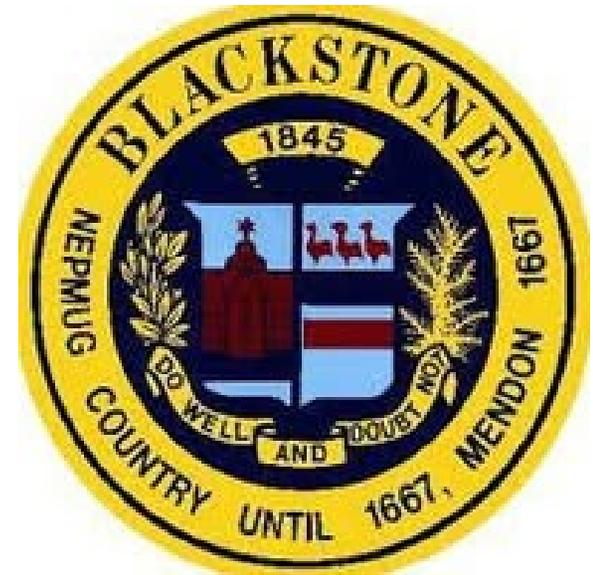


TOWN OF BLACKSTONE, MA

ADA TRANSITION PLAN



**ARCHITECTURE
+ACCESSIBILITY**
ONE BRIDGE ST
NEWTON MA
02458-1132
KMACCESS.COM
617.641.2802



Submitted on December 19, 2025

TRANSITION PLAN

This document is meant to serve as a working for Town personnel. Columns highlighted in yellow are meant to be filled out by the Town. KMA recommends reviewing this document along with the Self-evaluation Report and the Access Audit Reports found in Appendix 9.

Prioritization Key:

- A. Immediate Priority: Within Six Months.
- B. High Priority: Within One Year.
- C. Medium Priority: Within Three Years.
- D. Long-term Priority: Within Five Years.

TRANSITION PLAN

#	Findings	Recommendations	Priority	Target Date	Responsible Party	Comments
4.2 ADMINISTRATIVE REQUIREMENTS OF THE ADA						
Title II of the ADA requires public entities to take several steps to become compliant with the ADA. To date, the Town has met all administrative requirements as follows:						
4.2.1	<p>ADA Notice</p> <p>As determined by the response of the Administrative survey, the Town has adopted a Public Notice of ADA Compliance to notify members of the public of the Town’s non-discrimination policies and ensure all residents have equal access to Town facilities, programs, and services – please refer to Appendix 1 of this report. The notice was last revised on February 8, 2024. The notice includes information on employment, effective communication, modifications to policies and procedures, how to request an accommodation, and includes the name and contact information – both address and email address – of the ADA Coordinator. However, the response of the Administrative survey as well as the website review and the access audits of municipal buildings indicate inconsistencies in where the Public Notice is posted.</p>	<p>KMA recommends revising the Town’s Public Notice to include the ADA Coordinator’s telephone number as a second means of access for contact information and creating an abbreviated version for announcements, per notice samples provided by the U.S. Department of Justice. Additionally, KMA recommends ensuring the Public Notice is prominently displayed or posted on:</p> <ul style="list-style-type: none"> • Entrances/lobbies, bulletin boards, and gathering places in all Town facilities. • Social media and the Town’s website, including all webpages where information about disability services, public events and facility accessibility is displayed. • Employee handbooks, manuals, and Department literature. • Event posters, flyers, program brochures, and all materials distributed by the Town. • Program announcements (in abbreviated form). <p>KMA recommends implementing these changes within the next six months. For a sample Public Notice, alternatives formats, and other methods to share this information with the public, please</p>	A			

		consult the New England ADA Center’s ‘ADA Title II Action Guide for State and Local Governments’ and the U.S. Department of Justice’s ‘The ADA Best Practices Tool Kit for State and Local Governments’ .				
4.2.2	ADA Coordinator Chad Lovett appointed to fulfill the responsibility of an ADA Coordinator to coordinate the Town’s ADA obligations on December 11, 2023 – please refer to Appendix 2 of this report. While his name and contact information with two means of access (telephone number and email address) are listed on the Town website, his name and contact information with only one means of access (email address) are listed on the Public Notice and on the Grievance Procedure. Mr. Lovett has not received yearly training on accessibility compliance.	KMA recommends that Mr. Lovett complete the ADA training offered by the National Association of ADA Coordinators and the Massachusetts Office on Disability . In addition, KMA recommends providing the ADA Coordinator’s contact information with two means of access (telephone number and email address) on all materials distributed by the Town. KMA recommends implementing these changes within the next six months.	A			
4.2.3	Grievance Procedure The Town has adopted and published a Grievance Procedure as well as an ADA Grievance Complaint Form to resolve disability-related complaints – please refer to Appendix 3 of this report. Both the Grievance Procedure and ADA Grievance Complaint Form were last revised on February 8, 2024. Mr. Lovett’s name and contact information with only one means of access (email	KMA recommends revising the Town’s Grievance Procedure to include the ADA Coordinator’s telephone number as a second means of access for contact information and confirming that it is posted in conspicuous locations in all Town facilities. Also, KMA recommends regularly redistributing the grievance procedure to Department Heads, boards, and commissions. KMA recommends implementing these changes within the next six months. For more guidance on how to post and/or distribute the Grievance	A			



	<p>address) are listed therein. The response of the Administrative survey indicates the policy has not been consistently distributed to Department Heads, boards, and commissions. Although the survey response listed the Grievance Procedure as being “posted in conspicuous locations in all Town buildings”, KMA did not find such notice in all audited buildings.</p>	<p>Procedure, please consult the New England ADA Center’s ‘ADA Title II Action Guide for State and Local Governments’ and the U.S. Department of Justice’s ‘The ADA Best Practices Tool Kit for State and Local Governments’.</p>				
4.2.4	<p>Self-evaluation and Transition Plan</p> <p>As determined by the scope of this project, the Town is currently updating its ADA Self-evaluation and Transition Plan. According to the Town, its first-ever Self-evaluation and Transition Plan was performed in 2006, and updates were published in 2011, 2017, and most recently, in 2024.</p>	<p>Once the Self-evaluation and Transition Plan for the 14 Town facilities listed above is completed, the Town should consider implementing Self-evaluation and Transition Plans to understand whether the following programs, services, and activities in other Town-owned facilities are accessible: educational programs by Blackstone Public Schools in school buildings and housing in facilities managed by the Blackstone Housing Authority within the next five years.</p>	D			



4.3.1	Programmatic Recommendations					
4.3.1.1	Recommendations for All Town Departments					
The following recommendations apply to all Town Departments. Where policies are developed, KMA recommends ensuring information is disseminated to the public and staff as required:						
A.	<p>Training</p> <p>The survey responses indicated a need for training of front-line Town personnel in several aspects of accessible program delivery, including:</p> <ul style="list-style-type: none"> • The Town's policy of non-discrimination. • The Town 's protocols for responding to requests for reasonable modifications. • The Town 's protocols for providing auxiliary communication aids and services. • The Town 's available resources for providing auxiliary aids and services. • How to effectively communicate with people with disabilities. • How to use of the Massachusetts Relay Service to make and receive calls. <p>Additional findings regarding training are included in other items listed below.</p>	<p>KMA recommends providing periodic training to all appropriate personnel – including part-time and seasonal employees, and especially front-line employees – in the Town's nondiscrimination policy, how to respond to requests for reasonable modifications, auxiliary aids, and services (such as sign language interpreters, material in Braille and assistive listening systems) and documents in alternative formats, and in how to respond to telephone calls made through Video Relay Services and Telecommunication Relay Services to ensure that communication with people with disabilities is as effective as others. KMA recommends implementing these changes within the next year.</p>	B			



<p>B.</p>	<p>Surcharges</p> <p>In its survey responses, the Town confirmed that surcharges are not imposed to recover the cost of accommodations, effective communication services, or accessibility features. Further, the Public Notice lists that “The Town of Blackstone will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.”</p>	<p>None.</p>	<p>--</p>	<p>--</p>	<p>--</p>	<p>--</p>
<p>C.</p>	<p>Meetings and Events at Accessible Locations</p> <p>The survey responses noted that most public meetings and events (including parties, flu clinics, etc.) are held in accessible Town buildings, most specifically the Municipal Building, though there is no formal written policy on the matter. On its announcement of the Annual Halloween Trick-or-Treat Event at the Municipal Building, the Town specified that “The first 30 minutes (4:30–5:00 PM) will be sensory-friendly, providing a welcoming environment for families with sensory sensitivities and other needs.”</p>	<p>KMA recommends that the Town establish procedures to assure all events open to the public, including but not limited to meetings, hearings, workshops, conferences, classes, parties, fairs, etc. are always held in accessible locations within the next six months.</p>	<p>A</p>			



D.	<p>Accessible Meetings and Events</p> <p>In addition to ensuring that public meetings are held in accessible venues, it is also important that Town staff planning and/or hosting public meetings (in-person, virtual, and hybrid) also do their part to ensure that all events are accessible to everyone.</p>	<p>KMA recommends developing written protocols for accessible events and distributing to all departments, boards, and commissions within the next six months. Helpful documents on how to write such protocols include:</p> <ul style="list-style-type: none"> • The Massachusetts Department of Public Health’s ‘Planning Accessible Meetings and Events’. • The Massachusetts Office on Disability’s ‘Tips for Hosting Accessible Events and Meetings (Guidance for In-person, Virtual, and Hybrid Events and Meetings)’. <p>Sample Event Language for Town Staff: “For additional information or to request accommodations to participate in this meeting (event), please contact (###) ###-#### or MA Relay 711 or email AppropriatePerson@address.org. Meeting materials in alternate formats can be made available upon request. Notification 72 hours prior to the meeting/event will allow the Town to make reasonable arrangements to ensure accessibility to this meeting/event. Note, the (meeting location) is an accessible facility.”</p>	A			
E.	<p>Licensing/ Certification</p> <p>Town licenses or certifications (i.e., liquor, restaurant, etc.) does not appear to have had the application process thoroughly reviewed to ensure qualified persons with disabilities are not screened out by the Town.</p>	<p>KMA recommends providing periodic training to all Departments engaged in application process reviews to ensure all Town licenses, permits, or certifications provide equal access to persons with disabilities – please refer to the programmatic recommendation for ‘Training’ in this report. KMA recommends implementing these changes within the next year.</p>	B			



F.	<p>Service Animal Policy</p> <p>While the Town welcomes service animals in Town offices on its Public Notice, the Town does not currently have a written policy regarding service animals in Town facilities.</p>	<p>KMA recommends developing a written service animal policy and posting it in Town facilities, including outdoor facilities, and on the Town’s website. For a sample policy and other useful information, please consult guidance developed by the City of Newton and by Massachusetts Office on Disability. KMA also recommends disseminating and including routine training on the service animal policy once it is developed to all Town staff – see ‘Training’ above. KMA recommends implementing these changes within the next six months.</p>	A			
G.	<p>Reasonable Modifications of Policies</p> <p>The Town has a process for responding to requests for modifications to policies or practices if the modification is necessary for people with disabilities to participate. As determined by the response of the Administrative survey, requests are listed in the Public Notice and are reviewed by the ADA Coordinator for coordination with the appropriate Town department and the requestor.</p>	<p>KMA recommends developing and providing guidance on requests for reasonable modifications for all Town departments and new hires to ensure that everyone is aware of how to appropriately respond to requests within the next year. This guidance should also include criteria for determining whether a modification would fundamentally alter the nature of the program or a protocol by the Town department. Some examples of how to improve the process for modifications to policies or practices can be found on the U.S. Equal Employment Opportunity Commission’s website.</p>	B			
H.	<p>Auxiliary Communication Aids and Services</p> <p>While the Town lists a process for responding to requests for auxiliary communication aids and services in the Public Notice – such as requestors alerting the ADA Coordinator in a timely manner before scheduled events when</p>	<p>KMA recommends establishing the appropriate vendors and contractual agreements so that aids and services can be provided in a timely manner, for example: TTY or telephone relay services and ASL interpreters. Looking at population data and historical information on past auxiliary aid requests can help inform the types of vendors and contractual agreements for the Town of Blackstone. KMA also recommends ensuring that</p>	B			



	<p>auxiliary communication aids and services are needed –, the process may be improved as determined by the response of the Administrative survey.</p>	<p>appropriate departments are aware of their obligations to inform the public regarding the availability of auxiliary aids for people with disabilities. Establish department-wide guidance regarding the specific Town communications requiring notice of the availability of auxiliary aids (e.g., meeting announcements, events, conferences, etc.). Useful information on auxiliary aids and services, can be found on the National Disability Navigator Resource Collaborative’s website. If the Town experiences difficulties with providing aids and services in a timely manner when meeting notices are posted 48 hours prior to meetings, KMA recommends the Town to consult with legal counsel for guidance on the requirements for public meetings – including remote and hybrid meetings in accordance with the Open Meeting Law regulations governing remote participation – and the possibility of extending the timeframe for meeting notices. KMA recommends implementing these changes within the next year.</p>				
I.	<p>Alternative Formats</p> <p>Where Town documents are provided, department survey responses indicate that notification is not provided that documents can be requested in alternative formats.</p>	<p>KMA recommends assessing the needs of the community for alternative formats. Based on the assessment, establish the appropriate vendors or protocols so that documents in alternative formats can be provided in a timely manner, for example: taped texts, audio recordings, Braille materials and large print materials. Include notification regarding the availability of alternative formats on the Town’s website. If the Town experiences difficulties with providing alternative formats in a timely manner when meeting notices are posted 48 hours prior to meetings, KMA recommends the Town to consult</p>	B			

		with legal counsel for guidance on the requirements for public meetings – including remote and hybrid meetings in accordance with the Open Meeting Law regulations governing remote participation – and the possibility of extending the timeframe for meeting notices. KMA recommends implementing these changes within the next year.				
J.	<p>Title III Entities Using City Facilities</p> <p>The Town’s policies on the reservation and use of Town facilities do not appear to include information on the obligation of the Title III entity (i.e., sports leagues at athletic and recreation facilities, artisan groups, theater groups, fundraisers (including road races) to facilitate the participation of persons with disabilities.</p>	KMA recommends developing language to be included in all Town rental agreements that ensure Title III entities of their obligations to facilitate the participation of persons with disabilities within the next six months.	A			
K.	<p>Use of Contractors</p> <p>As determined by the response of the Administrative survey, the Town does not include language in its contracts to ensure that contractors are aware of their obligations to facilitate the participation of persons with disabilities in programs and activities the contractor operates on behalf of the Town. Additionally, the Town has not developed a procedure to disseminate information about ADA requirements to contractors, including in contracts for transportation services.</p>	KMA recommends adding language to contracts to ensure contractors are aware of their obligations under the ADA. In addition, KMA recommends modifying the contract language, so it does not include stigmatizing language and disseminating to contractors within the next six months. For more information on stigmatizing language, please refer to the programmatic recommendation for ‘Documents and Publications’ in this report.	A			



L.	<p>Documents and Publications</p> <p>While Town documents and announcements have not been comprehensively reviewed to ensure they do not use stigmatizing language, KMA found numerous instances of the word “handicap(ed)” on its Master Plan (from 2018) Open Space Plan (from 2024), the Animal Control by-laws, and webpages, meeting agendas and minutes posted on the Town’s website.</p>	<p>KMA recommends ensuring the Town’s policy on nondiscrimination includes information on patronizing or stigmatizing language and/or images. “People-first” or “person-first” language is a way of describing disability that involves putting the word “person” or “people” before the word “disability” or the name of a disability, rather than placing the disability first and using it as an adjective. Some examples of people-first language might include saying “person with a disability,” “woman with cerebral palsy,” and “man with an intellectual disability.” The purpose of people-first language is to promote the idea that someone’s disability label is just a disability label— not the defining characteristic of the entire individual. Many guides on disability language and etiquette may likely emphasize using person-first language, except, perhaps, when discussing certain disability cultural groups that explicitly describe themselves with disability-first language. Thus, while it is generally a safe bet to use people-first language, there are members of certain disability groups in the US who prefer not to use it, such as the American Deaf community and a number of Autistic people/ Autistics. The basic reason behind members of these groups’ dislike for the application of people-first language to themselves is that they consider their disabilities to be inseparable parts of who they are. Using person-first language, some also argue, makes the disability into something negative, which can and should be separated from the person. For useful information, please consult the Metropolitan Area Planning Council’s Language Access Guide. KMA</p>	A			
----	--	---	---	--	--	--



		recommends implementing these changes within the next six months.				
M.	<p>Website</p> <p>KMA conducted a cursory review of the Town’s website to help identify any significant and recurring accessibility and usability problems. The basis for the review was the guidance from Section 508 of the Rehabilitation Act and W3C-WAI’s WCAG 2.0. In collaboration with the Town, the following were selected as the five most visited webpages for review: Collector/Treasurer, Agendas, Assessors, Jobs, and Bid Posting – please refer to Appendix 8 of this report.</p> <p>KMA found the Town’s website to be accessible but identified instances of non-compliance on this sampling of webpages:</p> <ul style="list-style-type: none"> • All five webpages have instances of incorrectly-coded menus that can confuse users. • Two webpages have search and filter fields that lack proper labels for screen reader users. • One webpage has instances of empty headers. • Two webpages contain multiple color contrast errors. <p>Further, the Town offers information regarding access to programs, services, and activities for people with disabilities</p>	<p>KMA recommends reviewing and implementing all of the recommendations identified in the website report and performing a more comprehensive website analysis. Additionally, KMA recommends enhancing the information provided on its centralized webpage with the following information for people with disabilities:</p> <ul style="list-style-type: none"> • All accessibility policies (service animal, etc.) by the Town. • The accessibility of Town facilities, including “know before you go” information about accessible parking, accessible entrances, accessible toilet rooms, accessible polling places, accessible outdoor facilities, and other accessible amenities to help people with disabilities plan to ahead when attending events. <p>KMA recommends implementing these changes within the next six months.</p>	A			



	<p>on a centralized webpage on its website, including useful resources such as the Town’s compliance with the ADA’s administrative steps (Public Notice, the Grievance Procedure and associated Complaint Form, and ADA Coordinator appointment letter), the process for requesting accommodations or auxiliary aids and services, and digital copies of all previous ADA Self-evaluation and Transition Plans.</p>					
--	---	--	--	--	--	--

4.3.1.2 Department-specific Recommendations

The following recommendations apply to the following Town departments, in alphabetical order. Where policies are developed, KMA recommends ensuring information is disseminated to the public and staff as required:

4.3.1.2.1 Building and Inspectional Services, Public Works, Parks and Recreation Departments

N.	<p>Maintenance of Accessible Facilities</p> <p>In addition to providing programmatic access, the Town is obligated to maintain all accessible facilities in working order.</p> <p>The Town offers the Snow Angels Program, a volunteer service aimed at volunteers who can assist seniors and persons with physical disabilities with snow removal in their neighborhood.</p>	<p>Within the next year, KMA recommends conducting the following training for department staff to confirm that ongoing facility maintenance and operation ensures access for individuals with disabilities:</p> <ul style="list-style-type: none"> • Conduct periodic inspections and testing of automatic door openers, emergency phones, and assistive listening devices. • Placement of furniture, trash cans, and other items so as not to obstruct accessible routes, clear floor spaces at accessible elements (including plumbing fixtures), and maneuvering clearances at doors. • Placement of outdoor trash cans on accessible routes, trimming tree branches and other vegetation along and/or above accessible walkways and/or sidewalks, 	B			
----	--	--	---	--	--	--

		<p>access aisles serving accessible parking spaces, and maneuvering clearances at entry doors.</p> <ul style="list-style-type: none"> • Snow removal at all Town facilities and public rights-of-way under the Town's control to ensure that accessible elements such as sidewalks, crosswalks, curb ramps, on- and off-street accessible parking, ramps, and stairs are properly clear in a timely manner. For useful information, consult the Massachusetts Office on Disability's 'Snow Removal and Accessibility in Massachusetts'. 				
O.	<p>Portable Toilet Units</p> <p>When portable toilet units (also known as “porta potties”) are provided in Town facilities, at least one in each facility must be accessible. Where multiple portable toilet units are clustered in a single location, no more than five percent of the toilet units at each cluster but at least one must be accessible. Accessible portable toilet units must be located on an accessible route and must be identified by the International Symbol of Accessibility. During the audit of Town facilities, KMA observed one portable toilet unit at Roosevelt Park; although the portable toilet unit itself appeared to be designated as accessible, it was not located on an accessible route due to the grass surface.</p>	<p>Within the next year, KMA recommends creating a policy for the procurement, rental, and installation portable toilets within Town facilities. Provide an accessible portable toilet at each location where they are provided and/or at each location where there are inaccessible toilet facilities. Ensure the accessible portable toilet unit is located on an accessible route.</p>	B			



P.	<p>New Construction and Alterations</p> <p>The design and construction associated with new Town facilities and alterations to existing Town facilities must be carefully reviewed and performed in compliance with the 2010 ADA Standards. During recent alterations performed to the Historical Museum – most specifically, the replacement of the ramp to the accessible entrance and improvements to exterior stairs –, KMA observed certain practices in place by the Building and Inspectional Services Department to ensure accessibility compliance in alterations to existing buildings.</p>	<p>Although KMA did not review the Town’s designer contracts to verify the existence of this language, within the next year, KMA recommends the Town to ensure that all future capital and maintenance projects of Town facilities (for both buildings and outdoor facilities, either alterations to existing facilities or new construction) are always designed and constructed in compliance with the 2010 ADA Standards and 521 CMR: The Rules and Regulations of the Massachusetts Architectural Access Board. When addressing accessibility for pedestrians within the public right-of-way, including sidewalks, crosswalks, curb ramps, pedestrian signals, on-street parking, and shared-use paths, KMA also recommends including the U.S. Access Board’s Public Rights-of-Way Guidelines.</p>	B			
----	---	--	---	--	--	--

4.3.1.2.2 Town Administrator

Q.	<p>Employment</p> <p>Along with the Department survey responses, KMA reviewed job postings and the employment application form available on the Town’s website. While the Town’s equal opportunity employment policy is listed on the Public Notice, the policy – as well as the contact information of the Town personnel responsible for accommodations, if accommodations are needed by the job applicant – is not included in the applications for employment.</p>	<p>KMA recommends reviewing the Town’s job postings and employment application process, job descriptions to distinguish between essential functions and marginal functions, developing protocols to ensure personnel files are managed so that information identifying disability is contained in a separate file, reviewing performance evaluation forms, ensuring all staff who conduct interviews have received ADA training – please refer to the programmatic recommendation for ‘Training’ in this report –, and ensuring the Town’s employment documents are available in alternate formats. KMA also recommends staff to attend the Massachusetts Office on Disability’s employment and workplace trainings.</p>	B			
----	---	--	---	--	--	--

		KMA recommends implementing all recommendations noted above within the next year.				
R.	<p>Access to Historical Museum</p> <p>Despite recent accessibility improvements to the ramp and stairs to the Historical Museum, further accessibility improvements to the building interior – most specifically, renovating the toilet room, widening doors, and installing a wheelchair lift or elevator to the basement and the second floor – may not be feasible due to the building typology. Furthermore, even if accessibility improvements to the first floor are accomplished, limiting access to the public to the first floor only may not be feasible as Historical Commission members who volunteer to operate the museum are also considered members of the public.</p>	<p>KMA recommends developing a written policy to limit access to the public to the first floor only within the next six months.</p> <p>Alternatively, KMA recommends the Town identify an alternative, accessible location where programs, services, and activities may be provided by the Historical Commission within the next year.</p>	B C			
4.3.1.2.3 Emergency Management, Police, and Fire Departments						
S.	<p>Emergency Preparedness</p> <p>Although a formal emergency preparedness plan was not provided for review, the Town offer useful information on emergency management on its website, mostly related to weather-related emergencies. Survey responses indicated conflicting information about emergency preparedness. While emergency</p>	<p>KMA recommends creating an emergency preparedness plan (or supplementing the existing emergency preparedness plan, if one exists) to include:</p> <ul style="list-style-type: none"> Provisions to ensure that equal access to safe egress is provided for any visitor, member of the community or employee, including additional assistance if required to effectively evacuate and/or shelter them during an emergency. 	B			



	<p>personnel appears to be trained in effective communication with people with disabilities, most departments were unclear on emergency response plans that address the needs for individuals with disabilities at their facilities.</p>	<ul style="list-style-type: none"> • Emergency phones at the entrance of the Police Station and the Fire Stations to allow residents with mobility disabilities to quickly summon emergency personnel in an emergency. • Protocols and signage for such issues as: <ul style="list-style-type: none"> ○ Public and employee orientation to the Town’s emergency evacuation procedures in buildings and outdoor facilities. ○ Evacuation maps with locations of egress doors and safe wait in the Municipal Building and the Public Library. ○ All exit doors in buildings are identified by ADA-compliant, tactile signs. ○ All accessible, at-grade exit doors in buildings are identified by an illuminated exit sign with the International Symbol of Accessibility, according to 521 CMRF 41.1.3(e). <p>In addition, KMA recommends emergency management personnel attend the Massachusetts Emergency Management Agency’s ‘Emergency Preparedness for Individuals with Disabilities and Access and Functional Needs’ training and the University of New Mexico’s ‘Tip Sheets for First Responders’. KMA recommends implementing these changes within the next year.</p>				
4.3.1.2.4 Town Clerk Department						
T.	<p>Elections and Polling Places</p> <p>The Town has three precincts where registered voters go to vote, each with a</p>	<p>Within the next year, KMA recommends:</p> <ul style="list-style-type: none"> • Mitigating all the barriers associated with voting activities listed in the access audit 	B			



	<p>designated polling place: Precinct 1 in the Senior Center on the lower level of the Municipal Building, Precinct 2 at Fire Station 2, and precinct 3 at the main conference room on the upper level of the Municipal Building. Although the Town Clerk’s Office provides useful information about elections on the Town’s website, the webpage lacks information for people with disabilities such as information about accessible polling places, accessible voting procedures, and accessible voting equipment for voters with disabilities who require accommodations or assistance during elections.</p>	<p>report for the Municipal Building and Fire Station 2 found in Appendix 9 of this report.</p> <ul style="list-style-type: none"> Developing a policy to designate the Municipal Building and Fire Station 2 as the accessible polling places and disseminating information on the policy to Town staff and the public. <p>For more information on accessible polling places, please visit the Secretary of the Commonwealth’s website and ADA.gov.</p>				
--	---	---	--	--	--	--

4.3.1.2.5 Recycling Center Department

U.	<p>Assistance with Trash and Recycling Disposal</p> <p>At the Recycling Center, accessible parking is not provided, the trash and recycling dumpsters are not located on an accessible route, and the openings of the dumpsters are not within an accessible reach range.</p>	<p>Instead of undergoing expensive alterations to repave and regrade the area to lower the height of the dumpsters so that they are reachable by people with mobility disabilities – as listed in the access audit report for the Recycling Center found in Appendix 9 of this report –, KMA recommends creating a policy and training the facility attendant to assist residents with disabilities with handling their trash and recycling at a fully compliant, designated accessible van parking space within the next year.</p>	B			
----	--	---	---	--	--	--

4.3.1.2.6 Animal Control Department

V.	<p>Assistance with Animal-related Services</p>	<p>Instead of undergoing expensive alterations to the office/shelter so that the building is accessible to people with mobility disabilities – as listed in the access audit report for Animal Control found</p>	B			
----	---	--	---	--	--	--

	<p>At Animal Control, accessible parking is not provided, and the office/shelter is completely inaccessible due to the step to the entrance, a narrow entry door, an excessively high counter, and lack of an accessible route throughout the building.</p>	<p>in Appendix 9 of this report –, KMA recommends creating a policy and training the Animal Control Officer and other Department staff to assist residents with disabilities with all animal-related services offered by this facility at a fully compliant, designated accessible van parking space within the next year.</p>				
--	---	--	--	--	--	--

4.3.2 Physical Recommendations

4.3.2.1 Buildings

<p>A.</p>	<p>Municipal Building</p> <p>Principal barriers identified include:</p> <ul style="list-style-type: none"> • The designated accessible parking spaces are not properly marked. • The parking spaces have slightly excessive slopes, and a van-accessible parking space is not provided. • The accessible route between St. Paul Street and the entrance is too narrow and has excessive cross slopes. • Both ramps to the accessible entrance on the first floor and the police and fire stations have excessive slopes. • The multi-user toilet rooms have accessible elements that are not mounted in the correct locations. • Certain counters in the offices on the second floor are too high. 	<p>Due to the high traffic of the Municipal Building, KMA recommends mitigating all the barriers identified in the audit report within the next three years.</p> <p>In the next year, KMA recommends prioritizing the following mitigations due to their high visibility and use:</p> <ol style="list-style-type: none"> 1) Regrade and restripe the accessible parking spaces and add one van-accessible parking space, as well as its associated sign and access aisle. 2) Widen and regrade the walkway to the accessible entrance. 3) Rebuild the ramp to the first-floor entrance and the ramp to the police and fire stations. 4) Reposition several elements in the toilet rooms. 5) Lower a portion of the counter at each office. 	<p>C</p>			
-----------	---	---	----------	--	--	--

B.	<p>Public Library</p> <p>Principal barriers identified include:</p> <ul style="list-style-type: none"> • The parking spaces have slightly excessive slopes and changes in level. • The passenger loading zone has several instances of non-compliance. • Curb ramps serving the accessible parking spaces and the passenger loading zone have excessive slopes. • The single-user and multi-user toilet rooms have a few accessible elements that are not mounted in the correct locations. 	<p>Due to the high traffic of the Public Library, KMA recommends mitigating all the barriers identified in the audit report within the next three years.</p> <p>In the next year, KMA recommends prioritizing the following mitigations due to their high visibility and use:</p> <ol style="list-style-type: none"> 1) Regrade and restripe the accessible parking spaces and associated access aisles. 2) Restripe the passenger loading zone. 3) Rebuild the curb ramps serving the parking spaces and the passenger loading zone. 4) Reposition several elements in the toilet rooms. 	C B			
C.	<p>Historical Museum</p> <p>Principal barriers identified include:</p> <ul style="list-style-type: none"> • The parking space off Main Street has excessive slopes, the parking sign is too low, and a van-accessible parking space is not provided. • The recently built ramp has excessive slopes at the bottom and lacks a level landing on the sidewalk. • The interior doors are too narrow and thresholds have abrupt changes in level on the first floor. • The single-user toilet room does not have any accessible elements, 	<p>KMA recommends mitigating all the barriers identified in the audit report within the next three years.</p> <p>In the next year, KMA recommends prioritizing the following mitigations due to their high visibility and use:</p> <ol style="list-style-type: none"> 1) Regrade and restripe the accessible parking space to add one van-accessible parking space, as well as its associated sign and access aisle. 2) Regrade the bottom of the ramp. 3) Enlarge the interior doors and remove thresholds on the first floor. 4) Renovate the toilet room. <p>Please refer to Programmatic Recommendations for the Town Administrator above for additional</p>	C B			



	and its footprint is too small to be made accessible.	information.				
D.	<p>Corrosion Control Facility</p> <p>Principal barriers identified include:</p> <ul style="list-style-type: none"> • The parking space has excessive slopes, the parking sign is too low, and a van-accessible parking space is not provided. • The walkway between the accessible parking and to the accessible entrance has excessive slopes and changes in level. • The counter in the lobby is too high and narrow. • The single-user toilet rooms have elements that are not mounted in the current locations, and doors lack maneuvering clearances. 	<p>KMA recommends mitigating all the barriers identified in the audit report within the next three years.</p> <p>In the next year, KMA recommends prioritizing the following mitigations due to their high visibility and use:</p> <ol style="list-style-type: none"> 1) Regrade and restripe the accessible parking space to add one van-accessible parking space, as well as its associated sign and access aisle. 2) Regrade the walkway to the accessible entrance. 3) Lower and widen a portion of the counter in the lobby. 4) Renovate both toilet rooms and install automatic door openers. 	C B			
E.	<p>Recycling Center</p> <p>At the Recycling Center, accessible parking is not provided, the trash and recycling dumpsters are not located on an accessible route, and the openings of the dumpsters are not within an accessible reach range.</p>	<p>Restripe a portion of the parking to add one van-accessible parking space, as well as its associated sign and access aisle in the next year.</p> <p>Please refer to Programmatic Recommendations for the Recycling Center Department above for additional information.</p>	B			
F.	<p>Animal Control</p> <p>At Animal Control, accessible parking is not provided, and the office/shelter is completely inaccessible due to the step</p>	<p>Pave and stripe a portion of the parking lot to add one van-accessible parking space, as well as its associated sign and access aisle in the next year.</p>	B			

	to the entrance, an entry door that lacks compliant hardware and maneuvering clearances, an excessively high counter, and lack of an accessible route throughout the building.	Please refer to Programmatic Recommendations for the Animal Control Department above for additional information.				
G.	<p>Fire Station 2</p> <p>Principal barriers identified include:</p> <ul style="list-style-type: none"> • The accessible parking space has excessive slopes and lacks the required access aisle adjacent to it. • The walkway between the accessible parking and to the building entrance has excessive slopes due to the driveway to the apparatus bay. • The ramp to the building entrance has excessive slopes and lacks a level landing. • The entry door lacks the maneuvering clearance required on the push side. 	<p>KMA recommends mitigating all the barriers identified in the audit report within the next three years. Within the next year, KMA recommends prioritizing the following mitigations due to their use associated with voting activities at this polling place:</p> <ol style="list-style-type: none"> 1) Abandon the current accessible parking space (remove the parking sign and paint over the icon on the ground) and install a new van-accessible parking space, as well as its associated sign and access aisle, directly near the building entrance and from either Rathburn Street or Champlain Avenue. 2) Rebuild the ramp to the entrance to the day room. Coordinate with the new location for the accessible parking space. 3) Install an automatic door opener. <p>Please refer to Programmatic Recommendations for the Town Clerk Department above for additional information.</p>	B			
H.	<p>Fire Station 3</p> <p>Fire Station 3 was listed in the scope of work, but it was found to be not open to the public during our audit. Therefore,</p>	N/A.	--	--	--	--

		2) Resurface the area serving at least one bench within the playground.				
L.	<p>Valati Park</p> <p>Principal barriers identified include:</p> <ul style="list-style-type: none"> The surface of the parking area is not accessible, due to the gravel surface. An accessible route is not provided to the memorial, picnic tables, benches, or trash receptables, due to the grass. 	<p>KMA recommends addressing the following accessibility issues found at Valati Park within the next three years, due to its unique program features:</p> <ol style="list-style-type: none"> Pave and stripe a portion of the parking lot to add one van-accessible parking space, as well as its associated sign and access aisle. Provide an accessible route between the accessible parking and at least one of each type of site amenity (memorial, picnic tables, benches, and trash receptacles). 	C			
M.	<p>Town Common/Gazebo</p> <p>Principal barriers identified include:</p> <ul style="list-style-type: none"> There is not an accessible route to the gazebo and historic military memorial due to the grass, and the stairs up to the gazebo. The memorial plaza has a few instances of excessive slopes. 	<p>KMA recommends addressing the following accessibility issues found at Town Common/Gazebo within the next three years, due to its unique program features:</p> <ol style="list-style-type: none"> Provide an accessible route between the site arrival point and the gazebo and historic military memorial. Regrade the memorial plaza. <p>Further, KMA recommends the Town to refrain from hosting Town events at the Town Common until this outdoor facility is fully accessible.</p>	C			
N.	<p>Elm Street Park</p> <p>An accessible route is not provided between Elm Street and the playground or the basketball court due to the grass surface.</p>	<p>KMA recommends providing an accessible route between the site arrival point and the playground and basketball court within the next five years.</p>	D			