

# Accessibility Audit



Prepared by Direct Access Consultancy LLC

June 2024

Westford Town Buildings  
Westford, MA 01886

## Review and Approval

Action	Name and Role	Signature
Prepared by	Joe Prochilo Senior Accessibility Consultant	
Technical review by	Steven Mifsud, MBE CEO, Direct Access Consultancy	
Approved by		

## Revision History

Revision	Description	Date
1	First issue	
2	Second Issue	

## Document Restriction Level

Restricted Document	<input type="checkbox"/>	Unrestricted Document	<input checked="" type="checkbox"/>
---------------------	--------------------------	-----------------------	-------------------------------------

## Disclaimer

This report may not be copied or reproduced by any means without prior written permission from Direct Access Consultancy LLC. If you have received this report in error, please destroy all copies in your possession or control and notify Direct Access Consultancy LLC.

This report has been prepared for the exclusive use of the commissioning party and unless otherwise agreed in writing by Direct Access Consultancy LLC, no other party may use, make use of or rely on the contents of this report. No liability is accepted by Direct Access Consultancy LLC for any use of this report, other than for the purposes for which it was originally prepared and provided.

Opinions and information provided in the report are based on Direct Access Consultancy LLC using due skill, care and diligence in the preparation of the same and no warranty is provided as to their accuracy. It should be noted, and it is expressly stated that no independent verification of any of the documents or information supplied to Direct Access Consultancy LLC has been made.

## Contact information

### **Direct Access Consultancy LLC**

68 Harrison Avenue, 6<sup>th</sup> Floor, Boston, MA 02111

t: +1 (617) 518-5313

f: +1 (617) 518-5314

Website – [www.directaccessgp.com](http://www.directaccessgp.com)

### **Steven Mifsud MBE – Group CEO**

[smifsud@directaccess.group](mailto:smifsud@directaccess.group)

+44 845 056 4421

### **Steve Dering – Project Manager**

[sdering@directaccess.group](mailto:sdering@directaccess.group)

+1 (727) 478-2652

### **Joe Prochilo – Senior Access Consultant**

[jprochilo@directaccess.group](mailto:jprochilo@directaccess.group)

617-478-2652

# Contents

---

1. Executive Summary.....	6	4.11 Disclaimer.....	23
1.1 Executive summary.....	6	5. Consultation.....	24
2. Acronyms, Abbreviations and Definitions.....	7	5.1 Access Groups.....	24
2.1 Acronyms and Abbreviations.....	7	5.2 National Register of Historic Places / Conservation.....	24
2.2 Glossary of Terms.....	8	5.3 Access Groups.....	24
3. Documents and Best Practices.....	11	6. Site Details.....	25
3.1 Documents.....	11	6.1a Description of Site: Town Hall.....	25
3.2 Best Practices.....	12	6.1b Access Facilities in Place.....	25
3.3 Resources.....	13	6.2a Description of Site: Police Department.....	26
4. Introduction.....	14	6.2b Access Facilities in Place.....	26
4.1 The importance of accessibility.....	14	6.3a Description of Site: Fire Department.....	27
4.2 Accessibility audit.....	14	6.3b Access Facilities in Place.....	28
4.3 Purpose of an access audit.....	15	6.4a Description of Site: Highway Department.....	28
4.4 Access Audit Process.....	16	6.4b Access Facilities in Place.....	29
4.5 Factors contributing to accessibility.....	17	6.5a Description of Site: Water Department.....	30
4.6 Understanding the Legislative Background.....	18	6.5b Access Facilities in Place.....	30
4.7 State and Local Government Requirements.....	19	6.6a Description of Site: Senior Center.....	31
4.8 Public Accommodations.....	20	6.6b Access Facilities in Place.....	31
4.9 Variations of Discrimination.....	20	6.7a Description of Site: Roudenbush Community Center.....	32
4.10 Financial Assistance for Removing Barriers.....	22	6.7b Access Facilities in Place.....	33
		6.8a Description of Site: Pine Grove Cemetery.....	34
		6.8b Access Facilities in Place.....	34

7. General Accessibility Recommendations.....	36	9.5 Water Department.....	70
7.1 Sunflower Lanyard .....	36	9.6 Department of Public Works.....	81
7.2 Maximizing Disability Specific Days .....	36	9.7 Roudenbush Community Center.....	94
7.3 Tactile Drawings and Maps .....	37	9.8 Cameron Senior Center.....	104
7.4 Social Media Tool Kit.....	37	9.9 Pine Grove Cemetery .....	110
7.5 Disability Awareness Courses .....	37	10. On Site Findings (BlueDAG).....	119
7.6 Basic ASL Sign Language Courses.....	37	10.1 Common Elements – All Buildings.....	120
7.7 Utilizing Assistive Technology .....	38	10.2 Town Hall.....	122
8. Accessibility Report Format .....	39	10.3 Police Department .....	113
8.1 Report Format.....	39	10.4 Fire Department.....	139
8.2 Priority Ratings & Definition .....	40	10.5 Water Department.....	149
9. Access Audit Action Plan.....	41	10.6 Department of Public Works.....	160
9.1 Common Elements – All Buildings .....	42	10.7 Roudenbush Community Center.....	176
9.2 Town Hall .....	44	10.8 Cameron Senior Center.....	185
9.3 Police Department .....	53	10.9 Pine Grove Cemetery .....	198
9.4 Fire Department.....	60		

# 1. Executive Summary

---

## 1.1 Executive summary

The Town of Westford has set out to assess accessibility provisions to identify options that could be taken forward in the short, medium and long term. It is intended that this report provides a variety of options which include:

- Works that can be implemented to instantly improve the accessibility of the Town Hall Building with minimal if any budget costs
- Works that can be implemented with funding in place
- Opportunities and blue-sky thinking

The approach to determine the accessibility was taken in three parts, looking at how the current site functions, the key amenities, and then the online information.

It has been evident and readily apparent that the Town of Westford is wholeheartedly supportive of this project and is dedicated to fostering inclusivity for individuals with disabilities. Their proactive approach and commitment to accommodating all members of the community, regardless of their abilities, have been unmistakable from the outset. The Town of Westford's demonstrated willingness to embrace this project and prioritize inclusivity for individuals with disabilities has been a commendable and encouraging aspect of the collaborative effort.

The accessibility action plan can be found in section 9 and the actual on-site assessment in section 10.

## 2. Acronyms, Abbreviations and Definitions

---

### 2.1 Acronyms and Abbreviations

Acronym/Abbreviation	Expansion
<b>ADA</b>	ADA 2010 Standards for Accessible Design
<b>ADA1991</b>	1991 ADA Standards for Accessible Design (ADA Standards 1991)
<b>ADT</b>	Americans with Disabilities Act Standards for Transportation Facilities (2006)
<b>PRW</b>	Proposed Accessibility Guidelines for Pedestrian Facilities in the Public Right-of-Way (PROWAG, 2011)
<b>ADAP</b>	Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities, Supplemental Changes for Play Areas (2000) and Recreational Facilities (2002)
<b>ASL</b>	American Sign Language

## 2.2 Glossary of Terms

Term	Definition
<b>People with disabilities</b>	Includes those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.
<b>Personal Assistant</b>	A personal assistant will enable disabled people to live their day-to-day life as normal as possible and assist the individual to take part in everyday activities that other people take for granted. The duties of a Personal Assistant will vary with each person.
<b>Sign language interpreter</b>	A sign language interpreter will translate from a spoken language into a sign language and vice versa.
<b>Audio Description</b>	A person will audibly describe an item or exhibit to assist someone who is Blind or has a vision impairment.
<b>Inclusive design</b>	Approach to the design of the environment, including buildings and their surrounding spaces, and managed and natural landscapes, to ensure that they can be accessed and used by everyone.
<b>Light reflectance value (LRV)</b>	Total quantity of visible light reflected by a surface at all wavelengths and directions when illuminated by a light source.
<b>Manifestation</b>	Permanent markings or features within areas of full-height transparent glazing, glazed walls or screens, fully glazed doors or glass doors, which help to prevent collisions by making the glazing more visible to building users.
<b>Illuminance or Luminance</b>	Amount of light falling on a surface, measured in lumens per square metre (lm/m <sup>2</sup> ) or lux (lx).
<b>Level</b>	Gradient not steeper than 1:60.

Term	Definition
<b>Nosing</b>	Front edge portion of a tread and riser or landing and riser.
<b>Ramp</b>	One or more inclined surfaces with a gradient between 1:20 and 1:12.
<b>Refuge</b>	Area that is both separated from a fire by fire-resisting construction and provided with a safe route to a story exit, thus constituting a temporarily safe space.
<b>Unisex</b>	(Of sanitary accommodation) designed for use by all, with or without assistance.
<b>Color (or visual) contrast</b>	Perception of a difference visually between one surface or element of a building and another by reference to their light reflectance values (LRV).
<b>Way-finding</b>	Means of ensuring that someone can find their way, avoid obstacles, and know when they have reached their destination.
<b>Dropped Curb</b>	Construction in the form of an inclined plane that makes it possible to pass from street level to a higher accessible pedestrian path.
<b>Interaction space</b>	The interaction space is the space required by a person to interact with another person, furniture, appliance, machine or another item.
<b>Mobility aid</b>	A device that is used by persons with functional limitations to assist walking. Examples include canes, arm crutches, and walkers. Within this report the term “wheelchair” is used to include manual wheelchairs, sports chairs, electric powered wheelchairs and mobility scooters, unless otherwise stated.
<b>Mobility device</b>	A manual or motorized device to be used by persons with functional limitations in their mobility. Examples include manual and sports wheelchairs, electric powered wheelchairs, and three and four-wheeled mobility scooters.

Term	Definition
<b>Operable with the elbow</b>	<p>This expression is frequently used in this report. It is used as an abbreviated explanation of the manual operations that can be executed:</p> <ul style="list-style-type: none"> <li>• With one hand only</li> <li>• Without wrist turning</li> <li>• Without finger grip</li> <li>• Not requiring very precise psychomotor skills</li> <li>• With low strength requirements</li> </ul>
<b>PTV</b>	<p>Pendulum Test Value. This parameter provides information about the slipperiness of a floor surface. Floor manufacturers may provide this value in the technical specifications of their products. Pendulum Test Value (or sometimes BPN, British Pendulum Number, or SRV, Slip Resistance Value). The standard EN 13036-4 determines the test methods.</p>
<b>Newton</b>	<p>The newton (symbol: N) is the International System of Units (SI) derived unit of force. 1 newton of force is the force required to accelerate an object with a mass of 1 kilogram 1 meter per second per second.</p>
<b>Lux</b>	<p>The lux (symbol: lx) is the SI derived unit of illuminance and luminous emittance, measuring luminous flux per unit area. It is equal to one lumen per square meter. In photometry, this is used as a measure of the intensity, as perceived by the human eye, of light that hits or passes through a surface.</p>

## 3. Documents and Best Practices

---

### 3.1 Documents

The following documents are used as the main sources of comparison in this accessibility audit report.

#### Documents

Title II and III regulation 35.105 of the U.S. Department of Justice

---

ADA 2010 Standards for Accessible Design

---

1991 ADA Standards for Accessible Design (ADA Standards, 1991)

---

Architectural Barriers Act

---

Americans with Disabilities Act Standards for Transportation Facilities (2006)

---

Proposed Accessibility Guidelines for Pedestrian Facilities in the Public Right-of-Way (PROWAG, 2011)

---

Fair Housing Act 1988

---

Individuals with Disabilities Education Act (IDEA)

---

Rehabilitation Act 1973

---

NFPA Fire Codes

---

International Building Code

---

International Fire Code

---

## 3.2 Best Practices

To create an inclusive organization, the implementation of best practices at a strategic level should be applied. The principles that should be incorporated are:

- Place people at the heart of the processes.
- Acknowledge diversity and difference.
- Offer choice where a single solution cannot accommodate all users.
- Provide for flexibility of use.

It is important to acknowledge and adapt any best practices to the requirements of the organization. The needs of the workforce must be considered for the accessible built environment to maintain a legacy of inclusion. Best practice can vary depending on the political, cultural, social, and economic environment as well as the climate and topography of the state of origin. It is important to ensure that any best practices recommended in this report are implemented in conjunction with local expertise.

Recommended best practices are provided to enhance public understanding of accessibility issues, and where relevant, to go beyond compliance with standards to create innovative, accessible environments.

### 3.3 Resources

#### **U.S. Department of Justice ADA Information**

800-514-0301 voice

800-514-0383 TTY

[www.ada.gov](http://www.ada.gov)

#### **ADA National Network**

800-949-4232 voice/TTY connects to your regional ADA Center

[www.adata.org](http://www.adata.org)

**U.S. Access Board** 800- 872-2253 voice 800-993-2822 TTY

[www.access-board.gov](http://www.access-board.gov)

#### **ADA Title III Regulations 28 CFR Part 36**

[www.ada.gov/regs2010/titleIII\\_2010/titleIII\\_2010\\_regulations.htm](http://www.ada.gov/regs2010/titleIII_2010/titleIII_2010_regulations.htm)

#### **2010 ADA Standards for Accessible Design**

[www.ada.gov/2010ADASTandards\\_index.htm](http://www.ada.gov/2010ADASTandards_index.htm)

#### **1991 ADA Standards for Accessible Design**

[www.ada.gov/stdspdf.htm](http://www.ada.gov/stdspdf.htm)

#### **Tax Deductions and Credits for Barrier Removal**

[www.ada.gov/taxincent.htm](http://www.ada.gov/taxincent.htm)

Most of the illustrations used within this report are from the U.S. Department of Justice and the U.S. Access Board or are based on illustrations produced by the U.S. Access Board and the U.S. Department of Justice.

## 4. Introduction

---

### 4.1 The importance of accessibility

At the time of the 2010 census, 54 million people (about 1 in every 5 people in the United States) had a disability that significantly limited one or more major life activities, such as walking, seeing, hearing, breathing, and thinking. Of that number, 7 percent used wheelchairs, and 2.1 percent used crutches, canes, walkers, or other assistive devices. Seventy-five percent have disabilities that are not obvious at first glance.

The Disability & Health U.S State Profile Data for Massachusetts (Adults 18+ years of age) shows that 1,348,913 adults in Massachusetts have a disability. This is equal to 23% or 1 in 4 adults in Massachusetts.<sup>1</sup>

People with disabilities constitute the largest minority in the country. Additionally, the population of the United States is aging. By the year 2030, more than 80 million people will be 65 or older. As people age, impairments are more likely to hinder activities.

### 4.2 Accessibility audit

The Americans with Disabilities Act (ADA) requires state and local governments, businesses and non-profit organizations to provide goods, services and programs to people with disabilities on an equal basis with the rest of the public. Many assume that only new construction and alterations need to be accessible and that older facilities are potentially exempt, this is incorrect. The ADA is a civil rights law and not a building code, older facilities are often required to be accessible to ensure that people with disabilities have an equal opportunity to participate.

The ADA has different requirements for state and local governments and for places of public accommodation (businesses and non-profit organizations that serve the public).

This Access Audit will review accessibility for people with disabilities and compliance with the duties of the client under the Americans with Disabilities Act (ADA). The audit will benchmark against the relevant codes and offer recommendations to improve access further to achieve compliance with best practice standards wherever possible within the context of building use, heritage, conservation, and structural and management constraints.

---

<sup>1</sup> [https://www.cdc.gov/ncbddd/disabilityandhealth/impacts/pdfs/Massachusetts\\_Disability.pdf](https://www.cdc.gov/ncbddd/disabilityandhealth/impacts/pdfs/Massachusetts_Disability.pdf)

This Access Audit report is compiled using photographic evidence, information and other evidence gathered during site visits carried on the date stated on the front of the report.

Where inclusive design advice is given, this takes into account a certain level of ‘reasonableness’ Where it is not possible to alter a feature either by feasibility or lack of funds, creative approach solutions are provided when possible. Many recommendations are not featured within the ADA such as the implementation of QR codes and will be based on the knowledge of the surveyor using experience of projects.

### 4.3 Purpose of an access audit

The purpose of the access audit is to assess how well a site performs in terms of access and ease of use by a wide range of potential users, including people with disabilities. The audit provides a certain “snapshot” of a site at one point in its life. As the starting point of an ongoing access action plan, it can be used to highlight areas for improvement as well as a general risk assessment.

The most obvious part of a site, which determines its accessibility, is the shell. Decisions made by the design teams can fundamentally affect the accessibility for a long time.

When a site is fitted out, fixtures and fittings can be critical. Most are not built to last like the building itself, and if deficiencies are identified, these can be included in the next potential refurbishment. A building is next furnished and equipped, and at this stage many mistakes can occur. Furnishings are generally short-lived so opportunities for improvement tend to occur more regularly.

Finally, as a site is occupied, the way it is used and managed becomes crucial. Accessibility is affected when bad housekeeping exists causing tripping hazards or over-zealous polishing leads to slippery floors. Continual monitoring by management therefore has a considerable role to play.

## 4.4 Access Audit Process

The access audit was undertaken in two stages employing plans of the site, if available, and the checklists in the Audit table. The general order of the checklists is:

Checklist Ref	Description	Applicable to this site	
		Yes	No
Checklist 1	Approach, Routes, Street Furniture and Cross Walks	X	
Checklist 2	Car Parking and ADA Spaces	X	
Checklist 3	External Ramps	X	
Checklist 4	External Steps	X	
Checklist 5	Entrances	X	
Checklist 6	Service Desks	X	
Checklist 7	Corridors & Internal Surfaces	X	
Checklist 8	Internal Doors	X	
Checklist 9	Internal Ramps		X
Checklist 10	Internal Stairs	X	
Checklist 11	Elevators	X	
Checklist 12	WCs: General Restrooms	X	
Checklist 13	ADA Wheelchair Accessible Toilet Compartments	X	
Checklist 14	Accessible Accommodations		

Checklist 14	Facilities	X	
Checklist 15	Way Finding	X	
Checklist 16	Lighting & Acoustics	X	
Checklist 17	Means of Escape	X	
Checklist 18	Building Management	X	

**Stage 1 – Information gathering**

This is undertaken as a walkthrough audit / inspection of the building using the above checklists via BlueDAG software.

**Stage 2 – Results and Recommendations**

The report suggests possible improvements that can be made to the building. These range from small non-structural adjustments to possibly major structural alterations. It also gives an indication of priorities and costs.

**4.5 Factors contributing to accessibility.**

There are many factors that contribute to accessibility, the most obvious being the building itself and the fixtures, fittings, furniture and equipment. It is important that awareness is raised regarding other factors that have an impact on the day to day running of a building and the operation and provision of any auxiliary aids or services.

The training, attitude and disability awareness of staff contributes greatly to the accessibility of the building and is a crucial area to consider. The policies and procedures used to manage a building are another crucial area that impacts upon accessibility. Policies and procedures can dictate the maintenance and procurement strategy that affect the accessibility of the building in the long-term. Adjusting in these areas after completion of an access audit will maintain and improve access for people with disabilities and for everyone using the building.

There are factors beyond the immediate boundaries and responsibilities of the audited areas that also have a huge impact on accessibility. The surrounding services, such as transport provision and connecting pedestrian infrastructure, provide connecting

access for people with disabilities. These areas are rarely the responsibility of the client, but they can be monitored and managed to ensure that related accessibility concerns are reported to the relevant authorities.

## 4.6 Understanding the Legislative Background

Businesses and non-profit organizations that provide services to the public must remove architectural and communication barriers when it is “readily achievable” to do so. In effect, where it is easy to achieve and without difficulty or much expense. This can be achieved by looking at the Department of Justice’s ADA Title III regulations 28 CFR Part 36.304 or engaging an Access Consultant.

Determining actions that are readily achievable depends on the financial resources of the organization. Factors that should be considered are:

1. The nature and cost of barrier removal
2. The overall financial resources of the site or sites including
  - a. The number of persons employed at the site
  - b. The effect on expenses and resources
  - c. Legitimate safety requirements necessary for safe operation
  - d. Any other impact of the action on the operation of the site
3. The geographic location, administrative and fiscal relationship of the site to any parent corporation.

It is also useful to be aware of the different laws that may impact on accessibility considerations:

**Americans with Disabilities Act (ADA)** – this is the most widely known civil rights law introduced in 1990 and is broad in scope. There are five different elements to this covering:

Title I – Employment

Title II – State and local government

Title III – public accommodations (the focus of this guide)

Title IV – Telecommunications

Title V - Miscellaneous

This was supported by ADA Standards for Accessible Design in 1991 which has been updated by the **2010 ADA Standards for Accessible Design** that sets out requirements for a wide variety of situations. Full compliance is only required for new construction and alterations.

**Safe Harbor** – where construction was prior to March 15, 2012, that comply with the 1991 ADA standards, modifications are not required to bring to 2010 standards. For example, the 1991 standards allow 54 inches for a side reach range to a control such as a paper towel dispenser. The 2010 standards lowers this to 48 inches. If the dispenser was installed before March 15, 2012, at 54 inches, then the dispenser does not need to be lowered. Sport and recreational facilities do not come under Safe Harbor rules as these elements were not part of the 1991 standards.

**Architectural Barriers Act 1968** – this was the first federal law addressing civil rights for people with disabilities. It required buildings constructed by the federal government or with federal funding to be accessible to people with disabilities. The Uniform Federal Accessibility Standards was the first set of standards for the removal of architectural barriers. The **Rehabilitation Act of 1973** was the first federal law to prohibit discrimination against people with disabilities and required federal employers to provide reasonable accommodations for employees with disabilities – many of the ideas and concepts here became part of the ADA.

**Section 503 of the Rehabilitation Act** prohibits federal contracts and subcontractors from discriminating in employment against people with disabilities.

The **Individuals with Disabilities Education Act (IDEA)** provides a means for parents and schools to work together to create individualized education plans (IEPs) for students with disabilities.

## 4.7 State and Local Government Requirements

State and local Governments have the responsibility to ensure that services, programs and activities (when viewed in their entirety) are accessible to people with disabilities. This is part of public entities' program accessibility obligations. Alterations to older buildings may be needed to ensure program accessibility. Generally, this is a greater obligation than “readily achievable barrier removal” the standard that applies to public accommodations. State and local governments are not required to take any action that would result in undue financial and administrative burdens.

State and local governments' ADA obligations for program accessibility are in the Department of Justice's ADA Title II regulations 28 CFR Part 35.150.

## 4.8 Public Accommodations

Public accommodations that are private entities that own, lease, lease to or operate a place of public accommodation have legal obligations under the ADA. This means that both a landlord who leases space in a building to a tenant and the tenant who operates a place of public accommodation have responsibilities to remove barriers.

- A place of public accommodation is a facility whose operations affect commerce and fall within at least one of the following 12 categories:
- Places of lodging (e.g., inns, hotels, motels, except for owner-occupied establishments renting fewer than six rooms)
- Establishments serving food or drink (e.g., restaurants and bars)
- Places of exhibition or entertainment (e.g., motion picture houses, theaters, concert halls and stadiums)
- Places of public gathering (e.g., auditoriums, convention centers, lecture halls)
- Sales or rental establishments (e.g., bakeries, grocery stores, hardware stores, shopping centers)
- Service establishments (e.g., laundromats, dry-cleaners, banks, barber shops, beauty shops, travel services, shoe repair services, funeral parlors, gas stations, offices of accountants or lawyers, pharmacies, insurance offices, professional offices of health care providers, hospitals)
- Public transportation terminals, depots, or stations (not including facilities relating to air transportation)
- Places of public display or collection (e.g., museums, libraries, galleries)
- Places of recreation (e.g., parks, zoos, amusement parks)
- Places of education (e.g., nursery schools, elementary, secondary, undergraduate, or postgraduate private schools)
- Social service center establishments (e.g., day care centers, senior citizen centers, homeless shelters, food banks, adoption agencies)
- Places of exercise or recreation (e.g., gymnasiums, health spas, bowling alleys, golf courses).

## 4.9 Variations of Discrimination

Discrimination towards people with disabilities can happen in a variety of ways, the main are highlighted as per below:

- **Direct discrimination** - because of their disability a disabled person receives worse treatment than somebody who is not disabled.
- **Indirect discrimination** - a policy rule or practice that is applied to everyone places people with a particular disability at a disadvantage compared to people without that disability, unless it can be justified.
- **Discrimination arising from disability** - a person with a disability is treated unfavorably because of something connected with their disability but not their disability itself unless it can be justified.

The ADA gives people with disabilities rights in most ways of life including – employment, access to goods, facilities, and services, including transport

Under the ADA It is unlawful for service providers to treat people with disabilities less favorably for a reason related to their disability. Service providers must not **refuse to serve a disabled person, offer a disabled person a lower standard of service or offer a disabled person less favorable terms**. Whilst this may not always be possible due to the way a building is designed, the onus should be on the service provider to try and implement a reasonable adjustment to overcome a barrier. This could happen in a variety of ways

- change a **practice, policy or procedure** which makes it impossible or unreasonably difficult for people with disabilities to use their services, for example, amending a “no dogs” policy to allow a disabled person accompanied by a guide dog to enter their premises.
- provide an **auxiliary** aid or service if it would make it easier for disabled people to make use of their services, for example, the provision of information in alternative formats such as audio tape, Braille, or large print.
- provide a reasonable **alternative method** of making services available to disabled people where a **physical feature** makes it impossible or unreasonably difficult for disabled people to make use of them, for example, providing staff assistance to people with disabilities who cannot access goods due to their disability when shopping.

## 4.10 Financial Assistance for Removing Barriers

There are several initiatives to support organizations improving accessibility.

### Federal taxation

- The **Disabled Access Credit** (Internal Revenue Code, Section 44) enables small businesses<sup>2</sup> to cover ADA-related eligible expenditures. Taken in the form of a credit, up to \$5,000 (half of eligible expenses up to \$10,250, with no credit for the first \$250) can be used to offset access costs, including barrier removal (e.g., widening a doorway, installing a ramp), provision of accessibility services (e.g., sign language interpreters), provision of printed material in alternate formats (e.g., large-print, audio, Braille), and provision or modification of equipment.
- **Tax Deduction** is available for all businesses regardless of size. Under Internal Revenue Code, Section 190, businesses can take a business expense deduction of up to \$15,000 per year for costs of removing barriers in facilities per year for costs of removing barriers in facilities per year or for vehicles.
- Both incentives can be used together by eligible businesses if the expenditures qualify under both Sections 44 and 190. If a small business' expenses exceed \$10,250 for the maximum \$5,000 tax credit, then the deduction equals the difference between the total spent and the amount of the credit claimed.
- **Federal Rehabilitation Investment** tax credits are available for eligible historic commercial buildings that are registered in the National Register of Historic Places. Building must be used for income producing purposes, for example office, retail, residential rental, bed and breakfast, and light manufacturing uses. The building must be a depreciable building and not used as a private residence. The project must meet the "substantial rehabilitation test." This test is where the amount of money to be spent on the rehabilitation must exceed the adjusted basis of the building or \$5,000, whichever is greater. Generally, projects must be finished within a 24-month period. After rehabilitation, the building must be owned by the same owner and operated as an income producing property for five years.

---

<sup>2</sup> A small business is one that has either revenues of less than \$1m or if higher than \$1m, employs less than 30 full-time workers in the previous tax year.

## 4.11 Disclaimer

The implementation of advice and recommendations given in good faith in this report cannot guarantee compliance with the duties of the Americans with Disabilities Act (ADA) or ensure immunity from the award of damages under the Act. For information regarding issues arising from the interpretation of the Americans with Disabilities Act (ADA) it is strongly recommended that suitable legal advice is sought.

The recommendations given in this report are for guidance only and should not be acted upon to alter the physical features of a building without knowledge of the building fabric, structure and status and the engagement of suitably qualified professionals.

The standards, guidance and legislation referred to in this report are current at the time of writing and may be subject to change in the future.

## 5. Consultation

---

### 5.1 Access Groups

The standards, guidance and legislation referred to in this report are current at the time of writing and may be subject to change in the future. Liaison with disabled user groups has not been undertaken as part of this inspection.

### 5.2 National Register of Historic Places / Conservation

Professional advice must be sought for building permits (or construction permits)

### 5.3 Access Groups

The standards, guidance and legislation referred to in this report are current at the time of writing and may be subject to change in the future.

## 6. Site Details

### 6.1a Description of Site: Town Hall

Description	Details
Date of Construction:	1850, Reconstructed 2010
Constructed of:	Traditional Construction
Number of Floors:	4
External Areas:	Parking Lot shared with Police Station
Number of Elevators:	1

### 6.1b Access Facilities in Place

Facility	Details
Ramps	None
Platform lifts	None
Stair lift	None
Visual indicators for fire alarms	Available
Induction loops / Infrared systems	None

<b>Accessible ADA restrooms</b>	4 Total Once Accessible Restrooms. One male and one accessible female restroom on the first and second floors
<b>Tactile signage</b>	Throughout most of the building
<b>On site assistance</b>	Available
<b>Designated ADA parking areas</b>	Car and van spaces exist in outside lot.

### 6.2a Description of Site: Police Department

Description	Details
<b>Date of Construction:</b>	1998
<b>Constructed of:</b>	Traditional Construction
<b>Number of Floors:</b>	2
<b>External Areas:</b>	Parking lot shared with Town Hall
<b>Number of Elevators:</b>	1

### 6.2b Access Facilities in Place

Facility	Details
<b>Ramps</b>	None
<b>Platform lifts</b>	None

<b>Stair lift</b>	None
<b>Visual indicators for fire alarms</b>	Available
<b>Induction loops / Infrared systems</b>	None
<b>Accessible ADA restrooms</b>	1 accessible toilet and shower in the Locker Room
<b>Tactile signage</b>	Extremely Limited
<b>On site assistance</b>	Available
<b>Designated ADA parking areas</b>	Shared Parking Lot with Town Hall

### 6.3a Description of Site: Fire Department

Description	Details
<b>Date of Construction:</b>	2018
<b>Constructed of:</b>	Traditional Construction
<b>Number of Floors:</b>	2
<b>External Areas:</b>	Minimal – basketball court.
<b>Number of Elevators:</b>	1

### 6.3b Access Facilities in Place

Facility	Details
Ramps	0
Platform lifts	0
Stair lift	0
Visual indicators for fire alarms	Visible
Induction loops / Infrared systems	None
Accessible ADA restrooms	2
Tactile signage	Available
On site assistance	Available
Designated ADA parking areas	3 spaces available in front of the entrance to the Fire Headquarters

### 6.4a Description of Site: Highway Department

Description	Details
Date of Construction:	2006
Constructed of:	Traditional Construction

<b>Number of Floors:</b>	2
<b>External Areas:</b>	Vehicle Garage, work areas, salt and sand areas
<b>Number of Elevators:</b>	1

### 6.4b Access Facilities in Place

Facility	Details
<b>Ramps</b>	None
<b>Platform lifts</b>	None
<b>Stair lift</b>	None
<b>Visual indicators for fire alarms</b>	Visible
<b>Induction loops / Infrared systems</b>	None
<b>Accessible ADA restrooms</b>	2 accessible restrooms on the first floor and 2 accessible locker rooms on the second floor.
<b>Tactile signage</b>	Spotty but available
<b>On site assistance</b>	Available
<b>Designated ADA parking areas</b>	1 car and 1 designated van spot in front of the building

### 6.5a Description of Site: Water Department

Description	Details
Date of Construction:	2003
Constructed of:	Traditional Construction
Number of Floors:	1
External Areas:	Minimal external grounds and storage
Number of Elevators:	None

### 6.5b Access Facilities in Place

Facility	Details
Ramps	None
Platform lifts	None
Stair lift	None
Visual indicators for fire alarms	Available
Induction loops / Infrared systems	None
Accessible ADA restrooms	1 male and 1 female accessible restroom
Tactile signage	Throughout

<b>On site assistance</b>	Available
<b>Designated ADA parking areas</b>	Spaces at front of building

### 6.6a Description of Site: Senior Center

Description	Details
<b>Date of Construction:</b>	1872 Reconstruction 2010
<b>Constructed of:</b>	Traditional Construction
<b>Number of Floors:</b>	3
<b>External Areas:</b>	Parking Lot and limited external areas immediately surrounding building
<b>Number of Elevators:</b>	One

### 6.6b Access Facilities in Place

Facility	Details
<b>Ramps</b>	None
<b>Platform lifts</b>	None
<b>Stair lift</b>	None
<b>Visual indicators for fire alarms</b>	Available

<b>Induction loops / Infrared systems</b>	None
<b>Accessible ADA restrooms</b>	Three
<b>Tactile signage</b>	Throughout Building
<b>On site assistance</b>	Available
<b>Designated ADA parking areas</b>	Parking Lot

### 6.7a Description of Site: Roudenbush Community Center

Description	Details
<b>Date of Construction:</b>	1897 Reconstruction `1930 Gymnasium
<b>Constructed of:</b>	Traditional Construction
<b>Number of Floors:</b>	5
<b>External Areas:</b>	Parking Lot and limited external areas immediately surrounding building
<b>Number of Elevators:</b>	One

## 6.7b Access Facilities in Place

Facility	Details
<b>Ramps</b>	One
<b>Platform lifts</b>	None
<b>Stair lift</b>	None
<b>Visual indicators for fire alarms</b>	Available
<b>Induction loops / Infrared systems</b>	None
<b>Accessible ADA restrooms</b>	5 Family Accessible Restrooms one on each level
<b>Tactile signage</b>	Throughout Building
<b>On site assistance</b>	Available
<b>Designated ADA parking areas</b>	Parking Lot

### 6.8a Description of Site: Pine Grove Cemetery

Description	Details
Date of Construction:	2001
Constructed of:	Traditional Construction
Number of Floors:	1
External Areas:	Storage and General Grounds
Number of Elevators:	0

### 6.8b Access Facilities in Place

Facility	Details
Ramps	1
Platform lifts	0
Stair lift	0
Visual indicators for fire alarms	None Seen
Induction loops / Infrared systems	None
Accessible ADA restrooms	None

<b>Tactile signage</b>	None
<b>On site assistance</b>	If Needed
<b>Designated ADA parking areas</b>	None

## 7. General Accessibility Recommendations

### 7.1 Sunflower Lanyard

The client should consider recognizing the Sunflower Lanyard Scheme, this is also known as the 'hidden disability lanyard'. It indicates persons who may require additional time or assistance. We would suggest also providing the round Sunflower scheme sticker on the service desk within the lodge. Please email [info@directaccess.group](mailto:info@directaccess.group) for more information.



### 7.2 Maximizing Disability Specific Days

There is a wealth of dedicated days or weeks throughout the year aimed to raise awareness of disabilities or specific disabilities. Themed events around these may be an opportunity to raise awareness amongst employees.

Some disability specific days:

- 29 March – 4 April Autism awareness week
- 27 June – 3 July – Deafblind awareness week
- September – Deaf awareness month
- 8 October – World Sight Day / 5-10 Oct – National Braille week
- 3 December – UN International Day of Persons with Disabilities



International  
Day of  
**Persons with  
Disabilities**

**3 DECEMBER**

### 7.3 Tactile Drawings and Maps

Tactile paper maps may be an option to help people to orient themselves and plan routes throughout the town. A map should cover the external locations and key points of internal spaces. They can be easily adjusted when there is a change implemented.

### 7.4 Social Media Tool Kit

A Social Media toolkit should be developed by the town of Westford. This would be a useful way of ensuring all the social media is maximized for accessibility. All videos should be subtitled as many people view videos online without sound. American Sign Language should be used for flagship videos.

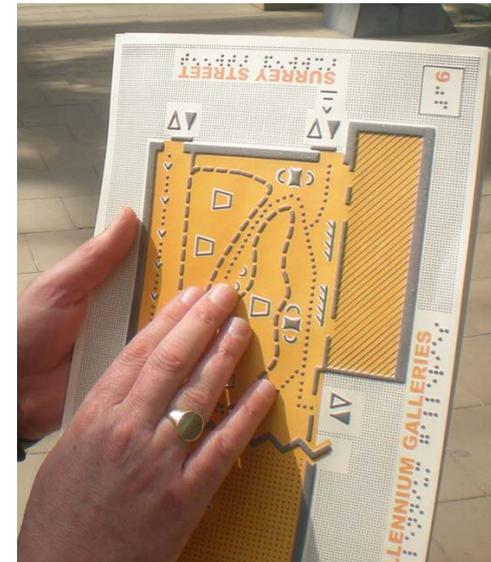
### 7.5 Disability Awareness Courses

Disability awareness training would be a great opportunity for the Town of Westford staff to ensure that it is as harmonious, collaborative, and non-discriminatory as possible. Disability awareness training would challenge attitudes amongst both those with and without a disability, increasing understanding of disability issues. Courses encourage people to discuss their preconceptions of disability and their fears of interacting with people with disabilities. Awareness courses provide a wealth of information on a range of disabilities, including acquired disabilities, hearing and visual impairments, learning disabilities and issues surrounding mental health. Often role play is also used to encourage people without disabilities to place themselves in the position of someone with a disability, and to encourage an empathy and understanding of the experiences many people with disabilities face.

The result would be an increased level of disability awareness amongst all Town staff.

### 7.6 Basic ASL Sign Language Courses

It would be beneficial for some basic ASL sign language courses to be implemented. These could not only be used in social media but would also be fun for the staff of the town of Westford. The course could cover areas such as Fingerspelling, Numbers, Colors, Deaf Awareness, Introductions, Family, Relationships, Descriptions, Hobbies, Time, Money, Days, Months, & Seasons, Food & Drink, Emotions and Conversation.



## 7.7 Utilizing Assistive Technology

In the last couple of years there have been some great advances in the use of assistive technology. It is recommended that the town looks at incorporating this within the certain areas to assist people with disabilities. For an example of where this is being used is via utilizing Google Assistant, Siri, or Amazon Alexa.

'Alexa, turn on the lights'

'Alexa, turn on the television'

'Alexa, contact housekeeping'

'Alexa, open the curtains'

'Alexa, contact reception'

'Hey Google, turn on the lights'

'Hey Google, turn on the television'

'Hey Google, contact housekeeping'

'Siri, turn on the lights'

'Siri, turn on the television'

Siri, contact XXX'



The possibilities are endless and will bring independence for many. This is a good opportunity to get ahead of the game and offer an innovative service.

**It is recommended that a version that has a screen is utilized as this will aid people with a hearing impairment or those who have a speech impediment.**

## 8. Accessibility Report Format

### 8.1 Report Format

Question	Response	Details
Question from the Direct Access bespoke accessibility checklist to compile the access audit report.	1, 2, 3 – Priority Yes N/A – Not Applicable	A description of the relevant issue and how it effects accessibility and/or usability
1.2 - Do crossings on approach have tactile warning surfaces? Are the crosswalks on approach suitable?	3	The tactile warning surface is worn and should be replaced.

## 8.2 Priority Ratings & Definition

Access Audit & Suggested Action Priority	
<b>high (1)</b>	<b>HIGH PRIORITY</b> – ADA Compliance breach, where there are potential health and safety risks or where failure to implement changes would be highly likely to attract legal implications. Immediate action is recommended to put the changes into effect. Change would also make a substantial difference to the current accessibility.
<b>Important (2)</b>	<b>IMPORTANT PRIORITY</b> - Where action is recommended within the short term to alleviate an access problem or make improvements that will have a considerable impact. These may include quick wins that can be achieved easily/minimal cost.
<b>Moderate (3)</b>	<b>MODERATE PRIORITY</b> - Should be completed as soon as possible, but there may be other items that will provide greater access to persons with disabilities. (includes Findings that have a high financial impact on the entity in relationship to the degree of access provided)
<b>Low (4)</b>	<b>LOW PRIORITY</b> - Should be completed as soon as possible due to being a technical violation but may not result in providing greater access to persons with disabilities. (includes Findings that are technically violations but provide a moderate to low increase in accessibility compared to the financial impact on the entity).
<b>Recommended (5)</b>	<b>RECOMMENDED PRIORITY</b> - Should be completed but not necessarily required. (Includes findings and/or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as accomplishments with the most current codes and standards).

## **9. Access Audit Action Plan**

---

### **9.1 Common Elements – All Buildings**

### **9.2 Town Hall**

### **9.3 Police Department**

### **9.4 Fire Department**

### **9.5 Water Department**

### **9.6 Department of Public Works**

### **9.7 Roudenbush Community Center**

### **9.8 Cameron Senior Center**

### **9.9 Pine Grove Cemetery**

## 9.1 COMMON ELEMENTS ALL BUILDINGS

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	There is no accessible map of the building or any accessible way finding .	Direct Access can provide tactile braille map boards utilizing a multitude of formats to ensure inclusion.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory	\$7,500.00	\$12,500.00
Recommended	There is no paper, tactile and braille map of the building or any accessible way finding.	It is recommended that swell paper, tactile and braille maps are available for the building on request. Swell paper is a specialist paper that raises black ink once inserted into a heat machine presenting increase level of accessibility for those with visual impairments. Direct Access can design and produce these if desired.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory	\$500.00	\$1,000.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>A permanently installed assistive listening system, or other supplementary wiring necessary to support a portable system is not provided.</p> <p>For other assembly areas, a permanently installed assistive listening system, or other supplementary wiring necessary to support a portable assistive listening system shall be provided. The minimum number of receivers to be provided shall be equal to 4% of the total number of seats, but not less than two receivers.</p>	<p>Install assisted listening systems in meeting room 201 and 205 and at each customer service counter to increase inclusion.</p>	2006 521 CMR 14.5.2	\$2,500.00	\$7,500.00

<b>Budget Low</b>	\$10,500.00	
<b>Budget High</b>		\$21,000.00
<b>Budget Average</b>	<b>\$15,750.00</b>	

9.2 WESTFORD TOWN HALL

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The entrance is missing a sign with the International Symbol of Accessibility.</p> <p>In existing buildings and facilities where not all entrances are accessible doors that are accessible shall be identified by the International Symbol of Accessibility.</p> <p>Directional signs that indicate the location of the nearest accessible entrance shall be provided at entrances that are not accessible. Directional signs including the International Symbol of Accessibility indicating the accessible route to the nearest accessible entrance shall be provided at junctions when the accessible route diverges from the regular circulation path.</p>	Install sign to indicate accessible entrance with international symbol of accessibility	2010 ADAS 216.6	\$25.00	\$150.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The wall sign is incorrectly located.</p> <p>Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 inches above the finish floor to the centerline of the sign. Mounting location for such signage shall be so that a person may approach within 3 inches of signage without encountering protruding objects or standing within the swing of a door.</p>	All offices on first floor need to have department signs moved to latch side of doors	1991 ADAS 4.30.6	\$25.00	\$150.00
High	<p>The van stall is missing a sign identifying it as a van accessible stall.</p> <p>Parking space identification signs shall include the International Symbol of Accessibility. Signs identifying van parking spaces shall contain the designation "van accessible."</p>	Install van accessible signs in spaces that are 96 inches wide with 11 foot access aisle.	2010 ADAS 502.6, 2006 521 CMR 23.6.3, 1991 ADAS 4.6.4	\$25.00	\$150.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	The accessible route contains loose gravel and/or surface materials that do not provide for a stable, firm slip resistant surface.  Floor and ground surfaces shall be stable, firm, and slip resistant.	Replace area where divot and depression impact the ability to travel safely for mobility devices	2010 ADAS 302.1, 2006 521 CMR 29.1, 1991 ADAS 4.5.1	\$500.00	\$4,500.00
High	The curb ramp is missing the required detectable warning surface.  Curb ramps located at crosswalks shall have detectable warning surfaces.	Install detectible warning surface on curb ramp	2023 PROWAG R205.2.1	\$100.00	\$500.00
High	The cross slope of the pedestrian access route exceeds 2.1 percent.  The cross slope of pedestrian access routes shall be 2.1 percent maximum.	Cross slope on external pedestrian path of travel hazardous to individuals with mobility impairments.	2023 PROWAG R302.5.1	\$1,500.00	\$4,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>All low energy power operated (Automatic) doors shall be marked with a sign, visible from both sides of the door, with the words "AUTOMATIC CAUTION DOOR" The sign shall be a minimum of 6 inches in diameter and with minimum 5/8" tall black lettering on a yellow background.</p> <p>When a separate wall switch is used to initiate the operation of the door the door shall also be provided with additional signs on each side of the door where the switch is located, with the message "ACTIVATE SWITCH TO OPERATE". The lettering shall be white and the background shall be blue.</p>	Install signage at rear entrance for autofill door opener	2010 ADAS 404.3, 1991 ADAS 4.13.12	\$25.00	\$250.00
High	<p>There is no ISA at this entrance.</p> <p>In existing buildings and facilities where not all entrances are accessible, entrances to buildings and facilities that are accessible to and usable by persons with disabilities shall be identified with an International Symbol of Accessibility (ISA). Typically this is 6 inches by 6 inches in size.</p>	Install ISA symbol at accessible main entrance	2010 ADAS 216.6, 1991 ADAS 4.1.2(7)(c)	\$25.00	\$75.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The tactile wall sign is not mounted at the correct height above the floor.</p> <p>Mounting height shall be 60 inches (60" = 1524mm) above the finish floor to the centerline of the sign.</p> <p>Compliance with this requirement may violate other applicable accessibility standards / requirements, please review.</p>	<p>Install raised lettering and braille wall signage at an accessible height for 4 service counters on the first floor and 2 service counters on the second floor of Town Hall</p>	2006 521 CMR 41.2.2	\$25.00	\$150.00
High	<p>The flush handle is located on the wrong side of the toilet.</p> <p>Controls shall be operable with one hand and shall not require tight grasping, pinching or twisting. Controls for the flush valves shall be mounted on the wide side of toilet areas, no more than 48 inches above the floor.</p>	<p>Replace two accessible toilets on the first floor and 2 accessible toilets on the second floor of Town Hall. Ensure flush mechanism is on the outer wall side of the toilet</p>	2010 ADAS 604.6	\$600.00	\$6,000.00
High	<p>Stairway presents a hazard to anyone with a mobility device who is attempting to open the door to Human Resources. Lack of space could cause an individual to fall backward down the flight of stairs..</p>	<p>Place a chain across the two bannisters to restrict use of this stairway and to prevent anyone from falling backward down the staircase while attempting to gain access to Human resources.</p>	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory	\$1,500.00	\$2,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	Stair nosing lacks color contrast.	Install visual contrast on stair nosings or the leading edges of treads to make stairway more helpful for people with low vision.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory	\$150.00	\$950.00
Important	Color contrast appears only on the first and last stair nosing in error.	Each stair nosing should be color contrasted to make stairways easier to navigate for individuals with visual impairments.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory	\$150.00	\$950.00
Important	Historic Stairway lacks compliant color contrasting stair nosing.	Look into the applicability of adding color contrast nosing to historic staircase stair nosing.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory	\$150.00	\$950.00
Important	<p>The element is not positioned correctly for either a side or front approach.</p> <p>Where a clear floor or ground space allows a parallel or front approach and the side reach is unobstructed, the high side reach shall be 48 inches maximum above the finish floor or ground and the low side reach shall be 15 inches minimum above the finish floor or ground.</p>	Paper and other materials should be stored in the accompanying storage cabinets within an accessible reach range between 15" and 48" above the finished floor.	2010 ADAS 308.3.1, 2010 ADAS 308.2.1	\$150.00	\$650.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	<p>The upper mail slots are positioned too high for either a side or front approach.</p> <p>Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches maximum and the low side reach shall be 15 inches minimum above the finish floor or ground.</p> <p>Where a forward reach is unobstructed, the high forward reach shall be 48 inches maximum and the low forward reach shall be 15 inches minimum above the finish floor or ground.</p>	<p>Ensure all mail bins are in an accessible reach range between 15" and 48" above the finished floor.</p>	<p>1, 2006 521 CMR 6.6, 20</p>	<p>\$25.00</p>	<p>\$150.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	<p>There is limited previsit information about Townhall and its facilities. There are no access guides available to assist people with disabilities prior to their visit.</p>	<p>International guidance such as BS 8300 (British Standard's) highlight the importance of communication prior to the site visit. Guidance states that clear and accurate pre-visit information via websites, literature, social media, or telecommunications that is easy to access should be available in alternative formats, including details of modes of transport, parking, drop off, and what level of accessibility to expect upon arrival.</p>	<p>2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory</p>	<p>\$0.00</p>	<p>\$0.00</p>
Recommended	<p>Street addresses do not always point to precise locations. This means that people with disabilities sometimes must travel further to gain an accessible point of access. An innovative idea that could be implemented for every site is. What3Words. What3Words has given every 3m square in the world a unique 3 word address.</p>	<p>For Westford Town Hall, the specific three words for the access point is ///cancel.wishes.oceans. This should be provided on the town website.</p>	<p>2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory</p>	<p>\$0.00</p>	<p>\$0.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	Accessible portion of service counter does allow a parallel approach possible but from a frontal approach there is only 5.5" of clear knee space exists.	Consider expanding toe and knee space to allow for a frontal approach to the accessible service counter	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory	\$3,000.00	\$9,000.00

	<b>Budget Low</b>	\$7,975.00	
	<b>Budget High</b>		\$31,575.00
	<b>Budget Average</b>		<b>\$19,775.00</b>

## 9.3 WESTFORD POLICE DEPARTMENT

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	Of the 3 detention cells in the police station the cells lack toilet and lavatory facilities for someone requiring mobility feature and cells do not contain communication features for deaf or visually impaired individuals.	Install or make available accessible toilet with an accessible lavatory and access to an external accessible toilet area. Also have communication features available for individuals with visual or hearing impairments.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$7,500.00
High	The accessible route contains loose gravel and/or surface materials that do not provide for a stable, firm slip resistant surface.  Floor and ground surfaces shall be stable, firm, and slip resistant.	Repair pavement on accessible route between accessible parking area and accessible entrance.	2010 ADAS 302.1, 2006 521 CMR 29.1, 1991 ADAS 4.5.1 , 1991 ADAAG 4.5.1	\$500.00	\$4,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The room identification sign is noncompliant.</p> <p>Wall signs identifying permanent rooms and spaces of a building shall be in a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high.</p> <p>Characters and their background shall have a non-glare finish. Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.</p> <p>Signs with raised characters or Braille shall be located 48 inches minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character and</p>	Install sign with raised lettering and Braille at dispatch service desk	2010 ADAS 703.1, 2010 ADAS 216.2	\$150.00	\$1,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The wall sign is incorrectly located.</p> <p>Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 inches above the finish floor to the centerline of the sign. Mounting location for such signage shall be so that a person may approach within 3 inches of signage without encountering protruding objects or standing within the swing of a door.</p>	<p>Remount the sign in the appropriate area and make sure that there is color contrast, raised characters and braille. color contrast is needed between the foreground and the background to enable individuals with visual impairments to locate and read the signage.</p>	<p>1991 ADAS 4.30.6 , 1991 ADAAG 4.30.6</p>	<p>\$250.00</p>	<p>\$2,500.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	<p>The required storage space is not within an acceptable reach range.</p> <p>At least 50% of the storage space must be a minimum of 15 inches and a maximum of 48 inches off the floor with an unobstructed approach.</p> <p>For side approach, the maximum reach range is 46 inches high over an obstruction that is a maximum of 34 inches tall and 24 inches deep.</p>	Find alternative area to add additional accessible storage in the required reach range.	2010 ADAS 804.5	\$500.00	\$1,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	<p>The force required to open the door exceeds 15 pounds of force.</p> <p>Doors: These forces apply only to opening the door, not to the effort required to retract latch bolts or disengage other devices that may hold the door in a closed position.</p> <p>a. exterior hinged doors: 15 lbs.  b. interior hinged doors: five lbs.    c. sliding or folding doors: five lbs.</p>	<p>Decrease the opening pressure to 15 pounds and examine the possibility of installing an automatic door opener to provide assistance to those individuals who do not have the upper body strength needed to open a manual door.</p>	<p>2006 521 CMR 26.8.1(a),  2006 521 CMR 26.8.1</p>	<p>\$300.00</p>	<p>\$750.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	There is limited pre-visit information online about the Westford Police Department and it's facilities. There are no access guides available to assist people with disabilities prior to their visit.	International guidance such as BS8300 (British standards) highlights the importance of communication prior to the site visit. Guidance states that clear and accurate pre-visit information via websites, literature, social media or telecommunications that is easy to access should be available. There should be available in alternative formats, including details of modes of transport, parking, drop off, and what level of accessibility to expect on arrival	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$0.00	\$0.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	Street addresses do not always point to precise locations. This means that people with disabilities sometimes must travel further to gain an accessible point of access. An innovative idea that could be implemented for every site is Whar3Wordshas given every 3 meter square in the world a unique 3 word address.	For the Westford Police Department, the specific three words for the access point is ///disarmed.dividers.misconduct. This should be provided on the website.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$0.00	\$0.00
Recommended	Urinals should have grab bars added on either side for stability assistance for individuals with disabilities	Install Grab bars on either side of urinals to assist with stability for individuals with mobility impairments	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$500.00	\$1,500.00

<b>Budget Low</b>	\$3,700.00	
<b>Budget High</b>		\$19,750.00
<b>Budget Average</b>		<b>\$11,725.00</b>

## 9.4 WESTFORD FIRE DEPARTMENT

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	The main lobby is dedicated to many brave fire fighter who have given their lives over the years.	Consider instituting an audio descriptive program on the fire department web page that would describe in detail all the information that appears in each display case and area presented for those individuals with visual impairments. Display areas should also have descriptive signs with raised lettering and braille describing the contents of each display case or area for those with visual impairments.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$9,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The route of travel does not meet minimum width requirements around the turn.</p> <p>Where the accessible route makes a 180 degree turn around an element which is less than 48 inches wide, clear width shall be 42 inches minimum approaching the turn, 48 inches minimum at the turn and 42 inches minimum leaving the turn. Where the clear width at the turn is 60 inches minimum a clear width 36 inches minimum approaching the turn and 36 inches minimum at the turn is acceptable.</p>	Remove cleaning supplies to ensure that clear floor space that is required is provided	2010 ADAS 403.5.2	\$150.00	\$950.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The route contains openings greater than 1/2 inch.</p> <p>Openings in floor or ground surfaces shall not allow passage of a sphere more than 1/2 inch diameter. Elongated openings shall be placed so that the long dimension is perpendicular to the dominant direction of travel.</p>	<p>Repair concrete pads that has a separator greater than 1".</p>	<p>2010 ADAS 302.3</p>	<p>\$150.00</p>	<p>\$1,500.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>Compliant room identification signs are missing.</p> <p>Sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile</p>	<p>Install accessible sign with raised lettering and braille needed to identify each customer service window and instructions on how to communicate in an accessible format.</p>	<p>2010 ADAS 703.4.2, 2010 ADAS 216.2, 1991 ADAS 4.30.4, 1991 ADAAG 4.30.4</p>	<p>\$150.00</p>	<p>\$1,500.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
	<p>Signs with raised characters or Braille shall be located 48 inches minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character and 60 inches maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character.</p>				
High	<p>Cart incorrectly stored in elevator limits clear floor space required to maneuver a wheelchair within the elevator cab.</p>	<p>Remove carts and other items that restrict movement within the elevator.</p>	<p>2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory</p>	\$0.00	\$150.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>Clear floor space is not provided at the dishwasher.</p> <p>Clear floor or ground space shall be positioned adjacent to the dishwasher door. The dishwasher door, in the open position, shall not obstruct the clear floor or ground space for the dishwasher or the sink.</p>	<p>Investigate modifying the area to enable the dishwasher door to open all the way while allowing for a forward approach without obstructions for someone using a mobility device.</p>	2010 ADAS 804.6.3	\$1,500.00	\$4,500.00
High	<p>The surface of the pedestrian access route is not firm, stable and slip resistant.</p> <p>The surfaces of pedestrian access routes and elements and spaces along the pedestrian access route that are required to be accessible that connect to pedestrian access routes shall be firm, stable, and slip resistant.</p>	<p>Fix and repair two heaved pavers to ensure ease of access for all.</p>	2023 PROWAG R302.6	\$1,500.00	\$4,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The concrete expansion joint is spaced greater than 1/2 inch.</p> <p>Openings in floor or ground surfaces shall not allow passage of a sphere more than 1/2 inch diameter. Elongated openings shall be placed so that the long dimension is perpendicular to the dominant direction of travel.</p>	<p>There is a noticeable drop between the concrete paver and the granite curbing in the front and rear of the Fire Headquarters which can be painful when riding over in a wheelchair. Repour path of travel to correct.</p>	2010 ADAS 302.3	\$1,500.00	\$4,500.00
Important	<p>The chairs lack color contrast between the fabric and the arm rests making use difficult for those with visual impairments</p>	<p>look into making the arm rests lighter in color to make the chairs easier to identify to those individuals with visual impairments</p>	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$300.00	\$1,500.00
Important	<p>Stair nosing lacks color contrast</p>	<p>Add color contrast to each stair nosing to assist visually impaired to navigate stairways.</p>	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$4,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	<p>The shelf or storage facility is positioned too high for either a side or front approach.</p> <p>Where a clear floor or ground space allows a parallel or front approach and the side reach is unobstructed, the high side reach shall be 48 inches maximum above the finish floor or ground and the low side reach shall be 15 inches minimum above the finish floor or ground.</p>	<p>Move mail bins so they are in an accessible reach range. Ensure mail slots have raised lettering and braille to provide equal access for those with visual impairments</p>	<p>2010 ADAS 308.3.1, 2010 ADAS 308.2.1</p>	<p>\$1,500.00</p>	<p>\$4,500.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	<p>The door exceeds the maximum allowable opening force.</p> <p>Interior doors shall have a maximum opening force of 5 pounds.</p> <p>These forces do not apply to the force required to retract latch bolts or disengage other devices that hold the door or gate in a closed position.</p>	<p>Accessible restroom on first floor is set at 14 pounds of pressure. Opening pressure needs to be 5 pounds maximum.</p>	<p>2010 ADAS 404.2.9, 2006 521 CMR 26.8.1(b), 1991 ADAS 4.13.11(2), 1991 ADAAG 4.13.11(2)</p>	\$25.00	\$150.00
Recommended	<p>There is limited pre-visit information online about the Westford Fire Department Headquarters and it's facilities. There are no access guides available to assist people with disabilities prior to their visit.</p>	<p>International guidance, such as BS8300 (British Standards) highlights the importance of communication prior to the site visit. Guidance states at clear and accurate pre-visit information via websites, literature, social media or telecommunications that is easy to access should be available. It should be available in alternative formats, including details of modes of transport, parking, drop off, and what level of accessibility to expect on arrival.</p>	<p>2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory</p>	\$0.00	\$0.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	Street addresses do not always point to precise locations. This means that people with disabilities sometimes must travel further to gain an accessible point of access. An innovative idea that could be implemented for every site is What3Words.	What3Words has given every 3m square in the world, a unique three word address. For the Westford Fire Department Headquarters the specific three words for the access point is ///puffed.plea.imagine. this should be provided on the website.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$0.00	\$0.00

<b>Budget Low</b>	\$9,775.00	
<b>Budget High</b>		\$37,750.00
<b>Budget Average</b>		<b>\$23,762.50</b>

## 9.5 WESTFORD WATER DEPARTMENT

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>There are no van accessible parking stalls.</p> <p>1 in every 6, minimum of one, required accessible stalls must be a van accessible stall.</p> <p>There are a total of 30 parking stalls in the parking lot that could be reasonably associated with this facility. There should be a minimum of 2 accessible stalls with a minimum of 1 being designed as van accessible.</p>	<p>Install a 'van accessible' sign on one of the two accessible parking spaces. Both spaces are at least 8 feet wide with an 8 foot access aisle in between the two spaces.</p>	<p>2010 ADAS 208.2.4, 2010 ADAS 208.2</p>	\$100.00	\$300.00
High	<p>Area outside of exit door lacks a curb ramp to permit a transition from the sidewalk platform to the exterior side of the building.</p>	<p>Install curb ramp and truncated dome transition to permit someone with a mobility impairment to have access out of the building.</p>	<p>2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory</p>	\$1,500.00	\$9,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	Signage does not exist to identify the existence of the customer service window to the left of the entrance of the Water Department entrance..	Note on the website the exact location of the customer service window to the left of the front entrance prior to entering the building to assist and ensure inclusion for those with visual impairments.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$9,500.00
High	Metal Box prior to customer service desk stands 30" tall and 8" wide and obstructs the path of travel which will make it difficult for anyone with a visual impairment to access the customer service area..	Remove all obstructions from the path of travel approaching the customer service desk.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$150.00	\$750.00
High	The top of the work surface is not within a compliant height range.  The tops of tables and counters shall be 28 inches to 34 inches from the floor or ground.	Lower service counter so that it is accessible at a maximum height of 34" off the finished floor. If allowing a forward approach ensure proper toe and knee clearance.	2010 ADAS 902.3, 2006 521 CMR 17.2.5, 1991 ADAS 4.32.4, 1991 ADAAG 4.32.4	\$150.00	\$1,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The wall sign is incorrectly located on the hinge side of the office door and while the sign does have raised characters and braille, the arrow on the right pointing towards the office is not raised but a simple flat decal.</p> <p>Where permanent identification signs are provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space on the latch side, including at double leaf doors, signs shall be placed on the nearest adjacent wall, preferably on the right.</p> <p>Mounting location shall be located so that a person may approach within 3 inches of the sign and that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.</p>	Place accessible wall sign on the latch side of the door.	2010 ADAS 703.4.1	\$25.00	\$150.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The element (window controls) is not accessible because it requires tight grasping, pinching or twisting of the wrist.</p> <p>Controls and operating mechanisms shall be operable with one hand and shall not require tight grasping, pinching or twisting of the wrist. The force required to activate controls shall be no greater than 5 pounds of force.</p>	Utilize another type of mechanism for opening and closing shades and blinds.	2010 ADAS 309.4, 1991 ADAS 4.27.4 , 1991 ADAAG 4.27.4	\$25.00	\$1,500.00
High	A forward approach to the water fountain does not allow someone to use the copier at the same time causing an obstruction to the path of travel.	Move either the copy machine or the water fountain to a different area to permit an open accessible route without inherent obstructions.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$9,500.00
High	<p>The flush handle is located on the wrong side of the toilet.</p> <p>Controls shall be operable with one hand and shall not require tight grasping, pinching or twisting. Controls for the flush valves shall be mounted on the wide side of toilet areas, no more than 48 inches above the floor.</p>	Reinstall toilet with flush indicator on outer wall of toilet,	2010 ADAS 604.6	\$150.00	\$1,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The restroom is missing the International Symbol of Accessibility (ISA).</p> <p>Accessible toilet rooms or bathing rooms shall be identified by the International Symbol of Accessibility (ISA).</p> <p>Wall signs identifying permanent rooms and spaces of a building shall be in a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high. Contracted Grade 2 Braille shall be in a horizontal format and shall be placed a minimum of 3/8 inch and a maximum of 1/2 inch directly below the tactile characters; flush left or centered. Signs with raised characters or Braille shall be located 48 inches minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character and 60 inches maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character.</p>	<p>Install new accessible bathroom signage with International Accessibility Symbol, raised lettering and braille.</p>	<p>2010 ADAS 216.8, 1991 ADAS 4.1.3(1), 1991 ADAAG 4.1.3(1)(a)</p>	<p>\$25.00</p>	<p>\$150.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The required coat hook is not provided in the accessible compartment stall.</p> <p>A coat hook shall be provided at a maximum height of 54 inches above the floor.</p>	Install accessible coat hook within an accessible reach range	2006 521 CMR 30.6.1(d)	\$25.00	\$150.00
High	<p>The kitchen counter top is too high.</p> <p>The kitchen work surface shall be 34 inches maximum above the finish floor or ground.</p>	Lower kitchen work surface from 36" to 34" above the finish floor	2010 ADAS 804.3.2	\$1,500.00	\$4,500.00
High	<p>Knee and toe clearance has not been provided at the sink.</p> <p>The knee clearance shall be 11 inches deep minimum at 9 inches above the finish floor or ground, and 8 inches deep minimum at 27 inches above the finish floor or ground.</p> <p>The toe clearance is the space under the sink between the finish floor or ground and 9 inches above the finish floor 30 inches wide minimum. The toe clearance shall extend a minimum of 17 inches and a maximum of 25 inches underneath the sink.</p>	Install a sink with clear toe and knee space clearance to enable someone with a mobility disability to use the sink.	2010 ADAS 606.2	\$150.00	\$500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	<p>The (phone) is positioned too high (60" above finished floor) for either a side or front approach.</p> <p>Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches maximum and the low side reach shall be 15 inches minimum above the finish floor or ground.</p> <p>Where a forward reach is unobstructed, the high forward reach shall be 48 inches maximum and the low forward reach shall be 15 inches minimum above the finish floor or ground.</p>	Lower the phone for an accessible reach range	2010 ADAS 308.1, 2006 521 CMR 6.6, 2006 521 CMR 6.5	\$25.00	\$150.00
Recommended	<p>The cooking unit controls are not in the correct location.</p> <p>Cooking units shall be the in-counter type with controls at the front of counter or counter faces, and with open access space under the counter.</p>	Change oven from rear to front control model	2006 521 CMR 32.8.1	\$800.00	\$2,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	There is limited pre-visit information online available about the Westford Water Department and its facilities. There are no assessable guides available to assist people with disabilities prior to their visit.	International guidance such as BS8300 (British Standards) highlights the importance of communication prior to the site visit. Guidance states that clear and accurate pre-visit information via websites, literature, social media or telecommunications that is easy to access should be available. This should be available in alternative formats including details of modes of transport, parking, drop-off and what level of accessibility to expect upon arrival.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$0.00	\$0.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	<p>Street addresses do not always point to precise locations. This means that people with disabilities sometimes must travel further to gain an accessible point of access.</p> <p>An innovative idea that could be implemented for every site is What3Words..</p>	<p>What3Words has given every 3m square in the world a unique 3 word address.</p> <p>For the Westford Water Department the unique 3 word address is <a href="http://teacher.lyrics.ploys">///teacher.lyrics.ploys</a>. This should be provided on the website.</p>	<p>2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory</p>	<p>\$0.00</p>	<p>\$0.00</p>
Recommended	<p>There is no accessible map of the Westford Water Department building or any accessible wayfinding.</p>	<p>Direct access can provide tactile braille map boards utilizing a multitude of formats to ensure inclusion.</p>	<p>2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory</p>	<p>\$7,500.00</p>	<p>\$12,500.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	There is no tactile or Braille map of the Westford Water Department building or any accessible wayfinding.	It is recommended that swell paper tactile and braille maps are available for the Westford Water Department building on request. Swell paper is a specialist paper that raises black ink once inserted into a heat machine presenting increased levels of accessibility for those with visual impairments..	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$500.00	\$1,000.00
Recommended	There is no assistive listening system in the assembly area.  In each assembly area where audible communication is integral to the use of the space, an assistive listening system shall be provided.	In each assembly area where audible communication is integral to the use of the space, an assisted listening system shall be provided.	2010 ADAS 219.2	\$2,500.00	\$9,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	There are instructions for where to insert water bills after hours. Sign is printed flat black without raised lettering or braille.	Install accessible instructional sign with raised lettering and braille for where to deposit water bills after hours to ensure inclusion for individuals with visual impairments.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$3,500.00

<b>Budget Low</b>	\$19,625.00	
<b>Budget High</b>		\$68,650.00
<b>Budget Average</b>		<b>\$44,137.50</b>

## 9.6 WESTFORD DEPARTMENT OF PUBLIC WORKS

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The cooking unit does not have space under the counter.</p> <p>Cooking units shall be the in-counter type with controls at the front of counter or counter faces, and with open access space under the counter.</p>	Replace current cooking unit with compliant cooking unit.	2006 521 CMR 32.8.1	\$500.00	\$1,500.00
High	<p>The Fire Extinguisher on the first and second floor kitchen and Hand Sanitizer on the first floor, projects into the headroom clearance in the circulation path.</p> <p>Wall-mounted objects that have leading edges between 27 inches and 80 inches from the floor must not project more than 4 inches into the circulation path. Protruding objects that extend to the floor or within 27 inches of the floor are cane detectable and are therefore not hazardous. Where it is necessary or desirable to have objects protrude from the wall, a manner of cane detection must be provided.</p>	Move or place items protruding from walls into recessed storage areas for access purposes.	2010 ADAS 307.2, 1991 ADAS 4.4.1 , 1991 ADAAG 4.4.1	\$500.00	\$2,500.00
High	<p>Knee and toe space has not been provided at the sink.</p> <p>Kitchen sinks must be provided with a clear floor space positioned for a forward approach including knee and toe clearance.</p>	Provide required knee and toe space to permit access to the sink.	2010 ADAS 804.4, 2010 ADAS 606.2	\$500.00	\$1,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The controls are located such that operation require reaching across burners.</p> <p>Where knee and toe space is provided, the underside of the range or cooktop shall be insulated or otherwise configured to prevent burns, abrasions, or electrical shock. The location of controls shall not require reaching across burners</p>	Replace existing range with a range that has controls on the front to permit someone who uses a mobility device the ability to use the range for inclusion and accessibility purposes,	2010 ADAS 804.6.4	\$500.00	\$1,500.00
High	<p>The required coat hook is not provided in the accessible compartment stall.</p> <p>A coat hook shall be provided at a maximum height of 54 inches above the floor.</p>	Install coat hook in the accessible stall at a maximum height of 54 inches above the finished floor.	2006 521 CMR 30.6.1(d)	\$25.00	\$150.00
High	<p>The washing machine and/or clothes dryer does not have a 30" x 48" clear or ground floor space centered on the appliance for a parallel approach.</p> <p>A clear floor or ground space positioned for parallel approach shall be provided. The clear floor or ground space shall be centered on the appliance.</p>	Modify area so that laundry area is accessible for all including disabled individuals with mobility devixces.	2010 ADAS 611.2	\$1,500.00	\$4,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	<p>Compliant room identification signs are missing.</p> <p>Sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.</p> <p>Wall signs identifying permanent rooms and spaces of a building shall be in a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high. Contracted Grade 2 Braille shall be in a horizontal format and shall be placed a minimum of 3/8 inch and a maximum of 1/2 inch directly below the tactile characters; flush left or centered. Dots shall be 1/10 inch on center in each cell with 2/10-inch space between cells, measured from the second column of dots in the first cell to the first column of dots in the second cell. Dots shall be raised a minimum of 1/40 inch above the background. Braille</p>	Install accessible signature customer service counter with raised lettering and braille	2010 ADAS 703.4.2, 2010 ADAS 216.2, 1991 ADAS 4.30.4, 1991 ADAAG 4.30.4	\$150.00	\$1,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	Conference room chairs lack color contrast between fabric and armrest, making it difficult for people with visual impairments to identify and use the seats.	Modify the armrest to have a contrast in color to aid those individuals with visual impairments for inclusion purposes.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$150.00	\$950.00
Important	The door exceeds the maximum allowable opening force.  Interior doors shall have a maximum opening force of 5 pounds.  These forces do not apply to the force required to retract latch bolts or disengage other devices that hold the door or gate in a closed position.	1st floor accessible bathroom door should be lowered to 5 pounds rather than current 15 pounds of pressure needed to open door.	2010 ADAS 404.2.9, 2006 521 CMR 26.8.1(b), 1991 ADAS 4.13.11(2), 1991 ADAAG 4.13.11(2)	\$25.00	\$150.00
Important	Urinal on first and second floor lack grab bar for assistance.	Install grab bars at urinal to assist disabled individuals	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$500.00	\$1,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	<p>Compliant room identification signs are missing.</p> <p>Sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.</p> <p>Wall signs identifying permanent rooms and spaces of a building shall be in a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high. Contracted Grade 2 Braille shall be in a horizontal format and shall be placed a minimum of 3/8 inch and a maximum of 1/2 inch directly below the tactile characters; flush left or centered. Dots shall be 1/10 inch on center in each cell with 2/10-inch space between cells, measured from the second column of dots in the first cell to the first column of dots in the second cell. Dots shall be raised a minimum of 1/40 inch above the background. Braille</p>	Install signage on latch side of door with raised lettering and braille characters.	2010 ADAS 703.4.2, 2010 ADAS 216.2, 1991 ADAS 4.30.4, 1991 ADAAG 4.30.4	\$150.00	\$250.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	<p>The dispenser's operation mechanism is not within an allowable reach ranges.</p> <p>If the clear floor space only allows forward approach to an object, the maximum high forward reach allowed shall be 48 in. The minimum low forward reach is 15 in. If the high forward reach is over an obstruction, reach and clearances shall be 44 inches maximum over an obstruction between 20 to 25 inches deep.</p> <p>If the clear floor space allows parallel approach by a person in a wheelchair, the maximum high side reach allowed shall be 54 in and the low side reach shall be no less than 9 in above the floor. If the side reach is over an obstruction, the reach and clearances shall be 46 inches maximum over an obstruction less than 10 inches deep. The obstruction shall have a maximum height of 34 inches.</p>	Lower the paper towel and hand sanitizer dispensers in the accessible restroom to an accessible reach range for a forward or parallel approach.	2006 521 CMR 6.6, 2006 521 CMR 6.5	\$150.00	\$500.00
Important	<p>The paper towel dispenser is out of reach range because the depth of the countertop and backsplash obstruction is greater than 25 inches.</p> <p>Where a high forward reach is over an obstruction, the clear floor space shall extend beneath the element for a distance not less than the reach depth over the obstruction. Where the reach depth exceeds 20 inches, the high forward reach shall be 44 inches maximum and the reach depth shall be 25 inches maximum.</p>	Lower the paper towel dispenser to bring into an accessible reach range for inclusion purposes.	2010 ADAS 308.2.2, 2006 521 CMR 6.5, 1991 ADAS 4.2.5, 1991 ADAAG 4.2.5	\$150.00	\$1,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	<p>Compliant room identification signs are missing.</p> <p>Sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.</p> <p>Wall signs identifying permanent rooms and spaces of a building shall be in a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high. Contracted Grade 2 Braille shall be in a horizontal format and shall be placed a minimum of 3/8 inch and a maximum of 1/2 inch directly below the tactile characters; flush left or centered. Dots shall be 1/10 inch on center in each cell with 2/10-inch space between cells, measured from the second column of dots in the first cell to the first column of dots in the second cell. Dots shall be raised a minimum of 1/40 inch above the background. Braille</p>	<p>Ensure that all rooms and offices have accessible wall signs with raised lettering and braille to assist individuals with visual impairments.</p>	<p>2010 ADAS 703.4.2, 2010 ADAS 216.2, 1991 ADAS 4.30.4, 1991 ADAAG 4.30.4</p>	<p>\$150.00</p>	<p>\$1,500.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	Mail bins identification numbers are flat paper and not raised or have braille characters.	Replace flat mail slot numbers with raised lettering and braille characters to ensure inclusion for those with visual impairments.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$150.00	\$500.00
Important	<p>The locker controls are not accessible because they requires tight grasping, tight pinching or twisting of the wrist and/or require more than 5 pounds of force to operate.</p> <p>Controls and operating mechanisms shall be operable with one hand and shall not require tight grasping, pinching or twisting of the wrist. The force required to activate controls shall be no greater than 5 pounds of force.</p>	Update each and every locker mechanism for an accessible mechanism that can be open and closed without grasping or twisting.	2010 ADAS 309.4, 1991 ADAS 4.27.4 , 1991 ADAAG 4.27.4	\$3,500.00	\$7,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	<p>Compliant room identification signs are missing.</p> <p>Sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.</p> <p>Wall signs identifying permanent rooms and spaces of a building shall be in a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high. Contracted Grade 2 Braille shall be in a horizontal format and shall be placed a minimum of 3/8 inch and a maximum of 1/2 inch directly below the tactile characters; flush left or centered. Dots shall be 1/10 inch on center in each cell with 2/10-inch space between cells, measured from the second column of dots in the first cell to the first column of dots in the second cell. Dots shall be raised a minimum of 1/40 inch above the background. Braille</p>	<p>Highway Department dispatch area missing compliant signage. Install accessible signage for dispatch area with raised lettering and braille.</p>	<p>2010 ADAS 703.4.2, 2010 ADAS 216.2, 1991 ADAS 4.30.4, 1991 ADAAG 4.30.4</p>	<p>\$150.00</p>	<p>\$1,500.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	<p>Compliant room identification signs are missing.</p> <p>Sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.</p> <p>Wall signs identifying permanent rooms and spaces of a building shall be in a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high. Contracted Grade 2 Braille shall be in a horizontal format and shall be placed a minimum of 3/8 inch and a maximum of 1/2 inch directly below the tactile characters; flush left or centered. Dots shall be 1/10 inch on center in each cell with 2/10-inch space between cells, measured from the second column of dots in the first cell to the first column of dots in the second cell. Dots shall be raised a minimum of 1/40 inch above the background. Braille</p>	Install accessible compliant signage with raised lettering and braille on latch side of door leading to elevator.	2010 ADAS 703.4.2, 2010 ADAS 216.2, 1991 ADAS 4.30.4, 1991 ADAAG 4.30.4	\$150.00	\$1,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	This communal hand washing mechanism is foot operated and is unable to be used by a disabled individual who can't use their foot muscles.	Consider instituting a communal wash area that is fully automatic to accommodate individuals with varying abilities for inclusion purposes.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$9,500.00
Important	The kitchen counter top is too high. The kitchen work surface shall be 34 inches maximum above the finish floor or ground.	Countertop is at 36" high and should be 34" maximum above the finished floor.	2010 ADAS 804.3.2	\$1,500.00	\$4,500.00
Recommended	There is limited previsit information about the Westford highway department and it's facilities. There are no access guides available to assist people with disabilities prior to their visit.	International guidance such as BS8300 (British Standards) highlights the importance of communication prior to the site visit. Guidance states that clear and accurate pre-visit information via websites, literature, social media or telecommunications that is easy to access should be available. This should be available in alternative formats, including details of modes of transport, parking, drop off and what level of accessibility to expect upon arrival.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$0.00	\$0.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	Street addresses do not always point to precise locations. This means that people with disabilities sometimes must travel further to gain an accessible point of access. An innovative idea that could be implemented for every site is What3Words.	What3Words has given every 3 m <sup>2</sup> in the world a unique three word address. For the town of Westford Highway department the specific three words for the access point is.///dirt.outpatient.glory. This should be added on the website for the highway department.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$0.00	\$9,500.00
Recommended	There is no accessible map of the building or any accessible wayfinding.	Direct access can provide tactile braille map boards utilizing a multitude of formats to ensure inclusion.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$7,500.00	\$12,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	There is no paper tactile and braille map of the building or any accessible wayfinding.	It is recommended that swell paper tactile and braille maps are available for the building on request. Swell paper is a specialist paper that raises black ink once inserted into a heat machine presenting increased levels of accessibility for those with visual impairments. Direct Access can design and produce these if desired.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$500.00	\$1,000.00
Recommended	<p>A permanently installed assistive listening system, or other supplementary wiring necessary to support a portable system is not provided.</p> <p>For other assembly areas, a permanently installed assistive listening system, or other supplementary wiring necessary to support a portable assistive listening system shall be provided. The minimum number of receivers to be provided shall be equal to 4% of the total number of seats, but not less than two receivers.</p>	In each assembly area where audible communication is integral to the use of the space an assisted listening system shall be provided.	2006 521 CMR 14.5.2	\$2,500.00	\$9,500.00
				<b>Budget Low</b>	\$22,400.00
				<b>Budget High</b>	\$77,000.00
				<b>Budget Average</b>	<b>\$49,700.00</b>

## 9.7 ROUDENBUSH COMMUNITY CENTER

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	Directions for the bell is on the outer glass partition separate from the actual doorbell. The signage notifying an individual about the doorbell should be in the actual area of the doorbell.	Move the signage about the doorbell into an area in close proximity to the actual doorbell.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$2,500.00
High	Even with access badge for the building, the automatic door does not operate when attempting to enter or exit the facility	Investigate and repair mechanism to permit door to open using the automatic door when key scanned card authorization is used. Manually door is weighted at 20 pounds of pressure to open.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$150.00	\$500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	Bulletin board between blue and yellow classroom on the second floor is blocking the raised lettering and braille classroom signs	Remove bulletin board modify the accessible classroom signs (Yellow Classroom, Blue Classroom) to assist those with visual impairments to identify each room..	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$0.00	\$0.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The required clear space is not provided in the kitchen.</p> <p>Non-commercial kitchens in public facilities such as classrooms and community rooms shall provide a clear space of 60 inches in diameter, measured 12 inches above the floor.</p>	<p>The 7-foot long prep table prevents 60 inch clear floor space at the 4 corners of the kitchen. one is unable to open the refrigerator as the wide table requires a parallel approach to the refrigerator.</p> <p>Either get a smaller 5-foot long and not as wide prep table and consider moving the refrigerator from the corner to the area before the sink where stools are currently stored to make navigating the space easier for someone who is disabled.</p>	2006 521 CMR 32.1	\$1,500.00	\$4,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The controls are located such that operation require reaching across burners.</p> <p>Where knee and toe space is provided, the underside of the range or cooktop shall be insulated or otherwise configured to prevent burns, abrasions, or electrical shock. The location of controls shall not require reaching across burners</p>	<p>Controls at the rear of the stove is one means of safety yet prohibits access by anyone with a disability. Child safety lockouts are made to prevent children from using and activating control knobs placed on the front of ranges. Consider replacing current ranges with range controls on the front with child safety lockouts for all oven controls. Another possible option would be a separate cooktop with a double wall oven in the same physical space.</p>	2010 ADAS 804.6.4	\$500.00	\$1,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	The coat hook is installed greater than 54 inches above the finished floor.  A coat hook shall be provided at a maximum height of 54 inches above the floor.	Lower the coat hook into accessible reach range.	2006 521 CMR 30.6.1(d)	\$150.00	\$250.00
Important	Stone stairway lacks contrasting stair nosing making it difficult for those with visual impairments to use the stairway.	Update stair nosing with contrasting color scheme to make it easier to use for those with visual impairments.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$6,500.00
Important	1st Floor Stairs lacks stair nosing with color contrast from the stair itself	install stair nosing with color contrast to make access to the stair easier for those with visual impairments to use.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$9,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	<p>The air conditioner is positioned too high for either a side or front approach.</p> <p>Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches maximum and the low side reach shall be 15 inches minimum above the finish floor or ground.</p> <p>Where a forward reach is unobstructed, the high forward reach shall be 48 inches maximum and the low forward reach shall be 15 inches minimum above the finish floor or ground.</p>	<p>The high reach of the air conditioner is 54 inches above the finished floor and should be lowered to an accessible reach range not to exceed the each range measurements provided above.</p>	<p>2010 ADAS 308.1, 2006 521 CMR 6.6, 2006 521 CMR 6.5</p>	<p>\$25.00</p>	<p>\$150.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	<p>In several of the classrooms the floor is brittle and creaks when one rolls over in a wheelchair indicating that it is past its useful life and should be replaced. Structurally gaps are noticeable and flooring should be entirely refinished and restored, if not replaced entirely to ensure structural stability.</p>	<p>Examine flooring in each classroom and inspect for cracks and breaks. investigate possibility of refinishing and where necessary replacing broken and cracked floor boards.</p>	<p>2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory</p>	<p>\$4,500.00</p>	<p>\$12,500.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	<p>The wall sign is incorrectly located.</p> <p>Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 inches above the finish floor to the centerline of the sign. Mounting location for such signage shall be so that a person may approach within 3 inches of signage without encountering protruding objects or standing within the swing of a door.</p>	<p>Either remove the kitchen fan control sign or place the sign directly where the Kitchen Fan control is located.</p>	<p>1991 ADAS 4.30.6 , 1991 ADAAG 4.30.6</p>	<p>\$25.00</p>	<p>\$150.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	There is limited pre-visit information online about the Roudenbush Community Center and its facilities. There are no access guides available to assist people with disabilities prior to their visit.	International Guidance such as BS8300 (British Standards) highlights the importance of communication prior to the site visit. Guidance states that clear and accurate pre-visit information via websites, literature, social media, or telecommunications that is easy to access should be available., This should be available in alternate formats including details on modes of transport, parking, drop-off and what level of accessibility to expect on arrival.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$0.00	\$0.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	Street addresses do not always point to precise locations. This means that people with disabilities must sometimes travel further to gain an accessible point of access. An innovative idea that could be implemented for every site is What3Words	What3Words has given every 3m square in the world a unique 3 word address. For the Roudenbush Community Center the 3 word access point is ///stiff.clustering.stapled . This should be added to the website.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$0.00	\$0.00
Recommended	Bins in lowest area are outside the accessible reach range	Ensure that the bottom most bins are not used as they are outside the accessible reach range of between 15" and 45" above the finished floor.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$0.00	\$0.00

<b>Budget Low</b>	\$11,350.00	
<b>Budget High</b>		\$38,050.00
<b>Budget Average</b>		<b>\$24,700.00</b>

## 9.8 WESTFORD SENIOR CENTER

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	Directions for the bell is on the outer glass partition separate from the actual doorbell. The signage notifying an individual about the doorbell should be in the actual area of the doorbell.	Move the signage about the doorbell into an area in close proximity to the actual doorbell.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$9,500.00
High	Even with access badge for the building, the automatic door does not operate when attempting to enter or exit the facility	Investigate and repair mechanism to permit door to open using the automatic door when key scanned card authorization is used. Manually door is weighted at 20 pounds of pressure to open.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$9,500.00
High	Bulletin board between blue and yellow classroom on the second floor is blocking the raised lettering and braille classroom signs	Remove bulletin board modify the accessible classroom signs (Yellow Classroom, Blue Classroom) to assist those with visual impairments to identify each room..	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$0.00	\$0.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The second floor kitchen has several issues.</p> <p>The 7-foot long prep table prevents 60 inch clear floor space at the 4 corners of the kitchen.. As a result, one is unable to open the refrigerator as the wide table requires a parallel approach to the refrigerator. The handles are located on the side where one would need to open and pull the refrigerator or freezer toward themselves which is an impossibility for someone in a wheelchair. given the lack of maneuverability in the room.</p>	<p>Either get a smaller 5-foot long and not as wide prep table and consider moving the refrigerator from the corner to the area before the sink where stools are currently stored to make navigating the space easier for someone who is disabled.. .</p>	<p>2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory</p>	<p>\$1,500.00</p>	<p>\$9,500.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The controls are located such that operation require reaching across burners.</p> <p>Where knee and toe space is provided, the underside of the range or cooktop shall be insulated or otherwise configured to prevent burns, abrasions, or electrical shock. The location of controls shall not require reaching across burners</p>	<p>Controls at the rear of the stove is one means of safety yet prohibits access by anyone with a disability. Child safety lockouts are made to prevent children from using and activating control knobs placed on the front of ranges. Consider replacing current ranges with range controls on the front with child safety lockouts for all oven controls. Another possible option would be a separate cooktop with a double wall oven in the same physical space.</p>	2010 ADAS 804.6.4	\$500.00	\$1,500.00
High	<p>There is a raised letter and braille sign on the hinge side of a door for a Kitchen Fan control yet there is no such control in the area.</p>	<p>Either remove the sign or place the sign directly where the Kitchen Fan control is located.</p>	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$9,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	In several of the classrooms the floor is brittle and creaks when one rolls over in a wheelchair indicating that it is past its useful life and should be replaced. Structurally gaps are noticeable and flooring should be entirely refinished and restored, if not replaced entirely to ensure stability.	Examine flooring in each classroom and inspect for cracks and breaks. Investigate possibility of refinishing and where necessary replacing broken and cracked floor boards.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$4,500.00	\$25,000.00
Important	Stone stairway lacks contrasting stair nosing making it difficult for those with visual impairments to use the stairway.	Update stair nosing with contrasting color scheme to make it easier to use for those with visual impairments.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$6,500.00
Important	Bins in lowest area are outside the accessible reach range	Ensure that the bottom most bins are not used as they are outside the accessible reach range of between 15" and 45" above the finished floor.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$0.00	\$0.00
Important	1st Floor Stairs lacks stair nosing with color contrast from the stair itself	install stair nosing with color contrast to make access to the stair easier for those with visual impairments to use.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$9,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Important	<p>The (air conditioner) is positioned too high for either a side or front approach.</p> <p>Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches maximum and the low side reach shall be 15 inches minimum above the finish floor or ground.</p> <p>Where a forward reach is unobstructed, the high forward reach shall be 48 inches maximum and the low forward reach shall be 15 inches minimum above the finish floor or ground.</p>	<p>The high reach of the air conditioner is 54 inches above the finished floor and should be lowered to an accessible reach range not to exceed the each range measurements provided above.</p>	<p>2010 ADAS 308.1, 2006 521 CMR 6.6, 2006 521 CMR 6.5</p>	<p>\$25.00</p>	<p>\$150.00</p>
Important	<p>The coat hook is installed greater than 54 inches above the finished floor.</p> <p>A coat hook shall be provided at a maximum height of 54 inches above the floor.</p>	<p>Lower the coat hook into accessible reach range.</p>	<p>2006 521 CMR 30.6.1(d)</p>	<p>\$150.00</p>	<p>\$250.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	There is limited pre-visit information online about the Roudenbush Community Center and its facilities. There are no access guides available to assist people with disabilities prior to their visit.	International Guidance such as BS8300 (British Standards) highlights the importance of communication prior to the site visit. Guidance states that clear and accurate pre-visit information via websites, literature, social media, or telecommunications that is easy to access should be available., This should be available in alternate formats including details on modes of transport, parking, drop-off and what level of accessibility to expect on arrival.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$0.00	\$0.00
Recommended	Street addresses do not always point to precise locations. This means that people with disabilities must sometimes travel further to gain an accessible point of access. An innovative idea that could be implemented for every site is What3Words	What3Words has given every 3m square in the world a unique 3 word address. For the Roudenbush Community Center the 3 word access point is ///stiff.clustering.stapled. This should be added to the website.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$0.00	\$0.00

<b>Budget Low</b>	\$14,175.00	
<b>Budget High</b>		\$80,900.00
<b>Budget Average</b>		<b>\$47,537.50</b>

## 9.9 WESTFORD PINE GROVE CEMETERY

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>There are no accessible parking stalls.</p> <p>Each lot where parking is provided for the public as clients, guests or employees, shall provide accessible parking and shall be located on the shortest accessible route of travel from adjacent parking to an accessible entrance.</p> <p>There are a total of 12 parking stalls in the parking lot that could be reasonably associated with this facility. There should be a minimum of 1 accessible stalls with a minimum of 1 being designed as van accessible.</p>	Install a designated van accessible accessible parking area with corresponding access aisle.	2010 ADAS 208.2, 1991 ADAS 4.1.2(5)(a), 1991 ADAAG 4.1.2(5)(a)	\$1,500.00	\$9,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The restroom door contains non-compliant door opening hardware. Minimum maneuvering spaces on the pull/push sides of the door does not exist. Maneuvering clearance is impacted by folding chairs stored behind the door within the bathroom and lockers are stored impacting clearance to the toilet. Lack of clearance once inside the bathroom compartment prohibits one from closing the bathroom door for privacy anyone with a mobility device.</p> <p>The drainage pipe under the sink is not insulated.</p> <p>The restroom does not have the required minimum clear floor space or maneuvering clearances for the toilet and the lavatory.</p> <p>Grab bars are missing. Accessories, such as toilet seat covers, paper towel holders, garbage cans, hand dryers, and mirrors are either too high or without clear floor space or both.</p>	<p>Remove obstructions from the bathroom to allow for proper maneuvering clearances at toilet and lavatory. Install accessible compliant door hardware, install grab bars on the rear and side wall of the toilet,</p>	<p>2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory</p>	<p>\$1,500.00</p>	<p>\$9,500.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	Pressure treated lumber cracking in spots and should be replaced.	Remove cracked pressure treated lumber and replace to ensure ramp remains firm, stable and slip resistant.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$9,500.00
High	<p>The restroom contains storage items and/or supplies which obstruct the clear floor and/or turning space within the restroom.</p> <p>An unobstructed turning space complying with 521 CMR 6.3, Wheelchair Turning Space shall be provided within an accessible toilet room. The clear floor space at fixtures and controls, the accessible route, and the turning space may overlap.</p>	Remove folder chairs from behind door and remove the lockers from the bathroom to increase the amount of clear floor space required for a wheelchair	2006 521 CMR 30.5	\$500.00	\$4,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>A compliant room identification sign is missing on the strike side of the door.</p> <p>Wall signs identifying permanent rooms and spaces of a building shall be a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high. Contracted Grade 2 Braille shall be in a horizontal format and shall be placed a minimum of 3/8 inch and a maximum of 1/2 inch directly below the tactile characters; flush left or centered. Signs with raised characters or Braille shall be located 48 inches minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character and 60 inches maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character.</p>	<p>Install a compliant Restroom sign with raised lettering, pictogram and braille at the correct height and location.</p>	<p>2010 ADAS 216.2, 1991 ADAS 4.30.6 , 1991 ADAAG 4.30.6</p>	<p>\$150.00</p>	<p>\$250.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>Accessible toilets must have grab bars installed.</p> <p>The side grab bar must extend at least 54 inches minimum beyond the rear wall and start a maximum of 12 inches from the rear wall.</p> <p>The rear grab bar must be a minimum of 36 inches long and extend from the centerline of the toilet 12 inches minimum on one side and 24 inches minimum on the other side.</p> <p>Grab bars shall be installed in a horizontal position, 33 inches minimum and 36 inches maximum above the finish floor measured to the top of the gripping surface.</p>	<p>Install grab bars on the wall and behind the toilet to enable someone with a disability to use the restroom.</p>	2010 ADAS 604.5	\$500.00	\$1,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The centerline of the toilet is not a minimum of 42 inches to the furthest wall.</p> <p>The centerline of the water closet shall be located 18 inches from the nearest side wall and at least 42 inches from the farthest side wall or the closest edge of an adjacent fixture. There shall be at least 42 inches clearance between the front edge of the water closet and the nearest wall or fixture.</p>	Modify the accessible restroom to ensure the restroom meets all requirements for accessibility.	2006 521 CMR 30.7.2	\$1,500.00	\$6,500.00
High	<p>The concrete expansion joint is spaced greater than 1/2 inch.</p> <p>Openings in floor or ground surfaces shall not allow passage of a sphere more than 1/2 inch diameter. Elongated openings shall be placed so that the long dimension is perpendicular to the dominant direction of travel.</p>	There is a noticeable drop between the concrete paver and the granite curbing in the front and rear of the Fire Headquarters which can be painful when riding over in a wheelchair. Repour path of travel to correct.	2010 ADAS 302.3	\$1,500.00	\$4,500.00
High	Elevation difference of 3/4" between landing area, office entrance and ramp run which causes a potential tripping hazard.	fix landing area so that there is a smooth transition between the landing, the ramp run and the office entrance.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$150.00	\$950.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The shelf is mounted higher than 40 inches above the floor.</p> <p>The top of any shelf and or bottom of any mirror that is provided above a sink shall be set with the bottom edge of the reflecting surface no higher than 40 inches above the finish floor. See Fig. 30i.</p>	Lower the mirror and bins so they are no more than 40" above the finished floor.	2006 521 CMR 30.11	\$150.00	\$850.00
High	Exit to shed portion of Cemetery Office is not accessible. If primary exit/entrance is blocked an accessible secondary exit should be used.	Modify exit to ensure a smooth transition to an accessible flat landing area from the inside to the outside of the rear office door.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$1,500.00	\$9,500.00
High	<p>The floor space is insufficient is not accessible because there is not adequate clear floor space for an approach.</p> <p>The clear floor or ground space shall be 30 inches minimum by 48 inches maximum.</p>	Modify the internal office layout to ensure an individual with a mobility device is able to get into each desk and file cabinet.	2010 ADAS 305.3, 2006 521 CMR 6.4.1, 1991 ADAS 4.2.4.1, 1991 ADAAG 4.2.4.1	\$150.00	\$1,500.00

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
High	<p>The water and drain pipes under the lavatory are not adequately insulated.</p> <p>Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. There shall be no sharp or abrasive surfaces under lavatories and sinks.</p>	<p>Insulate the pipes under the sink into ensure all safety measures are followed for individuals with disabilities.</p>	<p>2010 ADAS 606.5, 2006 521 CMR 30.9.5, 1991 ADAS 4.19.4 , 1991 ADAAG 4.19.4</p>	<p>\$150.00</p>	<p>\$450.00</p>
High	<p>There are several issues with the Entry Door.</p> <p>The door operating hardware requires tight grasping, pinching or twisting of the wrist to operate.</p> <p>Hand-activated hardware, handles, pulls, latches, locks, and other operating devices on accessible elements shall have a shape that is easy to grasp with one hand and does not require tight grasping, pinching or twisting of the wrist to operate.</p> <p>The entrance does not contain signage with raised lettering or braille and lacks the International Symbol of Accessibility (ISA).</p>	<p>Replace the "office door sign" with an accessible entrance sign that bears the International Symbol of Accessibility along with raised lettering and braille characters. Replace the door knob and lock mechanism with accessible door hardware.</p>	<p>2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory</p>	<p>\$500.00</p>	<p>\$1,500.00</p>

Barrier Priority	Finding	Recommendation	Barrier Standard	Budget Low	Budget High
Recommended	There is limited preview information online about Pinegrove cemetery and its facilities. There are no access guides available to assist people with disabilities prior to their visit.	International guidance such as BS8300 (Britdiscsh Staandards) highlights the importance of communication prior to the site visit. Guidance states they clear and accurate pre-visit information via websites, literature, social media or telecommunications that is easy to access should be available. Should be available in alternative formats, including details of modes of transport, parking, drop off, and what level of accessibility to expect on arrival.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$0.00	\$0.00
Recommended	Street addresses do not always point to the precise locations. This means that people with disabilities sometimes must travel further to gain an accessible point of access. An innovative idea that could be implemented for every site is What3Words.	What3Words has given every 3m in the world a unique 3 word address. . The 3 word address for Pine Grove Cemetery is ///systems.washroom.creates. Ensure that this address is added to the website.	2010 ADAS Advisory, 2006 521 CMR 0.0, 1991 ADAS Advisory, 1991 ADAAG Advisory	\$0.00	\$0.00

<b>Budget Low</b>	\$11,250.00	
<b>Budget High</b>		\$60,500.00
<b>Budget Average</b>		<b>\$35,875.00</b>

## **10. On Site Findings (BlueDAG)**

---

### **10.1 Common Elements – All Buildings**

### **10.2 Town Hall**

### **10.3 Police Department**

### **10.4 Fire Department**

### **10.5 Water Department**

### **10.6 Department of Public Works**

### **10.7 Roudenbush Community Center**

### **10.8 Cameron Senior Center**

### **10.9 Pine Grove Cemetery**

**Internal: Wayfinding**

**Finding: 1**

There is no accessible map of the building or any accessible wayfinding.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

<b>Citation:</b>	<b>Budgeting Range:</b>
------------------	-------------------------

2010 ADAS Section: Advisory	\$7,500 - \$12,500.00
-----------------------------	-----------------------

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Direct access can provide tactile braille map boards utilizing a multitude of formats to ensure inclusion.

**Barrier Priority:**

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

**Internal: Wayfinding**

**Finding: 2**

There is no paper tactile and braille map pf the building or any accessible wayfinding.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

<b>Citation:</b>	<b>Budgeting Range:</b>
------------------	-------------------------

2010 ADAS Section: Advisory	\$500 - \$1,000.00
-----------------------------	--------------------

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

It is recommended that swell paper tactile and braille maps are available for the building on request. Swell paper is a specialist paper that raises black ink once inserted into a heat machine presenting increased levels of accessibility for those with visual impairments. Direct Access can design and produce these if desired.

**Barrier Priority:**

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

**Internal: Facilities**

**Finding: 3**

A permanently installed assistive listening system, or other supplementary wiring necessary to support a portable system is not provided.

For other assembly areas, a permanently installed assistive listening system, or other supplementary wiring necessary to support a portable assistive listening system shall be provided. The minimum number of receivers to be provided shall be equal to 4% of the total number of seats, but not less than two receivers.

*2006 521 CMR Section 14.5.2*

*For other assembly areas, a permanently installed assistive listening system, or other supplementary wiring necessary to support a portable assistive listening system shall be provided. The minimum number of receivers to be provided shall be equal to 4% of the total number of seats, but not less than two receivers.*

<b>Citation:</b>	<b>Budgeting Range:</b>
2006 521 CMR Section: 14.5.2	\$2,500 - \$9,500.00

**Recommendation:**

In each assembly area where audible communication is integral to the use of the space an assisted listening system shall be provided.

**Barrier Priority:**

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)



## Site Accessibility Evaluation



**Westford Town Hall**  
**55 Main St**  
**Westford, MA 01886**  
**Accessibility Evaluation**  
**Inspection Date: 06/04/2024**  
**Inspector: Joe Prochilo**

Prepared By

**Direct Access**

(727) 478 - 2652

[www.directaccessgp.com](http://www.directaccessgp.com)

Powered by  BlueDAG

**Westford Town Hall - 55 Main St Westford, MA 01886**

### Pre-Visit Information: Pre-Visit Information

#### Finding: 1

There is limited previsit information about Townhall and its facilities. There are no access guides available to assist people with disabilities prior to their visit.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

#### Citation:

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

2006 521 CMR Section: 0.0

#### Recommendation:

International guidance such as BS 8300 (British Standard's) highlight the importance of communication prior to the site visit. Guidance states that clear and accurate pre-visit information via websites, literature, social media, or telecommunications that is easy to access should be available in alternative formats, including details of modes of transport, parking, drop off, and what level of accessibility to expect upon arrival.

#### Barrier Priority:

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

Direct Access  
(727) 478 - 2652

[www.directaccessgp.com](http://www.directaccessgp.com)  
Powered by  BlueDAG

**Pre-Visit Information: Pre-Visit Information**

**Finding: 2**

Street addresses do not always point to precise locations. This means that people with disabilities sometimes must travel further to gain an accessible point of access. An innovative idea that could be implemented for every site is What3Words. What3Words has given every 3m square in the world a unique 3 word address.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:**

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

For Westford Town Hall, the specific three words for the access point is //cancel.wishes.oceans. This should be provided on the town website.

**Barrier Priority:**

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

**External: Signage**

**Finding: 3**

The entrance is missing a sign with the International Symbol of Accessibility.

In existing buildings and facilities where not all entrances are accessible doors that are accessible shall be identified by the International Symbol of Accessibility. Directional signs that indicate the location of the nearest accessible entrance shall be provided at entrances that are not accessible. Directional signs including the International Symbol of Accessibility indicating the accessible route to the nearest accessible entrance shall be provided at junctions when the accessible route diverges from the regular circulation path.

2010 ADAS Section 216.6

Where not all entrances comply with 404, entrances complying with 404 shall be identified by the International Symbol of Accessibility complying with 703.7.2.1. Directional signs complying with 703.5 that indicate the location of the nearest entrance complying with 404 shall be provided at entrances that do not comply with 404.

**Citation:**

2010 ADAS Section: 216.6

**Budgeting Range:**

\$25 - \$150.00

**Recommendation:**

Install sign to indicate accessible entrance with international symbol of accessibility

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



External: Parking

Finding: 4

The van stall is missing a sign identifying it as a van accessible stall.

Parking space identification signs shall include the International Symbol of Accessibility. Signs identifying van parking spaces shall contain the designation "van accessible."

2010 ADAS Section 502.6

Parking space identification signs shall include the International Symbol of Accessibility complying with 703.7.2.1. Signs identifying van parking spaces shall contain the designation "van accessible." Signs shall be 60 inches (1525 mm) minimum above the finish floor or ground surface measured to the bottom of the sign.

1991 ADAS Section 4.6.4

Accessible parking spaces shall be designated as reserved by a sign showing the symbol of accessibility (see 4.30.7). Spaces complying with 4.1.2(5)(b) shall have an additional sign "Van-Accessible" mounted below the symbol of accessibility. Such signs shall be located so they cannot be obscured by a vehicle parked in the space.

2006 521 CMR Section 23.6.3

Van accessible spaces shall includes the words: "Van-Accessible".

Citation: 2010 ADAS Section: 502.6 Budgeting Range: \$25 - \$150.00

1991 ADAS Section: 4.6.4

2006 521 CMR Section: 23.6.3

Recommendation:

Install van accessible signs in spaces that are 96 inches wide with 11 foot access aisle.

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



External: Path of Travel

Finding: 5

The accessible route contains loose gravel and/or surface materials that do not provide for a stable, firm slip resistant surface.

Floor and ground surfaces shall be stable, firm, and slip resistant.

2010 ADAS Section 302.1

Floor and ground surfaces shall be stable, firm, and slip resistant and shall comply with 302.

1991 ADAS Section 4.5.1

Ground and floor surfaces along accessible routes and in accessible rooms and spaces including floors, walks, ramps, stairs, and curb ramps, shall be stable, firm, slip-resistant, and shall comply with 4.5.

2006 521 CMR Section 29.1

Ground and floor surfaces including floors, walks, ramps, and curb cuts shall be stable, firm, slip resistant, and maintained with materials that ensure continued slip resistance.

Citation: Budgeting Range: \$500 - \$4,500.00

2010 ADAS Section: 302.1

1991 ADAS Section: 4.5.1

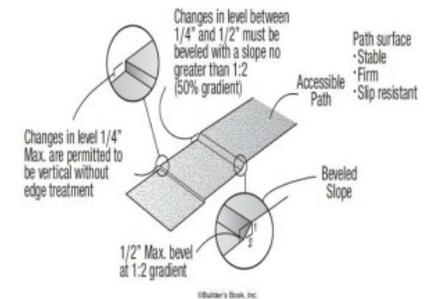
2006 521 CMR Section: 29.1

Recommendation:

Replace area where divot and depression impact the ability to travel safely for mobility devices

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



External: Path of Travel

Finding: 6

The curb ramp is missing the required detectable warning surface.

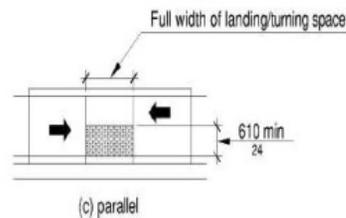
Curb ramps located at crosswalks shall have detectable warning surfaces.

2023 PROWAG Section R205.2.1  
Curb ramps located at crosswalks shall have detectable warning surfaces complying with R305.1 and either R305.2.1 or R305.2.2.

Citation: 2023 PROWAG Section: R205.2.1  
Budgeting Range: \$100 - \$500.00

Recommendation:  
Install detectible warning surface on curb ramp

Barrier Priority:  
High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



External: Path of Travel

Finding: 7

The cross slope of the pedestrian access route exceeds 2.1 percent.

The cross slope of pedestrian access routes shall be 2.1 percent maximum.

2023 PROWAG Section R302.5.1  
The cross slope of a pedestrian access route not contained within a crosswalk shall be 1:48 (2.1%) maximum.

Citation: 2023 PROWAG Section: R302.5.1  
Budgeting Range: \$1,500 - \$4,500.00

Recommendation:  
Cross slope on external pedestrian path of travel hazardous to individuals with mobility impairments.

Barrier Priority:  
High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



External: Path of Travel

Finding: 8

All low energy power operated (Automatic) doors shall be marked with a sign, visible from both sides of the door, with the words "AUTOMATIC CAUTION DOOR" The sign shall be a minimum of 6 inches in diameter and with minimum 5/8" tall black lettering on a yellow background.

When a separate wall switch is used to initiate the operation of the door the door shall also be provided with additional signs on each side of the door where the switch is located, with the message "ACTIVATE SWITCH TO OPERATE". The lettering shall be white and the background shall be blue.

2010 ADAS Section 404.3

Automatic doors and automatic gates shall comply with 404.3. Full-powered automatic doors shall comply with ANSI/BHMA A156.10 (incorporated by reference, see "Referenced Standards" in Chapter 1). Low-energy and power-assisted doors shall comply with ANSI/BHMA A156.19 (1997 or 2002 edition) (incorporated by reference, see "Referenced Standards" in Chapter 1).

1991 ADAS Section 4.13.12

If an automatic door is used, then it shall comply with ANSI/BHMA A156.10-1985. Slowly opening, low-powered, automatic doors shall comply with ANSI A156.19-1984. Such doors shall not open to back check faster than 3 seconds and shall require no more than 15 lbf (66.6N) to stop door movement. If a power-assisted door is used, its door-opening force shall comply with 4.13.11 and its closing shall conform to the requirements in ANSI A156.19-1984.

Citation:

2010 ADAS Section: 404.3

1991 ADAS Section: 4.13.12

Budgeting Range:

\$25 - \$250.00

Recommendation:

Install signage at rear entrance for autofill door opener

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



External: Path of Travel

Finding: 9

There is no ISA at this entrance.

In existing buildings and facilities where not all entrances are accessible, entrances to buildings and facilities that are accessible to and usable by persons with disabilities shall be identified with an International Symbol of Accessibility (ISA). Typically this is 6 inches by 6 inches in size.

2010 ADAS Section 216.6

Where not all entrances comply with 404, entrances complying with 404 shall be identified by the International Symbol of Accessibility complying with 703.7.2.1. Directional signs complying with 703.5 that indicate the location of the nearest entrance complying with 404 shall be provided at entrances that do not comply with 404.

1991 ADAS Section 4.1.2(7)(c)

Building Signage. Signs which designate permanent rooms and spaces shall comply with 4.30.1, 4.30.4, 4.30.5 and 4.30.6. Other signs which provide direction to, or information about, functional spaces of the building shall comply with 4.30.1, 4.30.2, 4.30.3, and 4.30.5. Elements and spaces of accessible facilities which shall be identified by the International Symbol of Accessibility and which shall comply with 4.30.7 are: (c) Accessible entrances when not all are accessible (inaccessible entrances shall have directional signage to indicate the route to the nearest accessible entrance

Citation:

2010 ADAS Section: 216.6

1991 ADAS Section: 4.1.2(7)(c)

Budgeting Range:

\$25 - \$75.00

Recommendation:

Install ISA symbol at accessible main entrance

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Signage**

**Finding: 13**

The wall sign is incorrectly located.

Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 inches above the finish floor to the centerline of the sign. Mounting location for such signage shall be so that a person may approach within 3 inches of signage without encountering protruding objects or standing within the swing of a door.

1991 ADAS Section 4.30.6

Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 in (1525 mm) above the finish floor to the centerline of the sign. Mounting location for such signage shall be so that a person may approach within 3 in (76 mm) of signage without encountering protruding objects or standing within the swing of a door.

**Citation:** 1991 ADAS Section: 4.30.6  
**Budgeting Range:** \$25 - \$150.00

**Recommendation:**  
All offices on first floor need to have department signs moved to latch side of doors

**Barrier Priority:**  
High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Stairways**

**Finding: 14**

Stair nosing lacks color contrast.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** 2010 ADAS Section: Advisory  
1991 ADAS Section: Advisory  
2006 521 CMR Section: 0.0  
**Budgeting Range:** \$150 - \$950.00

**Recommendation:**  
Install visual contrast on stair nosings or the leading edges of treads to make stairway more helpful for people with low vision.

**Barrier Priority:**  
Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Stairways**

**Finding: 15**

Color contrast appears only on the first and last stair nosing in error.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory

\$150 - \$950.00

1991 ADAS Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Each stair nosing should be color contrasted to make stairways easier to navigate for individuals with visual impairments.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Stairways**

**Finding: 16**

Stairway presents a hazard to anyone with a mobility device who is attempting to open the door to Human Resources. Lack of space could cause an individual to fall backward down the flight of stairs..

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory

\$1,500 - \$2,500.00

1991 ADAS Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Place a chain across the two bannisters to restrict use of this stairway and to prevent anyone from falling backward down the staircase while attempting to gain access to Human resources.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Stairways**

**Finding: 17**

Historic Stairway lacks compliant color contrasting stair nosing.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**  
2010 ADAS Section: Advisory \$150 - \$950.00

1991 ADAS Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**  
Look into the applicability of adding color contrast nosing to historic staircase stair nosing.

**Barrier Priority:**  
Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Service counters**

**Finding: 18**

The tactile wall sign is not mounted at the correct height above the floor.

Mounting height shall be 60 inches (60" = 1524mm) above the finish floor to the centerline of the sign.

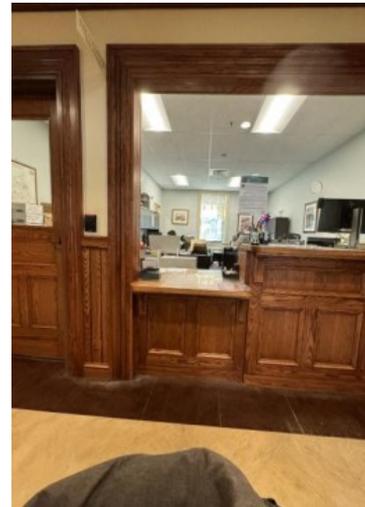
Compliance with this requirement may violate other applicable accessibility standards / requirements, please review.

2006 521 CMR Section 41.2.2  
Mounting height shall be 60 inches (60"= 1524mm) above the finish floor to the center line of the sign.

**Citation:** **Budgeting Range:**  
2006 521 CMR Section: 41.2.2 \$25 - \$150.00

**Recommendation:**  
Install raised lettering and braille wall signage at an accessible height for 4 service counters on the first floor and 2 service counters on the second floor of Town Hall

**Barrier Priority:**  
High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Internal: Service counters

Finding: 19

Accessible portion of service counter does allow a parallel approach possible but from a frontal approach there is only 5.5" of clear knee space exists.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

Citation: Budgeting Range:

2010 ADAS Section: Advisory

\$3,000 - \$9,000.00

1991 ADAS Section: Advisory

2006 521 CMR Section: 0.0

Recommendation:

Consider expanding toe and knee space to allow for a frontal approach to the accessible service counter

Barrier Priority:

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)



Internal: Accessible Restrooms

Finding: 20

The flush handle is located on the wrong side of the toilet.

Controls shall be operable with one hand and shall not require tight grasping, pinching or twisting. Controls for the flush valves shall be mounted on the wide side of toilet areas, no more than 48 inches above the floor.

2010 ADAS Section 604.6

Flush controls shall be hand operated or automatic. Hand operated flush controls shall comply with 309. Flush controls shall be located on the open side of the water closet except in ambulatory accessible compartments complying with 604.8.2.

Citation: Budgeting Range:

2010 ADAS Section: 604.6

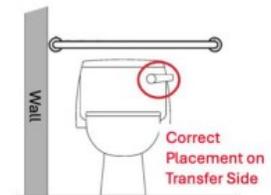
\$600 - \$6,000.00

Recommendation:

Replace two accessible toilets on the first floor and 2 accessible toilets on the second floor of Town Hall. Ensure flush mechanism is on the outer wall side of the toilet

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Internal: Copy and Mail Rooms

Finding: 21

The element is not positioned correctly for either a side or front approach.

Where a clear floor or ground space allows a parallel or front approach and the side reach is unobstructed, the high side reach shall be 48 inches maximum above the finish floor or ground and the low side reach shall be 15 inches minimum above the finish floor or ground.

2010 ADAS Section 308.2.1

Where a forward reach is unobstructed, the high forward reach shall be 48 inches (1220 mm) maximum and the low forward reach shall be 15 inches (380 mm) minimum above the finish floor or ground.

2010 ADAS Section 308.3.1

Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches (1220 mm) maximum and the low side reach shall be 15 inches (380 mm) minimum above the finish floor or ground.

Citation:

2010 ADAS Section: 308.2.1, 308.3.1

Budgeting Range:

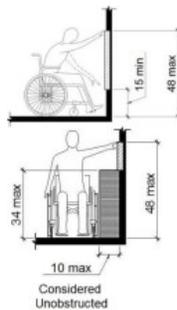
\$150 - \$650.00

Recommendation:

Paper and other materials should be stored in the accompanying storage cabinets within an accessible reach range between 15" and 48" above the finished floor.

Barrier Priority:

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



Finding: 21 Additional Finding Photos



Internal: Copy and Mail Rooms

Finding: 22

The upper mail slots are positioned too high for either a side or front approach.

Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches maximum and the low side reach shall be 15 inches minimum above the finish floor or ground.

Where a forward reach is unobstructed, the high forward reach shall be 48 inches maximum and the low forward reach shall be 15 inches minimum above the finish floor or ground.

2010 ADAS Section 308.1  
Reach ranges shall comply with 308.

2006 521 CMR Section 6.5  
If the clear floor space only allows forward approach to an object, the maximum high forward reach allowed shall be 48 inches (48" = 1219mm) (See Fig. 6k). The minimum low forward reach is 15 inches (15" = 381mm). If the high forward reach is over an obstruction, reach and clearances shall be as shown in Fig. 6l.

2006 521 CMR Section 6.6  
If the clear floor space allows parallel approach by a person in a wheelchair, the maximum high side reach allowed shall be 54 inches (54" = 1372mm) and the low side reach shall be no less than nine inches (9" = 229mm) above the floor (See Fig. 6m). If the side reach is over an obstruction, the reach and clearances shall be as shown in Fig. 6n.

Citation: Budgeting Range:

2010 ADAS Section: 308.1

\$25 - \$150.00

2006 521 CMR Section: 6.5, 6.6

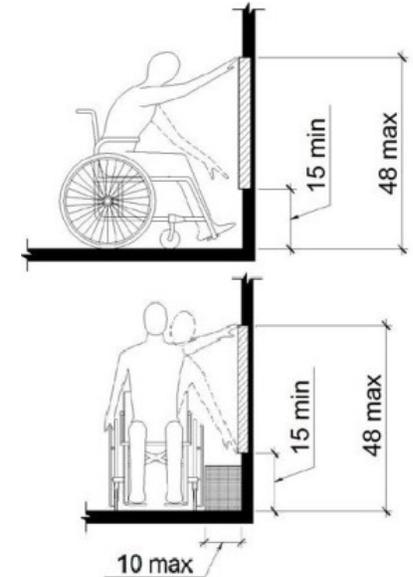
Recommendation:

Ensure all mail bins are in an accessible reach range between 15" and 48" above the finished floor.

Barrier Priority:

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)

Finding: 22 (Continued)



## Site Accessibility Evaluation



**Westford Police Department**  
**53 Main St**  
**Westford, MA 01886**  
**Accessibility Evaluation**  
**Inspection Date: 06/07/2024**  
**Inspector: Joe Prochilo**

Prepared By

**Direct Access**

(727) 478 - 2652

[www.directaccessgp.com](http://www.directaccessgp.com)

Powered by  BlueDAG

**Westford Police Department - 53 Main St Westford, MA 01886**

**Pre-Visit: Limited pre-visit information**

**Finding: 1**

There is limited pre-visit information online about the Westford Police Department and its facilities. There are no access guides available to assist people with disabilities prior to their visit.

*2010 ADAS Section Advisory*  
None

*1991 ADAS Section Advisory*  
None

*1991 ADAAG Section Advisory*  
None

*2006 521 CMR Section 0.0*  
N/A

**Citation:**

**2010 ADAS Section: Advisory**

**1991 ADAS Section: Advisory**

**1991 ADAAG Section: Advisory**

**2006 521 CMR Section: 0.0**

**Recommendation:**

International guidance such as BS8300 (British standards) highlights the importance of communication prior to the site visit. Guidance states that clear and accurate pre-visit information via websites, literature, social media or telecommunications that is easy to access should be available. There should be available in alternative formats, including details of modes of transport, parking, drop off, and what level of accessibility to expect on arrival.

**Barrier Priority:**

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

**Direct Access**  
**(727) 478 - 2652**

**[www.directaccessgp.com](http://www.directaccessgp.com)**  
Powered by  BlueDAG

**Pre-Visit: Limited pre-visit information**

**Finding: 2**

Street addresses do not always point to precise locations. This means that people with disabilities sometimes must travel further to gain an accessible point of access. An innovative idea that could be implemented for every site is Whar3Wordshas given every 3 meter square in the world a unique 3 word address.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:**

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

For the Westford Police Department, the specific three words for the access point is //disarmed.dividers.misconduct. This should be provided on the website.

**Barrier Priority:**

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

**External: Path of travel issues**

**Finding: 3**

The accessible route contains loose gravel and/or surface materials that do not provide for a stable, firm slip resistant surface.

Floor and ground surfaces shall be stable, firm, and slip resistant.

2010 ADAS Section 302.1  
Floor and ground surfaces shall be stable, firm, and slip resistant and shall comply with 302.

1991 ADAS Section 4.5.1  
Ground and floor surfaces along accessible routes and in accessible rooms and spaces including floors, walks, ramps, stairs, and curb ramps, shall be stable, firm, slip-resistant, and shall comply with 4.5.

1991 ADAAG Section 4.5.1  
General. Ground and floor surfaces along accessible routes and in accessible rooms and spaces including floors, walks, ramps, stairs, and curb ramps, shall be stable, firm, slip-resistant, and shall comply with 4.5.

2006 521 CMR Section 29.1  
Ground and floor surfaces including floors, walks, ramps, and curb cuts shall be stable, firm, slip resistant, and maintained with materials that ensure continued slip resistance.

**Citation:**

2010 ADAS Section: 302.1

1991 ADAS Section: 4.5.1

1991 ADAAG Section: 4.5.1

2006 521 CMR Section: 29.1

**Budgeting Range:**

\$500 - \$4,500.00

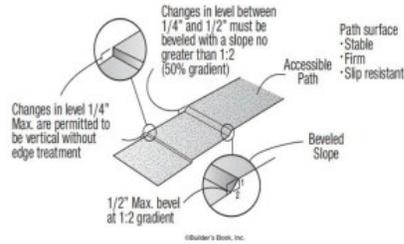
**Recommendation:**

Repair pavement on accessible route between accessible parking area and accessible entrance.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)

Finding: 3 (Continued)



External: Entry Door

Finding: 4

The force required to open the door exceeds 15 pounds of force.

Doors: These forces apply only to opening the door, not to the effort required to retract latch bolts or disengage other devices that may hold the door in a closed position.

- a. exterior hinged doors: 15 lbs.
- b. interior hinged doors: five lbs.
- c. sliding or folding doors: five lbs.

2006 521 CMR Section 26.8.1

Doors: These forces apply only to opening the door, not to the effort required to retract latch bolts or disengage other devices that may hold the door in a closed position.

2006 521 CMR Section 26.8.1(a)  
exterior hinged doors: 15 lbs.

Citation:

2006 521 CMR Section: 26.8.1, 26.8.1(a)

Budgeting Range:

\$300 - \$750.00

Recommendation:

Decrease the opening pressure to 15 pounds and examine the possibility of installing an automatic door opener to provide assistance to those individuals who do not have the upper body strength needed to open a manual door.

Barrier Priority:

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Detention Cell**

**Finding: 8**

Of the 3 detention cells in the police station the cells lack toilet and lavatory facilities for someone requiring mobility feature and cells do not contain communication features for deaf or visually impaired individuals.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory **\$1,500 - \$7,500.00**

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Install or make available accessible toilet with an accessible lavatory and access to an external accessible toilet area. Also have communication features available for individuals with visual or hearing impairments.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Signage at customer service counter**

**Finding: 9**

The room identification sign is noncompliant.

Wall signs identifying permanent rooms and spaces of a building shall be in a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high.

Characters and their background shall have a non-glare finish. Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.

Signs with raised characters or Braille shall be located 48 inches minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character and 60 inches maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character.

2010 ADAS Section 216.2

Interior and exterior signs identifying permanent rooms and spaces shall comply with 703.1, 703.2, and 703.5. Where pictograms are provided as designations of permanent interior rooms and spaces, the pictograms shall comply with 703.6 and shall have text descriptors complying with 703.2 and 703.5.

2010 ADAS Section 703.1

Signs shall comply with 703. Where both visual and tactile characters are required, either one sign with both visual and tactile characters, or two separate signs, one with visual, and one with tactile characters, shall be provided.

**Citation:** **Budgeting Range:**

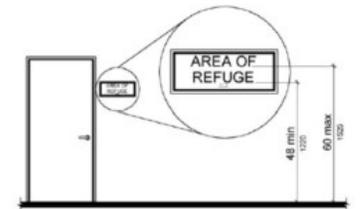
2010 ADAS Section: 216.2, 703.1 **\$150 - \$1,500.00**

**Recommendation:**

Install sign with raised lettering and Braille at dispatch service desk

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Bathroom**

**Finding: 10**

Urinals should have grab bars added on either side for stability assistance for individuals with disabilities

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory **\$500 - \$1,500.00**

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Install grab bars on either side of urinals to assist with stability for individuals with mobility impairments

**Barrier Priority:**

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)



**Internal: Signage**

**Finding: 11**

The wall sign is incorrectly located.

Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 inches above the finish floor to the centerline of the sign. Mounting location for such signage shall be so that a person may approach within 3 inches of signage without encountering protruding objects or standing within the swing of a door.

1991 ADAS Section 4.30.6

Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 in (1525 mm) above the finish floor to the centerline of the sign. Mounting location for such signage shall be so that a person may approach within 3 in (76 mm) of signage without encountering protruding objects or standing within the swing of a door.

1991 ADAAG Section 4.30.6

Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 in (1525 mm) above the finish floor to the centerline of the sign. Mounting location for such signage shall be so that a person may approach within 3 in (76 mm) of signage without encountering protruding objects or standing within the swing of a door.

**Citation:** **Budgeting Range:**

1991 ADAS Section: 4.30.6 **\$250 - \$2,500.00**

1991 ADAAG Section: 4.30.6

**Recommendation:**

Remount the sign in the appropriate area and make sure that there is color contrast, raised characters and braille. color contrast is needed between the foreground and the background to enable individuals with visual impairments to locate and read the signage.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)

**Finding: 11** (Continued)



**Internal: Upper Cabinets**

**Finding: 12**

The required storage space is not within an acceptable reach range.

At least 50% of the storage space must be a minimum of 15 inches and a maximum of 48 inches off the floor with an unobstructed approach.

For side approach, the maximum reach range is 46 inches high over an obstruction that is a maximum of 34 inches tall and 24 inches deep.

2010 ADAS Section 804.5

At least 50 percent of shelf space in storage facilities shall comply with 811.

**Citation:**

2010 ADAS Section: 804.5

**Budgeting Range:**

\$500 - \$1,500.00

**Recommendation:**

Find alternative area to add additional accessible storage in the required reach range.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



## Site Accessibility Evaluation



**Westford Fire Department**  
**65 Boston Rd**  
**Westford, MA 01886**  
**Accessibility Evaluation**  
**Inspection Date: 06/07/2024**  
**Inspector: Joe Prochilo**

Prepared By

**Direct Access**

(727) 478 - 2652

[www.directaccessgp.com](http://www.directaccessgp.com)

Powered by  BlueDAG

**Westford Fire Department - 65 Boston Rd Westford, MA 01886**

### Pre-Visit Information: Pre-visit information

#### Finding: 1

There is limited pre-visit information online about the Westford Fire Department Headquarters and its facilities. There are no access guides available to assist people with disabilities prior to their visit.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

#### Citation:

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

#### Recommendation:

International guidance, such as BS8300 (British Standards) highlights the importance of communication prior to the site visit. Guidance states that clear and accurate pre-visit information via websites, literature, social media or telecommunications that is easy to access should be available. It should be available in alternative formats, including details of modes of transport, parking, drop off, and what level of accessibility to expect on arrival.

#### Barrier Priority:

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

Direct Access  
(727) 478 - 2652

[www.directaccessgp.com](http://www.directaccessgp.com)  
Powered by  BlueDAG

3 of 30

**Pre-Visit Information: What3Words**

**Finding: 2**

Street addresses do not always point to precise locations. This means that people with disabilities sometimes must travel further to gain an accessible point of access. An innovative idea that could be implemented for every site is What3Words.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:**

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

What3Words has given every 3m square in the world, a unique three word address. For the Westford Fire Department Headquarters the specific three words for the access point is //puffed.plea.imagine. this should be provided on the website.

**Barrier Priority:**

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

**External: Accessible Route**

**Finding: 3**

The route contains openings greater than 1/2 inch.

Openings in floor or ground surfaces shall not allow passage of a sphere more than 1/2 inch diameter. Elongated openings shall be placed so that the long dimension is perpendicular to the dominant direction of travel.

2010 ADAS Section 302.3

Openings in floor or ground surfaces shall not allow passage of a sphere more than 1/2 inch (13 mm) diameter except as allowed in 407.4.3, 409.4.3, 410.4, 810.5.3 and 810.10. Elongated openings shall be placed so that the long dimension is perpendicular to the dominant direction of travel.

**Citation:**

2010 ADAS Section: 302.3

**Budgeting Range:**

\$150 - \$1,500.00

**Recommendation:**

Repair concrete pads that has a separator greater than 1".

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**External: Accessible Route**

**Finding: 4**

The surface of the pedestrian access route is not firm, stable and slip resistant.

The surfaces of pedestrian access routes and elements and spaces along the pedestrian access route that are required to be accessible that connect to pedestrian access routes shall be firm, stable, and slip resistant.

2023 PROWAG Section R302.6

The walking surfaces of pedestrian access routes, elements, and spaces that are required to be accessible shall be stable, firm, and slip resistant and shall comply with R302.6.

**Citation:**

2023 PROWAG Section: R302.6

**Budgeting Range:**

\$1,500 - \$4,500.00

**Recommendation:**

Fix and repair two heaved pavers to ensure ease of access for all.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)

**Finding: 4 Additional Finding Photos**



**External: Accessible Route**

**Finding: 5**

The concrete expansion joint is spaced greater than 1/2 inch.

Openings in floor or ground surfaces shall not allow passage of a sphere more than 1/2 inch diameter. Elongated openings shall be placed so that the long dimension is perpendicular to the dominant direction of travel.

2010 ADAS Section 302.3

Openings in floor or ground surfaces shall not allow passage of a sphere more than 1/2 inch (13 mm) diameter except as allowed in 407.4.3, 409.4.3, 410.4, 810.5.3 and 810.10. Elongated openings shall be placed so that the long dimension is perpendicular to the dominant direction of travel.

**Citation:**

2010 ADAS Section: 302.3

**Budgeting Range:**

\$1,500 - \$4,500.00

**Recommendation:**

There is a noticeable drop between the concrete paver and the granite curbing in the front and rear of the Fire Headquarters which can be painful when riding over in a wheelchair. Repour path of travel to correct.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Finding: 5 Additional Finding Photos**



Internal: Memorabilia Area

Finding: 9

The main lobby is dedicated to many brave fire fighter who have given their lives over the years.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

Citation: Budgeting Range:

2010 ADAS Section: Advisory

\$1,500 - \$9,500.00

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

Recommendation:

Consider instituting an audio descriptive program on the fire department web page that would describe in detail all the information that appears in each display case and area presented for those individuals with visual impairments. Display areas should also have descriptive signs with raised lettering and braille describing the contents of each display case or area for those with visual impairments.

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)

Finding: 9 (Continued)



**Internal: Accessible Restroom**

**Finding: 10**

The door exceeds the maximum allowable opening force.

Interior doors shall have a maximum opening force of 5 pounds.

These forces do not apply to the force required to retract latch bolts or disengage other devices that hold the door or gate in a closed position.

2010 ADAS Section 404.2.9

Fire doors shall have a minimum opening force allowable by the appropriate administrative authority. The force for pushing or pulling open a door or gate other than fire doors shall be as follows: 1. Interior hinged doors and gates: 5 pounds (22.2 N) maximum. 2. Sliding or folding doors: 5 pounds (22.2 N) maximum. These forces do not apply to the force required to retract latch bolts or disengage other devices that hold the door or gate in a closed position.

1991 ADAS Section 4.13.11(2)

Other doors. (a) exterior hinged doors: (Reserved). (b) interior hinged doors: 5 lbf (22.2N) (c) sliding or folding doors: 5 lbf (22.2N) These forces do not apply to the force required to retract latch bolts or disengage other devices that may hold the door in a closed position.

1991 ADAAG Section 4.13.11(2)

Other doors. (a) exterior hinged doors: (Reserved). (b) interior hinged doors: 5 lbf (22.2N) (c) sliding or folding doors: 5 lbs (22.2N) These forces do not apply to the force required to retract latch bolts or disengage other devices that may hold the door in a closed position.

2006 521 CMR Section 26.8.1(b)

interior hinged doors: five lbs.

**Citation:**

2010 ADAS Section: 404.2.9

1991 ADAS Section: 4.13.11(2)

1991 ADAAG Section: 4.13.11(2)

2006 521 CMR Section: 26.8.1(b)

**Budgeting Range:**

\$25 - \$150.00

**Recommendation:**

Accessible restroom on first floor is set at 14 pounds of pressure. Opening pressure needs to be 5 pounds maximum.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)

**Finding: 10 (Continued)**



Internal: Accessible Restroom

Finding: 11

The route of travel does not meet minimum width requirements around the turn.

Where the accessible route makes a 180 degree turn around an element which is less than 48 inches wide, clear width shall be 42 inches minimum approaching the turn, 48 inches minimum at the turn and 42 inches minimum leaving the turn. Where the clear width at the turn is 60 inches minimum a clear width 36 inches minimum approaching the turn and 36 inches minimum at the turn is acceptable.

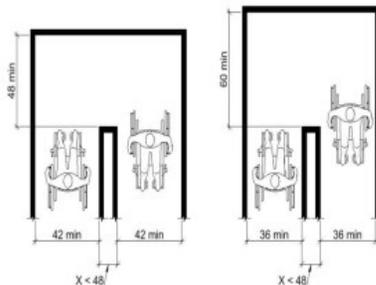
2010 ADAS Section 403.5.2

Where the accessible route makes a 180 degree turn around an element which is less than 48 inches (1220 mm) wide, clear width shall be 42 inches (1065 mm) minimum approaching the turn, 48 inches (1220 mm) minimum at the turn and 42 inches (1065 mm) minimum leaving the turn.

Citation: Budgeting Range:
2010 ADAS Section: 403.5.2 \$150 - \$950.00

Recommendation: Remove cleaning supplies to ensure that clear floor space that is required is provided

Barrier Priority: High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Internal: Service Counters

Finding: 12

Compliant room identification signs are missing.

Sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.

Wall signs identifying permanent rooms and spaces of a building shall be in a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high. Contracted Grade 2 Braille shall be in a horizontal format and shall be placed a minimum of 3/8 inch and a maximum of 1/2 inch directly below the tactile characters; flush left or centered. Dots shall be 1/10 inch on center in each cell with 2/10-inch space between cells, measured from the second column of dots in the first cell to the first column of dots in the second cell. Dots shall be raised a minimum of 1/40 inch above the background. Braille dots shall be domed or rounded. Signs with raised characters or Braille shall be located 48 inches minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character and 60 inches maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character.

2010 ADAS Section 216.2

Interior and exterior signs identifying permanent rooms and spaces shall comply with 703.1, 703.2, and 703.5. Where pictograms are provided as designations of permanent interior rooms and spaces, the pictograms shall comply with 703.6 and shall have text descriptors complying with 703.2 and 703.5.

2010 ADAS Section 703.4.2

Where a tactile sign is provided at a door, the sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches (455 mm) minimum by 18 inches (455 mm) minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.

1991 ADAS Section 4.30.4

Letters and numerals shall be raised 1/32 in, upper case, sans serif or simple serif type and shall be accompanied with Grade 2 Braille. Raised characters shall be at least 5/8 in (16 mm) high, but no higher than 2 in (50 mm). Pictograms shall be accompanied by the equivalent verbal description placed directly below the pictogram. The border dimension of the pictogram shall be 6 in (152 mm) minimum in height.

1991 ADAAG Section 4.30.4

Letters and numerals shall be raised 1/32 in (0.8 mm) minimum, upper case, sans serif or simple serif type and shall be accompanied with Grade 2 Braille. Raised characters shall be at least 5/8 in (16 mm) high, but no higher than 2 in (50 mm). Pictograms shall be accompanied by the equivalent verbal description placed directly below

the pictogram. The border dimension of the pictogram shall be 6 in (152 mm) minimum in height.

**Citation:** **Budgeting Range:**

2010 ADAS Section: 216.2, 703.4.2

\$150 - \$1,500.00

1991 ADAS Section: 4.30.4

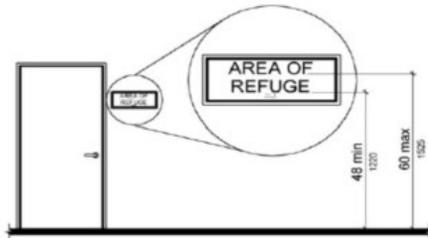
1991 ADAAG Section: 4.30.4

**Recommendation:**

Install accessible sign with raised lettering and braille needed to identify each customer service window and instructions on how to communicate in an accessible format.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Stairway**

**Finding: 13**

Stair nosing lacks color contrast

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory

\$1,500 - \$4,500.00

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Add color contrast to each stair nosing to assist visually impaired to navigate stairways.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



Internal: Elevator

Finding: 14

Cart incorrectly stored in elevator limits clear floor space required to maneuver a wheelchair within the elevator cab.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

Citation: Budgeting Range:

2010 ADAS Section: Advisory \$0 - \$150.00

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

Recommendation:

Remove carts and other items that restrict movement within the elevator.

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Internal: Mail bins

Finding: 15

The shelf or storage facility is positioned too high for either a side or front approach.

Where a clear floor or ground space allows a parallel or front approach and the side reach is unobstructed, the high side reach shall be 48 inches maximum above the finish floor or ground and the low side reach shall be 15 inches minimum above the finish floor or ground.

2010 ADAS Section 308.2.1

Where a forward reach is unobstructed, the high forward reach shall be 48 inches (1220 mm) maximum and the low forward reach shall be 15 inches (380 mm) minimum above the finish floor or ground.

2010 ADAS Section 308.3.1

Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches (1220 mm) maximum and the low side reach shall be 15 inches (380 mm) minimum above the finish floor or ground.

Citation: Budgeting Range:

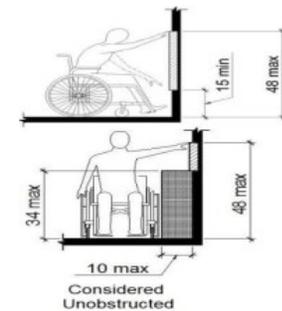
2010 ADAS Section: 308.2.1, 308.3.1 \$1,500 - \$4,500.00

Recommendation:

Move mail bins so they are in an accessible reach range. Ensure mail slots have raised lettering and braille to provide equal access for those with visual impairments

Barrier Priority:

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Appliances**

**Finding: 16**

Clear floor space is not provided at the dishwasher.

Clear floor or ground space shall be positioned adjacent to the dishwasher door. The dishwasher door, in the open position, shall not obstruct the clear floor or ground space for the dishwasher or the sink.

2010 ADAS Section 804.6.3

Clear floor or ground space shall be positioned adjacent to the dishwasher door. The dishwasher door, in the open position, shall not obstruct the clear floor or ground space for the dishwasher or the sink.

**Citation:** 2010 ADAS Section: 804.6.3  
**Budgeting Range:** \$1,500 - \$4,500.00

**Recommendation:** Investigate modifying the area to enable the dishwasher door to open all the way while allowing for a forward approach without obstructions for someone using a mobility device.

**Barrier Priority:** High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Training Room**

**Finding: 17**

The chairs lack color contrast between the fabric and the arm rests making use difficult for those with visual impairments

2010 ADAS Section Advisory None

1991 ADAS Section Advisory None

1991 ADAAG Section Advisory None

2006 521 CMR Section 0.0 N/A

**Citation:** 2010 ADAS Section: Advisory  
**Budgeting Range:** \$300 - \$1,500.00

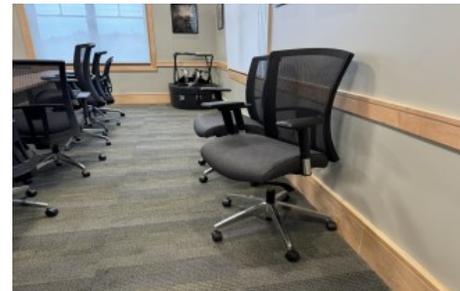
1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:** look into making the arm rests lighter in color to make the chairs easier to identify to those individuals with visual impairments

**Barrier Priority:** Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



## Site Accessibility Evaluation



**Westford Water Department**  
**60 Forge Village Rd**  
**Westford, MA 01886**  
**Accessibility Evaluation**  
**Inspection Date: 06/07/2024**  
**Inspector: Joe Prochilo**

Prepared By

**Direct Access**

(727) 478 - 2652

[www.directaccessgp.com](http://www.directaccessgp.com)

Powered by  BlueDAG

**Westford Water Department - 60 Forge Village Rd Westford, MA 01886**

### Pre-Visit Information: Limited Information

#### Finding: 1

There is limited pre-visit information online available about the Westford Water Department and its facilities. There are no assessable guides available to assist people with disabilities prior to their visit.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

#### Citation:

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

#### Recommendation:

International guidance such as BS8300 (British Standards) highlights the importance of communication prior to the site visit. Guidance states that clear and accurate pre-visit information via websites, literature, social media or telecommunications that is easy to access should be available. This should be available in alternative formats including details of modes of transport, parking, drop-off and what level of accessibility to expect upon arrival.

#### Barrier Priority:

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

Direct Access  
(727) 478 - 2652

[www.directaccessgp.com](http://www.directaccessgp.com)  
Powered by  BlueDAG

**Pre-Visit Information: What3Words**

**Finding: 2**

Street addresses do not always point to precise locations. This means that people with disabilities sometimes must travel further to gain an accessible point of access. An innovative idea that could be implemented for every site is What3Words..

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:**

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

What3Words has given every 3m square in the world a unique 3 word address.

For the Westford Water Department the unique 3 word address is //teacher.lyrics.ploys. This should be provided on the website.

**Barrier Priority:**

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

**External: Parking**

**Finding: 3**

There are no van accessible parking stalls.

1 in every 6, minimum of one, required accessible stalls must be a van accessible stall.

There are a total of 30 parking stalls in the parking lot that could be reasonably associated with this facility. There should be a minimum of 2 accessible stalls with a minimum of 1 being designed as van accessible.

2010 ADAS Section 208.2

Parking spaces complying with 502 shall be provided in accordance with Table 208.2 except as required by 208.2.1, 208.2.2, and 208.2.3. Where more than one parking facility is provided on a site, the number of accessible spaces provided on the site shall be calculated according to the number of spaces required for each parking facility.

2010 ADAS Section 208.2.4

For every six or fraction of six parking spaces required by 208.2 to comply with 502, at least one shall be a van parking space complying with 502.

**Citation:**

2010 ADAS Section: 208.2, 208.2.4

**Budgeting Range:**

\$100 - \$300.00

**Recommendation:**

Install a 'van accessible' sign on one of the two accessible parking spaces. Both spaces are at least 8 feet wide with an 8 foot access aisle in between the two spaces.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Total Number of Parking Spaces Provided in Parking Facility	Minimum Number of Required Accessible Parking Spaces
1 to 25	1
26 to 50	2
51 to 75	3
76 to 100	4
101 to 150	5
151 to 200	6
201 to 300	7
301 to 400	8
401 to 500	9
501 to 1000	2 percent of total
1001 and over	20, plus 1 for each 100, or fraction thereof, over 1000



**External: Curb Ramp**

**Finding: 4**

Area outside of exit door lacks a curb ramp to permit a transition from the sidewalk platform to the exterior side of the building.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory **\$1,500 - \$9,500.00**

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Install curb ramp and truncated dome transition to permit someone with a mobility impairment to have access out of the building.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**External: Signage at front of building**

**Finding: 5**

There are instructions for where to insert water bills after hours. Sign is printed flat black without raised lettering or braille.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory **\$1,500 - \$3,500.00**

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Install accessible instructional sign with raised lettering and braille for where to deposit water bills after hours to ensure inclusion for individuals with visual impairments.

**Barrier Priority:**

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)



**Internal: Vestibule**

**Finding: 9**

Signage does not exist to identify the existence of the customer service window to the left of the entrance of the Water Department entrance..

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory **\$1,500 - \$9,500.00**

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Note on the website the exact location of the customer service window to the left of the front entrance prior to entering the building to assist and ensure inclusion for those with visual impairments.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Customer Service Area**

**Finding: 10**

Metal Box prior to customer service desk stands 30" tall and 8" wide and obstructs the path of travel which will make it difficult for anyone with a visual impairment to access the customer service area..

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory **\$150 - \$750.00**

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

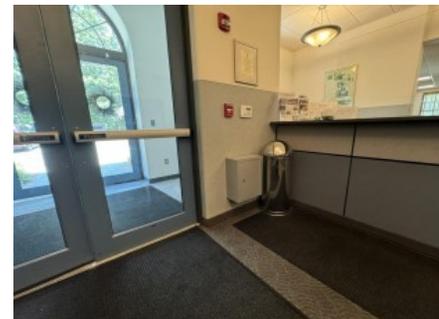
2006 521 CMR Section: 0.0

**Recommendation:**

Remove all obstructions from the path of travel approaching the customer service desk.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Customer Service Area**

**Finding: 11**

The top of the work surface is not within a compliant height range.

The tops of tables and counters shall be 28 inches to 34 inches from the floor or ground.

2010 ADAS Section 902.3

The tops of dining surfaces and work surfaces shall be 28 inches (710 mm) minimum and 34 inches (865 mm) maximum above the finish floor or ground.

1991 ADAS Section 4.32.4

The tops of accessible tables and counters shall be from 28 in to 34 in (710 mm to 865 mm) above the finish floor or ground.

1991 ADAAG Section 4.32.4

The tops of accessible tables and counters shall be from 28 in to 34 in (710 mm to 865 mm) above the finish floor or ground.

2006 521 CMR Section 17.2.5

The tops of accessible tables and counters shall be from 28 inches to 34 inches (28" to 34" = 711mm to 864mm) above the finish floor or ground. See Fig 17b.

**Citation:**

2010 ADAS Section: 902.3

1991 ADAS Section: 4.32.4

1991 ADAAG Section: 4.32.4

2006 521 CMR Section: 17.2.5

**Budgeting Range:**

\$150 - \$1,500.00

**Recommendation:**

Lower service counter so that it is accessible at a maximum height of 34" off the finished floor. If allowing a forward approach ensure proper toe and knee clearance.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)

**Finding: 11 (Continued)**



Internal: Signage

Finding: 12

The wall sign is incorrectly located on the hinge side of the office door and while the sign does have raised characters and braille, the arrow on the right pointing towards the office is not raised but a simple flat decal.

Where permanent identification signs are provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space on the latch side, including at double leaf doors, signs shall be placed on the nearest adjacent wall, preferably on the right.

Mounting location shall be located so that a person may approach within 3 inches of the sign and that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile Characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.

2010 ADAS Section 703.4.1

Tactile characters on signs shall be located 48 inches (1220 mm) minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character and 60 inches (1525 mm) maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character.

Citation: Budgeting Range:

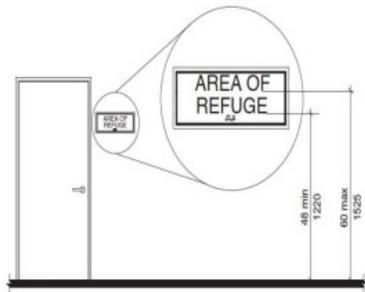
2010 ADAS Section: 703.4.1 \$25 - \$150.00

Recommendation:

Place accessible wall sign on the latch side of the door.

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Internal: Window Controls

Finding: 13

The element (window controls) is not accessible because it requires tight grasping, pinching or twisting of the wrist.

Controls and operating mechanisms shall be operable with one hand and shall not require tight grasping, pinching or twisting of the wrist. The force required to activate controls shall be no greater than 5 pounds of force.

2010 ADAS Section 309.4

Operable parts shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum.

1991 ADAS Section 4.27.4

Controls and operating mechanisms shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls shall be no greater than 5 lbf (22.2 N).

1991 ADAAG Section 4.27.4

Controls and operating mechanisms shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls shall be no greater than 5 lbf (22.2 N).

Citation: Budgeting Range:

2010 ADAS Section: 309.4 \$25 - \$1,500.00

1991 ADAS Section: 4.27.4

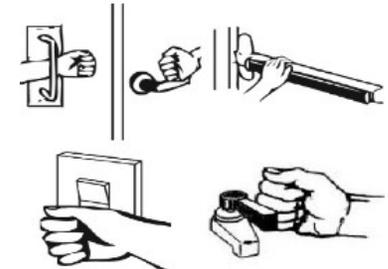
1991 ADAAG Section: 4.27.4

Recommendation:

Utilize another type of mechanism for opening and closing shades and blinds.

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Phone**

**Finding: 14**

The (phone) is positioned too high (60" above finished floor) for either a side or front approach.

Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches maximum and the low side reach shall be 15 inches minimum above the finish floor or ground.

Where a forward reach is unobstructed, the high forward reach shall be 48 inches maximum and the low forward reach shall be 15 inches minimum above the finish floor or ground.

2010 ADAS Section 308.1  
Reach ranges shall comply with 308.

2006 521 CMR Section 6.5  
If the clear floor space only allows forward approach to an object, the maximum high forward reach allowed shall be 48 inches (48" = 1219mm) (See Fig. 6k). The minimum low forward reach is 15 inches (15" = 381mm). If the high forward reach is over an obstruction, reach and clearances shall be as shown in Fig. 6l.

2006 521 CMR Section 6.6  
If the clear floor space allows parallel approach by a person in a wheelchair, the maximum high side reach allowed shall be 54 inches (54" = 1372mm) and the low side reach shall be no less than nine inches (9" = 229mm) above the floor (See Fig. 6m). If the side reach is over an obstruction, the reach and clearances shall be as shown in Fig. 6n.

**Citation:** **Budgeting Range:**

2010 ADAS Section: 308.1

\$25 - \$150.00

2006 521 CMR Section: 6.5, 6.6

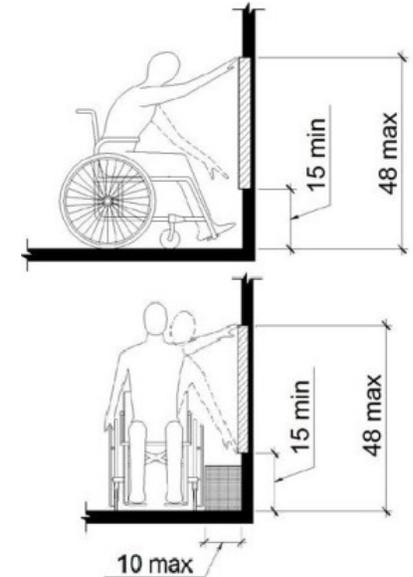
**Recommendation:**

Lower the phone for an accessible reach range

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)

**Finding: 14 (Continued)**



**Internal: Accessible Route**

**Finding: 15**

A forward approach to the water fountain does not allow someone to use the copier at the same time causing an obstruction to the path of travel.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory **\$1,500 - \$9,500.00**

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Move either the copy machine or the water fountain to a different area to permit an open accessible route without inherent obstructions.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Accessible Restroom**

**Finding: 16**

The flush handle is located on the wrong side of the toilet.

Controls shall be operable with one hand and shall not require tight grasping, pinching or twisting. Controls for the flush valves shall be mounted on the wide side of toilet areas, no more than 48 inches above the floor.

2010 ADAS Section 604.6

Flush controls shall be hand operated or automatic. Hand operated flush controls shall comply with 309. Flush controls shall be located on the open side of the water closet except in ambulatory accessible compartments complying with 604.8.2.

**Citation:** **Budgeting Range:**

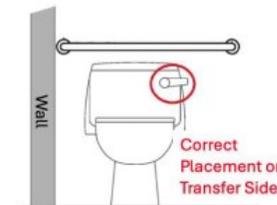
2010 ADAS Section: 604.6 **\$150 - \$1,500.00**

**Recommendation:**

Reinstall toilet with flush indicator on outer wall of toilet,

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Internal: Accessible Restroom

Finding: 17

The restroom is missing the International Symbol of Accessibility (ISA).

Accessible toilet rooms or bathing rooms shall be identified by the International Symbol of Accessibility (ISA).

Wall signs identifying permanent rooms and spaces of a building shall be in a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high. Contracted Grade 2 Braille shall be in a horizontal format and shall be placed a minimum of 3/8 inch and a maximum of 1/2 inch directly below the tactile characters; flush left or centered. Signs with raised characters or Braille shall be located 48 inches minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character and 60 inches maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character.

2010 ADAS Section 216.8

Where existing toilet rooms or bathing rooms do not comply with 603, directional signs indicating the location of the nearest toilet room or bathing room complying with 603 within the facility shall be provided. Signs shall comply with 703.5 and shall include the International Symbol of Accessibility complying with 703.7.2.1. Where existing toilet rooms or bathing rooms do not comply with 603, the toilet rooms or bathing rooms complying with 603 shall be identified by the International Symbol of Accessibility complying with 703.7.2.1. Where clustered single user toilet rooms or bathing facilities are permitted to use exceptions to 213.2, toilet rooms or bathing facilities complying with 603 shall be identified by the International Symbol of Accessibility complying with 703.7.2.1 unless all toilet rooms and bathing facilities comply with 603.

1991 ADAS Section 4.1.3(1)

At least one accessible route complying with 4.3 shall connect accessible building or facility entrances with all accessible spaces and elements within the building or facility.

1991 ADAAG Section 4.1.3(1)(a)

Accessible buildings and facilities shall meet the following minimum requirements: (1) (a) At least one accessible route complying with 4.3 shall connect accessible building or facility entrances with all accessible spaces and elements within the building or facility.

Citation:

2010 ADAS Section: 216.8

1991 ADAS Section: 4.1.3(1)

1991 ADAAG Section: 4.1.3(1)(a)

Budgeting Range:

\$25 - \$150.00

Recommendation:

Install new accessible bathroom signage with International Accessibility Symbol, raised lettering and braille.

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Accessible Restroom**

**Finding: 18**

The required coat hook is not provided in the accessible compartment stall.

A coat hook shall be provided at a maximum height of 54 inches above the floor.

2006 521 CMR Section 30.6.1(d)

A coat hook shall be provided at a maximum height of 54 inches (54" = 1372mm) above the floor.

**Citation:** **Budgeting Range:**

2006 521 CMR Section: 30.6.1(d)

\$25 - \$150.00

**Recommendation:**

Install accessible coat hook within an accessible reach range

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Kitchen**

**Finding: 19**

The kitchen counter top is too high.

The kitchen work surface shall be 34 inches maximum above the finish floor or ground.

2010 ADAS Section 804.3.2

The kitchen work surface shall be 34 inches (865 mm) maximum above the finish floor or ground.

**Citation:** **Budgeting Range:**

2010 ADAS Section: 804.3.2

\$1,500 - \$4,500.00

**Recommendation:**

Lower kitchen work surface from 36" to 34" above the finish floor

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Internal: Kitchen

Finding: 20

The cooking unit controls are not in the correct location.

Cooking units shall be the in-counter type with controls at the front of counter or counter faces, and with open access space under the counter.

2006 521 CMR Section 32.8.1

Cooking units shall be the in-counter type with controls at the front of counter or counter faces, and with open access space under the counter.

Citation: Budgeting Range:
2006 521 CMR Section: 32.8.1 \$800 - \$2,500.00

Recommendation: Change oven from rear to front control model

Barrier Priority: Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)



Internal: Kitchen

Finding: 21

Knee and toe clearance has not been provided at the sink.

The knee clearance shall be 11 inches deep minimum at 9 inches above the finish floor or ground, and 8 inches deep minimum at 27 inches above the finish floor or ground.

The toe clearance is the space under the sink between the finish floor or ground and 9 inches above the finish floor 30 inches wide minimum. The toe clearance shall extend a minimum of 17 inches and a maximum of 25 inches underneath the sink.

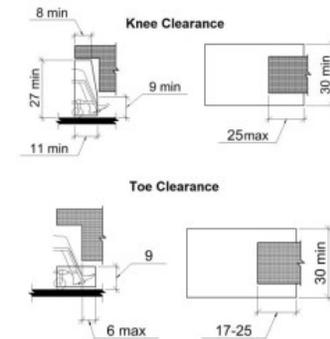
2010 ADAS Section 606.2

A clear floor space complying with 305, positioned for a forward approach, and knee and toe clearance complying with 306 shall be provided.

Citation: Budgeting Range:
2010 ADAS Section: 606.2 \$150 - \$500.00

Recommendation: Install a sink with clear toe and knee space clearance to enable someone with a mobility disability to use the sink.

Barrier Priority: High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



## Site Accessibility Evaluation



**Westford Highway Department**  
**28 North St**  
**Westford, MA 01886**  
**Accessibility Evaluation**  
**Inspection Date: 06/06/2024**  
**Inspector: Joe Prochilo**

Prepared By

**Direct Access**

(727) 478 - 2652

[www.directaccessgp.com](http://www.directaccessgp.com)

Powered by  BlueDAG

**Westford Highway Department - 28 North St Westford, MA 01886**

**Pre-Visit Information: Limited information**

### Finding: 1

There is limited previsit information about the Westford highway department and it's facilities. There are no access guides available to assist people with disabilities prior to their visit.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

### Citation:

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

### Recommendation:

International guidance such as BS8300 (British Standards) highlights the importance of communication prior to the site visit. Guidance states that clear and accurate pre-visit information via websites, literature, social media or telecommunications that is easy to access should be available. This should be available in alternative formats, including details of modes of transport, parking, drop off and what level of accessibility to expect upon arrival.

### Barrier Priority:

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

Direct Access  
(727) 478 - 2652

[www.directaccessgp.com](http://www.directaccessgp.com)  
Powered by  BlueDAG

Pre-Visit Information: Limited information

Finding: 2

Street addresses do not always point to precise locations. This means that people with disabilities sometimes must travel further to gain an accessible point of access. An innovative idea that could be implemented for every site is What3Words.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

Citation: Budgeting Range:

2010 ADAS Section: Advisory

\$0 - \$9,500.00

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

Recommendation:

What3Words has given every 3 m<sup>2</sup> in the world a unique three word address. For the town of Westford Highway department the specific three words for the access point is //dirt.outpatient.glorry. This should be added on the website for the highway department.

Barrier Priority:

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

Internal: Department Areas Lack Signage

Finding: 6

Compliant room identification signs are missing.

Sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.

Wall signs identifying permanent rooms and spaces of a building shall be in a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high. Contracted Grade 2 Braille shall be in a horizontal format and shall be placed a minimum of 3/8 inch and a maximum of 1/2 inch directly below the tactile characters; flush left or centered. Dots shall be 1/10 inch on center in each cell with 2/10-inch space between cells, measured from the second column of dots in the first cell to the first column of dots in the second cell. Dots shall be raised a minimum of 1/40 inch above the background. Braille dots shall be domed or rounded. Signs with raised characters or Braille shall be located 48 inches minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character and 60 inches maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character.

2010 ADAS Section 216.2

Interior and exterior signs identifying permanent rooms and spaces shall comply with 703.1, 703.2, and 703.5. Where pictograms are provided as designations of permanent interior rooms and spaces, the pictograms shall comply with 703.6 and shall have text descriptors complying with 703.2 and 703.5.

2010 ADAS Section 703.4.2

Where a tactile sign is provided at a door, the sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches (455 mm) minimum by 18 inches (455 mm) minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.

1991 ADAS Section 4.30.4

Letters and numerals shall be raised 1/32 in, upper case, sans serif or simple serif type and shall be accompanied with Grade 2 Braille. Raised characters shall be at least 5/8 in (16 mm) high, but no higher than 2 in (50 mm). Pictograms shall be accompanied by the equivalent verbal description placed directly below the pictogram. The border dimension of the pictogram shall be 6 in (152 mm) minimum in height.

1991 ADAAG Section 4.30.4

Letters and numerals shall be raised 1/32 in (0.8 mm) minimum, upper case, sans serif or simple serif type and shall be accompanied with Grade 2 Braille. Raised characters shall be at least 5/8 in (16 mm) high, but no higher than 2 in (50 mm). Pictograms shall be accompanied by the equivalent verbal description placed directly below

**Westford Highway Department - 28 North St Westford, MA 01886**

the pictogram. The border dimension of the pictogram shall be 6 in (152 mm) minimum in height.

**Citation:** **Budgeting Range:**

2010 ADAS Section: 216.2, 703.4.2

\$150 - \$1,500.00

1991 ADAS Section: 4.30.4

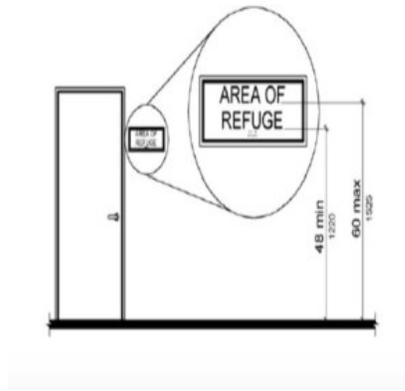
1991 ADAAG Section: 4.30.4

**Recommendation:**

Install accessible signature customer service counter with raised lettering and braille

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



Direct Access  
(727) 478 - 2652

www.directaccessgp.com  
Powered by BlueDAG

**Westford Highway Department - 28 North St Westford, MA 01886**

**Internal: Conference Room**

**Finding: 7**

Conference room chairs lack color contrast between fabric and armrest, making it difficult for people with visual impairments to identify and use the seats.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory

\$150 - \$950.00

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Modify the armrest to have a contrast in color to aid those individuals with visual impairments for inclusion purposes.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



Direct Access  
(727) 478 - 2652

www.directaccessgp.com  
Powered by BlueDAG

**Internal: Bathroom**

**Finding: 8**

The door exceeds the maximum allowable opening force.

Interior doors shall have a maximum opening force of 5 pounds.

These forces do not apply to the force required to retract latch bolts or disengage other devices that hold the door or gate in a closed position.

2010 ADAS Section 404.2.9

Fire doors shall have a minimum opening force allowable by the appropriate administrative authority. The force for pushing or pulling open a door or gate other than fire doors shall be as follows: 1. Interior hinged doors and gates: 5 pounds (22.2 N) maximum. 2. Sliding or folding doors: 5 pounds (22.2 N) maximum. These forces do not apply to the force required to retract latch bolts or disengage other devices that hold the door or gate in a closed position.

1991 ADAS Section 4.13.11(2)

Other doors. (a) exterior hinged doors: (Reserved). (b) interior hinged doors: 5 lbf (22.2N) (c) sliding or folding doors: 5 lbf (22.2N) These forces do not apply to the force required to retract latch bolts or disengage other devices that may hold the door in a closed position.

1991 ADAAG Section 4.13.11(2)

Other doors. (a) exterior hinged doors: (Reserved). (b) interior hinged doors: 5 lbf (22.2N) (c) sliding or folding doors: 5 lbs (22.2N) These forces do not apply to the force required to retract latch bolts or disengage other devices that may hold the door in a closed position.

2006 521 CMR Section 26.8.1(b)

interior hinged doors: five lbs.

**Citation:**

**Budgeting Range:**

2010 ADAS Section: 404.2.9

\$25 - \$150.00

1991 ADAS Section: 4.13.11(2)

1991 ADAAG Section: 4.13.11(2)

2006 521 CMR Section: 26.8.1(b)

**Recommendation:**

1st floor accessible bathroom door should be lowered to 5 pounds rather than current 15 pounds of pressure needed to open door.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)

**Finding: 8 (Continued)**



Internal: Bathroom

Finding: 9

Urinal on first and second floor lack grab bar for assistance.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

Citation: Budgeting Range:

2010 ADAS Section: Advisory

\$500 - \$1,500.00

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

Recommendation:

Install grab bars at urinal to assist disabled individuals

Barrier Priority:

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



Internal: Bathroom

Finding: 10

The dispenser's operation mechanism is not within an allowable reach ranges.

If the clear floor space only allows forward approach to an object, the maximum high forward reach allowed shall be 48 in. The minimum low forward reach is 15 in. If the high forward reach is over an obstruction, reach and clearances shall be 44 inches maximum over an obstruction between 20 to 25 inches deep.

If the clear floor space allows parallel approach by a person in a wheelchair, the maximum high side reach allowed shall be 54 in and the low side reach shall be no less than 9 in above the floor. If the side reach is over an obstruction, the reach and clearances shall be 46 inches maximum over an obstruction less than 10 inches deep. The obstruction shall have a maximum height of 34 inches.

2006 521 CMR Section 6.5

If the clear floor space only allows forward approach to an object, the maximum high forward reach allowed shall be 48 inches (48" = 1219mm) (See Fig. 6k). The minimum low forward reach is 15 inches (15" = 381mm). If the high forward reach is over an obstruction, reach and clearances shall be as shown in Fig. 6l.

2006 521 CMR Section 6.6

If the clear floor space allows parallel approach by a person in a wheelchair, the maximum high side reach allowed shall be 54 inches (54" = 1372mm) and the low side reach shall be no less than nine inches (9" = 229mm) above the floor (See Fig. 6m). If the side reach is over an obstruction, the reach and clearances shall be as shown in Fig. 6n.

Citation: Budgeting Range:

2006 521 CMR Section: 6.5, 6.6

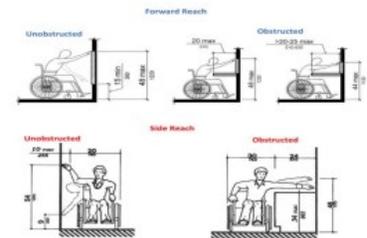
\$150 - \$500.00

Recommendation:

Lower the paper towel and hand sanitizer dispensers in the accessible restroom to an accessible reach range for a forward or parallel approach.

Barrier Priority:

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Doorway lacks Signage**

**Finding: 11**

Compliant room identification signs are missing.

Sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.

Wall signs identifying permanent rooms and spaces of a building shall be in a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high. Contracted Grade 2 Braille shall be in a horizontal format and shall be placed a minimum of 3/8 inch and a maximum of 1/2 inch directly below the tactile characters; flush left or centered. Dots shall be 1/10 inch on center in each cell with 2/10-inch space between cells, measured from the second column of dots in the first cell to the first column of dots in the second cell. Dots shall be raised a minimum of 1/40 inch above the background. Braille dots shall be domed or rounded. Signs with raised characters or Braille shall be located 48 inches minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character and 60 inches maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character.

*2010 ADAS Section 216.2*

*Interior and exterior signs identifying permanent rooms and spaces shall comply with 703.1, 703.2, and 703.5. Where pictograms are provided as designations of permanent interior rooms and spaces, the pictograms shall comply with 703.6 and shall have text descriptors complying with 703.2 and 703.5.*

*2010 ADAS Section 703.4.2*

*Where a tactile sign is provided at a door, the sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches (455 mm) minimum by 18 inches (455 mm) minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.*

*1991 ADAS Section 4.30.4*

*Letters and numerals shall be raised 1/32 in, upper case, sans serif or simple serif type and shall be accompanied with Grade 2 Braille. Raised characters shall be at least 5/8 in (16 mm) high, but no higher than 2 in (50 mm). Pictograms shall be accompanied by the equivalent verbal description placed directly below the pictogram. The border dimension of the pictogram shall be 6 in (152 mm) minimum in height.*

*1991 ADAAG Section 4.30.4*

*Letters and numerals shall be raised 1/32 in (0.8 mm) minimum, upper case, sans serif or simple serif type and shall be accompanied with Grade 2 Braille. Raised characters shall be at least 5/8 in (16 mm) high, but no higher than 2 in (50 mm). Pictograms shall be accompanied by the equivalent verbal description placed directly below*

*the pictogram. The border dimension of the pictogram shall be 6 in (152 mm) minimum in height.*

**Citation:**

2010 ADAS Section: 216.2, 703.4.2

1991 ADAS Section: 4.30.4

1991 ADAAG Section: 4.30.4

**Budgeting Range:**

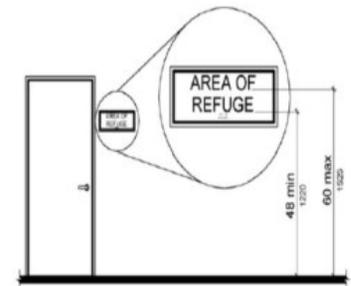
\$150 - \$250.00

**Recommendation:**

Install signage on latch side of door with raised lettering and braille characters.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



Internal: Lunchroom

Finding: 12

The cooking unit does not have space under the counter.

Cooking units shall be the in-counter type with controls at the front of counter or counter faces, and with open access space under the counter.

2006 521 CMR Section 32.8.1

Cooking units shall be the in-counter type with controls at the front of counter or counter faces, and with open access space under the counter.

Citation: Budgeting Range:
2006 521 CMR Section: 32.8.1 \$500 - \$1,500.00

Recommendation:
Replace current cooking unit with compliant cooking unit.

Barrier Priority:
High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Internal: Lunchroom

Finding: 13

The Fire Extinguisher on the first and second floor kitchen and Hand Sanitizer on the first floor, projects into the headroom clearance in the circulation path.

Wall-mounted objects that have leading edges between 27 inches and 80 inches from the floor must not project more than 4 inches into the circulation path. Protruding objects that extend to the floor or within 27 inches of the floor are cane detectable and are therefore not hazardous. Where it is necessary or desirable to have objects protrude from the wall, a manner of cane detection must be provided.

2010 ADAS Section 307.2

Objects with leading edges more than 27 inches (685 mm) and not more than 80 inches (2030 mm) above the finish floor or ground shall protrude 4 inches (100 mm) maximum horizontally into the circulation path.

1991 ADAS Section 4.4.1

Objects projecting from walls (for example, telephones) with their leading edges between 27 in and 80 in (685 mm and 2030 mm) above the finished floor shall protrude no more than 4 in (100 mm) into walks, halls, corridors, passageways, or aisles (see Fig. 8(a)). Objects mounted with their leading edges at or below 27 in (685 mm) above the finished floor may protrude any amount (see Fig. 8(a) and (b)). Free-standing objects mounted on posts or pylons may overhang 12 in (305 mm) maximum from 27 in to 80 in (685 mm to 2030 mm) above the ground or finished floor (see Fig.8(c) and (d)). Protruding objects shall not reduce the clear width of an accessible route or maneuvering space (see Fig. 8(e)).

1991 ADAAG Section 4.4.1

General. Objects projecting from walls (for example, telephones) with their leading edges between 27 in and 80 in (685 mm and 2030 mm) above the finished floor shall protrude no more than 4 in (100 mm) into walks, halls, corridors, passageways, or aisles (see Fig. 8(a)). Objects mounted with their leading edges at or below 27 in (685 mm) above the finished floor may protrude any amount (see Fig. 8(a) and (b)). Free-standing objects mounted on posts or pylons may overhang 12 in (305 mm) maximum from 27 in to 80 in (685 mm to 2030 mm) above the ground or finished floor (see Fig. 8(c) and (d)). Protruding objects shall not reduce the clear width of an accessible route or maneuvering space (see Fig. 8(e)).

Citation: Budgeting Range:
2010 ADAS Section: 307.2 \$500 - \$2,500.00

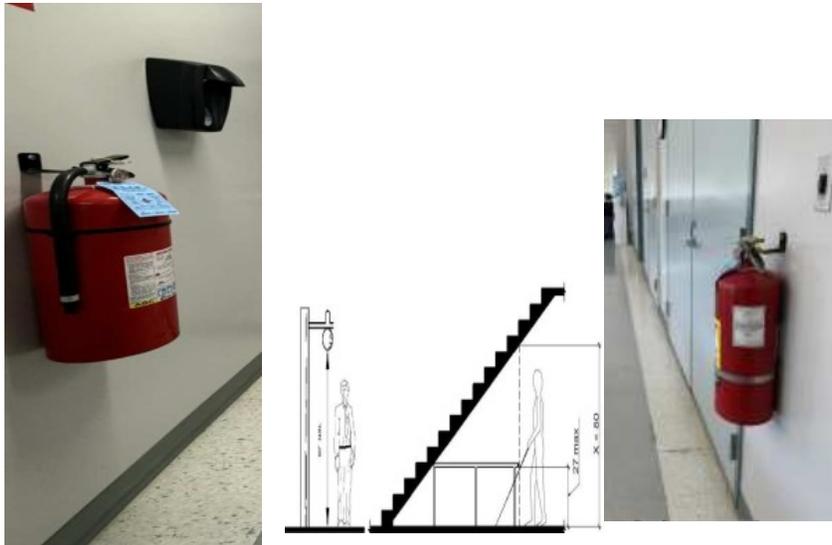
1991 ADAS Section: 4.4.1

1991 ADAAG Section: 4.4.1

Recommendation:
Move or place items protruding from walls into recessed storage areas for access purposes.

Barrier Priority:
High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)

Finding: 13 (Continued)



Internal: Lunchroom

Finding: 14

The paper towel dispenser is out of reach range because the depth of the countertop and backsplash obstruction is greater than 25 inches.

Where a high forward reach is over an obstruction, the clear floor space shall extend beneath the element for a distance not less than the reach depth over the obstruction. Where the reach depth exceeds 20 inches, the high forward reach shall be 44 inches maximum and the reach depth shall be 25 inches maximum.

2010 ADAS Section 308.2.2

Where a high forward reach is over an obstruction, the clear floor space shall extend beneath the element for a distance not less than the required reach depth over the obstruction. The high forward reach shall be 48 inches (1220 mm) maximum where the reach depth is 20 inches (510 mm) maximum. Where the reach depth exceeds 20 inches (510 mm), the high forward reach shall be 44 inches (1120 mm) maximum and the reach depth shall be 25 inches (635 mm) maximum.

1991 ADAS Section 4.2.5

If the clear floor space only allows forward approach to an object, the maximum high forward reach allowed shall be 48 in (1220 mm) (see Fig. 5(a)). The minimum low forward reach is 15 in (380 mm). If the high forward reach is over an obstruction, reach and clearances shall be as shown in Fig. 5(b).

1991 ADAAG Section 4.2.5

If the clear floor space only allows forward approach to an object, the maximum high forward reach allowed shall be 48 inches (1220 mm) (see Fig. 5(a)). The minimum low forward reach is 15 in (380 mm). If the high forward reach is over an obstruction, reach and clearances shall be as shown in Fig. 5(b).

2006 521 CMR Section 6.5

If the clear floor space only allows forward approach to an object, the maximum high forward reach allowed shall be 48 inches (48" = 1219mm) (See Fig. 6k). The minimum low forward reach is 15 inches (15" = 381mm). If the high forward reach is over an obstruction, reach and clearances shall be as shown in Fig. 6l.

Citation:

2010 ADAS Section: 308.2.2

1991 ADAS Section: 4.2.5

1991 ADAAG Section: 4.2.5

2006 521 CMR Section: 6.5

Budgeting Range:

\$150 - \$1,500.00

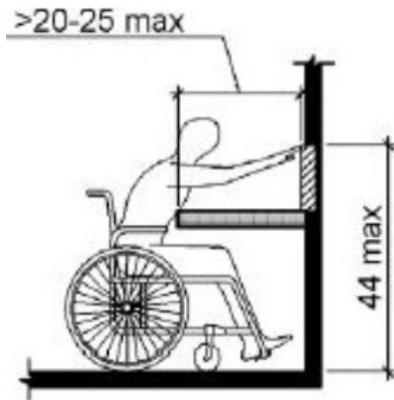
Recommendation:

Lower the paper towel dispenser to bring into an accessible reach range for inclusion purposes.

Barrier Priority:

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)

Finding: 14 (Continued)



Direct Access  
(727) 478 - 2652

www.directaccessgp.com  
Powered by BlueDAG

Internal: Lunchroom

Finding: 15

Knee and toe space has not been provided at the sink.

Kitchen sinks must be provided with a clear floor space positioned for a forward approach including knee and toe clearance.

2010 ADAS Section 606.2

A clear floor space complying with 305, positioned for a forward approach, and knee and toe clearance complying with 306 shall be provided.

2010 ADAS Section 804.4

Sinks shall comply with 606.

Citation:

2010 ADAS Section: 606.2, 804.4

Budgeting Range:

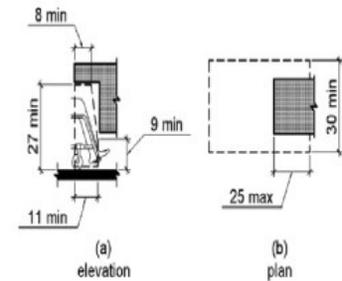
\$500 - \$1,500.00

Recommendation:

Provide required knee and toe space to permit access to the sink.

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Direct Access  
(727) 478 - 2652

www.directaccessgp.com  
Powered by BlueDAG

Internal: Lunchroom

Finding: 16

The controls are located such that operation require reaching across burners.

Where knee and toe space is provided, the underside of the range or cooktop shall be insulated or otherwise configured to prevent burns, abrasions, or electrical shock. The location of controls shall not require reaching across burners

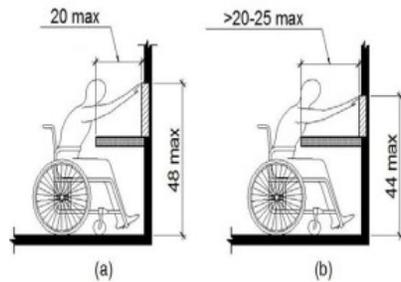
2010 ADAS Section 804.6.4

Where a forward approach is provided, the clear floor or ground space shall provide knee and toe clearance complying with 306. Where knee and toe space is provided, the underside of the range or cooktop shall be insulated or otherwise configured to prevent burns, abrasions, or electrical shock. The location of controls shall not require reaching across burners.

Citation: Budgeting Range:  
2010 ADAS Section: 804.6.4 \$500 - \$1,500.00

Recommendation:  
Replace existing range with a range that has controls on the front to permit someone who uses a mobility device the ability to use the range for inclusion and accessibility purposes,

Barrier Priority:  
High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Internal: Lunchroom

Finding: 17

The kitchen counter top is too high.

The kitchen work surface shall be 34 inches maximum above the finish floor or ground.

2010 ADAS Section 804.3.2

The kitchen work surface shall be 34 inches (865 mm) maximum above the finish floor or ground.

Citation: Budgeting Range:  
2010 ADAS Section: 804.3.2 \$1,500 - \$4,500.00

Recommendation:  
Countertop is at 36" high and should be 34" maximum above the finished floor.

Barrier Priority:  
Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)

Internal: Office Areas Lack Signage

Finding: 18

Compliant room identification signs are missing.

Sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.

Wall signs identifying permanent rooms and spaces of a building shall be in a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high. Contracted Grade 2 Braille shall be in a horizontal format and shall be placed a minimum of 3/8 inch and a maximum of 1/2 inch directly below the tactile characters; flush left or centered. Dots shall be 1/10 inch on center in each cell with 2/10-inch space between cells, measured from the second column of dots in the first cell to the first column of dots in the second cell. Dots shall be raised a minimum of 1/40 inch above the background. Braille dots shall be domed or rounded. Signs with raised characters or Braille shall be located 48 inches minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character and 60 inches maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character.

2010 ADAS Section 216.2

Interior and exterior signs identifying permanent rooms and spaces shall comply with 703.1, 703.2, and 703.5. Where pictograms are provided as designations of permanent interior rooms and spaces, the pictograms shall comply with 703.6 and shall have text descriptors complying with 703.2 and 703.5.

2010 ADAS Section 703.4.2

Where a tactile sign is provided at a door, the sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches (455 mm) minimum by 18 inches (455 mm) minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.

1991 ADAS Section 4.30.4

Letters and numerals shall be raised 1/32 in, upper case, sans serif or simple serif type and shall be accompanied with Grade 2 Braille. Raised characters shall be at least 5/8 in (16 mm) high, but no higher than 2 in (50 mm). Pictograms shall be accompanied by the equivalent verbal description placed directly below the pictogram. The border dimension of the pictogram shall be 6 in (152 mm) minimum in height.

1991 ADAAG Section 4.30.4

Letters and numerals shall be raised 1/32 in (0.8 mm) minimum, upper case, sans serif or simple serif type and shall be accompanied with Grade 2 Braille. Raised characters shall be at least 5/8 in (16 mm) high, but no higher than 2 in (50 mm). Pictograms shall be accompanied by the equivalent verbal description placed directly below

the pictogram. The border dimension of the pictogram shall be 6 in (152 mm) minimum in height.

Citation:

2010 ADAS Section: 216.2, 703.4.2

1991 ADAS Section: 4.30.4

1991 ADAAG Section: 4.30.4

Budgeting Range:

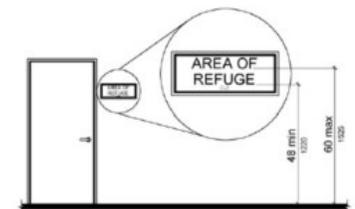
\$150 - \$1,500.00

Recommendation:

Ensure that all rooms and offices have accessible wall signs with raised lettering and braille to assist individuals with visual impairments.

Barrier Priority:

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Mail Bins**

**Finding: 19**

Mail bins identification numbers are flat paper and not raised or have braille characters.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory

\$150 - \$500.00

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Replace flat mail slot numbers with raised lettering and braille characters to ensure inclusion for those with visual impairments.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Men's locker room**

**Finding: 20**

The required coat hook is not provided in the accessible compartment stall.

A coat hook shall be provided at a maximum height of 54 inches above the floor.

2006 521 CMR Section 30.6.1(d)  
A coat hook shall be provided at a maximum height of 54 inches (54" = 1372mm) above the floor.

**Citation:** **Budgeting Range:**

2006 521 CMR Section: 30.6.1(d)

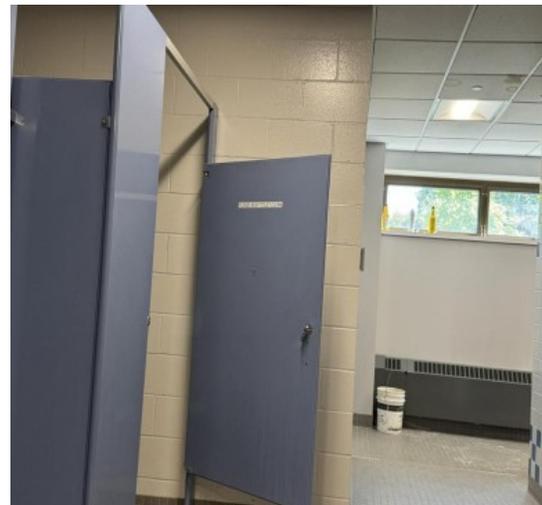
\$25 - \$150.00

**Recommendation:**

Install coat hook in the accessible stall at a maximum height of 54 inches above the finished floor.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Internal: Men's locker room

Finding: 21

The locker controls are not accessible because they requires tight grasping, tight pinching or twisting of the wrist and/or require more than 5 pounds of force to operate.

Controls and operating mechanisms shall be operable with one hand and shall not require tight grasping, pinching or twisting of the wrist. The force required to activate controls shall be no greater than 5 pounds of force.

2010 ADAS Section 309.4

Operable parts shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum.

1991 ADAS Section 4.27.4

Controls and operating mechanisms shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls shall be no greater than 5 lbf (22.2 N).

1991 ADAAG Section 4.27.4

Controls and operating mechanisms shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls shall be no greater than 5 lbf (22.2 N).

Citation: Budgeting Range:  
2010 ADAS Section: 309.4 \$3,500 - \$7,500.00

1991 ADAS Section: 4.27.4

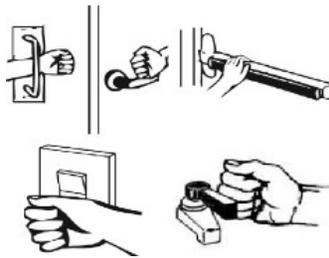
1991 ADAAG Section: 4.27.4

Recommendation:

Update each and every locker mechanism for an accessible mechanism that can be open and closed without grasping or twisting.

Barrier Priority:

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



Internal: Laundry Area

Finding: 22

The washing machine and/or clothes dryer does not have a 30" x 48" clear or ground floor space centered on the appliance for a parallel approach.

A clear floor or ground space positioned for parallel approach shall be provided. The clear floor or ground space shall be centered on the appliance.

2010 ADAS Section 611.2

A clear floor or ground space complying with 305 positioned for parallel approach shall be provided. The clear floor or ground space shall be centered on the appliance.

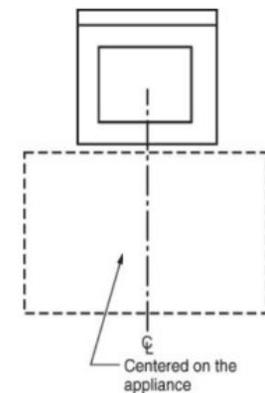
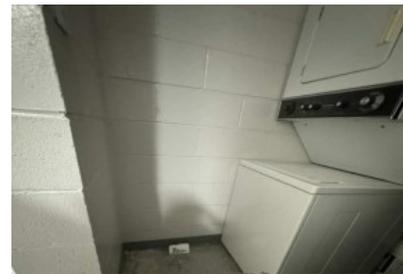
Citation: Budgeting Range:  
2010 ADAS Section: 611.2 \$1,500 - \$4,500.00

Recommendation:

Modify area so that laundry area is accessible for all including disabled individuals with mobility devixces.

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Internal: Dispatch Area

Finding: 23

Compliant room identification signs are missing.

Sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.

Wall signs identifying permanent rooms and spaces of a building shall be in a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high. Contracted Grade 2 Braille shall be in a horizontal format and shall be placed a minimum of 3/8 inch and a maximum of 1/2 inch directly below the tactile characters; flush left or centered. Dots shall be 1/10 inch on center in each cell with 2/10-inch space between cells, measured from the second column of dots in the first cell to the first column of dots in the second cell. Dots shall be raised a minimum of 1/40 inch above the background. Braille dots shall be domed or rounded. Signs with raised characters or Braille shall be located 48 inches minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character and 60 inches maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character.

2010 ADAS Section 216.2

Interior and exterior signs identifying permanent rooms and spaces shall comply with 703.1, 703.2, and 703.5. Where pictograms are provided as designations of permanent interior rooms and spaces, the pictograms shall comply with 703.6 and shall have text descriptors complying with 703.2 and 703.5.

2010 ADAS Section 703.4.2

Where a tactile sign is provided at a door, the sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches (455 mm) minimum by 18 inches (455 mm) minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.

1991 ADAS Section 4.30.4

Letters and numerals shall be raised 1/32 in, upper case, sans serif or simple serif type and shall be accompanied with Grade 2 Braille. Raised characters shall be at least 5/8 in (16 mm) high, but no higher than 2 in (50 mm). Pictograms shall be accompanied by the equivalent verbal description placed directly below the pictogram. The border dimension of the pictogram shall be 6 in (152 mm) minimum in height.

1991 ADAAG Section 4.30.4

Letters and numerals shall be raised 1/32 in (0.8 mm) minimum, upper case, sans serif or simple serif type and shall be accompanied with Grade 2 Braille. Raised characters shall be at least 5/8 in (16 mm) high, but no higher than 2 in (50 mm). Pictograms shall be accompanied by the equivalent verbal description placed directly below

the pictogram. The border dimension of the pictogram shall be 6 in (152 mm) minimum in height.

Citation:

2010 ADAS Section: 216.2, 703.4.2

1991 ADAS Section: 4.30.4

1991 ADAAG Section: 4.30.4

Budgeting Range:

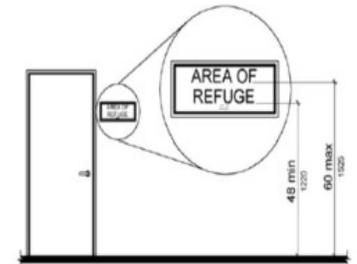
\$150 - \$1,500.00

Recommendation:

Highway Department dispatch area missing compliant signage. Install accessible signage for dispatch area with raised lettering and braille.

Barrier Priority:

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Door to Elevator**

**Finding: 24**

Compliant room identification signs are missing.

Sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.

Wall signs identifying permanent rooms and spaces of a building shall be in a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high. Contracted Grade 2 Braille shall be in a horizontal format and shall be placed a minimum of 3/8 inch and a maximum of 1/2 inch directly below the tactile characters; flush left or centered. Dots shall be 1/10 inch on center in each cell with 2/10-inch space between cells, measured from the second column of dots in the first cell to the first column of dots in the second cell. Dots shall be raised a minimum of 1/40 inch above the background. Braille dots shall be domed or rounded. Signs with raised characters or Braille shall be located 48 inches minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character and 60 inches maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character.

*2010 ADAS Section 216.2*

*Interior and exterior signs identifying permanent rooms and spaces shall comply with 703.1, 703.2, and 703.5. Where pictograms are provided as designations of permanent interior rooms and spaces, the pictograms shall comply with 703.6 and shall have text descriptors complying with 703.2 and 703.5.*

*2010 ADAS Section 703.4.2*

*Where a tactile sign is provided at a door, the sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches (455 mm) minimum by 18 inches (455 mm) minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.*

*1991 ADAS Section 4.30.4*

*Letters and numerals shall be raised 1/32 in, upper case, sans serif or simple serif type and shall be accompanied with Grade 2 Braille. Raised characters shall be at least 5/8 in (16 mm) high, but no higher than 2 in (50 mm). Pictograms shall be accompanied by the equivalent verbal description placed directly below the pictogram. The border dimension of the pictogram shall be 6 in (152 mm) minimum in height.*

*1991 ADAAG Section 4.30.4*

*Letters and numerals shall be raised 1/32 in (0.8 mm) minimum, upper case, sans serif or simple serif type and shall be accompanied with Grade 2 Braille. Raised characters shall be at least 5/8 in (16 mm) high, but no higher than 2 in (50 mm). Pictograms shall be accompanied by the equivalent verbal description placed directly below*

*the pictogram. The border dimension of the pictogram shall be 6 in (152 mm) minimum in height.*

**Citation:**

2010 ADAS Section: 216.2, 703.4.2

1991 ADAS Section: 4.30.4

1991 ADAAG Section: 4.30.4

**Budgeting Range:**

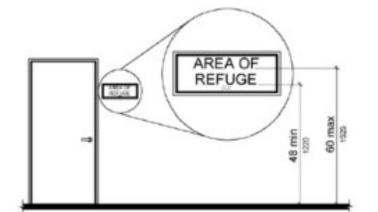
\$150 - \$1,500.00

**Recommendation:**

Install accessible compliant signage with raised lettering and braille on latch side of door leading to elevator.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Foot Operated Mechanism**

**Finding: 25**

This communal hand washing mechanism is foot operated and is unable to be used by a disabled individual who can't use their foot muscles.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory **\$1,500 - \$9,500.00**

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Consider instituting a communal wash area that is fully automatic to accommodate individuals with varying abilities for inclusion purposes.

**Barrier Priority:**

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)



## Site Accessibility Evaluation



**Westford Roudenbush Community Center**  
65 Main St  
Westford, MA 01886  
Accessibility Evaluation  
Inspection Date: 06/04/2024  
Inspector: Joe Prochilo

Prepared By

**Direct Access**

(727) 478 - 2652

[www.directaccessgp.com](http://www.directaccessgp.com)

Powered by  BlueDAG

**Westford Roudenbush Community Center - 65 Main St Westford, MA 01886**

**Pre-Visit Information: Limited pre-visit information**

### Finding: 1

There is limited pre-visit information online about the Roudenbush Community Center and its facilities. There are no access guides available to assist people with disabilities prior to their visit.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

### Citation:

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

### Recommendation:

International Guidance such as BS8300 (British Standards) highlights the importance of communication prior to the site visit. Guidance states that clear and accurate pre-visit information via websites, literature, social media, or telecommunications that is easy to access should be available. This should be available in alternate formats including details on modes of transport, parking, drop-off and what level of accessibility to expect on arrival.

### Barrier Priority:

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

Direct Access  
(727) 478 - 2652

[www.directaccessgp.com](http://www.directaccessgp.com)  
Powered by  BlueDAG

**Pre-Visit Information: Limited pre-visit information**

**Finding: 2**

Street addresses do not always point to precise locations. This means that people with disabilities must sometimes travel further to gain an accessible point of access. An innovative idea that could be implemented for every site is What3Words

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:**

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

What3Words has given every 3m square in the world a unique 3 word address. For the Roudenbush Community Center the 3 word access point is //stiff.clustering.stapled. This should be added to the website.

**Barrier Priority:**

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

**External: Signage**

**Finding: 3**

Directions for the bell is on the outer glass partition separate from the actual doorbell. The signage notifying an individual about the doorbell should be in the actual area of the doorbell.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:**

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Budgeting Range:**

\$1,500 - \$2,500.00

**Recommendation:**

Move the signage about the doorbell into an area in close proximity to the actual doorbell.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**External: Entrance Door**

**Finding: 4**

Even with access badge for the building, the automatic door does not operate when attempting to enter or exit the facility

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory \$150 - \$500.00

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

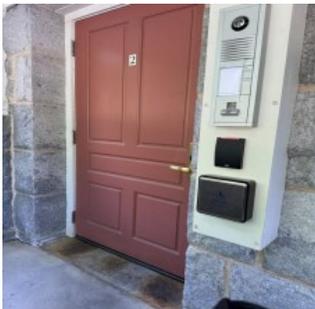
2006 521 CMR Section: 0.0

**Recommendation:**

Investigate and repair mechanism to permit door to open using the automatic door when key scanned card authorization is used. Manually door is weighted at 20 pounds of pressure to open.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Stair Nosing**

**Finding: 8**

Stone stairway lacks contrasting stair nosing making it difficult for those with visual impairments to use the stairway.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory \$1,500 - \$6,500.00

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

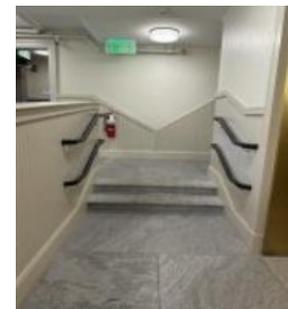
2006 521 CMR Section: 0.0

**Recommendation:**

Update stair nosing with contrasting color scheme to make it easier to use for those with visual impairments.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Stair Nosing**

**Finding: 9**

1st Floor Stairs lacks stair nosing with color contrast from the stair itself

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory

\$1,500 - \$9,500.00

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

install stair nosing with color contrast to make access to the stair easier for those with visual impairments to use.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Bins Reach Range**

**Finding: 10**

Bins in lowest area are outside the accessible reach range

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:**

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Ensure that the bottom most bins are not used as they are outside the accessible reach range of between 15" and 45" above the finished floor.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Classroom Floors**

**Finding: 11**

In several of the classrooms the floor is brittle and creaks when one rolls over in a wheelchair indicating that it is past its useful life and should be replaced. Structurally gaps are noticeable and flooring should be entirely refinished and restored, if not replaced entirely to ensure structural stability.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:**

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Budgeting Range:**

\$4,500 - \$12,500.00

**Recommendation:**

Examine flooring in each classroom and inspect for cracks and breaks. Investigate possibility of refinishing and where necessary replacing broken and cracked floor boards.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Bulletin Board obscures classroom signs**

**Finding: 12**

Bulletin board between blue and yellow classroom on the second floor is blocking the raised lettering and braille classroom signs

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:**

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Remove bulletin board modify the accessible classroom signs (Yellow Classroom, Blue Classroom) to assist those with visual impairments to identify each room..

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



Internal: Kitchen

Finding: 13

The required clear space is not provided in the kitchen.

Non-commercial kitchens in public facilities such as classrooms and community rooms shall provide a clear space of 60 inches in diameter, measured 12 inches above the floor.

2006 521 CMR Section 32.1

Non-commercial kitchens in public facilities such as classrooms and community rooms shall provide a clear space of 60 inches (60" = 1524mm) in diameter, measured 12 inches (12"= 305mm) above the floor. For requirements for kitchens in multiple dwellings, see 521 CMR 43.00: GROUP 1 KITCHENS and 521 CMR 45.00: GROUP 2 KITCHENS.

Citation:

2006 521 CMR Section: 32.1

Budgeting Range:

\$1,500 - \$4,500.00

Recommendation:

The 7-foot long prep table prevents 60 inch clear floor space at the 4 corners of the kitchen. one is unable to open the refrigerator as the wide table requires a parallel approach to the refrigerator.

Either get a smaller 5-foot long and not as wide prep table and consider moving the refrigerator from the corner to the area before the sink where stools are currently stored to make navigating the space easier for someone who is disabled.

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Internal: Kitchen

Finding: 14

The controls are located such that operation require reaching across burners.

Where knee and toe space is provided, the underside of the range or cooktop shall be insulated or otherwise configured to prevent burns, abrasions, or electrical shock. The location of controls shall not require reaching across burners

2010 ADAS Section 804.6.4

Where a forward approach is provided, the clear floor or ground space shall provide knee and toe clearance complying with 306. Where knee and toe space is provided, the underside of the range or cooktop shall be insulated or otherwise configured to prevent burns, abrasions, or electrical shock. The location of controls shall not require reaching across burners.

Citation:

2010 ADAS Section: 804.6.4

Budgeting Range:

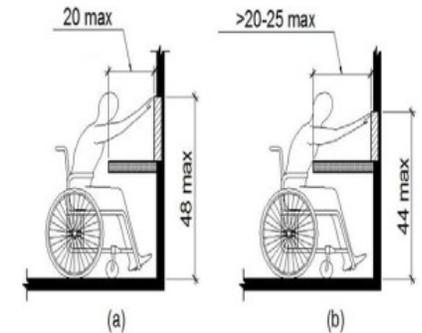
\$500 - \$1,500.00

Recommendation:

Controls at the rear of the stove is one means of safety yet prohibits access by anyone with a disability. Child safety lockouts are made to prevent children from using and activating control knobs placed on the front of ranges. Consider replacing current ranges with range controls on the front with child safety lockouts for all oven controls. Another possible option would be a separate cooktop with a double wall oven in the same physical space.

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Kitchen**

**Finding: 15**

The wall sign is incorrectly located.

Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 inches above the finish floor to the centerline of the sign. Mounting location for such signage shall be so that a person may approach within 3 inches of signage without encountering protruding objects or standing within the swing of a door.

1991 ADAS Section 4.30.6

Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 in (1525 mm) above the finish floor to the centerline of the sign. Mounting location for such signage shall be so that a person may approach within 3 in (76 mm) of signage without encountering protruding objects or standing within the swing of a door.

1991 ADAAG Section 4.30.6

Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 in (1525 mm) above the finish floor to the centerline of the sign. Mounting location for such signage shall be so that a person may approach within 3 in (76 mm) of signage without encountering protruding objects or standing within the swing of a door.

**Citation:**

1991 ADAS Section: 4.30.6

1991 ADAAG Section: 4.30.6

**Budgeting Range:**

\$25 - \$150.00

**Recommendation:**

Either remove the kitchen fan control sign or place the sign directly where the Kitchen Fan control is located.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)

**Finding: 15 (Continued)**



Internal: Second Floor Function Room

Finding: 16

The air conditioner is positioned too high for either a side or front approach.

Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches maximum and the low side reach shall be 15 inches minimum above the finish floor or ground.

Where a forward reach is unobstructed, the high forward reach shall be 48 inches maximum and the low forward reach shall be 15 inches minimum above the finish floor or ground.

2010 ADAS Section 308.1  
Reach ranges shall comply with 308.

2006 521 CMR Section 6.5  
If the clear floor space only allows forward approach to an object, the maximum high forward reach allowed shall be 48 inches (48" = 1219mm) (See Fig. 6k). The minimum low forward reach is 15 inches (15" = 381mm). If the high forward reach is over an obstruction, reach and clearances shall be as shown in Fig. 6l.

2006 521 CMR Section 6.6  
If the clear floor space allows parallel approach by a person in a wheelchair, the maximum high side reach allowed shall be 54 inches (54" = 1372mm) and the low side reach shall be no less than nine inches (9" = 229mm) above the floor (See Fig. 6m). If the side reach is over an obstruction, the reach and clearances shall be as shown in Fig. 6n.

Citation: Budgeting Range:

2010 ADAS Section: 308.1

\$25 - \$150.00

2006 521 CMR Section: 6.5, 6.6

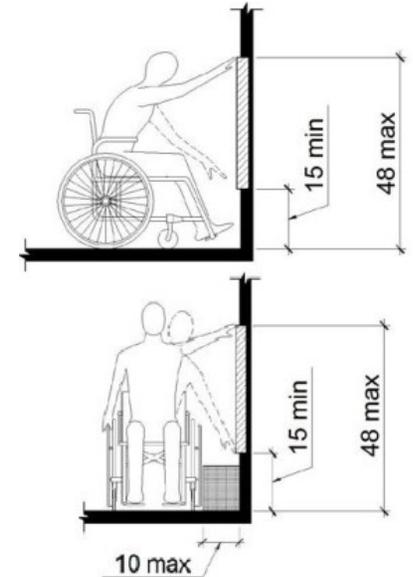
Recommendation:

The high reach of the air conditioner is 54 inches above the finished floor and should be lowered to an accessible reach range not to exceed the each range measurements provided above.

Barrier Priority:

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)

Finding: 16 (Continued)



**Internal: Accessible Bathroom Basement**

**Finding: 17**

The coat hook is installed greater than 54 inches above the finished floor.

A coat hook shall be provided at a maximum height of 54 inches above the floor.

2006 521 CMR Section 30.6.1(d)

A coat hook shall be provided at a maximum height of 54 inches (54" = 1372mm) above the floor.

**Citation:** **Budgeting Range:**

2006 521 CMR Section: 30.6.1(d)

\$150 - \$250.00

**Recommendation:**

Lower the coat hook into accessible reach range.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



## Site Accessibility Evaluation



**Westford Cameron Senior Center**  
**20 Pleasant St**  
**Westford, MA 01886**  
**Accessibility Evaluation**  
**Inspection Date: 06/04/2024**  
**Inspector: Joe Prochilo**

Prepared By

**Direct Access**

(727) 478 - 2652

[www.directaccessgp.com](http://www.directaccessgp.com)

Powered by  BlueDAG

**Westford Cameron Senior Center - 20 Pleasant St Westford, MA 01886**

**Pre-Visit Information: Little previsit information**

### Finding: 1

There is limited pre-visited information online about the Westford senior center and its facilities. There are no access guides available to assist people with disabilities prior to their visit.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

### Citation:

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

2006 521 CMR Section: 0.0

### Recommendation:

International guidance such as BS8300 (British Standards) Highlights the importance of communication prior to the site visit. Guidance states that clear and accurate pre-visit information via websites, literature, social media or telecommunications that is easy to access should be available. This should be available in alternative formats, including details of modes of transport, parking, drop off, and what level of accessibility to expect upon arrival.

### Barrier Priority:

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

Direct Access  
(727) 478 - 2652

[www.directaccessgp.com](http://www.directaccessgp.com)  
Powered by  BlueDAG

**Pre-Visit Information: Little previsit information**

**Finding: 2**

Street addresses do not always point to precise locations. This means that people with disabilities sometimes must travel further to gain an accessible point of access. An innovative idea they could be implemented for every site is. What3Words. What3Words has given every 3m square in the world a unique 3 word address

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:**

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

For the Westford camera and senior center the specific three words for the access point is ///incomplete.jealous.newsreel.. This should be added on the website.

**Barrier Priority:**

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

**External: Front Door**

**Finding: 3**

The entrance is not accessible and is missing signage. An identification sign identifying that this entrance is not accessible and directional signage pointing in the direction to the accessible entrance is required.

When a directional sign is required, it should be located to minimize backtracking. In some cases, this could mean locating a sign at the beginning of a route, not just at the inaccessible entrances to a building.

2010 ADAS Section 216.6  
Where not all entrances comply with 404, entrances complying with 404 shall be identified by the International Symbol of Accessibility complying with 703.7.2.1. Directional signs complying with 703.5 that indicate the location of the nearest entrance complying with 404 shall be provided at entrances that do not comply with 404.

1991 ADAS Section 4.1.3(1)  
At least one accessible route complying with 4.3 shall connect accessible building or facility entrances with all accessible spaces and elements within the building or facility.

**Citation:**

2010 ADAS Section: 216.6

1991 ADAS Section: 4.1.3(1)

**Budgeting Range:**

\$25 - \$150.00

**Recommendation:**

Include accessible signage indicating the location of the accessible entrance at the side of the building.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



External: Alternative Parking Spaces

Finding: 4

The parking space is in not nearly compliant.

The parking space the minimum width. The floor or ground surface is not firm stable or slip resistant. The parking space contains changes in level and/or gaps that exceed the maximum allowable requirements. The parking space does not have the proper identifications signs or the signs are not installed at the correct height. The parking space is missing an adjacent access aisle.

2010 ADAS Section 502.1

Car and van parking spaces shall comply with 502. Where parking spaces are marked with lines, width measurements of parking spaces and access aisles shall be made from the centerline of the markings.

2010 ADAS Section 502.1 Exception

Where parking spaces or access aisles are not adjacent to another parking space or access aisle, measurements shall be permitted to include the full width of the line defining the parking space or access aisle.

1991 ADAS Section 4.6.3

Accessible parking spaces shall be at least 96 in (2440 mm) wide. Parking access aisles shall be part of an accessible route to the building or facility entrance and shall comply with 4.3. Two accessible parking spaces may share a common access aisle (see Fig. 9). Parked vehicle overhangs shall not reduce the clear width of an accessible route. Parking spaces and access aisles shall be level with surface slopes not exceeding 1:50 (2%) in all directions.

Citation: Budgeting Range:

2010 ADAS Section: 502.1, 502.1 Exception \$150 - \$750.00

1991 ADAS Section: 4.6.3

Recommendation:

Install Handicapped parking signs with ISA symbol and provide required access aisles for the alternative accessible parking spaces.

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Internal: Bathroom Door Weights Excessive

Finding: 8

The door exceeds the maximum allowable opening force.

Interior doors shall have a maximum opening force of 5 pounds.

These forces do not apply to the force required to retract latch bolts or disengage other devices that hold the door or gate in a closed position.

2010 ADAS Section 404.2.9

Fire doors shall have a minimum opening force allowable by the appropriate administrative authority. The force for pushing or pulling open a door or gate other than fire doors shall be as follows: 1. Interior hinged doors and gates: 5 pounds (22.2 N) maximum. 2. Sliding or folding doors: 5 pounds (22.2 N) maximum. These forces do not apply to the force required to retract latch bolts or disengage other devices that hold the door or gate in a closed position.

1991 ADAS Section 4.13.11(2)

Other doors. (a) exterior hinged doors: (Reserved). (b) interior hinged doors: 5 lbf (22.2N) (c) sliding or folding doors: 5 lbf (22.2N) These forces do not apply to the force required to retract latch bolts or disengage other devices that may hold the door in a closed position.

2006 521 CMR Section 26.8.1(b)

interior hinged doors: five lbs.

Citation: Budgeting Range:

2010 ADAS Section: 404.2.9 \$25 - \$150.00

1991 ADAS Section: 4.13.11(2)

2006 521 CMR Section: 26.8.1(b)

Recommendation:

Adjust and decrease the amount of pounds for opening the restroom and other internal doors down to a 5 pound door weight, which is standard for internal doorways

Barrier Priority:

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)

Finding: 8 (Continued)



Internal: Exit Doors

Finding: 9

The required exit sign with the ISA is missing above the door.

In buildings classified in the assembly use and educational use (See 780 CMR 302.0) with an occupancy of over 150 (See 521 CMR 14.1.1), all required egress doors which lead directly to the outside at grade, shall be made accessible at the exterior as well as the interior so as to provide a safe path of travel to a public way for persons who are disabled. Such egress doors shall be provided with illuminated signage identifying accessibility by the use of the international symbol contained within the "exit" sign (See 521 CMR 41.1.3)

2006 521 CMR Section 26.1.2

In buildings classified in the assembly use and educational use (See 780 CMR 302.0) with an occupancy of over 150 (See 521 CMR 14.1.1), all required egress doors which lead directly to the outside at grade, shall be made accessible at the exterior as well as the interior so as to provide a safe path of travel to a public way for persons who are disabled. Such egress doors shall be provided with illuminated signage identifying accessibility by the use of the international symbol contained within the "exit" sign (See 521 CMR 41.1.3)

Citation:

2006 521 CMR Section: 26.1.2

Budgeting Range:

\$500 - \$4,500.00

Recommendation:

Ensure that doors marked as exits and areas of refuge have accessible exit signage with raised lettering and braille identifying the areas for inclusion purposes. .

Barrier Priority:

N/A



Internal: Service Counter

Finding: 10

The top of the tray slides are too high.

The tops of tray slides shall be 28 inches minimum and 34 inches maximum above the finish floor.

2010 ADAS Section 904.5.2

The tops of tray slides shall be 28 inches (710 mm) minimum and 34 inches (865 mm) maximum above the finish floor or ground.

1991 ADAS Section 5.5

Food service lines shall have a minimum clear width of 36 in (915 mm), with a preferred clear width of 42 in (1065 mm) to allow passage around a person using a wheelchair. Tray slides shall be mounted no higher than 34 in (865 mm) above the floor (see Fig. 53). If self-service shelves are provided, at least 50 percent of each type must be within reach ranges specified in 4.2.5 and 4.2.6.

2006 521 CMR Section 17.6.2

Tray slides shall be mounted no higher than 34 inches (34" = 864mm) above the floor. See Fig. 17c.

Citation:

Budgeting Range:

2010 ADAS Section: 904.5.2

\$150 - \$500.00

1991 ADAS Section: 5.5

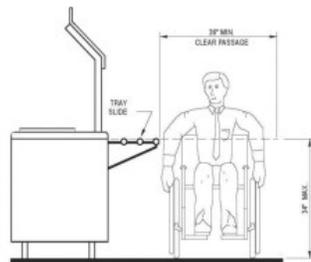
2006 521 CMR Section: 17.6.2

Recommendation:

Lower current counter height from 36" above the finish floor down to 34" maximum above the finished floor.

Barrier Priority:

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



Internal: Areas of Refuge

Finding: 11

Compliant room identification signs are missing.

Sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.

Wall signs identifying permanent rooms and spaces of a building shall be in a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high. Contracted Grade 2 Braille shall be in a horizontal format and shall be placed a minimum of 3/8 inch and a maximum of 1/2 inch directly below the tactile characters; flush left or centered. Dots shall be 1/10 inch on center in each cell with 2/10-inch space between cells, measured from the second column of dots in the first cell to the first column of dots in the second cell. Dots shall be raised a minimum of 1/40 inch above the background. Braille dots shall be domed or rounded. Signs with raised characters or Braille shall be located 48 inches minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character and 60 inches maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character.

2010 ADAS Section 216.2

Interior and exterior signs identifying permanent rooms and spaces shall comply with 703.1, 703.2, and 703.5. Where pictograms are provided as designations of permanent interior rooms and spaces, the pictograms shall comply with 703.6 and shall have text descriptors complying with 703.2 and 703.5.

2010 ADAS Section 703.4.2

Where a tactile sign is provided at a door, the sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door. Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. Signs containing tactile characters shall be located so that a clear floor space of 18 inches (455 mm) minimum by 18 inches (455 mm) minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.

1991 ADAS Section 4.30.4

Letters and numerals shall be raised 1/32 in, upper case, sans serif or simple serif type and shall be accompanied with Grade 2 Braille. Raised characters shall be at least 5/8 in (16 mm) high, but no higher than 2 in (50 mm). Pictograms shall be accompanied by the equivalent verbal description placed directly below the pictogram. The border dimension of the pictogram shall be 6 in (152 mm) minimum in height.

**Citation:**

2010 ADAS Section: 216.2, 703.4.2

1991 ADAS Section: 4.30.4

**Budgeting Range:**

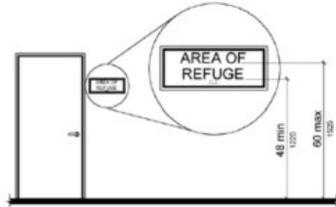
\$150 - \$1,500.00

**Recommendation:**

Install Accessible wall Signage designating deck area and stairway as areas of refuge.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Accessible Bathroom**

**Finding: 12**

The door exceeds the maximum allowable opening force.

Interior doors shall have a maximum opening force of 5 pounds.

These forces do not apply to the force required to retract latch bolts or disengage other devices that hold the door or gate in a closed position.

*2010 ADAS Section 404.2.9*

*Fire doors shall have a minimum opening force allowable by the appropriate administrative authority. The force for pushing or pulling open a door or gate other than fire doors shall be as follows: 1. Interior hinged doors and gates: 5 pounds (22.2 N) maximum. 2. Sliding or folding doors: 5 pounds (22.2 N) maximum. These forces do not apply to the force required to retract latch bolts or disengage other devices that hold the door or gate in a closed position.*

*1991 ADAS Section 4.13.11(2)*

*Other doors. (a) exterior hinged doors: (Reserved). (b) interior hinged doors: 5 lbf (22.2N) (c) sliding or folding doors: 5 lbf (22.2N) These forces do not apply to the force required to retract latch bolts or disengage other devices that may hold the door in a closed position.*

*2006 521 CMR Section 26.8.1(b)*

*interior hinged doors: five lbs.*

**Citation:**

2010 ADAS Section: 404.2.9

1991 ADAS Section: 4.13.11(2)

2006 521 CMR Section: 26.8.1(b)

**Budgeting Range:**

\$25 - \$150.00

**Recommendation:**

Two accessible restrooms on the second floor of the senior center takes 16 pounds of force to open. Decrease pressure so it is 5 pounds or less to gain access into and to exit from the accessible restroom

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



Internal: Accessible Bathroom

Finding: 13

The clear floor space around the toilet is obstructed by the chair stored in the restroom.

No fixtures are allowed in the clear floor space required for the toilet.

The required clearance around the water closet shall be permitted to overlap the water closet, associated grab bars, dispensers, sanitary napkin disposal units, coat hooks, shelves, accessible routes, clear floor space and clearances required at other fixtures, and the turning space. No other fixtures or obstructions shall be located within the required water closet clearance.

2010 ADAS Section 604.3.2

The required clearance around the water closet shall be permitted to overlap the water closet, associated grab bars, dispensers, sanitary napkin disposal units, coat hooks, shelves, accessible routes, clear floor space and clearances required at other fixtures, and the turning space. No other fixtures or obstructions shall be located within the required water closet clearance.

Citation: Budgeting Range:

2010 ADAS Section: 604.3.2

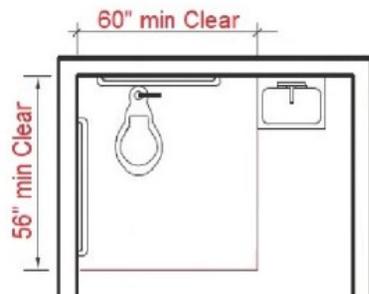
\$150 - \$250.00

Recommendation:

Remove Chair that blocks access to toilet for wheelchairs.

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Internal: Accessible Bathroom

Finding: 14

There is insufficient turning space within this room or space. A Circular space or a T-shaped space must be provided.

Turning space shall either be a 60" Circular Space or T-Shaped Space. Doors cannot swing into this space by more than 12 inches

Circular Space. The turning space shall be a space of 60 inches diameter minimum. The space shall be permitted to include knee and toe clearance.

T-Shaped Space. The turning space shall be a T-shaped space within a 60 inch square minimum with arms and base 36 inches wide minimum. Each arm of the T shall be clear of obstructions 12 inches minimum in each direction and the base shall be clear of obstructions 24 inches minimum. The space shall be permitted to include knee and toe clearance.

2010 ADAS Section 304.3.1

The turning space shall be a space of 60 inches (1525 mm) diameter minimum. The space shall be permitted to include knee and toe clearance complying with 306.

2010 ADAS Section 304.3.2

The turning space shall be a T-shaped space within a 60 inch (1525 mm) square minimum with arms and base 36 inches (915 mm) wide minimum. Each arm of the T shall be clear of obstructions 12 inches (305 mm) minimum in each direction and the base shall be clear of obstructions 24 inches (610 mm) minimum. The space shall be permitted to include knee and toe clearance complying with 306 only at the end of either the base or one arm.

1991 ADAS Section 4.22.3

The accessible fixtures and controls required in 4.22.4, 4.22.5, 4.22.6, and 4.22.7 shall be on an accessible route. An unobstructed turning space complying with 4.2.3 shall be provided within an accessible toilet room. The clear floor space at fixtures and controls, the accessible route, and the turning space may overlap.

Citation: Budgeting Range:

2010 ADAS Section: 304.3.1, 304.3.2

\$1,500 - \$9,500.00

1991 ADAS Section: 4.22.3

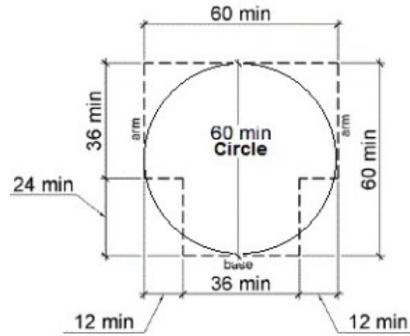
Recommendation:

Rotate lavatory and sink top allow 60" of space to maneuver into and out of shower

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)

Finding: 14 (Continued)



Internal: Accessible Bathroom

Finding: 15

Urinals lack grab bars for stability to assist mobility impaired individuals

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

Citation:

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

2006 521 CMR Section: 0.0

Budgeting Range:

\$150 - \$950.00

Recommendation:

Install grab bars on either side of urinals to assist with stability for mobility impaired individuals

Barrier Priority:

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



Internal: Accessible Bathroom

Finding: 16

Shower lacks any means of notifying staff if assistance is needed.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**  
2010 ADAS Section: Advisory \$1,500 - \$3,500.00

1991 ADAS Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Install alarm in shower that a user can summon help if needed.

**Barrier Priority:**

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)



Internal: Accessible Bathroom

Finding: 17

The coat hook is installed higher than 54 inches above the floor.

A coat hook shall be provided at a maximum height of 54 inches above the floor.

2006 521 CMR Section 30.6.1(d)  
A coat hook shall be provided at a maximum height of 54 inches (54" = 1372mm) above the floor.

**Citation:** **Budgeting Range:**  
2006 521 CMR Section: 30.6.1(d) \$25 - \$150.00

**Recommendation:**  
Lower coat hook to accessible height

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Stair Nosing**

**Finding: 19**

**Stair Nosing lack color contrast**

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory

\$1,500 - \$3,000.00

1991 ADAS Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

Install color contrast on nosing of each stair to ensure inclusion for visually impaired individuals

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Flooring contains rumble strips**

**Finding: 20**

**Several wooden floor pieces contain rumble strips that become a tripping hazard for anyone with a walker or crutches**

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:** **Budgeting Range:**

2010 ADAS Section: Advisory

\$1,500 - \$3,500.00

1991 ADAS Section: Advisory

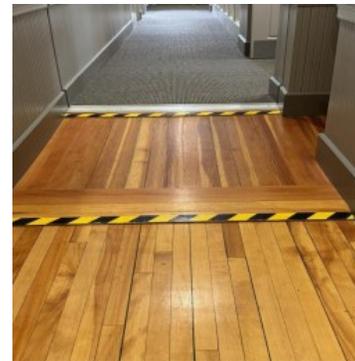
2006 521 CMR Section: 0.0

**Recommendation:**

investigate removing these strips and instead apply an even transition to smooth the gap between each piece of wood flooring.

**Barrier Priority:**

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)



**Internal: Coat rack**

**Finding: 21**

The closet rod in the exercise room, is positioned too high for either a side or front approach.

Where a clear floor or ground space allows a parallel or front approach and the side reach is unobstructed, the high side reach shall be 48 inches maximum above the finish floor or ground and the low side reach shall be 15 inches minimum above the finish floor or ground.

2010 ADAS Section 308.2.1

Where a forward reach is unobstructed, the high forward reach shall be 48 inches (1220 mm) maximum and the low forward reach shall be 15 inches (380 mm) minimum above the finish floor or ground.

2010 ADAS Section 308.3.1

Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches (1220 mm) maximum and the low side reach shall be 15 inches (380 mm) minimum above the finish floor or ground.

**Citation:**

2010 ADAS Section: 308.2.1, 308.3.1

**Budgeting Range:**

\$1,500 - \$3,500.00

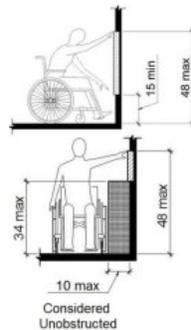
**Recommendation:**

Lower all closet rods so that they are available to use by anyone with a mobility impairment.

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)

**Finding: 21 Additional Finding Photos**



Internal: Library

Finding: 22

The door opening contains projections into the required door maneuvering clearances.

Maneuvering clearances shall extend the full width of the doorway and the required latch side or hinge side clearance.

2010 ADAS Section 404.2.4

Minimum maneuvering clearances at doors and gates shall comply with 404.2.4. Maneuvering clearances shall extend the full width of the doorway and the required latch side or hinge side clearance.

1991 ADAS Section 4.13.6

Minimum maneuvering clearances at doors that are not automatic or power-assisted shall be as shown in Fig. 25. The floor or ground area within the required clearances shall be level and clear.

Citation:

2010 ADAS Section: 404.2.4

1991 ADAS Section: 4.13.6

Budgeting Range:

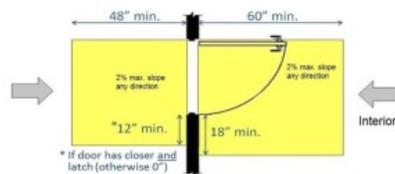
\$1,500 - \$6,500.00

Recommendation:

Remove book donations storage cart that is blocking the 30"x48" clear floor space required to open the door to the library.

Barrier Priority:

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



Internal: Library

Finding: 23

The shelf or storage facility is positioned too high for either a side or front approach.

Where a clear floor or ground space allows a parallel or front approach and the side reach is unobstructed, the high side reach shall be 48 inches maximum above the finish floor or ground and the low side reach shall be 15 inches minimum above the finish floor or ground.

2010 ADAS Section 308.2.1

Where a forward reach is unobstructed, the high forward reach shall be 48 inches (1220 mm) maximum and the low forward reach shall be 15 inches (380 mm) minimum above the finish floor or ground.

2010 ADAS Section 308.3.1

Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches (1220 mm) maximum and the low side reach shall be 15 inches (380 mm) minimum above the finish floor or ground.

Citation:

2010 ADAS Section: 308.2.1, 308.3.1

Budgeting Range:

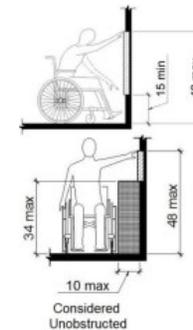
\$1,500 - \$4,500.00

Recommendation:

Ensure all books are available in an accessible reach range.

Barrier Priority:

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)



**Internal: Door Weights**

**Finding: 24**

The door exceeds the maximum allowable opening force.

Interior doors shall have a maximum opening force of 5 pounds.

These forces do not apply to the force required to retract latch bolts or disengage other devices that hold the door or gate in a closed position. Community service store takes 20 pounds of pressure to open. The library is coming in at 12 pounds of pressure to open arts and crafts room is roughly 9 miles of pressure to get out of the room.

2010 ADAS Section 404.2.9

Fire doors shall have a minimum opening force allowable by the appropriate administrative authority. The force for pushing or pulling open a door or gate other than fire doors shall be as follows: 1. Interior hinged doors and gates: 5 pounds (22.2 N) maximum. 2. Sliding or folding doors: 5 pounds (22.2 N) maximum. These forces do not apply to the force required to retract latch bolts or disengage other devices that hold the door or gate in a closed position.

1991 ADAS Section 4.13.11(2)

Other doors. (a) exterior hinged doors: (Reserved). (b) interior hinged doors: 5 lbf (22.2N) (c) sliding or folding doors: 5 lbf (22.2N) These forces do not apply to the force required to retract latch bolts or disengage other devices that may hold the door in a closed position.

2006 521 CMR Section 26.8.1(b)

interior hinged doors: five lbs.

**Citation:**

2010 ADAS Section: 404.2.9

1991 ADAS Section: 4.13.11(2)

2006 521 CMR Section: 26.8.1(b)

**Budgeting Range:**

\$25 - \$150.00

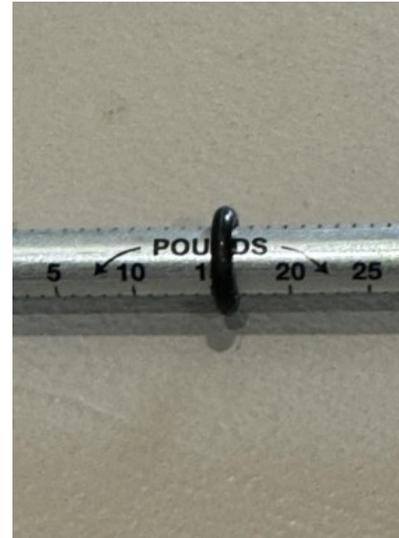
**Recommendation:**

Have maintenance decrease the pressure on internal doors so that it's no greater than 5 pounds to open

**Barrier Priority:**

Important (2): Should be completed as soon as possible. (Includes; Findings that would remove barriers to the greatest number of people to your goods and services)

**Finding: 24 (Continued)**



## Site Accessibility Evaluation



**Pine Grove Cemetery (Office)**  
**68 Forge Village Rd**  
**Westford, MA 01886**  
**Accessibility Evaluation**  
**Inspection Date: 06/30/2024**  
**Inspectors: Joe Prochilo**

Prepared By

**Direct Access**

(727) 478 - 2652

[www.directaccessgp.com](http://www.directaccessgp.com)

Powered by  BlueDAG

**Pine Grove Cemetery (Office) - 68 Forge Village Rd Westford, MA 01886**

**Pre-Visit Information: Little exists**

### Finding: 1

There is limited preview information online about Pinegrove cemetery and its facilities. There are no access guides available to assist people with disabilities prior to their visit.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

### Citation:

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

### Recommendation:

International guidance such as BS8300 (British Standards) highlights the importance of communication prior to the site visit. Guidance states that clear and accurate pre-visit information via websites, literature, social media or telecommunications that is easy to access should be available. Should be available in alternative formats, including details of modes of transport, parking, drop off, and what level of accessibility to expect on arrival.

### Barrier Priority:

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

Direct Access  
(727) 478 - 2652

[www.directaccessgp.com](http://www.directaccessgp.com)  
Powered by  BlueDAG

**Pre-Visit Information: Little exists**

**Finding: 2**

Street addresses do not always point to the precise locations. This means that people with disabilities sometimes must travel further to gain an accessible point of access. An innovative idea that could be implemented for every site is What3Words.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:**

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Recommendation:**

What3Words has given every 3m in the world a unique 3 word address. . The 3 word address for Pine Grove Cemetery is //systems.washroom.creates. Ensure that this address is added to the website.

**Barrier Priority:**

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

**External: Parking**

**Finding: 3**

There are no accessible parking stalls.

Each lot where parking is provided for the public as clients, guests or employees, shall provide accessible parking and shall be located on the shortest accessible route of travel from adjacent parking to an accessible entrance.

There are a total of 12 parking stalls in the parking lot that could be reasonably associated with this facility. There should be a minimum of 1 accessible stalls with a minimum of 1 being designed as van accessible.

2010 ADAS Section 208.2  
Parking spaces complying with 502 shall be provided in accordance with Table 208.2 except as required by 208.2.1, 208.2.2, and 208.2.3. Where more than one parking facility is provided on a site, the number of accessible spaces provided on the site shall be calculated according to the number of spaces required for each parking facility.

1991 ADAS Section 4.1.2(5)(a)  
If parking spaces are provided for self-parking by employees or visitors, or both, then accessible spaces complying with 4.6 shall be provided in each such parking area in conformance with the table below. Spaces required by the table need not be provided in the particular lot. They may be provided in a different location if equivalent or greater accessibility, in terms of distance from an accessible entrance, cost and convenience is ensured. Except as provided in (b), access aisles adjacent to accessible spaces shall be 60 in (1525 mm) wide minimum.

1991 ADAAG Section 4.1.2(5)(a)  
If parking spaces are provided for self- parking by employees or visitors, or both, then accessible spaces complying with 4.6 shall be provided in each such parking area in conformance with the table below. Spaces required by the table need not be provided in the particular lot. They may be provided in a different location if equivalent or greater accessibility, in terms of distance from an accessible entrance, cost and convenience is ensured. Except as provided in (b), access aisles adjacent to accessible spaces shall be 60 in (1525 mm) wide minimum.

**Citation:**

2010 ADAS Section: 208.2

1991 ADAS Section: 4.1.2(5)(a)

1991 ADAAG Section: 4.1.2(5)(a)

**Budgeting Range:**

\$1,500 - \$9,500.00

**Recommendation:**

Install a designated van accessible accessible parking area with corresponding access aisle.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in

violation of the codes at the time of construction, or pose an imminent safety threat)

**External: Ramp**

**Finding: 4**

Pressure treated lumber cracking in spots and should be replaced.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:**

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Budgeting Range:**

\$1,500 - \$9,500.00

**Recommendation:**

Remove cracked pressure treated lumber and replace to ensure ramp remains firm, stable and slip resistant.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Total Number of Parking Spaces Provided in Parking Facility	Minimum Number of Required Accessible Parking Spaces
1 to 25	1
26 to 50	2
51 to 75	3
76 to 100	4
101 to 150	5
151 to 200	6
201 to 300	7
301 to 400	8
401 to 500	9
501 to 1000	2 percent of total
1001 and over	20, plus 1 for each 100, or fraction thereof, over 1000

**Finding: 4** (Continued)



**External: Ramp**

**Finding: 5**

Elevation difference of 3/4" between landing area, office entrance and ramp run which causes a potential tripping hazard.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

**Citation:**

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

**Budgeting Range:**

\$150 - \$950.00

**Recommendation:**

fix landing area so that there is a smooth transition between the landing, the ramp run and the office entrance.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)

Finding: 5 (Continued)



External: Wayfinding

Finding: 6

There is no accessible map of the building or any accessible wayfinding to the grounds.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

Citation:

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

Budgeting Range:

\$7,500 - \$12,500.00

Recommendation:

Direct Access can provide tactile braille map boards utilizing a multitude of formats to ensure inclusion.

Barrier Priority:

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

### External: Wayfinding

#### Finding: 7

There is no tactile and braille maps available for the building or any accessible wayfinding of the grounds.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

<b>Citation:</b>	<b>Budgeting Range:</b>
------------------	-------------------------

2010 ADAS Section: Advisory	\$500 - \$1,000.00
-----------------------------	--------------------

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

#### Recommendation:

It is recommended that swell paper tactile and braille maps are available for the building on request. Swell paper is a specialist paper that raises black ink once inserted into a heat machine presenting increased levels of accessibility for those with visual impairments. Direct Access can design and produce them if desired.

#### Barrier Priority:

Recommended (5): Should be completed but not necessarily required. (Includes findings and or elements that may have been in compliance with previous editions of the codes and standards but have since changed. Generally, these items are easily modified to provide the greatest degree of access as well as compliance with the most current codes and standards)

### External: Entry Door

#### Finding: 8

There are several issues with the Entry Door.  
The door operating hardware requires tight grasping, pinching or twisting of the wrist to operate.

Hand-activated hardware, handles, pulls, latches, locks, and other operating devices on accessible elements shall have a shape that is easy to grasp with one hand and does not require tight grasping, pinching or twisting of the wrist to operate.

The entrance does not contain signage with raised lettering or braille and lacks the International Symbol of Accessibility (ISA).

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

<b>Citation:</b>	<b>Budgeting Range:</b>
------------------	-------------------------

2010 ADAS Section: Advisory	\$500 - \$1,500.00
-----------------------------	--------------------

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

#### Recommendation:

Replace the "office door sign" with an accessible entrance sign that bears the International Symbol of Accessibility along with raised lettering and braille characters. Replace the door knob and lock mechanism with accessible door hardware.

#### Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)

Finding: 8 (Continued)

Internal: Restroom

Finding: 9

The restroom door contains non-compliant door opening hardware. Minimum maneuvering spaces on the pull/push sides of the door does not exist. Maneuvering clearance is impacted by folding chairs stored behind the door within the bathroom and lockers are stored impacting clearance to the toilet. Lack of clearance once inside the bathroom compartment prohibits one from closing the bathroom door for privacy anyone with a mobility device.

The drainage pipe under the sink is not insulated. The restroom does not have the required minimum clear floor space or maneuvering clearances for the toilet and the lavatory. Grab bars are missing. Accessories, such as toilet seat covers, paper towel holders, garbage cans, hand dryers, and mirrors are either too high or without clear floor space or both.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

Citation:

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

Budgeting Range:

\$1,500 - \$9,500.00

Recommendation:

Remove obstructions from the bathroom to allow for proper maneuvering clearances at toilet and lavatory. Install accessible compliant door hardware, install grab bars on the rear and side wall of the toilet,

Barrier Priority:

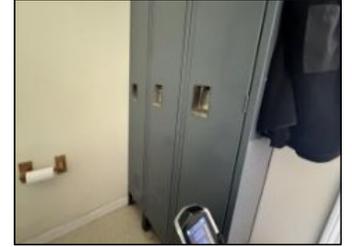
High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Finding: 9 (Continued)



Finding: 9 Additional Finding Photos



**Internal: Restroom**

**Finding: 10**

The restroom contains storage items and/or supplies which obstruct the clear floor and/or turning space within the restroom.

An unobstructed turning space complying with 521 CMR 6.3, Wheelchair Turning Space shall be provided within an accessible toilet room. The clear floor space at fixtures and controls, the accessible route, and the turning space may overlap.

2006 521 CMR Section 30.5

An unobstructed turning space complying with 521 CMR 6.3, Wheelchair Turning Space shall be provided within an accessible toilet room. The clear floor space at fixtures and controls, the accessible route, and the turning space may overlap.

**Citation:**

2006 521 CMR Section: 30.5

**Budgeting Range:**

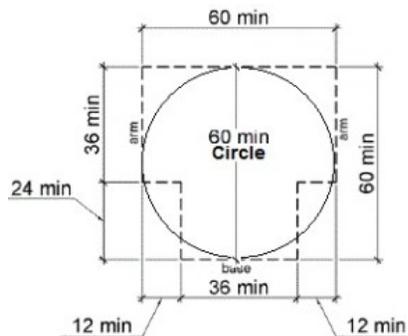
\$500 - \$4,500.00

**Recommendation:**

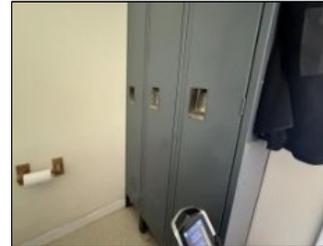
Remove folder chairs from behind door and remove the lockers from the bathroom to increase the amount of clear floor space required for a wheelchair

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Finding: 10 Additional Finding Photos**



**Internal: Restroom**

**Finding: 11**

A compliant room identification sign is missing on the strike side of the door.

Wall signs identifying permanent rooms and spaces of a building shall be a horizontal format and the characters raised 1/32 inch minimum and shall be sans serif uppercase characters a minimum of 5/8 inch and a maximum of 2 inches high. Contracted Grade 2 Braille shall be in a horizontal format and shall be placed a minimum of 3/8 inch and a maximum of 1/2 inch directly below the tactile characters; flush left or centered. Signs with raised characters or Braille shall be located 48 inches minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character and 60 inches maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character.

2010 ADAS Section 216.2

Interior and exterior signs identifying permanent rooms and spaces shall comply with 703.1, 703.2, and 703.5. Where pictograms are provided as designations of permanent interior rooms and spaces, the pictograms shall comply with 703.6 and shall have text descriptors complying with 703.2 and 703.5.

1991 ADAS Section 4.30.6

Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 in (1525 mm) above the finish floor to the centerline of the sign. Mounting location for such signage shall be so that a person may approach within 3 in (76 mm) of signage without encountering protruding objects or standing within the swing of a door.

1991 ADAAG Section 4.30.6

Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 in (1525 mm) above the finish floor to the centerline of the sign. Mounting location for such signage shall be so that a person may approach within 3 in (76 mm) of signage without encountering protruding objects or standing within the swing of a door.

**Citation:**

2010 ADAS Section: 216.2

1991 ADAS Section: 4.30.6

1991 ADAAG Section: 4.30.6

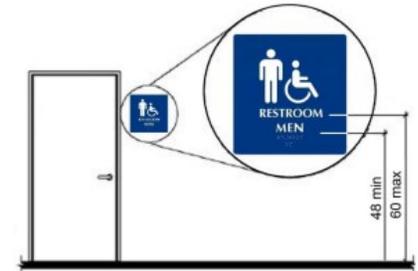
**Recommendation:**

Install a compliant Restroom sign with raised lettering, pictogram and braille at the correct height and location.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in

violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Restroom**

**Finding: 12**

Accessible toilets must have grab bars installed.

The side grab bar must extend at least 54 inches minimum beyond the rear wall and start a maximum of 12 inches from the rear wall.

The rear grab bar must be a minimum of 36 inches long and extend from the centerline of the toilet 12 inches minimum on one side and 24 inches minimum on the other side.

Grab bars shall be installed in a horizontal position, 33 inches minimum and 36 inches maximum above the finish floor measured to the top of the gripping surface.

2010 ADAS Section 604.5

Grab bars for water closets shall comply with 609. Grab bars shall be provided on the side wall closest to the water closet and on the rear wall.

**Citation:** **Budgeting Range:**

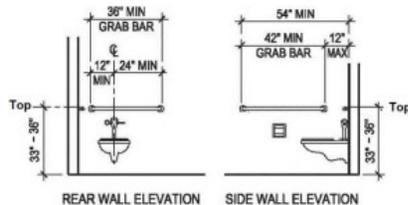
2010 ADAS Section: 604.5 **\$500 - \$1,500.00**

**Recommendation:**

Install grab bars on the wall and behind the toilet to enable someone with a disability to use the restroom.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



**Internal: Restroom**

**Finding: 13**

The centerline of the toilet is not a minimum of 42 inches to the furthest wall.

The centerline of the water closet shall be located 18 inches from the nearest side wall and at least 42 inches from the farthest side wall or the closest edge of an adjacent fixture. There shall be at least 42 inches clearance between the front edge of the water closet and the nearest wall or fixture.

2006 521 CMR Section 30.7.2

Location: The centerline of the water closet shall be located 18 inches (18"= 457mm) from the nearest side wall and at least 42 inches (42" = 1067mm) from the farthest side wall or the closest edge of an adjacent fixture. There shall be at least 42 inches (42" = 1067mm) clearance between the front edge of the water closet and the nearest wall or fixture.

**Citation:** **Budgeting Range:**

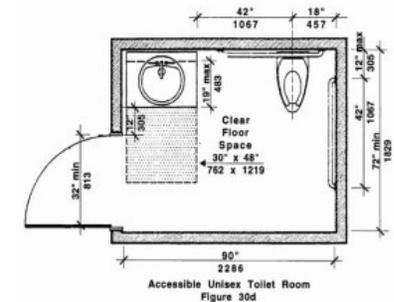
2006 521 CMR Section: 30.7.2 **\$1,500 - \$6,500.00**

**Recommendation:**

Modify the accessible restroom to ensure the restroom meets all requirements for accessibility.

**Barrier Priority:**

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Internal: Restroom

Finding: 14

The shelf is mounted higher than 40 inches above the floor.

The top of any shelf and or bottom of any mirror that is provided above a sink shall be set with the bottom edge of the reflecting surface no higher than 40 inches above the finish floor. See Fig. 30i.

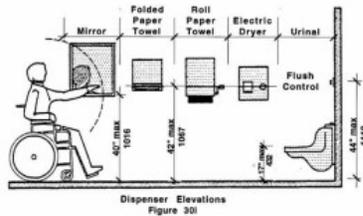
2006 521 CMR Section 30.11

The top of any shelf and or bottom of any mirror that is provided above a sink shall be set with the bottom edge of the reflecting surface no higher than 40 inches (40" = 1016mm) above the finish floor. See Fig. 30i.

Citation: Budgeting Range:
2006 521 CMR Section: 30.11 \$150 - \$850.00

Recommendation: Lower the mirror and bins so they are no more than 40" above the finished floor.

Barrier Priority: High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)



Internal: Restroom

Finding: 15

The water and drain pipes under the lavatory are not adequately insulated.

Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. There shall be no sharp or abrasive surfaces under lavatories and sinks.

2010 ADAS Section 606.5

Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. There shall be no sharp or abrasive surfaces under lavatories and sinks.

1991 ADAS Section 4.19.4 Hot water and drain pipes under lavatories shall be insulated or otherwise configured to protect against contact. There shall be no sharp or abrasive surfaces under lavatories.

1991 ADAAG Section 4.19.4 Hot water and drain pipes under lavatories shall be insulated or otherwise configured to protect against contact. There shall be no sharp or abrasive surfaces under lavatories.

2006 521 CMR Section 30.9.5

Piping: Sink traps and drains shall be located as close to rear walls as possible. Hot water and drain pipes exposed under sinks shall be recessed, insulated, or guarded. There shall be no sharp or abrasive surfaces under sinks.

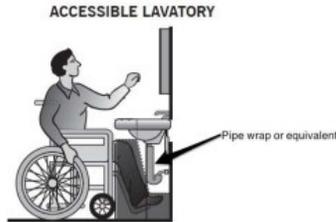
Citation: Budgeting Range:
2010 ADAS Section: 606.5 \$150 - \$450.00

1991 ADAS Section: 4.19.4
1991 ADAAG Section: 4.19.4
2006 521 CMR Section: 30.9.5

Recommendation: Insulate the pipes under the sink into ensure all safety measures are followed for individuals with disabilities.

Barrier Priority: High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)

Finding: 15 (Continued)



Internal: Exit Door

Finding: 16

Exit to shed portion of Cemetery Office is not accessible. If primary exit/entrance is blocked an accessible secondary exit should be used.

2010 ADAS Section Advisory  
None

1991 ADAS Section Advisory  
None

1991 ADAAG Section Advisory  
None

2006 521 CMR Section 0.0  
N/A

Citation:

2010 ADAS Section: Advisory

1991 ADAS Section: Advisory

1991 ADAAG Section: Advisory

2006 521 CMR Section: 0.0

Budgeting Range:

\$1,500 - \$9,500.00

Recommendation:

Modify exit to ensure a smooth transition to an accessible flat landing area from the inside to the outside of the rear office door.

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)

Finding: 16 (Continued)



Finding: 16 Additional Finding Photos



Internal: Office

Finding: 17

The floor space is insufficiently not accessible because there is not adequate clear floor space for an approach.

The clear floor or ground space shall be 30 inches minimum by 48 inches minimum.

2010 ADAS Section 305.3

The clear floor or ground space shall be 30 inches (760 mm) minimum by 48 inches (1220 mm) minimum

1991 ADAS Section 4.2.4.1

The minimum clear floor or ground space required to accommodate a single, stationary wheelchair and occupant is 30 in by 48 in (760 mm by 1220 mm) (see Fig. 4(a)). The minimum clear floor or ground space for wheelchairs may be positioned for forward or parallel approach to an object (see Fig. 4(b) and (c)). Clear floor or ground space for wheelchairs may be part of the knee space required under some objects.

1991 ADAAG Section 4.2.4.1

Size and Approach. The minimum clear floor or ground space required to accommodate a single, stationary wheelchair and occupant is 30 in by 48 in (760 mm by 1220 mm) (see Fig. 4(a)). The minimum clear floor or ground space for wheelchairs may be positioned for forward or parallel approach to an object (see Fig. 4(b) and (c)). Clear floor or ground space for wheelchairs may be part of the knee space required under some objects.

2006 521 CMR Section 6.4.1

The minimum clear floor or ground space required to accommodate a single, stationary wheelchair and occupant is 30 inches by 48 inches (30"x 48" = 762mm x 1219mm) (See Fig. 6e). The minimum clear floor or ground space for wheelchairs may be positioned for forward or parallel approach to an object (See Fig. 6f and 6g). Clear floor or ground space for wheelchairs may be part of the knee space required under objects.

Citation:

2010 ADAS Section: 305.3

1991 ADAS Section: 4.2.4.1

1991 ADAAG Section: 4.2.4.1

2006 521 CMR Section: 6.4.1

Budgeting Range:

\$150 - \$1,500.00

Recommendation:

modify the internal office layout to ensure an individual with a mobility device is able to get into each desk and file cabinet.

Barrier Priority:

High (1): Should be completed immediately. (Includes; Findings that have little or no cost, were in violation of the codes at the time of construction, or pose an imminent safety threat)

Finding: 17 (Continued)

