

## 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.

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#### **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**

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

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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).

### **No Discrimination through Contract**

The Town cannot allocate its obligations to comply with ADA Title II to other parties through contracts or lease agreements for facilities. The Town may, under ADA Title II, require another party leasing a Town owned facility to maintain the facility, and to provide access to its programs and services and as such comply with the accessibility standards of the ADA Title II. However, the Town remains responsible for enforcing the terms of the lease agreement and remains responsible for access to the Town owned but leased facility.

### **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.

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*

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*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.

*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

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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 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.

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**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) Public Libraries
- b) Town Owned and Leased Facilities

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) Town of Framingham, MA
  - I. New Policy: Elevator / Chair Lift Policy
- l) Framingham Public Libraries
  - I. New Policy: Elevator / Chair Lift Policy (REFER TO TOWN POLICY K)I. SECTION 3 POLICIES AND PROCEDURES).
  - II. NEW Policy / Publication: FPL MONTHLY NEWSLETTER “Programs Publication” and ADA Policy
- m) Danforth Museum
  - I. Revised Publication / Policy: Danforth Museum of Art Classes and Workshops “Program Brochure”

**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 the person stop. If for any reason such an approach is not practical, acceptable

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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 Resources. The written determination by the Director of Human Resources will

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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
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**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 polices 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:  
(508) 620-4851 TTY:

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

- 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):**

## **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

**NEW POLICY FOR PUBLICATIONS  
FRAMINGHAM PUBLIC LIBRARY**

Revised Publication / Policy:  
FPL MONTHLY NEWSLETTER / MISC. PUBLICATIONS / WEBSITE

**NEW POLICY / PUBLICATION  
FRAMINGHAM PUBLIC LIBRARY**

**“FPL MONTHLY NEWSLETTER / MISC. PUBLICATIONS / WEBSITE”**

The Framingham Public Library publication titled “FPL NEWSLETTER” brochure is published on a monthly basis to inform the general public and print and radio media of upcoming programs, services, and important information. Publications are consistently printed in English, Spanish, Portuguese, and sometimes Russian and Chinese. The publication is printed black ink on green recycled paper.

**Recommendations**

1. ADD the following statement in the area of the publication allocated for branch hours:

(Insert the symbol of accessibility)

The FPL facilities are 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 Director of Libraries or the office of the ADA Coordinator:

Mr. Mark Contois  
Director of Libraries  
Framingham Public Library – Main Branch  
49 Lexington Street  
Framingham, MA 01702  
(508) 879-3570 T:  
(508) ???-???? 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. FPL Brochures and Publications– we recommend that the department make all brochures and programs and services publications available on the Department’s website, and available in alternate formats, for example, Braille, large print, Spanish and Portuguese as requested.
3. FPL Website – we recommend posting the policy on the Department’s websites for the individual branches.
4. FPL accessibility – we recommend advising the general public as to the location of accessible parking and accessible entrance facilities at the

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*Main and McAuliffe branches, for example, Main Branch – accessible parking facilities are located on Lexington Street adjacent to the Main library entrance. An accessible ramp is provided; and McAuliffe Branch – accessible parking facilities are located in the shopping center parking lot opposite the branch entrance on Nicholas Road. Accessible curb cuts and marked crossing are provided.*

**NEW POLICY FOR PUBLICATIONS  
DANFORTH MUSEUM OF ART AND ART SCHOOL**

NEW Policy:  
DMA MONTHLY CLASSES AND WORKSHOPS PUBLICATION / MISC.  
PUBLICATIONS / WEBSITE

**NEW POLICY FOR PUBLICATIONS  
DANFORTH MUSEUM OF ART AND ART SCHOOL**

NEW Policy:

The Danforth Museum and Museum Schools' publication titled "Classes and Workshops" brochure is published on a quarterly / seasonal 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 and green ink on white recycled newspaper.

**Recommendations**

1. ADD the following statement in the area of the publication allocated for branch hours or general information and on the Museum's website:

(Insert the symbol of accessibility)

The Danforth Museum of Art facilities are accessible to persons with disabilities. All requests for reasonable modification of policies or practices, or auxiliary aids and services should be submitted to the Director of the Museum or the General Information office:

Director  
Danforth Museum of Art  
123 Union Avenue  
Framingham, MA 01702  
(508) 620-0937 T:  
(508) 872-5542 F:

2. Revise the existing "Entrances / Accessibility" information listed under Museum School Information to the following:  
The facility is accessible. Accessible parking and elevator facilities are located on the Pearl Street side of the facility. The accessible entrance is identified by the "red" door and shared entry with the PAC.

## 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](mailto: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) Framingham Public Library Main Branch main information number – provide TTY for non-emergency calls that may be long and complex in nature but not concerning life threatening matters.
- b) Framingham Public Library McAuliffe Branch main information number – provide TTY for non-emergency calls that may be long and complex in nature but not concerning life threatening matters.

**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 2<sup>nd</sup> and 3<sup>rd</sup> 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"/> <b>Today's Date:</b>	
<input type="checkbox"/> <b>Requester's Name:</b>	
<input type="checkbox"/> <b>Requester's Address:</b>	
<input type="checkbox"/> <b>Requester's Voice#:</b>	<input type="checkbox"/> <b>Requester's TTY#:</b>
<input type="checkbox"/> <b>Requester's FAX#:</b>	
<input type="checkbox"/> <b>Date requiring Auxiliary Aid or Interpreter Services:</b>	
<input type="checkbox"/> <b>Start Time:</b> (for interpreter services)	<input type="checkbox"/> <b>End Time:</b> (for interpreter services)
<input type="checkbox"/> <b>Location/Address of Event, Program or Services:</b> (for interpreter services)	
<input type="checkbox"/> <b>Type of Request:</b> (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"/> <b>Today's Date:</b>	
<input type="checkbox"/> <b>Requester's Name:</b>	
<input type="checkbox"/> <b>Requester's Address:</b>	
<input type="checkbox"/> <b>Requester's Voice#:</b>	<input type="checkbox"/> <b>Requester's TTY#:</b>
<input type="checkbox"/> <b>Requester's FAX#:</b>	
<input type="checkbox"/> <b>Date requiring Alternative Format Documents:</b>	
<input type="checkbox"/> <b>Document(s) being Requested in Alternative Format:</b>	
<input type="checkbox"/> <b>Type of Request:</b> (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 5.0 Program and Facility Accessibility of this transition plan establishes the facility reconstruction work necessary to achieve accessibility as described in the self-evaluation. Part 5.0 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, 3, 4 OR 5**. Categories determine the level of accessibility to be present at the facility within a particular timeframe.

**Category 1** building is Athenaeum Hall (former Framingham Town Hall) which was built in 1846. This existing facility is historic and listed on the local and Federal Historic Registers. The existing facility is vacant, does not have an occupancy permit, and is uninhabitable. At this time the facility was reviewed for compliance with ADA Title II but given the existing conditions of the facility, recommendations for program or facility access can not be offered at this time.

#### Category 1 Facilities:

(Name - Address)

**Athenaeum Hall**, 1580 Concord Street, Framingham, MA

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
ATHENAEUM HALL	N/A	N/A
	<b>CATEGORY 1 FACILITIES</b>	<b>= CANNOT BE DETERMINED AT THIS TIME</b>

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**Category 2a** buildings and facilities are ones that are Town owned facilities that are leased to the general public for holding events, for example, wedding receptions and special occasion ceremonies and that do not contain any Town operated programs or services. Category 2a facilities are historic and listed on the local and National Historic Registers.

Program accessibility cannot be achieved at these facilities without there being an adverse effect on the historic integrity of the facility.

**Category 2b** buildings and facilities are ones that are Town owned facilities that are leased to the general public for holding events, for example, wedding ceremonies and funeral ceremonies and that do not contain any Town operated programs or services. Category 2b facilities are not designated as historic and are not currently listed on the local and National Historic Registers.

Category 2b 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:**

**(Name - Address)**

**Village Hall**, 39 Edgell Road, Framingham, MA

**Cushing Chapel**, Tercentennial Park and Dudley Road, 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
VILLAGE HALL	N/A	N/A
CUSHING CHAPEL		
100% COMPLETE	A (August – December 2006)	\$11,350.00
<b>CATEGORY 2 FACILITIES</b>		<b>= \$11,350.00</b>

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**Category 3** buildings and facilities are Town owned facilities that are currently leased and occupied by non-Town programs and services. While the lessee's of each facility have obligations to provide accessible facilities under the terms of their lease agreements, responsibility for compliance rests with the Town and the Town's ability to ensure that obligations for both parties are satisfied under the lease agreements. These facilities 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 Town operated 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 3 facility as identified under all four Barrier Removal Priorities

**Category 3 Facilities:**

**(Name - Address)**

**Lincoln Medical Center**, 61 Lincoln Street, Framingham, MA

**Danforth Building (including Museum and former Callahan Center)**,  
 123 Union Avenue, Framingham, MA

**Hollis Street Community Center**, 160 Hollis 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
<b>Lincoln Medical Center</b>		
50%COMPLETE	<b>A</b> (August – December 2006)	\$32,715.00
100%COMPLETE	<b>B</b> (January – December 2007)	\$5,000.00
<b>Danforth Building</b>		
19%COMPLETE	<b>A</b> (August – December 2006)	\$16,300.00
60%COMPLETE	<b>B</b> (January – December 2007)	\$35,000.00
100%COMPLETE	<b>C</b> (January – December 2008)	\$35,000.00

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<b>Hollis Street Community Center</b>			
100%COMPLETE	<b>A</b> <i>(August – December 2006)</i>		\$15,215.00
	<b>CATEGORY 3 FACILITIES</b>	<b>=</b>	<b>\$139,230.00</b>

**Category 4** buildings and facilities are ones that are designated as historic facilities on the local and National Historic Registers and that are occupied and operated by the Framingham Historical Society.

The Academy Building houses the Framingham Historical Museum. The facility is not accessible and providing access to this facility would require not only structural modifications to the existing facility, but would also adversely impact the historic nature and architecture of the facility.

The Old Edgell Library though constructed in 1872, has undergone improvements in 2005 to provide accessible parking, entry and egress stair, and accessible entrance to the facility via a ramp. The renovations and alterations, undertaken after the effective date of the ADA, January 26, 1992 are 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 4 facility as identified under all four Barrier Removal Priorities (refer to legend Section 1.6 ).

**Category 4 Facilities:**

**(Name - Address)**

**Academy Building**, 16 Vernon Street, Framingham, MA

**Old Edgell Library**, 18 Edgell Road, Framingham, MA

<b>FACILITY</b>	<b>PLANNED COMPLETION PERIOD</b>		<b>OPINION OF PROBABLE COST</b>
<b>Academy Building</b>	<b>N/A</b>		N/A
<b>Old Edgell Library</b>	<b>A</b> <i>(August – December 2006)</i>		\$13,600.00
	<b>CATEGORY 4 FACILITIES</b>	<b>=</b>	<b>\$13,600.00</b>

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**Category 5** buildings and facilities are facilities operated by the Framingham Public Library and include the Main Branch in the downtown and the McAuliffe branch located on Nicholas Road in Saxonville. Both facilities were built prior to the effective date of the ADA, January 26, 1992.

It is intended that all identified barriers that are not in compliance with applicable standards and guidelines be removed at these sites. The work will include items identified on the Facility Access Summary for each applicable Category 5 facility as identified under all four Barrier Removal Priorities (refer to legend Section 1.6 ).

**Category 5 Facilities:**

**(Name - Address)**

**Framingham Public Library-Main Branch,**  
 49 Lexington Street, Framingham, MA  
**FPL McAuliffe Branch Library,**  
 10 Nicholas Road, Framingham, MA

FACILITY	PLANNED COMPLETION PERIOD	OPINION OF PROBABLE COST
<b>Framingham Public Library-Main Branch</b>		
50%COMPLETE	<b>A</b> <i>(August – December 2006)</i>	\$14,650.00
75%COMPLETE	<b>B</b> <i>(January – December 2007)</i>	\$16,445.00
100%COMPLETE	<b>C</b> <i>(August – December 2008)</i>	\$15,000.00
<b>FPL – McAuliffe Branch</b>		
50%COMPLETE	<b>A</b> <i>(August – December 2006)</i>	\$6,500.00
75%COMPLETE	<b>B</b> <i>(January – December 2007)</i>	\$10,795.00
	<b>CATEGORY 5 FACILITIES</b>	<b>= \$63,390.00</b>

## 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) **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.
- 5) **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.

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

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

## **5.5 FACILITY ACCESS SUMMARY forms**

# FACILITY ACCESS SUMMARY

## ATHENAEUM HALL CATEGORY 1

**FACILITY NAME:** ATHENAEUM HALL  
**FACILITY ADDRESS:** 1580 CONCORD STREET, FRAMINGHAM, MA  
**FACILITY ADA CONTACT:** JIM EGAN 508-620-4815  
**FACILITY CONTACT:** JIM EGAN 508-620-4815

SURVEY CATEGORY:		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	REMARKS:
ACCESS TO FACILITY					The building is currently vacant with no occupancy permit. Facility is uninhabitable.
ACCESS TO PROGRAMS / SERVICES					The building is currently vacant with no occupancy permit. Facility is uninhabitable.
ACCESS TO PUBLIC REST ROOMS					The building is currently vacant with no occupancy permit. Facility is uninhabitable.
ACCESS TO SIGNAGE AND AMENITIES					The building is currently vacant with no occupancy permit. Facility is uninhabitable.

# FACILITY ACCESS SUMMARY

VILLAGE HALL  
 CATEGORY 2

**FACILITY NAME:** VILLAGE HALL  
**FACILITY ADDRESS:** 39 EDGELL ROAD, FRAMINGHAM, MA  
**FACILITY ADA CONTACT:** JIM EGAN / 508.620.4809  
**FACILITY CONTACT:** JIM EGAN / 508.620.4809

SURVEY CATEGORY :		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
<b>ACCESS TO FACILITY</b>						
	1	Facility is not accessible. Though a small parking lot is provided, no striped parking is provided. An exterior ramp would be needed to access the facility and given the change in elevation from the parking area to the entrance the ramp would be a significant presence			N/A	Recommendation: 1. As the facility is listed as an historic building on the Local and National Historic Registers, we recommend leaving the facility unchanged as any significant improvements necessary to provide access to the facility would impact the historical nature and importance of the facility.

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SURVEY CATEGORY :		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
		to the facility which is historic.				2. Ensure that Town sponsored events are not held at the facility. 3. Place a notification on facility advertising and printed publications stating that the facility is "NOT" accessible to persons with disabilities.
<b>ACCESS TO PROGRAMS / SERVICES</b>						
	1	An elevator would be required to provide access to the second level ballroom. The existing stairwells have head clearance at 75-76" AFF < 80" min. required.			N/A	Recommendation:  As the facility is listed as an historic building on the Local and National Historic Registers, we recommend leaving the facility unchanged as any significant improvements necessary to provide access to the facility would impact the historical nature and importance of the facility.

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<b>SURVEY CATEGORY :</b>		<b>DESCRIPTION OF BARRIERS:</b>	<b>ADAAG / 521 CMR REF.</b>	<b>IMPACT ON PROGRAM ACCESSIBILITY</b> (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) <b>1. SAFETY HAZARD</b> <b>2. PRIMARY BARRIER</b> <b>3. MODERATE BARRIER</b> <b>4. LOW PRIORITY</b>	<b>OPIONION OF PROBABLE COST:</b>	<b>REMARKS:</b>
<b>ACCESS TO PUBLIC REST ROOMS</b>						
	1	<b>Men's and Women's Toilet Facilities - existing</b>  The existing toilet facilities are NOT accessible.			N/A	Recommendation:  As the facility is listed as an historic building on the Local and National Historic Registers, we recommend leaving the facility unchanged as any significant improvements necessary to provide access to the facility would impact the historical nature and importance of the facility.
<b>ACCESS TO SIGNAGE AND AMENITIES</b>		N/A ACCESSIBLE SIGNAGE AND AMENITIES ARE NOT PROVIDED AT FACILITY			N/A	
					<b>N/A</b>	<b>OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL</b>

# FACILITY ACCESS SUMMARY

**CUSHING CHAPEL  
 CATEGORY 2**

**FACILITY NAME:** CUSHING CHAPEL  
**FACILITY ADDRESS:** DUDLEY ROAD + TERCENTENNIAL PARK, FRAMINGHAM, MA  
**FACILITY ADA CONTACT:** JIM EGAN / 508.620.4815  
**FACILITY CONTACT:** JIM EGAN / 508.620.4815

SURVEY CATEGORY :		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
<b>ACCESS TO FACILITY</b>						
1		Accessible route provided to main entry of facility. 60"x60" level landing is not provided at doors.	ADA 4.3 MAAB SECT. 20,22	2. PRIMARY BARRIER	\$5,500.00	Recommendation: Install automatic door opener and push button controls at exterior and interior to maintain accessible route.
2		(4) accessible parking spaces provided for parking of approx. 250 spaces. (7) total	ADA 4.13 MAAB	2. PRIMARY BARRIER	\$2,950.00	Recommendation: 1. Increase the total number of accessible parking

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 (DRAFT) MARCH 5, 2006**

<b>SURVEY CATEGORY :</b>		<b>DESCRIPTION OF BARRIERS:</b>	<b>ADAAG / 521 CMR REF.</b>	<b>IMPACT ON PROGRAM ACCESSIBILITY</b> (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) <b>1. SAFETY HAZARD</b> <b>2. PRIMARY BARRIER</b> <b>3. MODERATE BARRIER</b> <b>4. LOW PRIORITY</b>	<b>OPIONION OF PROBABLE COST:</b>	<b>REMARKS:</b>
		<p>accessible parking spaces are required with (1) of the (7) designated as van accessible.</p> <p>(1) "Van" accessible parking space is NOT provided.</p>	SECT. 26			<p>spaces to (7) including (1) space designated as van accessible. Provide required 60" striped aisles (can be shared).</p> <p>2. Provide required curb cuts or curb ramps for access from accessible parking directly to sidewalk in front of parking stalls. Provide required signage.</p> <p>3. Provide "van" accessible parking space with 96" striped aisle. Aisle can be shared with non-van accessible parking space-typical.</p>

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<b>ACCESS TO PROGRAM / SERVICES</b>						
	1	Alter has steps and is not accessible.	ADA 4.33 MAAB SECT. 14	2. PRIMARY BARRIER	\$1000 (ALLOWANCE)	Providing a permanent ramp is technically infeasible and impracticable. Provide portable ramp upon request of persons renting or leasing the facility.
	2	NO ALD in Chapel	ADA 4.33 MAAB SECT. 14	2.PRIMARY BARRIER	\$0	Recommendation: REFER TO SIGNAGE AND AMENITIES
	3	Balcony and organist location not accessible.	ADA 4.33 MAAB SECT. 14		\$0	Recommendation: Adopt policy to provide alternate location on the accessible level of the chapel for persons leasing or renting the facility, as the facility is under 3000 SF and the balcony is used primarily as storage.

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	4	Waiting room door has knob type door hardware.	ADA 4.13 MAAB SECT. 26		\$75	Recommendation: Provide new lever type door hardware with privacy lockset and pushbutton and lever release control.
<b>ACCESS TO PUBLIC REST ROOMS</b>						
	1	<b>Unisex public toilet off main lobby</b> (right hand side) a. no room signage b. toilet flush control on wrong side c. distance between toilet and sink 46" < 48" min. required by MAAB. d. pullside CFS at 5" with canted wall- appears to be adequate area and maneuvering to open door.	ADA 4.22 MAAB SECT. 30	2. PRIMARY BARRIER	\$750	Recommendations:  a. Provide accessible door signage with the international symbol of accessibility at latch side of door. Mount at 60" AFF to centerline of sign. b. Replace toilet tank and control to operate on opposite side (closet the door).  c. Provide new sink (non-elongated) to achieve min. 48" between edge of

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						toilet and opposite wall/fixture.  d. OK
	2	<b>2<sup>ND</sup> Unisex Toilet Room</b> – inadequate CFS for accessibility-technically infeasible and impracticable.	ADA 4.22 MAAB SECT. 30	2. PRIMARY BARRIER	\$75	Recommendations:  a. Provide accessible door signage without the international symbol of accessibility, at latch side of door. Mount at 60" AFF to centerline of sign.
<b>ACCESS TO SIGNAGE AND AMENITIES</b>						
	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	\$0 (INCLUDED IN TOILET OPC)	Recommendation: Accessible signage required only at the toilet room facilities and waiting room.

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	2	Chapel does not have ALD (Assisted Listening Devices) – portable devices could be provided as an accommodation if requested by party renting or leasing the facility.	ADA 4.33 MAAB SECT. 14	2. PRIMARY BARRIER	\$1000 (ALLOWANCE)	Recommendation: Provide a portable FM receiver for staff or visitors to trainings and programs as required.
					<b>\$11,350.00</b>	<b>OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL</b>

# FACILITY ACCESS SUMMARY

LINCOLN MEDICAL CENTER  
 CATEGORY 3

**FACILITY NAME:** LINCOLN MEDICAL OFFICE BUILDING  
**FACILITY ADDRESS:** 61 LINCOLN STREET, FRAMINGHAM, MA  
**FACILITY ADA CONTACT:** JIM EGAN / 508.620.4815  
**FACILITY CONTACT:** MARK STREHLKE / THE STREHLKE COMPANY

SURVEY CATEGORY :		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
<b>ACCESS TO FACILITY</b>						
	1	a. Door lock release at both entrance 1 and 2 is mounted at 54" AFF > 48" max. required for accessible doors. b. Interior doors at vestibule had a door opening force of 7-10lbs > 5lbs max.	ADA 4.2, 13, 27 MAAB SECT. 6, 26, 39	2. PRIMARY BARRIER	\$15,000 (ALLOWANCE FOR 2 ENTRANCES NEW AUTOMATIC DOOR HARDWARE)	Recommendation: a. Replace door lock release hardware to height of 48" AFF max. for exterior doors at both entrance 1 and 2 of the facility. b. Adjust existing door closers to provide max.

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 (DRAFT) MARCH 5, 2006**

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		required for interior doors.				5lbs. door opening force or replace existing door closers with new closers. Or; Given that the facility is used as a medical office building, provide automatic door openers with pushbutton controls at both the exterior and interior vestibule doors to assist all users and visitors to the facility.
	2	Accessible routes (at both entrances) from existing accessible parking areas require a visitor to cross behind parked cars to access the curb cuts onto the sidewalk.	ADA 4.3 MAAB SECT. 20	2. PRIMARY BARRIER	\$2800 (ALLOWANCE)	Recommendation (for both existing parking areas): Remove existing concrete curb at head of existing parking spaces and provide, curb bumpers and striped 60" wide access aisle from parking space access aisles to provide access without walking crossing parked vehicles.  Or, Install built –up or cut –in curb ramps from accessible parking access aisles to accessible route and sidewalk.

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SURVEY CATEGORY :		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
	3	<p>Public parking provided in parking lot-exact number of spaces that serves the Lincoln building could not be determined as visitors to the Metrowest medical center were observed parking in the lot as well. (10) designated accessible parking spaces were observed with (4) of the (10) without access aisles and (0) van accessible parking spaces and required access aisles provided.</p> <p>(10) accessible parking spaces would serve a total parking lot count of 1000 cars with (2) "van" accessible spaces required.</p>	<p>ADA 4.3, 4.6 MAAB SECT. 20, 23</p>	<p>2. PRIMARY BARRIER</p>	<p>\$5,400.00</p>	<p>Recommendation (at each entrance side of the facility):</p> <p>Provide (1) van accessible parking closest each building entry in location of existing parking with 96" access aisle-typical. Access aisle can be shared for second accessible parking space. Provide (2) additional parking spaces with shared 60" access aisle (this may require cutting into or removing in entirety the existing traffic island to acquire 3' additional width.</p> <p>Provide additional accessible parking spaces with 60" access aisles (may be shared between two non-van parking spaces) to reach total (10) accessible parking spaces count.</p> <p>Provide accessible signage at</p>

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		Accessible routes (at both entrances) from existing accessible parking areas require a visitor to cross behind parked cars to access the curb cuts onto the sidewalk. NO accessible curb cuts are provided at the "head" of the parking stalls and sidewalk area.				each parking location-typical, add "van" signage at van accessible spaces- typical.
	4	Curb cut at entrance 2 (facing medical center next door) – was measured at 10.8% slope > 8.3% max. required. Flared sides exceed 10% (1:10).	ADA 4.7 MAAB SECT. 21	2. PRIMARY BARRIER	\$800 (ALLOWANCE)	Recommendation: Remove and replace existing curb cut. Install new curb cut with slope at max. 8.3% and flared sides at max. 10% (though 8.3% for flared sides is recommended for all users.
	5	An elevator is provided at the facility but does not have Braille and raised letters at elevator controls. Controls are within the	ADA 4.2, 13, 27 MAAB SECT. 6, 26, 39	2. PRIMARY BARRIER	\$1000 (ALLOWANCE FOR NEW CONTROLS)	Recommendation: Add Braille tape to existing controls to identify all controls-typical,

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		required heights.				Or Replace existing control panel with new compliant controls panel with raised letters and Braille.
	6	Fire extinguishers at elevator lobbies on all three floor levels are mounted at 31" AFF with a 5" projection > 27" max. required to leading edge.	ADA 4.4 MAAB SECT. 20	1. SAFETY HAZARD	\$200	Recommendation: Lower existing fire extinguishers so that the leading edge is at or below 27" AFF.
	7	Existing monumental stair between 1 <sup>st</sup> and 2 <sup>nd</sup> levels has wood handrails with a diameter of 2.75" > 1.5" max. required.	ADA 4.9 MAAB SECT. 27	4. LOW PRIORITY	\$5000 (ALLOWANCE)	Recommendation: Remove and replace existing handrails with new wood handrails with gripping diameter of 1.25-1.5". Note: Stair is not the designated accessible means of egress in the facility.

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SURVEY CATEGORY :		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
ACCESS TO PROGRAMS / SERVICES		TOWN PROGRAMS AND SERVICES NOT PROVIDED IN THIS FACILITY				
ACCESS TO PUBLIC REST ROOMS		TOWN PROGRAMS AND SERVICES NOT PROVIDED IN THIS FACILITY				
	1	1. Existing doors at all public toilet rooms- unisex (1) per floor, had knob type door hardware, lever handle hardware required. No door closures provided. Door locks at interior of toilet rooms were throw bolt type that require dexterity to operate. 2. CFS at push side < 12" min. required. structural modifications would	ADA 4.22 MAAB SECT. 30	2. PRIMARY BARRIER	\$225.00	Recommendation: 1. Provide lever handle door hardware with pushbutton lockset and lever release at all public/common area toilet rooms. 2. Modifications would be technically infeasible and impracticable unless performing future renovation work in this area.

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SURVEY CATEGORY :		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
		be required to modify the door opening.				
	2	<b>Unisex Level 1 (locked at time of survey), 2 and Level 3</b> a. door hardware-knob type (Level 3 toilet room has lever handles) b. no door closure c. push side clearance at door 6" w/ 13" recess from corridor wall. d. no accessible room signage e. Pipe wraps required at sink. f. Mirror – OK g. coat hook at 62" AFF > 48" AFF required for front approach. h. grab bars installed at 31" AFF < 33-36" min/max. required.	ADA 4.22 MAAB SECT. 30	2. PRIMARY BARRIER	\$2,790.00	Recommendation: a. Replace existing door hardware with lever type with pushbutton lockset and lever release-typical. b. Install new door closures at each toilet room, provide door opening force max. 5lbs.-typical. c. N/A d. Provide accessible room signage with raised letters and Braille, mount at 60" AFF to centerline at latch side of doors-typical. e. Provide pipe wraps at sink. f. N/A g. lower coat hooks to 48" AFF-typical. h. Raise garb bars to 24" AFF-typical.

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	i. Toilet seat height at 15" AFF < 17-19" AFF required.				i. Replace existing toilets with new wall toilets with seat height at 17-19" AFF. Provide auto flush or flush valve on approach side of toilet.
<b>ACCESS TO SIGNAGE AND AMENITIES</b>					
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	\$4,500.00 ALLOWANCE FOR SIGNAGE)	Recommendation: First priority, provide accessible signage at all program spaces utilized by the public or visitors to the facility, for example, the elevator, public toilet rooms at each floor with directional signage to both. 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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					\$37,715.00	OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL

# FACILITY ACCESS SUMMARY

DANFORTH BUILDING  
 CATEGORY 3

**FACILITY NAME:** DANFORTH BUILDING / DANFORTH MUSEUM AND SCHOOL OF ART

**FACILITY ADDRESS:** 123 UNION AVENUE, FRAMINGHAM, MA

**FACILITY ADA CONTACT:** JIM EGAN / 508.620.4815

**FACILITY CONTACT:** JIM EGAN / 508.620.4815

SURVEY CATEGORY :		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
<b>ACCESS TO FACILITY</b>						
	1	Existing granite steps at the Union Avenue entrance of the museum have been patched with wood boards providing an uneven surface and tripping hazard.	ADA 4.5, 4.9 MAAB SECT. 22, 27, 29,	2. PRIMARY BARRIER	\$1000 (ALLOWANCE)	Recommendation: Repair steps as required to provide level, unobstructed surface. Provide accessible site signage at base of stairs directing users to the accessible entrance on Pearl Street at the "Red" door.

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	2	Exterior hazards at Union Ave and museum entrance. There is a loading ramp (down) on each side of the main entrance to the museum with no railings provided. There is a 21” drop off at the highest point creating a hazardous situation.	ADA 4.5 MAAB SECT. 22, 29,	2. PRIMARY BARRIER	\$4,500.00 (ALLOWANCE)	Recommendation: Provide railings /guardrails required by code to remove the hazardous condition.
	3	56 parking spaces for the museum and school facility counted this day with (4) accessible designated spaces provided without required access aisles.  (1) “Van” accessible parking space is NOT provided.  Accessible designated parking spaces are provided at the Union Avenue side of the facility which is not	ADA 4.6 MAAB SECT. 23	2. PRIMARY BARRIER	\$1,100.00	Recommendation: 1. Relocate ALL (4) accessible parking spaces to be adjacent to the Pearl Street designated accessible entrance at the PAC / Red door entrance. Provide a 96” access aisle at the stall closest the accessible entrance for van access. 2. Provide accessible signage at all accessible parking spaces mounted on the building. Provide

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		accessible. Users would be required to walk around the perimeter of the building towards Pearl Street to access the "red" door and elevator access into the facility.				the added signage "van accessible" at that space. 3. Provide accessible directional signage at the Lexington Street, Union Avenue, and Pearl Street entrance to the museum and school directing all users to the Pearl Street / PAC /RED door accessible entrance. 4. Provide accessible signage at the RED door entrance on Pearl Street identifying it as the designated accessible entrance for the museum and fine arts school.
	4	Existing handrails at Union Avenue entrance do not provide the required gripping diameter or required handrail extensions.	ADA 4.9 MAAB SECT. 27	2. PRIMARY BARRIER	\$4,500.00 (ALLOWANCE)	Recommendation: Install new compliant handrails at the museum entrance.
	5	1. Lexington Street entrance is not accessible.	ADA 4.13	2. PRIMARY BARRIER	\$3000 ALLOWANCE	Recommendation: 1. REFER TO ITEM 3 THIS

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		2. Pearl Street entrance to fine arts school has a step up to the door and not accessible. 3. Door to elevator access is a heavy, steel door and may exceed 15lbs door opening force depending on weather conditions.	MAAB SECT. 26		(FOR DOOR REPLACEMENT W/O AUTO DOOR CONTROLS)	SECTION. 2. REFER TO ITEM 3 THIS SECTION. 3. Designated accessible entrance door (red door) – given the age of the existing steel door (appears to have previously been a freight entrance for the facility), we would recommend either replacing the door and frame with new aluminum storefront system with glazing with door opening force at 15lbs or less, and / or install an automatic door opener with pushbutton controls in the event of inclement weather, or high wind conditions that would make it impossible for anyone to open the door.
6		1. Exterior site signage that directs users to accessible entrances is present at the Lexington Street entrance. However, there is no	ADA 4.30 MAAB SECT. 41	2. PRIMARY BARRIER	\$350 (ALLOWANCE)	Recommendation: 1. REFER TO ITEM 3 THIS SECTION. 2. REFER TO ITEM 3 THIS SECTION.

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		information as to where the accessible entrance is located, or how to get there. 2. Accessible entrance is provided at Pearl Street at the elevator. However a user would not readily know that this is the accessible entrance as accessible signage is not present.				
<b>ACCESS TO PROGRAMS / SERVICES</b>						
	1	1. Interior fire stair handrails do not comply.  2. Areas of refuge	ADA 4.9 MAAB SECT. 27	2. PRIMARY BARRIER	\$70,000 (35,000 ALLOWANCE PER FIRE STAIR TOWER)	Recommendation: 1. Interior fire stair handrails are not compliant. Areas of refuge / rescue assistance would serve as the accessible means of egress for the facility.  2. The existing facility is not

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		not provided – facility is not sprinklered.				sprinklered thus the requirement to provide areas of refuge / areas of rescue assistance. The existing fire stairwell landings appear large enough to accommodate an area of refuge. The egress doors at each level would be required to be removed and replaced with new doors that provide a min. 32” clear width to the area of refuge. Additionally, two-way communication emergency call boxes must be provided at each area of refuge as well as the required signage and illumination.
	2	ALL doors at fine arts school classrooms are knob type.	ADA 4.13 MAAB SECT. 26	2.PRIMARY BARRIER	\$0	Recommendation: Responsibility of tenant, facility does not contain Town programs or services.

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 ADA SELF-EVALUATION AND TRANSITION PLAN  
 (DRAFT) MARCH 5, 2006**

<b>SURVEY CATEGORY :</b>		<b>DESCRIPTION OF BARRIERS:</b>	<b>ADAAG / 521 CMR REF.</b>	<b>IMPACT ON PROGRAM ACCESSIBILITY</b> (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) <b>1. SAFETY HAZARD</b> <b>2. PRIMARY BARRIER</b> <b>3. MODERATE BARRIER</b> <b>4. LOW PRIORITY</b>	<b>OPIONION OF PROBABLE COST:</b>	<b>REMARKS:</b>
<b>ACCESS TO PUBLIC REST ROOMS</b>						
	1	Toilet room at fine arts school a. remove baby changing table (standing) and replace with wall mounted baby changing counter-typical.  b. Sinks –pipe wraps required at sink.	ADA 4.22 MAAB SECT. 30	2. PRIMARY BARRIER	\$45.00	Recommendations: a. Remove standing baby change table. Install wall mounted, fold down baby changing table. Mount table at height of 34” AFF to changing surface ensuring 27” AFF min. knee clearance. Provide all required CFS at amenity.  b. Provide protective pipe wraps at all sinks-typical.
	2	Women’s Toilet room at museum a. Sinks –pipe wrap required at sink.	ADA 4.22 MAAB SECT. 30	2. PRIMARY BARRIER	\$45.00	Recommendation: a. Provide protective pipe wraps at all sinks-typical.

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<b>SURVEY CATEGORY :</b>		<b>DESCRIPTION OF BARRIERS:</b>	<b>ADAAG / 521 CMR REF.</b>	<b>IMPACT ON PROGRAM ACCESSIBILITY</b> (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) <b>1. SAFETY HAZARD</b> <b>2. PRIMARY BARRIER</b> <b>3. MODERATE BARRIER</b> <b>4. LOW PRIORITY</b>	<b>OPIONION OF PROBABLE COST:</b>	<b>REMARKS:</b>
	3	Men's Toilet room at museum Sinks –pipe wrap required at sink.  a. toilet paper dispenser beyond front edge of toilet b. flush valve on wrong side of toilet	ADA 4.22 MAAB SECT. 30	2. PRIMARY BARRIER	\$260.00	Recommendation: a. Provide protective pipe wraps at all sinks-typical. b. Relocate toilet paper dispenser to location adjacent to toilet seat at accessible height min. 19" AFF max 48" AFF above grab bar-typical. c. replace flush valve-relocate flush control to opposite side or install motion sensor flush valve.
<b>ACCESS TO SIGNAGE AND AMENITIES</b>						
	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 (ALLOWANCE)	Recommendation: Facility is leased. Signs identifying tenant spaces should be provided by Town. Signage shall be accessible with raised letters and Braille and mounted at 60" AFF to the centerline.

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<b>SURVEY CATEGORY :</b>		<b>DESCRIPTION OF BARRIERS:</b>	<b>ADAAG / 521 CMR REF.</b>	<b>IMPACT ON PROGRAM ACCESSIBILITY</b> (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) <b>1. SAFETY HAZARD</b> <b>2. PRIMARY BARRIER</b> <b>3. MODERATE BARRIER</b> <b>4. LOW PRIORITY</b>	<b>OPINION OF PROBABLE COST:</b>	<b>REMARKS:</b>
						Signage within individual tenant spaces shall be by tenant.
					<b>\$86,300.00</b>	<b>OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL</b>

# FACILITY ACCESS SUMMARY

**HOLLIS STREET COMMUNITY  
 CENTER  
 CATEGORY 3**

**FACILITY NAME:** HOLLIS STREET COMMUNITY CENTER  
 (BOYS AND GIRLS CLUB OF FRAMINGHAM)

**FACILITY ADDRESS:** 160 HOLLIS STREET, FRAMINGHAM, MA

**FACILITY ADA CONTACT:** JIM EGAN / 508.620.4815

**FACILITY CONTACT:** JIM EGAN / 508.620.4815

SURVEY CATEGORY :		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
<b>ACCESS TO FACILITY</b>						
	1	Location of existing accessible parking is at the side parking lot that accesses a fire stairway that is not accessible. Deteriorated site conditions and slopes exceeding 5% (without	ADA 4.6 MAAB SECT. 23	2. PRIMARY BARRIER	\$750.00	Recommendation: Relocate accessible parking to Hollis Street (front of building in front of existing garage doors). Provide (2) accessible parking spaces with a shared 96" wide striped, access aisle. Provide

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SURVEY CATEGORY :		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
		a ramp) would prohibit a visitor from parking at this location and traveling towards the accessible entrance of the facility on Hollis Street.				accessible signage mounted on the building designating the left hand parking stall as “van” accessible. Provide 60” striped accessible route at building face for unobstructed access from parking area to accessible entrance.
	2	Entry doors at Main Entry are < 32” clear width required. Existing Verizon public telephone encroaches on the required pull side CFS at the door.	ADA 4.13 MAAB SECT. 26	2. PRIMARY BARRIER	\$7,500 (ALLOWANCE)	Recommendation: Remove existing entrance door and vestibule doors and replace with new doors that provides min. 32” clear width and required CFS at push and pull sides. If CFS requirements cannot be achieved we recommend the installation of automatic doors with pushbutton controls.

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<b>SURVEY CATEGORY :</b>		<b>DESCRIPTION OF BARRIERS:</b>	<b>ADAAG / 521 CMR REF.</b>	<b>IMPACT ON PROGRAM ACCESSIBILITY</b> (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) <b>1. SAFETY HAZARD</b> <b>2. PRIMARY BARRIER</b> <b>3. MODERATE BARRIER</b> <b>4. LOW PRIORITY</b>	<b>OPIONION OF PROBABLE COST:</b>	<b>REMARKS:</b>
<b>ACCESS TO PROGRAM / SERVICES</b>						
	1	Reception desk in lobby provided at 40.5" AFF with no lowered portion at 36" AFF and 36" wide.	ADA 4.32 MAAB SECT. 35	2. PRIMARY BARRIER	\$1,500 (ALLOWANCE)	Facility was renovated in 1998 and required to meet standards fro new construction under ADA and MAAB.  Recommendation: Provide lowered counter 36" max. AFF and min. 36" wide at reception counter-typical.
<b>ACCESS TO PUBLIC REST ROOMS</b>						
	1.	<b>Men's public toilet Level 1</b>  a. stall – coat hook at 62" > 48" max. ; b. no door lock at stall; c. grab bars	ADA 4.22 MAAB SECT. 30	2. PRIMARY BARRIER	\$240.00	Recommendations:  a. Lower coat hook in toilet stall to 48" AFF; b. replace toilet stall door hardware with paddle type that can be operated with a closed fist.

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SURVEY CATEGORY :		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
		installed at 36.75" AFF > 36" max.				c. mount both grab bars at 34" AFF-typical;
	2	<b>Men's Unisex Level 2</b> a. 13.5" pull side CFS at entrance door < 18" min. required. b. Trash can is located within CFS at pull side of door.	ADA 4.22 MAAB SECT. 30	2. PRIMARY BARRIER		Recommendations: a. Providing the required pull side CFS at this toilet room is technical infeasible and impracticable. We recommend designating this toilet room as unisex without the international symbol of accessibility. b. Relocate trash can.
	3	<b>Women's unisex – OK</b>	ADA 4.22 MAAB SECT. 30	3. MODERATE BARRIER	\$0	Recommendations: We recommend designating this toilet room as unisex with the international symbol of accessibility.

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<b>SURVEY CATEGORY :</b>		<b>DESCRIPTION OF BARRIERS:</b>	<b>ADAAG / 521 CMR REF.</b>	<b>IMPACT ON PROGRAM ACCESSIBILITY</b> (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) <b>1. SAFETY HAZARD</b> <b>2. PRIMARY BARRIER</b> <b>3. MODERATE BARRIER</b> <b>4. LOW PRIORITY</b>	<b>OPIONION OF PROBABLE COST:</b>	<b>REMARKS:</b>
<b>ACCESS TO SIGNAGE AND AMENITIES</b>						
	1	Paper towel dispenser at Level 1 is located in recreation area at 41" AFF with a 9" projection > 27" max. to leading edge.	ADA 4.4 MAAB SECT. 20	1. SAFETY HAZARD	\$75	Recommendation: Relocate existing dispenser to location that is not on an accessible route, or lower to a height with the leading edge at 27" max. AFF.
	2	Drinking fountain is provided at Level 1 but is currently out of order.	ADA 4.15 MAAB SECT. 36	2. PRIMARY BARRIER	\$3000	Recommendation: Repair or replace existing drinking fountain as required to make operable.
	3	Drinking fountain at Level 2 is mounted at 27.25" AFF with a projection > 4".	ADA 4.4, 15 MAAB SECT. 20, 36	1. SAFETY HAZARD	\$150	Recommendation: Adjust height of drinking fountain so that leading edge is at 27" AFF max.
	4	Audible alarms not present in toilet rooms- visual alarms are provided at toilet rooms.	ADA 4.28 MAAB SECT. 40	2. PRIMARY BARRIER	\$2000 (ALLOWANCE)	Recommendation: Audible alarms were required at the time of substantial renovations undertaken in 1998

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						(MAAB). Install audible alarms at all toilet room locations.
					<b>\$15,215.00</b>	<b>OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL</b>

# FACILITY ACCESS SUMMARY

## OLD EDGELL LIBRARY CATEGORY 4

**FACILITY NAME:** OLD EDGELL LIBRARY  
**FACILITY ADDRESS:** 18 EDGELL ROAD, FRAMINGHAM, MA  
**FACILITY ADA CONTACT:** JIM EGAN 508-620-4815  
**FACILITY CONTACT:** JIM EGAN 508-620-4815

SURVEY CATEGORY :	DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	OPINION OF PROBABLE COST:	REMARKS:
ACCESS TO FACILITY					
1	(2) New accessible parking spaces provided off street adjacent to the new ramp and stairs. An access aisle is NOT provided.  (1) "Van" accessible parking space and required access aisle is NOT provided.	ADA 4.6 MAAB SECT. 23	2. PRIMARY BARRIER	\$350.00	Recommendation: 1. Add 96" wide access aisle between the two existing parking spaces. Add "van accessible" sign at sign post of left parking space (adjacent stairs) when facing stall signage. Provide curb bumpers and 36" wide,

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SURVEY CATEGORY :		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
						striped, accessible route at head of parking stalls at ramp for access to ramp and stair.
	2	New concrete stairs remain unfinished.	ADA 4.9 MAAB SECT. 27	2. PRIMARY BARRIER	\$3,000 (allowance)	Recommendation: Complete ramp and stair construction, remove exposed re-bar, clean ramp and stairs of debris.
	3	Curb cuts at Edgell and Oak Streets and at Oak Street crossing have granite curbing that provide transition greater than 1/2".	ADA 4.7 MAAB SECT. 21	1. SAFETY HAZARD	\$1500 (allowance)	Recommendation: Repair and re-surface existing curb ramps as required to remove granite curbing obstruction and trip hazard.
	4	Entry doors at Main Entry has lever handle door hardware but CFS at pull side is < 18" min, with recess > 6" max. CFS at push side < 12" min. required.	ADA 4.13 MAAB SECT. 26	2. PRIMARY BARRIER	\$7,500	Recommendation: Install new automatic door hardware and push button controls at top of ramp and at interior of entrance.

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<b>SURVEY CATEGORY :</b>		<b>DESCRIPTION OF BARRIERS:</b>	<b>ADAAG / 521 CMR REF.</b>	<b>IMPACT ON PROGRAM ACCESSIBILITY</b> (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) <b>1. SAFETY HAZARD</b> <b>2. PRIMARY BARRIER</b> <b>3. MODERATE BARRIER</b> <b>4. LOW PRIORITY</b>	<b>OPIONION OF PROBABLE COST:</b>	<b>REMARKS:</b>
<b>ACCESS TO PROGRAMS / SERVICES</b>						
	1	Exposed pipe at interior entry at floor is a tripping hazard.	ADA 4.5 MAAB SECT. 22,29	1. SAFETY HAZARD	\$75	Recommendation: Remove exposed pipe, patch, plug hole at floor as required.
<b>ACCESS TO PUBLIC REST ROOMS</b>						
	1	Door handle is knob type hardware – lever handle required.  Door clear width at 29" < 32" clear min. required.	ADA 4.13 MAAB SECT. 26	2. PRIMARY BARRIER	\$400	Recommendation:  Provide new door at toilet room with door clear width of 32" min. Swing door to open out (if allowed by the local inspectors); provide lever type hardware with historic detailing to match existing style within facility.
	2	<b>1. public toilet off main lobby</b> c. Toilet does not have	ADA 4.22	2.PRIMARY BARRIER	\$775	Recommendation:

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		required CFS. d. No grab bars present and space does not allow for (2) grab bars at toilet in its present location. e. Sinks – has vanity with material draped in front-no pipe wraps. f. Mirror– OK g. Inadequate turning clearance in toilet room (recommend having door swing “out” of room. h. Accessible door signage not present	MAAB SECT. 30			a. Relocate toilet to right hand corner from present location. b. Install new grab bars (2) 42” at 34” AFF-typical. c. Remove draped material at vanity- allow unobstructed knee clearance below sink – provide pipe wraps-typical. d. OK e. Refer to Access to Public Rest Rooms Item#1. f. Provide accessible door signage at latch side of door mounted 60” AFF to centerline.

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ACCESS TO SIGNAGE AND AMENITIES	N/A			\$0	
				\$13,600.00	OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL

# FACILITY ACCESS SUMMARY

**ACADEMY BUILDING  
 CATEGORY 4**

**FACILITY NAME:** ACADEMY BUILDING – FRAMINGHAM HISTORICAL SOCIETY  
**FACILITY ADDRESS:** 16 VERNON STREET, FRAMINGHAM, MA  
**FACILITY ADA CONTACT:** JIM EGAN 508-620-4815  
**FACILITY CONTACT:** JIM EGAN 508-620-4815

SURVEY CATEGORY :		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
ACCESS TO FACILITY; ACCESS TO PROGRAMS / SERVICES; ACCESS TO PUBLIC REST ROOMS; ACCESS TO						The existing Academy Building is utilized as the Framingham Historical Society’s Museum. The Facility was built in 1837 and is listed on the local and National Historic Registers. Modifications to the facility to provide accessibility are not technically feasible and impracticable and would adversely impact the historic nature and character of the facility.

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<b>SIGNAGE AND AMENITIES</b>						
					<b>N/A</b>	<b>OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL</b>

# FACILITY ACCESS SUMMARY

## FRAMINGHAM PUBLIC LIBRARY CATEGORY 5

**FACILITY NAME:** FRAMINGHAM PUBLIC LIBRARY  
**FACILITY ADDRESS:** 49 LEXINGTON STREET, FRAMINGHAM, MA  
**FACILITY ADA CONTACT:** MARK CONTOIS / 508.879.3570  
**FACILITY CONTACT:** MARK CONTOIS / 508.879.3570

SURVEY CATEGORY :		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
ACCESS TO FACILITY						
	1	Public parking is provided at the Lexington Street entrance at a parking garage and on-site parking lot including the accessible parking spaces. (2) accessible spaces are provided with direct access to sidewalks and a short distance to the accessible	ADA 4.3, 4.5, 4.6 MAAB SECT. 20, 22, 23, 29	1. SAFETY HAZARD	\$3,150 (allowance)	Recommendation:  1. Repair and re-surface the existing parking spaces and accessible route at the head of the parking stalls at the side walk adjacent the Lexington Street entrance. 2. Re-stripe existing spaces

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		entrance ramp. However, the existing spaces are poorly striped and there is no space designated as "van" accessible. The sidewalk conditions at the head of the parking stalls is hazardous and deteriorated. There is no directional signage directing users / visitors to the accessible ramp entry. (1) "Van" accessible parking space is NOT provided.				to be (2) 96" parking stalls sharing a 96" access aisle-typical. Provide "van" accessible sign added to existing accessible signage.
	2	Lexington Street Ramp a.No directional signage provided b.Handrails at 18" and 33" AFF – OK c.Ramp run #1 from sidewalk going UP at 3-5% measured in 10 locations – OK d.Landing #1 – OK e.Ramp run #2 at 3.8-4.2% going UP-OK	ADA 4.8 MAAB SECT. 24	2. PRIMARY BARRIER	\$3,200 (allowance)	Recommendation:  a. Provide directional signage – Refer to Item #4 this section. b. OK c. OK d. OK e. OK f. OK g. OK

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		f. Landing #2 – OK g. Ramp run #3 going up at 4.3-5.2% - OK h. Handrails – OK until last ramp run. At last ramp run handrails are NOT continuous on (1) side (building side) of the ramp. i. Ramp width at 60” – typical full length of ramp.				h. Replace section of handrail along building side of Ramp run 3- handrails are not continuous. Ensure that handrails are continuous and are provided at heights compliant with ADA and MAAB. Provide all required handrail returns-typical. i. OK
	3	Pearl Street a. Ramp run # 1 going Up at 3-5% for longer than 30’ without landing – OK. Slope is 5% or less and not considered a ramp. b. Area of the ramp has deteriorated surface conditions that are hazardous. c. Landing – there is an area where the slope levels out that could be	ADA 4.8 MAAB SECT. 24	2. PRIMARY BARRIER	\$8,300 (allowance)	Recommendations: a. OK b. Repair deteriorated surface material at ramp slope as required. Include maintenance of the ramp slope and accessible route as part of library’s annual maintenance plan. c. OK d. At ramp run #2 Provide / construct a second wall and or handrail that runs

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		considered a landing, though not clearly defined. d. Ramp run #2 is at 7.1% but the width of the ramp is not consistent due to the design of the building planters - NO				parallel with the existing handrail parallel to the existing ramp to provide continuous handrails both side of the ramp. Ensure that handrails are continuous and are provided at heights compliant with ADA and MAAB. Provide all required handrail returns-typical.
	4	Exterior site signage that directs users to accessible entrances is not present on-site and not in direct view from the accessible parking on Lexington Street or on Pearl Street.	ADA 4.6, 4.30 MAAB SECT. 23, 41	2. PRIMARY BARRIER	\$350	Recommendation: 1. Provide accessible site signage at the Lexington Street accessible parking spaces directing users towards the accessible ramp at Lexington Street as well as Pearl Street. 2. Provide accessible signage at the base of both the Lexington Street and Pearl Street ramps indicating “accessible entrance” with the international symbol of

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<b>SURVEY CATEGORY :</b>		<b>DESCRIPTION OF BARRIERS:</b>	<b>ADAAG / 521 CMR REF.</b>	<b>IMPACT ON PROGRAM ACCESSIBILITY</b> (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) <b>1. SAFETY HAZARD</b> <b>2. PRIMARY BARRIER</b> <b>3. MODERATE BARRIER</b> <b>4. LOW PRIORITY</b>	<b>OPIONION OF PROBABLE COST:</b>	<b>REMARKS:</b>
						accessibility and directional arrows as required.
<b>ACCESS TO PROGRAMS / SERVICES</b>						
	1	<ol style="list-style-type: none"> <li>1. Level 2 Costin Room – fire extinguisher mounted with the leading edge &gt; 27” max. AFF with projection &gt; 4”.</li> <li>2. Level 1– fire extinguisher mounted at 62” AFF with the leading edge &gt; 27” max. AFF with projection &gt; 4”.</li> <li>3. Staff coats at 57” AFF at lockers &gt; 48”-54” AFF max. required.</li> <li>4. Level 2 - Costin Room (auditorium space). Coat area – rod mounted at 61” AFF &gt;</li> </ol>	ADA 4.2 MAAB SECT. 6	2. PRIMARY BARRIER	\$575.00	Recommendations: <ol style="list-style-type: none"> <li>1. Lower fire extinguishers so that leading edge is at or below 27” AFF max. and the controls are 48” AFF max.</li> <li>2. Lower fire extinguishers so that leading edge is at or below 27” AFF max. and the controls are 48” AFF max.</li> <li>3. If requested by employee under ADA Title I, lower coat rods/hooks to max. 48” AFF.</li> <li>4. Lower coat rods/hooks in the Costin Room to 48”</li> </ol>

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SURVEY CATEGORY :		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 1. SAFETY HAZARD 2. PRIMARY BARRIER 3. MODERATE BARRIER 4. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
		54" max., 48" preferred.				AFF max.
	2	Accessible entrance to Level 1 Children's Reading room at 12lbs door opening force > 5lbs max. required.	ADA 4.13 MAAB SECT. 26	2.PRIMARY BARRIER	\$150	Recommendation: Repair or replace existing door closure and door if necessary to ensure a door opening force of 5lbs max.
	3	1. NOTE: 5% of ALL types of seating and information furniture stations are required to be accessible under ADA and MAAB standards. 2. Level 2 Circulation / main entry desk – transaction counter at 39.5" AFF with no lowered portion at 36" AFF. Counter is used by the public. 3. Level 2 Information desk –transaction counter at 39" AFF with no lowered portion at 36" AFF. Counter is used by the	ADA 4.32 MAAB SECT. 35	2.PRIMARY BARRIER	\$2,000 (allowance)  \$1,000 (allowance)	Recommendations:  1. INFORMATION 2. Provide lowered counter at existing information / circulation desk at max. 36" AFF and 36" wide.  3. Provide lowered counter at existing information / circulation desk at max. 36" AFF and 36" wide.

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		<p>public.</p> <p>4. Level 2 transaction counter at offices at 38" AFF with no lowered portion at 36" AFF. Counter is used by the public. Counter and window no longer used for interactions with the public.</p> <p>5. Level 2 – desk heights at 26.5" AFF knee clearance &lt; 27" AFF knee clearance min. required.</p> <p>6. Level 2 / Level 3 – library catalog desk / computer desks (standing kiosk type desks) all have adjustable controls.</p>			<p>\$5,000 (allowance)</p>	<p>4. NO ACTION REQUIRED</p> <p>5. Desk and furniture knee clearances – if existing furniture is adjustable we recommend raising existing surface heights to obtain min. 27" AFF knee clearance and max. 34" surface height. If existing furniture cannot be modified we recommend phasing in the replacement starting with the required 5% and increasing the number as budget funding allows.</p> <p>6. OK</p>



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						recommend raising existing surface heights to obtain min. 27" AFF knee clearance and max. 34" surface height. If existing furniture cannot be modified we recommend phasing in the replacement starting with the required 5% and increasing the number as budget funding allows.
	4	Level 2 - Costin Room (auditorium space). Doors at 11lbs door opening force > 5lbs. max. No ALD in Costin Room.	ADA 4.33 MAAB SECT. 14	2. PRIMARY BARRIER	\$5000 (allowance)	Recommendation: Repair or replace existing door closure and doors as necessary to ensure a door opening force of 5lbs max. Given the age of the doors and door material, we recommend complete door removal and replacement with new doors with glass panels (fire glass as required by code) for greater visibility and security within the facility and complete new door hardware including power assisted doors as required

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						to ensure a door opening force of 5lbs. max.
	5	Level 2 and Level 3 study rooms are not accessible. The group study rooms are accessible (as furniture can be removed by staff). ALL rooms require sign-up and upon request individuals with disabilities can reserve the group study rooms in lieu of the individual study rooms.	ADA 4.33 MAAB SECT. 14	4. LOW PRIORITY	\$0	Recommendation:  Library administration to provide assistance as requested by persons with and without disabilities including requests to reserve study carrels, study rooms, and assistance obtaining books and other items from high stacks and / or shelving.  Library is currently satisfying their obligations to provide assistance under the ADA Title II.
<b>ACCESS TO PUBLIC REST ROOMS</b>						
	1	<b>Men's / Women's (not surveyed due to occupancy) public toilet off main lobby – Level 2</b> a. stall – coat hook at 54" > 48" max. ; NO self closing hinges; grab	ADA 4.22 MAAB SECT. 30	2. PRIMARY BARRIER	\$750 (allowance)	Recommendations:  a. Stall – provide self-closing hinges at accessible stall in both toilet rooms. Raise existing grab bars to 33-

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		bars installed at 30" AFF– grab bars required to be mounted at 33-36" AFF.; b. Urinal –OK c. Sinks – pipe wraps required. d. Soap dispenser at less than sink height < 31" AFF. e. Accessible door signage not provided. f. Entry door to toilet room (Men's) at 11" pull side < 18" min. required; and 12" push side-OK.				36" AFF; lower coat hook to 48" AFF.  b. OK  c. Provide pipe wrappings at all sinks  d. Provide soap dispenser at height of 38" AFF (height for usability).  e. REFER TO ACCESS TO SIGNAGE AND AMENITIES – provide accessible door signage at both toilet rooms mounted at the latch side of the door at 60" AFF to the centerline-typical.  f. Obtaining the required CFS at the push and pull sides of the existing toilet room door would require structural modifications that are technically infeasible and

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						impracticable.
	2	<b>Level 1 staff only toilets</b> a. Urinal Ok at Men's toilet b. Sinks –pipe wraps required at sinks. c. Toilet stall –self-closing hinges required; grab bars mounted at 31" AFF < 33-36" AFF required; toilet paper dispenser at 8" beyond front edge of toilet. Coat hook at 53" AFF > 48" AFF max. d. Entry door at 7" at pull side < 18" min. required. (hinge side of door could be changed to obtain required CFS).	ADA 4.22 MAAB SECT. 30	2. PRIMARY BARRIER	\$345.00	Recommendations: While the staff only toilet room is not required to be accessible under ADA Title II and modifications and accommodations handled under ADA Title I-Employment. being sensitive to the security concerns within the facility and the unsupervised location of the staff toilet room facilities, we recommend bringing the toilet rooms into compliance and make them accessible to persons with disabilities upon request at the Children's reading room info desk.  a. OK b. Provide pipe wraps at all sinks –typical. c. Stall – provide self-closing hinges at stall door. Raise existing grab bars to 33-36" AFF. Relocate toilet paper

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						<p>dispenser to be adjacent to the toilet at an accessible height below or above the grab bars (48" AFF).</p> <p>d. Existing entry doors hinge side could be changed to the existing latch side to increase the available CFS at the push and pull side clearances of the doors.</p>
	3	<p><b>Level 1 – Children’s area toilets</b>            NOT ACCESSIBLE            NO accessible signage directing users to the accessible toilet rooms at Level 2.</p>	<p>ADA            4.22            MAAB            SECT. 30</p>	<p>2. PRIMARY BARRIER</p>	<p>N/A</p>	<p>Existing toilet rooms are NOT accessible. Achieving accessibility in these two toilet rooms is technically infeasible and impracticable.</p> <p>Recommendations:            Provide accessible directional signage with raised letters and Braille directing users to the accessible toilet room facilities (currently the staff toilet rooms) on the lower level, Level 1.</p>

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ACCESS TO SIGNAGE AND AMENITIES						
	1	1. Level 2 - Drinking fountain provided at 28.5" AFF > 27" AFF max. to the leading edge to the leading edge with a projection > 4" > 2. Level 3 - Drinking fountain provided at 27.75" AFF > 27" AFF max. to the leading edge to the leading edge with a projection > 4". 3. Level 1 - Drinking fountain provided adjacent the circulation / main desk at 29" AFF to the leading edge > 27" AFF max. to the leading edge with a projection > 4". 4. Level 1 (at children's	ADA 4.15 MAAB SECT. 36	2. PRIMARY BARRIER	\$2,000 (allowance)	Recommendations: 1. Lower existing drinking fountain so the leading edge is at 27" AFF and max. 36" to spout. 2. Lower existing drinking fountain so the leading edge is at 27" AFF and max. 36" to spout. 3. Lower existing drinking fountain so the leading edge is at 27" AFF and max. 36" to spout. 4. Lower existing drinking fountain so the leading edge is at 27" AFF and max. 36" to spout.

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		area) - Drinking fountain provided adjacent the NON accessible toilet rooms in the children's area at 28" AFF to the leading edge > 27" AFF max. to the leading edge with a projection > 4".				
	2	1. ACCESSIBLE ROOM SIGNAGE WITH RAISED / BRAILLE IDENTIFYING ROOM NAMES/NUMBERS IS NOT PRESENT IN THE FACILITY including directional signage to accessible components, for example, toilet rooms on Level 2 and elevator to all levels. 2. No accessible directional signage at the toilet room entries	ADA 4.33 MAAB SECT. 14	2. PRIMARY BARRIER	\$3375.00 (allowance)	Recommendations:  1. Provide accessible room signage and directional signage with raised letters and Braille throughout the facility. Spaces that have primary program functions should be given priority, for example, toilet rooms, information desks and computer stations, egress and emergency egress components, accessible

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		adjacent the Costin Room.				elevator, and Costin Room. Signage for secondary spaces should be phased in over a 1.5 year period.  2. Provide accessible directional signage directing users to the accessible toilet rooms on the Level 2 across from the information and main circulation desk.
	3	Level 2 - Public telephones are provided in lobby at Lexington Street. (2) are provided in alcove and not designated as accessible. (1) is surface mounted with the leading edge at 28" AFF and 55" AFF to volume control and change deposit with a 15" projection > 27" max. to leading edge with 54" max. to controls. NO TTY provided.	ADA 4.33 MAAB SECT. 14	2. PRIMARY BARRIER	\$900 (allowance)	Recommendations:  Lower existing public telephone so that leading edge is at 27" AFF max. and 54" max. to controls and volume control. Provide TTY at this location on Level 2.

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	4	Level 2 - Costin Room (auditorium space). Coat area – rod mounted at 61" AFF > 54" max., 48" preferred. Doors at 11lbs door opening force > 5lbs. max. No ALD in Costin Room.	ADA 4.33 MAAB SECT. 14	2. PRIMARY BARRIER	\$3,000 (allowance)	Recommendation: Provide a portable FM receiver system integrated into an existing or new PA system for staff, members of the public or visitors to trainings and programs as requested.
					<b>\$46,095.00</b>	<b>OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL</b>

# FACILITY ACCESS SUMMARY

FPL MCAULIFFE BRANCH  
 CATEGORY 5

**FACILITY NAME:** MCAULIFFE BRANCH LIBRARY  
**FACILITY ADDRESS:** 10 NICHOLAS ROAD, FRAMINGHAM, MA  
**FACILITY ADA CONTACT:** MARK CONTOIS / 508.879.3570  
**FACILITY CONTACT:** MARK CONTOIS / 508.879.3570

SURVEY CATEGORY :		DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 5. SAFETY HAZARD 6. PRIMARY BARRIER 7. MODERATE BARRIER 8. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
ACCESS TO FACILITY						
	1	Exterior Book return drop box is located on sloped surface at 46" AFF.	ADA 4.2, 4.3 MAAB SECT. 6,20, 22	2. PRIMARY BARRIER	\$2,000 (allowance)	Recommendation: Relocate book drop to Nicholas Road at level ground surface with book drop slot height at 48" AFF typical.
	2	Public parking provided across Nicholas Street on land owned by the Town.	ADA 4.6	2. PRIMARY BARRIER	\$500 (allowance)	Recommendation: Re-stripe parking area to

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		(4) reserved parking spaces with (2) additional designated as accessible are provided. Existing parking striping is faded and needs re-painting. (1) "Van" accessible parking space is NOT provided.	MAAB SECT. 23			provide (2) accessible parking spaces with a shared 96" access aisle centered on the existing striped accessible route that takes users cross Nicholas Road. Provide accessible signage for both parking spaces with the left hand parking stall (when facing the library) as "van" accessible.
3		Curb cut at Water Street and Nicholas Road (library side) exceeds 8.3%.	ADA 4.7 MAAB SECT. 21	2. PRIMARY BARRIER	\$500 (allowance)	Recommendation: Repair/replace existing curb cut as required to provide slope at or below 8.3% with flared sides at or below 10%-typical.
4		Egress door from main stacks area exits onto Water Street side of property but has a step down to grade. The building is not sprinklered and an area of refuge would be required to	ADA 4.13 MAAB SECT. 26	2. PRIMARY BARRIER	\$6,000 (allowance)	Recommendation: Provide new exit ramp at this door location with level landing at door 60"x60" min. with 48" wide ramp not to exceed 8.3% slope. Provide all required handrails and

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		provide accessible egress from the facility.				edge protection per MAAB and ADA.
	5	Main Entrance has sloped surfaces at the doors CFS at both the exterior and interior vestibule doors rendering the entrance inaccessible. The surface slope at the exterior door approach is 2.8" > level landing area. There is a modified threshold with height > 1/2" max. required. Interior vestibule has a sloped surface at 4.2-4.8% slope as measured in numerous locations. The interior vestibule doors have 28" clear width < 32" clear width min. required. Door opening force at 15+ lbs > 5lbs max. required. Door closers "jump" when closing.	ADA 4.13 MAAB SECT. 26	2. PRIMARY BARRIER	\$0 (being paid for with CDBG grants)	Recommendation: Town is undertaking replacement of the exterior and interior vestibule doors under a variance by the MAAB. New doors and automatic door openers with pushbutton controls are to be installed Spring/Summer 2006.

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ACCESS TO PROGRAMS / SERVICES						
	1	Interior lobby – Main Reception transaction counter at 39.5” AFF with no lowered portion at 36” AFF. Counter is used by the public.	ADA 4.32 MAAB SECT. 35	2. PRIMARY BARRIER	\$2,000	Recommendation: Renovate existing main reception counter to provide lowered portion at 36” AFF max. and 36” wide.
	2	Computer tables for catalog and internet searches at 25.75” knee clearance < 27” min. knee clearance required. Min. 5% of tables and stations must be accessible.	ADA 4.32 MAAB SECT. 35	2.PRIMARY BARRIER	\$600	Recommendation: ADA and MAAB requires that library facilities provide a minimum of 5% of accessible seating locations, though a higher percentage is recommended.  As most existing furniture was observed to be either adjustable in height or capable of being raised in height without much effort or expense, we recommend raising all furniture, except in

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					the children's area, to a max. 34" AFF with a min. knee clearance of 27" AFF.
3	Reading desks at 26.5" knee clearance < 27" min. knee clearance required. Min. 5% of tables and stations must be accessible.	ADA 4.32 MAAB SECT. 35	2.PRIMARY BARRIER	\$300	<p>Recommendation:            ADA and MAAB requires that library facilities provide a minimum of 5% of accessible seating locations, though a higher percentage is recommended.</p> <p>As most existing furniture was observed to be either adjustable in height or capable of being raised in height without much effort or expense, we recommend raising all furniture, except in the children's area, to a max. 34" AFF with a min. knee clearance of 27" AFF.</p>

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ACCESS TO PUBLIC REST ROOMS					
1	<p><b>Designated accessible toilet room</b></p> <p>a. unisex toilet room 7' x 6'-9" – does not provide minimum dimensions required for door to swing into toilet room. Door swing should be changed to swing out. CFS at pull side of door at 8" &lt; 18" min. required.</p> <p>b. Toilet paper dispenser mounted beyond the rim of the toilet.</p> <p>c. Coat hook mounted at 53" AFF &gt; 48" required.</p> <p>d. Mirror at 41.5" AFF &gt; 40" max. required.</p> <p>e. (2) Soap dispensers provided (1) within</p>	ADA 4.22 MAAB SECT. 30	2. PRIMARY BARRIER	\$895.00	<p>Recommendations:</p> <p>a. Swing existing toilet room door "out" of the toilet room (if allowed by the local code official). Install a closure at the exterior of the door to prevent the door from swinging open- ensure the door opening force as 5lbs. max.</p> <p>b. Relocate toilet paper dispenser to be located above the side grab bar at a max. height of 48" to dispenser. Center on</p>

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		<p>accessible heights the other at 56" AFF to control with reach over sink &gt; 48" max.</p> <p>f. Toilet has booster seat to bring height into compliance-OK</p> <p>g. Sink height at 30.75" AFF – knee clearance OK. No pipe wraps provided.</p> <p>h. grab bars mounted at 30" AFF &lt; 33-36" AFF min/max required.</p> <p>i. Accessible room signage mounted on hinge side of door as well as additional signage on the door – should be mounted at latch side of door, 60" AFF to centerline.</p>				<p>toilet.</p> <p>c. Lower coat hook to 48" AFF max.</p> <p>d. Lower mirror to max. 40" AFF to bottom edge-typical.</p> <p>e. Lower soap dispenser to 48" AFF max. with forward reach over the sink.</p> <p>f. OK</p> <p>g. Provide pipe wraps at sink.</p> <p>h. Raise grab bars to a height of 33"-36" AFF.</p> <p>i. relocate accessible room signage to latch side of door mounted at 60" AFF to centerline of signage-</p>

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 ADA SELF-EVALUATION AND TRANSITION PLAN  
 (DRAFT) MARCH 5, 2006**

SURVEY CATEGORY :	DESCRIPTION OF BARRIERS:	ADAAG / 521 CMR REF.	IMPACT ON PROGRAM ACCESSIBILITY (INSERT APPROPRIATE CODE AND DESCRIBE AS APPROPRIATE) 5. SAFETY HAZARD 6. PRIMARY BARRIER 7. MODERATE BARRIER 8. LOW PRIORITY	OPIONION OF PROBABLE COST:	REMARKS:
ACCESS TO SIGNAGE AND AMENITIES					Typical.
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	\$1,000 (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.
2	Public telephone provided in entrance vestibule on sloped surface. Height OK.	ADA 4.31 MAAB SECT. 37	2. PRIMARY BARRIER	\$500	Recommendation: Relocate public telephone to exterior location of the facility adjacent to accessible parking, adjacent to main entrance (on level surface), or other suitable location within

**TOWN OF FRAMINGHAM, MA – PHASE 4 FACILITIES  
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						the facility where a 30" x 48" CFS can be provided at the device.
	3	Drinking fountain provided is wall mounted at 29" AFF to the leading edge with a 13" projection > 27" AFF max. to leading edge.	ADA 4.15 MAAB SECT. 36	2. PRIMARY BARRIER	\$3,000	Recommendation: Replace existing drinking fountain with new drinking fountain (accessible model) mounted with the leading edge at 27" AFF and max. 36" to spout location.
					<b>\$17,295.00</b>	<b>OPINION OF PROBABLE COST TOTAL FOR BARRIER REMOVAL</b>