required to achieve 5lbs max. door opening force. c. Lower soap dispenser to 48" AFF max. d. Lower sinks to 34" AFF maximum. Space sink off rear wall 24" to front edge of sink per MAAB. |
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**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
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 (DRAFT) FEBRUARY 8, 2006**

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|--|---|---|------------------------|--|--------------------------|--|
| ACCESS TO SIGNAGE AND AMENITIES | | | | | | |
| | 1 | A high/low drinking fountain is provided in RM112 Recreation Room. The high drinking fountain is closest the accessible route and is mounted with the leading edge > 27" AFF and constitutes a protruding object. The low drinking fountain is mounted with the leading edge at 26 3/4" AFF < 27" min. required knee clearance. | ADA 4.13 MAAB SECT. 26 | 2. PRIMARY BARRIER | \$300.00 | Facility underwent substantial renovations 2005 required to meet standards for new construction under ADA and MAAB. Recommendation: Lower drinking fountain closest accessible route to 27" AFF max. at leading edge. Other drinking fountain adjacent countertop can be raised to desired height. |
| | 2 | Fire alarm pull station CFS at entry lobby is obstructed by a moveable magazine stand. | ADA 4.13 MAAB SECT. 26 | 2. PRIMARY BARRIER | \$0.00 | Facility underwent substantial renovations 2005 required to meet standards for new construction under ADA and MAAB. Recommendation: Relocate magazine stand to remove barrier. |
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**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
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| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------|---|---|---------------------------|--|--------------------------|---|
| | 3 | Public telephones not provided in the facility. No TTY available at the facility at reception or for use by public. | ADA 4.13 MAAB SECT. 26 | 2. PRIMARY BARRIER | \$600.00 | Facility underwent substantial renovations 2005 required to meet standards for new construction under ADA and MAAB. Recommendation: Provide TTY at Main Reception for staff use-train staff on equipment as required. Update facility contact information on Town website. |
| | 4 | ALD (Assisted Listening Devices) – not provided in the facility at this time. ALD's planned for RM 118 Blais Function Room during Phase II. ALD's should be provided in facility assembly and function rooms. | ADA 4.33 MAAB SECT. 14 | 2. PRIMARY BARRIER | \$3,000.00 (allowance) | Facility underwent substantial renovations 2005 required to meet standards for new construction under ADA and MAAB. Recommendation: Provide portable FM receiver ALD's for use in program spaces throughout the facility upon request. Ensure that Blais Function room has permanently installed infrared FM system installed at time Phase II is completed.. |
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| | | | | | \$28,375.00 | OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL |

FACILITY ACCESS SUMMARY

**PARKS AND RECREATION
 BOWDITCH FIELD
 ADMINISTRATIVE OFFICES
 CATEGORY 2**

FACILITY NAME: PARKS AND RECREATION ADMINISTRATION FACILITIES
FACILITY ADDRESS: 475 UNION AVENUE, FRAMINGHAM, MA
FACILITY ADA CONTACT: BOB MERUSI / 508.620.4834
FACILITY CONTACT: BOB MERUSI / 508.620.4834

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|---------------------------|---|--|-----------------------------------|--|--------------------------|--|
| ACCESS TO FACILITY | | | | | | |
| | 1 | Sidewalk access from accessible parking area and driveway to main entry walkway to administrative building was measured at 7.6-9.2% > 5% and as such is considered a ramp under ADAAG 4.8. | ADA 4.3,4.8 MAAB SECT. 20, 22, 24 | 1. SAFETY HAZARD 2. PRIMARY BARRIER | \$1,850.00 | Recommendation: Re-grade existing sidewalk accessible route to have a maximum slope of 5% and cross slope of 2%; Or; Provide new handrails at both sides of accessible route identified to have a slope exceeding 5%. provide all required landings; |
| | | | | | | |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------|---|---|------------------------|--|--------------------------|---|
| | 2 | There are several areas of deteriorating or cracked asphalt conditions at accessible routes creating hazardous conditions and trip hazards. | ADA 4.3 MAAB SECT. 6 | 1. SAFETY HAZARD 2. PRIMARY BARRIER | \$10,000.00 (ALLOWANCE) | Maintenance and grounds issue relative to facilities upkeep and maintaining accessible routes and components from delays in service and performance. Recommendation: Repair and/or replace asphalt drives and accessible routes to ensure areas are free of tripping hazards, and other hazards, for example, insufficient drainage, presence of refuse, broken glass, etc. |
| | 3 | (1) "Van" accessible parking space is provided, however the access aisle is only 69" width < 96" required. | ADA 4.6 MAAB SECT. 23 | 2. PRIMARY BARRIER | \$2,200.00 | Recommendation: Provide compliant "van" accessible parking space and access aisle. Re-stripe existing accessible parking area to ensure a "van" accessible parking space and 96" wide access aisle are provided per ADA and MAAB. Re-stripe all parking spaces to make them visible to all users. |
| | 4 | Drinking fountain provided at the exterior of the Concessions Building does not comply with mounting height or controls. | ADA 4.15 MAAB SECT. 36 | 2. PRIMARY BARRIER | \$2,850.00 | Recommendation: Provide new vandal resistant, accessible drinking fountain to replace existing non-compliant fountain.. |
| | | | | | | |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|--------------------------|---|--|-----------------------------|---|---------------------------------|--|
| | 5 | Main Concessions building at the stadium field provides walk-up service windows at 45 3/8" to 46" AFF with no lowered portion at 36" AFF. Counters are used by all visitors to the facility. | ADA 4.32 MAAB SECT. 35 | 2. PRIMARY BARRIER | \$2,500.00 | <p>Recommendation: Renovate existing concessions building to provide an accessible service window / transaction counter at 36" AFF and min. 36" wide.</p> <p>Plans to renovate the existing stadium is planned to commence in 2006-2007. If renovations are planned at the concessions building-building should be made accessible for patrons as well as staff.</p> |
| | 7 | No apparent accessible seating at the facility. | ADA 4.33 MAAB SECT. 14 | 2. PRIMARY BARRIER | accommodation | <p>Recommendation: Plans to renovate the existing stadium is planned to commence in 2006-2007. ALL renovation plans should include providing accessible seating at the bleachers. In the interim, accommodation should be made to provide reserved accessible seating with companion seating in several locations within the stadium.</p> |
| | 8 | Press box at top of bleachers has no elevator to provide accessible access to the facility. | ADA 4.33 MAAB SECT. 14 | 2. PRIMARY BARRIER | accommodation | <p>Recommendation: Plans to renovate the existing stadium is planned to commence in 2006-2007. ALL renovation plans should include providing accessibility to and within the press box. In the interim, accommodation could be</p> |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------------------------|---|--|------------------------------|--|--------------------------|--|
| | | | | | | made by providing an on-field / on track press box with equivalent facilities and resources. |
| | 9 | ALD (Assisted Listening Devices) – not provided in the stadium at this time. | ADA 4.33 MAAB SECT. 14 | 2. PRIMARY BARRIER | accommodation | Recommendation: Upon request provide assisted listening devices, for example, wireless FM receiver to stadium event attendees, or provide alternative means of auxiliary aids and services. |
| ACCESS TO PROGRAM / SERVICES | | | | | | |
| | 1 | Main lobby reception desk –transaction counter at 41 3/8" AFF with no lowered portion at 36" AFF. Staff commented that persons often use the small desk provided in the reception/lobby area for completing paperwork. | ADA 4.2, 32 MAAB SECT. 6, 35 | 2. PRIMARY BARRIER | \$500.00 | Facility underwent substantial interior renovations 1996-1999 and required to meet standards for new construction under ADA and MAAB in areas of work. Recommendation: remove and replace one portion of systems furniture counter to provide lowered counter at 36" AFF and 36" width. |
| | 2 | Small Desk at reception at 28.5" AFF with inadequate knee clearance of 25" AFF < 27" min. required. | ADA 4.2, 32 MAAB SECT. 6, 35 | 2. PRIMARY BARRIER | \$300.00 | Recommendation: Replace small desk at reception area with desk at min. 30" AFF, max. 34" AFF with min. knee clearance of 27" AFF. |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|------------------------------------|---|--|------------------------|--|--------------------------|--|
| | | | | | | |
| | 3 | Office Doors provide knob type door hardware. Door hardware should be changed to lever if accommodation is requested by employee. | ADA 4.13 MAAB SECT. 26 | 2. PRIMARY BARRIER | \$500.00 (ALLOWANCE) | Recommendation: Provide lever type door hardware at office doors if accommodation is requested by an employee under ADA Title I. |
| | 4 | Egress door at hallway and stairs to lower level – egress door exits onto stairs, knob type hardware provided-lever type hardware required. | ADA 4.13 MAAB SECT. 26 | 2. PRIMARY BARRIER | \$125.00 | Recommendation: Provide lever type door hardware at egress door. |
| | | | | | | |
| ACCESS TO PUBLIC REST ROOMS | | | | | | |
| | 1 | Official's Locker Room (designated accessible toilet room). a. (2) 36" grab bars provided < (2) 42" grab bars required under MAAB. b. Pipe wrap required at | ADA 4.13 MAAB SECT. 26 | 2. PRIMARY BARRIER | \$800.00 | Recommendation: a. Provide (2) 42" grab bars mounted at 34" AFF-typical. b. Provide protective pipe wraps at sink-typical. c. Relocate paper towel dispenser to side of sink mounted to toilet partition. |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------|---|--|-------------------------------|--|--------------------------|--|
| | | <p>sink.</p> <p>c. Paper Towel dispenser obstructs CFS at sink, relocate to mount on partition.</p> <p>d. Door opening force to toilet room at 11lbs > 5lbs max. required.</p> <p>e. Toilet paper dispenser is mounted > 48" AFF, should be lowered to 6" max. above grab bar.</p> | | | | <p>d. Adjust or replace door closure to provide max. 5lbs opening force at toilet room door.</p> <p>e. Relocate toilet paper dispenser to be centered over the side grab bar and at a height of 48" to the controls / dispenser.</p> |
| | 2 | <p>Hometeam Locker Room</p> <p>Not accessible, no accessible lockers.</p> <p>Toilet facilities in Locker Room not accessible.</p> | <p>ADA 4.13 MAAB SECT. 26</p> | 3. MODERATE BARRIER | \$575.00 | <p>Recommendation: Provide lockers at accessible heights. provide accessible signage at toilet area, directing users to accessible toilet facilities at what is now designated as the Official's Locker Room.</p> |
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**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|--------------------------------------|---|---|------------------------|--|--------------------------|--|
| ACCESS TO SIGNAGE + AMENITIES | | | | | | |
| | 1 | Accessible room signage with raised / Braille identifying room names/numbers is <u>not</u> present in the facility. | ADA 4.30 MAAB SECT. 41 | 2. PRIMARY BARRIER | \$1,500.00 (allowance) | Recommendation: Provide accessible room signage at all program spaces, for example, designated accessible toilet room, locker room, and conference room. Signage shall be raised type, contrasting colors, and include Braille. Signage shall be mounted at 60" AFF to the centerline and at the latch side of rooms and spaces. |
| | 2 | Public telephones not provided in the facility. No TTY available at the facility at reception or for use by public. | ADA 4.13 MAAB SECT. 26 | 2. PRIMARY BARRIER | \$600.00 | Recommendation: As Parks and Recreation is one of the largest Town Departments offering a significant percentage of the total Town programs, we recommend providing a TTY at the Main Reception. Staff should be trained as required on the operation of the equipment. Update department contact information on Town website and publications. |
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| | | | | | \$24,300.00 | OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL |

FACILITY ACCESS SUMMARY

DEPARTMENT OF PARKS AND RECREATION
 LORING ICE ARENA
 CATEGORY 2

FACILITY NAME: LORING ICE ARENA FACILITY
FACILITY ADDRESS: 185 FOUNTAIN STREET, FRAMINGHAM, MA
FACILITY ADA CONTACT: BOB MERUSI / 508.620.4834
FACILITY CONTACT: BOB MERUSI / 508.620.4834

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|---------------------------|---|---|------------------------|--|--------------------------|---|
| ACCESS TO FACILITY | | | | | | |
| | 1 | Main entrance doors are existing, steel doors. Doors are heavy to open with a door opening force of < 15lbs, however doors "stick" at threshold and astragal. Door hardware provides a pull, but requires a user to "press" | ADA 4.13 MAAB SECT. 26 | 2. PRIMARY BARRIER | \$2,700.00 | Recommendation: Provide new exterior, insulated HM doors and frames with accessible door hardware and emergency hardware as required by Code. Though not a requirement, automatic doors or power assisted door openers are highly recommended for exterior doors. |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------------------------|---|--|------------------------------|---|---------------------------------|--|
| | | a button while pulling requiring dexterity. | | | | |
| | 2 | Exterior site signage that directs users to accessible entrances is not present on-site but entrance is within view of accessible parking when approaching the facility. | ADA 4.30; MAAB SECT. 41 | 2. PRIMARY BARRIER | \$200.00 | Recommendation: Provide site signage and Wayfinding signage that directs users towards the main and accessible entrance of the facility. |
| ACCESS TO PROGRAM / SERVICES | | | | | | |
| | 1 | Ticket booth transaction counter in Main Lobby at 41.5" AFF with no lowered portion at 36" AFF. | ADA 4.2, 32 MAAB SECT. 6, 35 | 2. PRIMARY BARRIER | \$3,000.00 | Recommendation: Renovate existing ticket booth area to provide transaction window at 36" AFF max. , 36" wide. |
| | 2 | Equipment rental transaction counter in Main Lobby at 41.5" AFF with no lowered portion at 36" AFF. | ADA 4.2, 32 MAAB SECT. 6, 35 | 2. PRIMARY BARRIER | \$1,000.00 | Recommendation: Lower entire existing counter at the equipment rental area to 36" AFF max. Install new overhead shutter as required. |
| | 3 | Refreshment area transaction counter in Main Lobby at 37.5" AFF | ADA 4.2, 32 MAAB | 2. PRIMARY BARRIER | \$2,500.00 | Recommendation: Remove and replace one portion of |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------|---|--|---------------------------------|--|--------------------------|---|
| | | with no lowered portion at 36" AFF. | SECT. 6, 35 | | | existing counter to provide lowered counter at 36" AFF and 36" width, or remove and replace entire counter and lower to height of 36" AFF max. |
| | 4 | Fire extinguisher at 65" AFF to controls. Leading edge at 40" AFF > 27" AFF max. required. | ADA 4.2, 32 MAAB SECT. 6, 35 | 1. SAFETY HAZARD 2. PRIMARY BARRIER | \$75.00 | Recommendation: Lower fire extinguisher so that controls are mounted max. 48" AFF with the leading edge < 27" AFF. |
| | 5 | Exposed Locking Device – There is an exposed locking device where the rink wall panels meet. While the exposed locking device does not constitute a protruding object, it does present a hazardous condition and should be housed in a protecting enclosure to eliminate and risk of accident. | ADA 4.5 MAAB SECT. 22, 29 | 1. SAFETY HAZARD | \$500.00 | Recommendation: Provide a solid, 16-18 gauge, perforated metal "box" that can be placed / fastened over the locking device. Enclosure should be free of sharp edges, or exposed fasteners. |
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**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-----------------------------|---|--|---|--|--------------------------|--|
| ACCESS TO REST ROOMS | | | | | | |
| | 1 | <p>Designated Accessible Toilet Room</p> <p>a. (2) 36" grab bars provided, (2) 42" grab bars required under MAAB.</p> <p>b. Toilet paper dispenser is mounted 15" beyond the front edge of the toilet- this is a hazardous condition.</p> <p>c. Door hardware – knob hardware provided-lever door hardware required.</p> <p>d. Room signage is located on door. Signage should be located at the latch side of the door.</p> <p>e. Sink requires protective pipe wraps.</p> <p>f. Blue storage cabinet needs to be relocated to allow unobstructed access to sink area.</p> | <p>ADA 4.13 MAAB SECT. 26</p> | 2. PRIMARY BARRIER | \$770.00 | <p>Recommendations:</p> <p>a. Remove existing grab bars. Install (2) 42" x 42" grab bars in accordance with MAAB.</p> <p>b. Relocate toilet paper dispenser to be centered on the side wall grab bar, and mounted at 48" AFF to paper controls.</p> <p>c. Provide lever type door hardware at toilet room door, with push button lockset.</p> <p>d. Relocate room signage to latch side of door, mount per guidelines.</p> <p>e. Provide protective pipe wraps at sink.</p> <p>f. Relocate blue storage to allow unobstructed access to sink area and toilet room.</p> |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------|---|--|-----------------------------------|--|--------------------------|---|
| | 2 | First Aid and Auto Defibrillator cabinets are mounted with their leading edges > 27" AFF presenting a safety hazard and barrier. First Aid cabinet at 49.75" AFF > 27" AFF max. required. ; Defibrillator cabinet at 54.75" AFF > 27" AFF max. required. | ADA 4.2, 32 MAAB SECT. 6, 35 | 1. SAFETY HAZARD 2. PRIMARY BARRIER | \$150.00 | Recommendation: Lower cabinet heights so that controls are mounted max. 48-54" AFF with the leading edge < 27" AFF. |
| | 3 | <p>Locker Room</p> <p>a. Showers are provided and used. No accessible shower facilities are provided. Existing shower could be retrofitted with fold down seat and adjustable controls.</p> <p>b. Bench seating not accessible.</p> <p>c. Existing urinal and sink are not accessible.</p> <p>d. Accessible room signage is not provided.</p> <p>e. Door hardware is knob type – lever hardware</p> | ADA 4.13, 35 MAAB SECT. 26, 33 | 2. PRIMARY BARRIER | \$3,575.00 | <p>Recommendations:</p> <p>a. Retrofit existing shower facilities to provide accessible shower stall.</p> <p>b. Provide bench seating adjacent to lockers as required by ADA and MAAB guidelines.</p> <p>c. Provide new compliant sink with lever type controls, with pipe wraps. Lower existing urinal to be max. 17" AFF to lip.</p> <p>d. Provide accessible room signage at latch side of door mounted at accessible height of 60" AFF to centerline of sign.</p> |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|--------------------------------------|---|---|------------------------|--|--------------------------|---|
| | | required. | | | | e. Provide lever type door hardware at toilet room door, with push button lockset. |
| ACCESS TO SIGNAGE + AMENITIES | | | | | | |
| | 1 | An existing drinking fountain is provided with the leading edge below 27" AFF-OK. The fountain spout is 38" AFF > 36" AFF max. required. | ADA 4.15 MAAB SECT. 36 | 2. PRIMARY BARRIER | \$1,500.00 | Recommendation: Install new accessible drinking fountain with leading edge at 27" AFF and 36" AFF max. to spout. A high/low fountain cannot be installed at location of present drinking fountain. |
| | 2 | Accessible room signage with raised / Braille identifying room names/numbers is <u>not</u> present in the facility. Signage at existing Men's/Women's inaccessible toilets directing users to the designated accessible toilet room is not provided. | ADA 4.30 MAAB SECT. 41 | 2. PRIMARY BARRIER | \$400.00 | Recommendations: Install accessible room signage at each room accessed from the existing lobby including: ticket booth, office, equipment rental, locker and accessible toilet room. Provide accessible directional signage at existing men's and women's toilets rooms directing users to the accessible toilet room. |
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**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|----------------------------------|---|---|-------------------------------------|---|---|---|
| | 3 | Public telephone is provided but not at an accessible height with leading edge at 34" AFF > 27" AFF max. required. Adjustable volume controls are provided. No TTY available. | ADA 4.31 MAAB SECT. 37 | 2. PRIMARY BARRIER | \$100.00 | Recommendation: Lower existing public telephone as required so that leading edge is at 27" AFF max. |
| | 4 | ALD (Assisted Listening Devices) – not provided in the facility at this time. | ADA 4.33 MAAB SECT. 14 | 2. PRIMARY BARRIER | \$3,000.00 (ALLOWANCE) | Recommendation: Provide portable FM receiver ALD's for use in program spaces throughout the facility upon request. |
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| | | | | | \$19,470.00 | OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL |

FACILITY ACCESS SUMMARY

**FRAMINGHAM FIRE
 DEPARTMENT STATION #1
 CATEGORY 3**

FACILITY NAME: FRAMINGHAM FIRE DEPARTMENT STATION #1
FACILITY ADDRESS: 1055 WORCESTER ROAD, FRAMINGHAM, MA
FACILITY ADA CONTACT: CHIEF OLLIE GADSON / 508.620.4950
FACILITY CONTACT: LT. RINOLDO

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|---------------------------|---|--|---|---|---------------------------------|--|
| ACCESS TO FACILITY | | | | | | |
| | 1 | Call buzzer/doorbell provided at 58.5" AFF with no signage provided. | ADA 4.2, 4.27, 4.30 MAAB SECT. 6, 39, 41 | 2. PRIMARY BARRIER | \$300.00 | Recommendation: Lower call buzzer / doorbell to 48" AFF. Provide accessible signage stating "press buzzer to call officer", also provide Braille. |
| | 2 | Fire Alarm Pull Box provided at 62" AFF. | ADA 4.2, 4.27, 4.30 MAAB SECT. 6, 39, 41 | 2. PRIMARY BARRIER | \$200.00 | Recommendation: Lower Fire Alarm pull box to accessible height at 48" AFF to controls. |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------|---|---|-------------------------------------|--|--------------------------|--|
| | 3 | Accessible route provided from access road but no accessible route to Worcester Road or adjacent properties. No curb cut at walkway to Main Entrance. | ADA 4.3, 4.7, MAAB SECT. 20, 21, 22 | 2. PRIMARY BARRIER | \$1,000.00 | Recommendation: Provide curb cut at sidewalk to main entrance where call buzzer is located. Ensure curb cut is provided at walkway to rear parking lot. Repair / replace sidewalk asphalt as required to remove hazardous surface conditions and trip hazards. |
| | 4 | Entry doors at exterior Main Entry are manual doors with 11-15lbs door opening force-OK. Sidewalk at door has settled presenting a change in level greater than 1/2" at the door threshold-NO. | ADA 4.3, 13 MAAB SECT. 26, | 2. PRIMARY BARRIER | \$2,000.00 | Recommendation: Repair / replace sidewalk asphalt as required to remove hazardous surface conditions and trip hazards and provide level landing 60"x60" at main entrance to station house. |
| | 5 | Accessible parking not provided at facility. | ADA 4.6 MAAB SECT. 23 | 2. PRIMARY BARRIER | \$0.00 | Recommendation: There is inadequate parking facilities for the existing fire station with officers parking at the rear of the station and no sidewalk provided from the rear of the station to the main entrance (public entrance) of the station house. ALL E911 calls are handled through the E911 headquarters dispatch at the Police Headquarters. During open house events or other special events held at the fire house and open to the public, the department shall provide temporary accessible parking in the |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------------------------|---|---|------------------------|--|--------------------------|---|
| | | | | | | quantity required, the Department can request that persons needing accommodation for the event pre-register with the Department.. |
| ACCESS TO PROGRAM / SERVICES | | | | | | |
| | 1 | Accessible public restrooms are NOT provided in the facility. | ADA 4.22 MAAB SECT. 30 | 4. LOW PRIORITY | \$0.00 | Public restrooms would be required only in the event of a special program, for example, a fire house open house. All training programs open to the public are held at the Fire Department Headquarters facility. Recommendation: During open house events or other special events held at the fire house and open to the public, the department shall provide temporary accessible toilet facilities, and provide designated accessible parking in the quantity required. |
| ACCESS TO REST ROOMS | | | | | | |
| | 1 | Accessible public restrooms are NOT provided in the facility. | ADA 4.22 MAAB SECT. 30 | 4. LOW PRIORITY | \$0.00 | Public restrooms would be required only in the event of a special program, for example, a fire house open house. All training programs open to the public are held at the Fire Department Headquarters facility. |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|--------------------------------------|--|------------------------------------|----------------------|--|--------------------------|---|
| | | | | | | Recommendation: During open house events or other special events held at the fire house and open to the public, the department shall provide temporary accessible toilet facilities, and provide designated accessible parking in the quantity required. |
| ACCESS TO SIGNAGE + AMENITIES | | | | | | |
| | | REFER TO ACCESS TO FACILITY | | | | |
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| | | | | | \$3,500.00 | OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL |

FACILITY ACCESS SUMMARY

**FRAMINGHAM FIRE
 DEPARTMENT STATION # 2
 CATEGORY 3**

FACILITY NAME: FRAMINGHAM FIRE DEPARTMENT STATION #2
FACILITY ADDRESS: 2 WATSON PLACE, FRAMINGHAM, MA
FACILITY ADA CONTACT: CHIEF OLLIE GADSON / 508.620.4950
FACILITY CONTACT: STAFF WAS OUT ON CALL

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|---------------------------|----|---|---|---|---------------------------------|--|
| ACCESS TO FACILITY | | | | | | |
| | 1. | Call buzzer/doorbell NOT provided at the facility. No signage provided. | ADA 4.2, 4.27, 4.30 MAAB SECT. 6, 39, 41 | 2. PRIMARY BARRIER | \$300.00 | Recommendation: Install call buzzer / doorbell at 48" AFF adjacent to the fire house entrance door. Provide accessible signage stating "press buzzer to call officer", also provide Braille. |
| | 2. | Fire Alarm Pull Box provided at height greater than 54" AFF and without adequate sidewalk access. | ADA 4.2, 4.27, 4.30 MAAB SECT. 6, 39, 41 | 2. PRIMARY BARRIER | \$200.00 | Recommendation: Lower Fire Alarm pull box to accessible height at 48" AFF to controls. Provide asphalt or concrete extension of sidewalk to access fire alarm pull box. |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------|----|---|-------------------------------------|--|--------------------------|--|
| | 3. | Accessible route provided from access road but no accessible route to Worcester Road or adjacent properties. No curb cut at walkway to Main Entrance. | ADA 4.3, 4.7, MAAB SECT. 20, 21, 22 | 2. PRIMARY BARRIER | \$1,000.00 | Recommendation: Provide curb cut at sidewalk to main entrance where call buzzer is located. Ensure curb cut is provided at walkway to rear parking lot. Repair / replace sidewalk asphalt as required to remove hazardous surface conditions and trip hazards. |
| | 4. | Accessible parking not provided at facility. | ADA 4.6 MAAB SECT. 23 | 2. PRIMARY BARRIER | \$0.00 | Recommendation: There is an inadequate parking facility for the existing fire station with officers parking on Watson Street or in the nearby business parking lot. ALL E911 calls are handled through the E911 headquarters dispatch at the Police Headquarters. During open house events or other special events held at the fire house and open to the public, the department shall provide temporary accessible parking in the quantity required, the Department can request that persons needing accommodation for the event pre-register with the Department.. |
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**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------------------------|----|---|------------------------|--|--------------------------|---|
| ACCESS TO PROGRAM / SERVICES | | | | | | |
| | 1 | Accessible public restrooms are NOT provided in the facility. | ADA 4.22 MAAB SECT. 30 | 4. LOW PRIORITY | \$0.00 | Public restrooms would be required only in the event of a special program, for example, a fire house open house. All training programs open to the public are held at the Fire Department Headquarters facility. Recommendation: During open house events or other special events held at the fire house and open to the public, the department shall provide temporary accessible toilet facilities, and provide designated accessible parking in the quantity required. |
| ACCESS TO REST ROOMS | | | | | | |
| | 1. | Accessible public restrooms are NOT provided in the facility. | ADA 4.22 MAAB SECT. 30 | 4. LOW PRIORITY | \$0.00 | Public restrooms would be required only in the event of a special program, for example, a fire house open house. All training programs open to the public are held at the Fire Department Headquarters facility. Recommendation: During open house events or other special events held at the fire house |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|--|--|--|-------------------------------------|---|---|--|
| | | | | | | and open to the public, the department shall provide temporary accessible toilet facilities, and provide designated accessible parking in the quantity required. |
| ACCESS TO SIGNAGE + AMENITIES | | | | | | |
| | | REFER TO ACCESS TO FACILITY | | | | |
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| | | | | | \$1,500.00 | OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL |

FACILITY ACCESS SUMMARY

**FRAMINGHAM FIRE
 DEPARTMENT STATION # 5
 CATEGORY 3**

FACILITY NAME: FRAMINGHAM FIRE DEPARTMENT STATION #5
FACILITY ADDRESS: 520 CONCORD STREET, FRAMINGHAM, MA
FACILITY ADA CONTACT: CHIEF OLLIE GADSON / 508.620.4950
FACILITY CONTACT: STAFF WAS OUT ON CALL

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|---------------------------|---|---|---|--|--------------------------|---|
| ACCESS TO FACILITY | | | | | | |
| | 1 | Call buzzer/doorbell provided at 45" AFF with no accessible signage. No ramp or sloped walkway is provided to concrete platform at main entrance. | ADA 4.2, 4.27, 4.30 MAAB SECT. 6, 39, 41 | 2. PRIMARY BARRIER | \$3,000.00 | Recommendation: Provide accessible signage stating "press buzzer to call officer", also provide Braille. Provide ramp or sloped sidewalk at 5% slope max. (1:20) from sidewalk to concrete landing at entrance door to station. |
| | 2 | Fire Alarm Pull Box provided at height greater than 54" AFF and without adequate sidewalk access. | ADA 4.2, 4.27, 4.30 MAAB SECT. 6, 39, | 2. PRIMARY BARRIER | \$200.00 | Recommendation: Relocate fire alarm pull box to the station exterior wall adjacent the first apparatus bay from the main entrance. Provide Fire Alarm pull box to accessible height at 48" AFF to |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------------------------|---|---|-----------------------------|---|---------------------------------|--|
| | | | 41 | | | controls. |
| | 3 | Accessible parking not provided at facility. | ADA 4.6 MAAB SECT. 23 | 2. PRIMARY BARRIER | \$0.00 | Recommendation: There is inadequate parking facilities for the existing fire station with officers parking at the rear of the station and no sidewalk provided from the rear of the station to the main entrance (public entrance) of the station house. ALL E911 calls are handled through the E911 headquarters dispatch at the Police Headquarters. During open house events or other special events held at the fire house and open to the public, the department shall provide temporary accessible parking in the quantity required, the Department can request that persons needing accommodation for the event pre-register with the Department.. |
| ACCESS TO PROGRAM / SERVICES | | | | | | |
| | 1 | Accessible public restrooms are NOT provided in the facility. | ADA 4.22 MAAB SECT. 30 | 4. LOW PRIORITY | \$0.00 | Public restrooms would be required only in the event of a special program, for example, a fire house open house. All training programs open to the public are held at the Fire Department Headquarters facility. |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|--------------------------------------|----|---|-----------------------------|---|---------------------------------|---|
| | | | | | | Recommendation: During open house events or other special events held at the fire house and open to the public, the department shall provide temporary accessible toilet facilities, and provide designated accessible parking in the quantity required. |
| ACCESS TO REST ROOMS | | | | | | |
| | 1. | Accessible public restrooms are NOT provided in the facility. | ADA 4.22 MAAB SECT. 30 | 4. LOW PRIORITY | \$0.00 | Public restrooms would be required only in the event of a special program, for example, a fire house open house. All training programs open to the public are held at the Fire Department Headquarters facility. Recommendation: During open house events or other special events held at the fire house and open to the public, the department shall provide temporary accessible toilet facilities, and provide designated accessible parking in the quantity required. |
| ACCESS TO SIGNAGE + AMENITIES | | | | | | |
| | | REFER TO ACCESS TO FACILITY | | | | |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------------|--|-----------------------------|----------------------------|---|--------------------------------|--|
| | | | | | | |
| | | | | | \$3,200.00 | OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL |

FACILITY ACCESS SUMMARY

**FRAMINGHAM FIRE
 DEPARTMENT STATION # 7
 CATEGORY 3**

FACILITY NAME: FRAMINGHAM FIRE DEPARTMENT STATION #7
FACILITY ADDRESS: 789 WATER STREET, FRAMINGHAM, MA
FACILITY ADA CONTACT: CHIEF OLLIE GADSON / 508.620.4950
FACILITY CONTACT: LT. WARD

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|---------------------------|---|--|---|--|--------------------------|---|
| ACCESS TO FACILITY | | | | | | |
| | 1 | Call buzzer/doorbell provided at 43" AFF –OK; with no accessible signage. No ramp or sloped walkway is provided to concrete platform at main entrance. | ADA 4.2, 4.27, 4.30 MAAB SECT. 6, 39, 41 | 2. PRIMARY BARRIER | \$3,700.00 | Recommendation: Provide accessible signage stating "press buzzer to call officer", also provide Braille. Provide ramp or sloped sidewalk at 5% slope max. (1:20) from sidewalk to concrete landing at entrance door to station. |
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**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|-------------------|---|---|---|--|--------------------------|--|
| | 2 | Fire Alarm Pull Box provided at 63" AFF > 54" AFF and without adequate sidewalk access. | ADA 4.2, 4.27, 4.30 MAAB SECT. 6, 39, 41 | 2. PRIMARY BARRIER | \$200.00 | Recommendation: Lower fire alarm pull box to accessible height at 48" AFF to controls. |
| | 3 | Accessible parking not provided at facility. | ADA 4.6 MAAB SECT. 23 | 2. PRIMARY BARRIER | \$0.00 | Recommendation: There is an inadequate parking facility for the existing fire station with officers parking off site from the station. ALL E911 calls are handled through the E911 headquarters dispatch at the Police Headquarters. During open house events or other special events held at the fire house and open to the public, the department shall provide temporary accessible parking in the quantity required, the Department can request that persons needing accommodation for the event pre-register with the Department.. |
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**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|------------------------------|---|---|------------------------|--|--------------------------|---|
| ACCESS TO PROGRAM / SERVICES | | | | | | |
| | 1 | Accessible parking not provided at facility. | ADA 4.6 MAAB SECT. 23 | 2. PRIMARY BARRIER | \$0.00 | <p>Recommendation: There is an inadequate parking facility for the existing fire station. ALL E911 calls are handled through the E911 headquarters dispatch at the Police Headquarters. During open house events or other special events held at the fire house and open to the public, the department shall provide temporary accessible parking in the quantity required, the Department can request that persons needing accommodation for the event pre-register with the Department..</p> |
| | 2 | Accessible public restrooms are NOT provided in the facility. | ADA 4.22 MAAB SECT. 30 | 4. LOW PRIORITY | \$0.00 | <p>Public restrooms would be required only in the event of a special program, for example, a fire house open house. All training programs open to the public are held at the Fire Department Headquarters facility.</p> <p>Recommendation: During open house events or other special events held at the fire house and open to the public, the department shall provide temporary accessible toilet facilities, and provide designated accessible parking in the</p> |

**TOWN OF FRAMINGHAM, MA – PUBLIC SAFETY FACILITIES / PARKS AND RECREATION
 ADA SELF-EVALUATION AND TRANSITION PLAN
 (DRAFT) FEBRUARY 8, 2006**

| SURVEY CATEGORY : | | DESCRIPTION OF BARRIERS: | ADAAG / 521 CMR REF. | BARRIER REMOVAL PRIORITY 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY | OPINION OF PROBABLE COST | REMARKS: |
|--------------------------------------|----|---|------------------------|--|--------------------------|---|
| | | | | | | quantity required. |
| ACCESS TO REST ROOMS | | | | | | |
| | 1. | Accessible public restrooms are NOT provided in the facility. | ADA 4.22 MAAB SECT. 30 | 4. LOW PRIORITY | \$0.00 | Public restrooms would be required only in the event of a special program, for example, a fire house open house. All training programs open to the public are held at the Fire Department Headquarters facility. Recommendation: During open house events or other special events held at the fire house and open to the public, the department shall provide temporary accessible toilet facilities, and provide designated accessible parking in the quantity required. |
| ACCESS TO SIGNAGE + AMENITIES | | | | | | |
| | | REFER TO ACCESS TO FACILITY | | | | |
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| | | | | | \$3,900.00 | OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL |