



ADA Self-Assessment & Transition Plan

November 7, 2023

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Agenda



- 1. Background**
- 2. Project**
- 3. Findings**
 - Programs, services, and activities
 - Website
 - Facilities
- 5. Review**
- 6. Actions taken**
- 7. Next Steps**

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Background



- **Title II, Americans with Disabilities Act requires that state & local entities:**
 - Do not discriminate against people with disabilities in their programs, services, and activities.
 - Must take steps to examine programs and set a compliance plan
- **Programs, services, and activities, when viewed in entirety, are accessible & usable by people with disabilities**
 - Priority - ensuring “Program Access”
 - Goal - equal participation

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Project



- **Hired Institute for Human Centered Design to:**
 - Prepare Assessments of:
 - Town policies, procedures, and web site
 - 10 town buildings & facilities
 - 5 School buildings
 - 16 outdoor facilities – parks, playgrounds, lots
 - 2.7 miles of sidewalk, in Hingham Square & Center
 - Create a Transition Plan – a master list of corrective actions.
 - Prioritized for impact
 - Assigned level of effort



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Findings – Programs, Services, Activities



- **Designate a responsible employee**
 - Town met obligation to designate a responsible employee

- **Grievance procedure**
 - Hingham has a grievance procedure for members of the public, but most survey respondents were not aware of it

- **Notice of ADA requirements**
 - Survey results suggest town does not have a uniform policy on posting ADA nondiscrimination notices for members of the public

Findings – Programs, Services, Activities



- **Reasonable modification of policies practices and procedures**
 - No evidence town was unable to provide a reasonable modification upon request

- **Employment & reasonable accommodation**
 - No evidence town has failed to provide reasonable accommodation to employees

- **Effective communications – aids & devices**
 - Town ADA Notice & Grievance procedures state commitments to provide effective communication via alternative formats but survey responses were mixed

Findings – Facilities



- **31 reports – municipal buildings, school buildings & outdoor spaces**
 - Facility background
 - Key accessibility issues
 - Best practices/inclusive design
 - Catalog listing – location, type, photo, issues recommendations
- **Reflect two standards:**
 - 2010 ADA Standards for Accessible Design
 - 2006 – 521 CMR, Mass Architectural Access Board (MAAB)
 - Where codes differ, compliance required w/ more stringent code

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Findings – Facilities



Town Hall



Town of Hingham
ADA Transition Plan

October 2023



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Background

Year Built: Building C (1977), Buildings A and B: School Department and Senior Center (1965)

Year Renovated: 1998

Hingham Town Hall is located at 210 Central Street. In addition to Town Hall, departments housed at the facility include the Police Department, the senior center, the Recreation Department and the School Department.

The facility consists of four (4) buildings with connectors between the four (4) buildings. Building A is one (1) story and located on the south side. It contains the senior center, and the booking area and holding cells for the Police Department. The senior center contains a sitting area, a kitchen, a large classroom, a small classroom, a multipurpose room, and women's and men's toilet rooms. The north side of Building A connects to Building B.

Building B is located north of Building A and has three (3) stories. The levels of the building are connected by one (1) elevator, one (1) lift and stairways. The first floor has accessible entrances to the School Department and the Police Department, the reception area of the Police Department, a licensing office, and men's and women's toilet rooms. The second floor of Building B contains police department offices including the records office, the prosecutor's office, the detective's office, the administrative lieutenant's office, the deputy chief's office, the chief's office, and the Regional Communications Center. The third floor contains school department offices, including a conference room and offices for the superintendent, assistant superintendent, Payroll Department and Accounting Department.

Building C has one (1) accessible entrance on the northeast side, one (1) inaccessible entrance on the north side, and the main accessible entrance on the west side. This building has four (4) floors that are connected by an elevator and five (5) stairwells. The basement is used by the Recreation Department and contains a fitness room, a gym, a storage room, a spinning

classroom, a yoga classroom and men's and women's multi-user toilet rooms. The basement connects to Building D via a stairwell. The first floor contains the main entrance to Town Hall, the Town clerk's office, the treasurer/collector's office, a social worker's office, the Health Department, the Board of Assessor's office, a voting area, and a women's toilet room. The first floor connects to Building D on the south side via a ramp. The second floor contains Sanborn Auditorium, a staff lounge that is open to the public, the veteran's services office, the Human Resources office, the central meeting room, the Planning Board office, the conservation office, the Building and Zoning Departments, and men's and women's multi-user toilet rooms. The second floor provides a connection to Building B on the south side via a stairwell. The third floor contains the balcony level of Sanborn Auditorium, the accounting office, the Select Board/Town Administrator's office, the north, south and east hearing rooms, the committee room and IT Department, and multi-user men's and women's toilet rooms. The third floor of Building C connects to Building B via a stairway.

Building D is located on the northeast side. It is one (1) story with one (1) accessible entrance. The building contains facilities for the Recreation Department, including a game room and an office. The south side of the building connects to the basement of Building C via a set of stairs.

Town Hall has 109 parking spaces. There is a parking lot on the north side of Buildings C and D and a parking lot on the south side of Buildings A and B. Additionally, parallel parking is provided in front of Building C.

Key Accessibility Issues

Exterior Routes

Accessibility issues include routes with surface openings that are greater than allowed, routes with changes in level greater than allowed, routes that are not stable, firm and slip-resistant, routes with excessive cross slopes, routes that are not maintained in operable working condition, and routes that do not prevent accumulation of water.

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Findings – Facilities



Town Hall

Note: For program access, ensure that members of the public can be accompanied to an accessible sink in the police station.

Additional Accessibility Issues

- Lack of accessible service counters in the Police Department booking area and in the Planning Board office.
- Operable parts such as pamphlets, fire extinguishers and coat hooks are located higher than allowed.
- Knee or toe clearance is not provided at work surfaces in eight (8) locations.
- Picnic tables on the patio by the auditorium and by the senior center lack knee and toe clearance positioned for a forward approach. In addition, the picnic table on the patio by the auditorium is not located on an accessible route and the surface at the picnic table is not stable, firm and slip-resistant.
- Lack of an accessible route to the bench by the main entrance to Town Hall and by the Central Street bus stop.
- Drinking fountains are not provided for standing user in three (3) locations and a drinking fountain is not provided for a seated user in one (1) location.
- In the fitness room in the basement of Building C, one of each type of exercise equipment does not have clear floor space positioned for transfer.

Best Practice and Inclusive Design

Best practice and inclusive design recommendations include elements that are not required in the standards but may create enhanced experiences for all users.

- Recommend providing one (1) accessible parallel parking space by the main entrance to Town Hall. Provide signage with the International Symbol of Accessibility (ISA) at the head of the parking space to reserve it for people using H-P platters or placards. See Figure 1.



The senior center parking lot is often full and people must park a great distance away from the building entrance. IHCD recommends providing additional perpendicular or angled accessible parking spaces in the red highlighted area by the senior center shown below in Figure 2.



- Recommend providing visually contrasting strips on each stair tread.
- Recommend using a larger font on the signage that identifies the cabinets in the kitchen of the senior center.
- Recommend providing signage with raised characters and braille on the latch side of the door to all permanent rooms that lack designation signage.

- Recommend providing a bench by the drop off area for the senior center so that people are able to see when their ride arrives. Recommend providing an enclosure for inclement weather.
- Recommend creating a compliant passenger loading zone in front of the senior center. (Provide a marked access aisle that is at least 60" wide and that extends the full length of the vehicle. Provide a sign that includes the International Symbol of Accessibility (ISA) at the head of the space. Locate the sign so that the bottom is 60" min. above the ground and the top is 96" max. above the ground.)
- The entrance to the senior center is obscured by plantings. Recommend placing a sign denoting the main entrance to the senior center at the following location. See Figure 3.



- Recommend providing a 36" min. by 48" min. stable, firm and slip-resistant surface adjacent to at least one bench in the exterior area where benches are provided in a manner that is substantially similar to what is shown in Figure 4.

Figure 4 shows a stable, firm and slip-resistant surface adjacent to a bench positioned to allow a person in a wheelchair mobility device and a person sitting on the bench to have their shoulders aligned.

Findings – Facilities



Town of Hingham Town Hall

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Metrics	Recommendations	Quantity	Notes
Approach and Entrance											
Exterior Access Route											
1	Building C, Route From Central Auditorium (Near South)	Ext.		Exterior Access Route	Walkway		Surface openings = 1/2" and changes = 1/4". Surface is not stable, firm, and slip-resistant.		Rear pavement so that openings are 1/2" max. After change in level to be 1/4" high max.	1	
2	South Accessible Parking by Building A, Senior Center to Building A, Senior Center Drop-Off	Ext.		Exterior Access Route	Exterior		Cross slope = 1.93 (2.00%)	3.2%	Reduce cross slope to be no steeper than 1.93 (2.00%).	1	
3	Building B, Senior Department to Building B, Police Station	Ext.		Exterior Access Route	Walkway		Cross slope = 1.93 (2.00%)	3.1%	Reduce cross slope to be no steeper than 1.93 (2.00%).	1	
4	Building B, Police Station to Building C, Town Hall	Ext.		Exterior Access Route	Walkway		Cross slope = 1.93 (2.00%)	4.1%	Reduce cross slope to be no steeper than 1.93 (2.00%).	1	
5	Building C, Town Hall to Building D, Recreation Department	Ext.		Exterior Access Route	Walkway		Cross slope = 1.93 (2.00%)	5.2%	Reduce cross slope to be no steeper than 1.93 (2.00%).	1	

Transition Plan



- **Sortable spreadsheets:**

- Separate sheets for:
 - Municipal buildings
 - Schools
 - Outdoor sites
- Captures all issues/barriers & remedies in one place
- Each issue prioritized & assigned level of effort
- Project management tracking

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Transition Plan (portion)



Town of Hingham: Priority for ADA Transition Plan - Municipal Buildings

Priorities:
 Priority 1: Program Access* or Safety
 Priority 2: Navigational Issue
 Priority 3: Additional Access*
 Priority 4: Enhanced Usability

***Note:**
 Some toilet rooms issues compromise Program Access. Some toilet rooms with less central issues (e.g., partially accessible toilet rooms), fall under Additional Access.

HCDC Cost Estimation Notes:
 -Cost based on a national average. Cost is not based on prevailing wage.
 -Cost of design not provided.
 -Cost for maintenance issues, exterior renovations, renovation to handrails, and cost for lockers not provided.
 Estimates are intended as a guide to budgeting accessibility modifications and are not intended to be absolutely comprehensive or definitive.

Estimated Level of Effort Categories
 - In Interior and Exterior Costing Provided by Town
 \$0 to \$1,000
 \$1,000 to \$50,000
 \$50,000 to \$500,000
 \$500,000 and Over

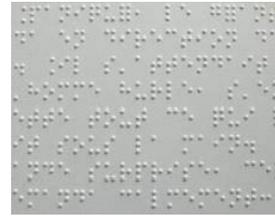
Information Provided by Institute for Human Centered Design											Project Management for the Town of Hingham				
ID	Facility Name	Element	Issue/Physical Barrier	Location	FL	Rel.	Town Priority	Priority for Barrier Removal	Remedies	Quantity	Level of Effort	Est. Cost	Project Start Date	Project Completion Date	Responsible for Barrier Removal
1	Central Fire Station	A. Exterior Access Route	G. Cross slope > 1:50 (2.00%)	Main Street Sidewalk - Route to Parking	Ext.		Priority 3	Additional Access	Reduce cross slope to be no steeper than 1:50 (2.00%).	1	-				
2	Central Fire Station	A. Exterior Access Route	G. Cross slope > 1:50 (2.00%)	Main Street Sidewalk - Route to Parking	Ext.		Priority 3	Additional Access	Reduce cross slope to be no steeper than 1:50 (2.00%).	1	-				
3	Central Fire Station	A. Exterior Access Route	G. Cross slope > 1:50 (2.00%)	Sidewalk - Route to Parking	Ext.		Priority 3	Additional Access	Reduce cross slope to be no steeper than 1:50 (2.00%).	1	-				
4	Central Fire Station	A. Exterior Access Route	G. Cross slope > 1:50 (2.00%)	Sidewalk - Route to Parking	Ext.		Priority 3	Additional Access	Reduce cross slope to be no steeper than 1:50 (2.00%).	1	-				
5	Central Fire Station	A. Exterior Access Route	G. Cross slope > 1:50 (2.00%)	Sidewalk - Route to Main Entrance	Ext.		Priority 3	Additional Access	Reduce cross slope to be no steeper than 1:50 (2.00%).	1	-				
6	Central Fire Station	A. Exterior Access Route	G. Cross slope > 1:50 (2.00%) H. Running slope > 1:20 (5.00%)	Sidewalk - Route to Parking	Ext.		Priority 1	Program Access	Reduce cross slope to be no steeper than 1:50 (2.00%). Reduce running slope to be no steeper than 1:20 (5.00%).	1	-				
7	Central Fire Station	A. Exterior Access Route	M. Route not maintained in operable working condition	Sidewalk - Main Street Route to Parking	Ext.		Priority 1	Program Access	Ensure the accessible route is maintained in operable working condition. Repair route at transition between materials.	1	-				
8	Central Fire Station	B. Curb Ramp	A. Curb ramp not provided	Sidewalk - Route to Main Entrance	Ext.		Priority 1	Program Access	Provide a curb ramp.	1	-				
9	Central Fire Station	C. Off-Street Parking Lot or Garage	A. Total # of parking spaces B. Total # of designated accessible parking spaces C. Sign does not have the designation "Van Accessible"	Parking Lot	Ext.		Priority 1	Program Access	Add the designation "Van Accessible" to the sign located at the van accessible space. Ensure that nothing is stored in the parking space.	1	-				
10	Central Fire Station	H. Emergency Exit	B. Tactile sign not provided at exit D. Illuminated in. Symbol of Acc not provided (MABA 2006)	Main Entrance	1		Priority 1	Program Access	Provide tactile exit signs with raised characters and braille at exit doors. Mount signs between 48"-60" above the finished floor located on the latch side of the door. Provide an illuminated sign with the International Symbol of Accessibility (ISA).	1	\$0 to \$1,000				

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Review



- **First draft reports**
 - ATA/O
 - Department Heads & Committees
- **Second draft reports**
 - Commission on Disabilities
 - Public review /comment
 - Online, in pdf and MS-Word
 - Hingham Public Library, in print & Braille formats
- **Public Hearing – 9/27**
 - Hosted by CoD, by Zoom



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Implementation



- **IT/Web Site**
 - Met w/ Commission on Disability
 - Site update w/ CivicPlus; addressed compliance & best practices
 - Deployed Userway accessibility tool
 - New copier/scanners that create searchable pdfs
- **Town Meeting**
 - Dedicated seating for those w/ disabilities
 - Large format warrant book
 - Live projected transcription
- **Address in new construction**
 - Public Safety Facility, new elementary school, Cronin playground



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Next Steps



- **File plan w/ Town Administrator for adoption**
- **Share with Massachusetts Office on Disability**
- **Ask Department Heads to:**
 - Tackle no/low cost tasks – “low hanging fruit”
 - Identify other priority 1 tasks
 - Tasks that impact more people
 - Consider as part of the budget process, starting in FY25
- **Centralize tracking in Select Board office**
- **Brief Capital Outlay Committee**
- **Ask CoD to research potential grants**

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