

Florida ADA Self-Evaluation and Transition Plan

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BRPC
Berkshire Regional Planning Commission

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Introduction

Florida is small community located in Berkshire County. With a population of 668, it is one of the smallest municipalities in the Commonwealth.

The town owns and manages five facilities – Town Hall, Highway Garage, Senior Center, Abbott Memorial School, and the Fire Department. The town also owns several parcels of undeveloped land. Other than the playground at the school, there are no municipally maintained parks.

The Americans with Disabilities Act is a landmark legislation that prohibits discrimination against people with disabilities and requires communities to proactively take steps to eliminate barriers people with disabilities face when attempting to participate in the community and government affairs. Municipalities have both a legal obligation and a moral duty to ensure that all residents are welcomed and have equitable access to government services and opportunities.

The federal definition of a person with disabilities is that the person has physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such impairment, or a person who is perceived by others as having an impairment. An “impairment” is not clearly defined in the Americans with Disabilities Act. The Census Bureau consolidates disabilities into six types – hearing, vision, cognitive, ambulatory, self-care, and independent living difficulties.

A large percent of Florida’s population self-identifies as having a disability or medical condition that limits their abilities. Approximately 19.8% of the population identified themselves as having a disability in the American Community Survey, which does not account for those who do not report a disability or experience temporary disabilities.

Percent of the Population with a Disability:

Town	Percent of Population with a Disability
Florida	19.8
Clarksburg	14.6
Savoy	6
Monroe	23.8
Rowe	15.9

Source: U.S. Census Bureau, U.S. Department of Commerce. "Disability Characteristics." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1810, 2023. Accessed on February 12, 2025

Among the Census Bureau's types of disabilities, 8.1% of Florida's population has ambulatory difficulty, 7.5% cognitive, 5.4 hearing, 5.4 independent living, 3.2 self-care, and 2.4 vision. The range of health conditions Florida residents have demonstrates a need for town officials to ensure that the services they provide are as accessible to all people.

An ADA Self-Evaluation and Transition Plan is a document the Department of Justice require municipalities to complete. The Self-Evaluation identifies barriers people with health conditions and disabilities encounter when participating in government activities and programs. The Transition Plan sets forth solutions and a timeline for the town to eliminate barriers.

In 2025, Florida obtained a grant from the Massachusetts Office on Disability to conduct a new Self-Evaluation and Transition Plan.

The Berkshire Regional Planning Commission is one of 13 regional planning agencies in the Commonwealth. Established under M.G.L. C. 40B, the commission serves Berkshire County communities with an array of services, including the development of long-range municipal and regional plans. Florida partnered with the Berkshire Regional Planning Commission to develop the ADA Self-Evaluation and Transition Plan.

The Berkshire Regional Planning Commission conducted the Self-Evaluation and Transition Plan in collaboration with town officials. The scope of the plan examines policy and procedures, building infrastructure, and web accessibility, to identify and prioritize opportunities to increase accessibility.

The evaluations are based on the 2010 ADA Design Standards, the Commonwealth's accessibility building codes in 521 CMR, and the federal Web Content Accessibility Guidelines. The intent of the plan is to be a guide for the town to bring its existing properties up to date to meet the most recent codes. This evaluation does not make any assertions regarding any safe harbors, undue burdens, or exemptions the town may be entitled to claim in a legal challenge. The report and details contained within it are for general educational purposes only and do not constitute legal or professional architectural advice.

Americans with Disabilities Act Overview

Discrimination against individuals with disabilities occurs when a person is perceived differently, treated differently, and is excluded from opportunities available to their peers. Municipalities should strive to create an accessible, barrier-free environment to encourage community participation and uphold the rights of people with disabilities.



President Bush signed the ADA in 1990.

Photo Credit: George H.W. Bush Presidential Library and Museum.

State and federal regulations require towns to remove structural barriers in public areas of existing facilities when such removal is readily achievable. Barriers typically found in public areas include routes of travel requiring the use of stairs, non-ADA compliant ramps, door widths that cannot accommodate the passage of a wheelchair, and the location of door handles that are too high.

Physical barriers are discriminatory because they exclude that individual from reaching their desired destination or performing a specific task or action. All state and local governments are required to follow specific architectural standards in either the new construction or the alteration of existing buildings unless the corrective actions would result in undue financial or administrative burdens. Public entities are required to make reasonable accommodations for people with disabilities or health conditions to access services.

Americans with Disabilities Act

Former U.S. President George H.W. Bush signed the 1990 Americans with Disability Act, legislation built upon years of Civil Rights progress. The act prohibits discrimination based on disability in employment, state and local government, public accommodations, commercial facilities, transportation, and telecommunications.

The ADA is divided into five titles:

- Employment
- State and Local Government and Public Transportation
- Public Accommodations and Services Operated by Private Entities
- Telecommunications
- Miscellaneous Provisions

Title II applies to “public entities” and the programs, services, and activities they provide. Title II outlines the requirements for a town to complete a Self-Evaluation and Transition Plan and appoint an ADA coordinator.

The 2010 ADA Standards for Accessible Design (ADA Standards)

The Department of Justice developed the ADA Standards for Accessible Design as a comprehensive set of design requirements needed for a public facility to be physically accessible. Cities and towns shall comply with those established standards to be in conformance with the ADA. The Department updated the standards in 2010, which remain in place today. The standards are available by clicking [this link](#).

The Department of Justice identifies and prioritizes the design standards into four categories:

- Priority 1: Accessible Approach and Entrance
- Priority 2: Access to Goods and Services
- Priority 3: Access to Public Toilet Rooms
- Priority 4: Access to Other Items Such as Water Fountains and Public Telephones

Massachusetts Architectural Access Board – M.G.L. c 22 §13A

The Massachusetts Architectural Access Board (MAAB) is a state regulatory agency under the Executive Office of Public Safety responsible for developing and enforcing regulations to make public buildings accessible to, functional for, and safe for people of all abilities. MAAB developed 521 CMR, which are a set of accessibility standards incorporated into the Massachusetts Building Code. MAAB requires that all additions, reconstruction, remodeling, and alterations or repairs to existing public buildings adhere to 521 CMR and local or state building inspectors enforce the code. 521 CMR is available online by [clicking this link](#).

521 CMR and the 2010 ADA Standards are often the same, however, in some cases one is more stringent than the other. In those occasions, the more stringent law takes precedence.

Additionally, 521 CMR Chapter 3 Section 3.1 includes a provision for reconstructing, remodeling, and other alterations of public buildings that requires the entire building to be fully compliant with the standards if the amount of work exceeds one of two thresholds: greater than 30% of the full and fair cash value of the building or costs more than \$100,000. If a community undertakes a project that is above one of those thresholds, not only is the work required to comport with 521 CMR but the entire facility must also include an accessible public entrance, and, if provided, an accessible toilet room, telephone, and drinking fountain.

521 CMR 3.3.1 does provide two exceptions:

Exception: General maintenance and on-going upkeep of existing, underground transit facilities will not trigger the requirement for an accessible entrance and toilet unless the cost of the work exceeds \$500,000 or unless work is being performed on the entrance or toilet.

Exception: Whether performed alone or in combination with each other, the following types of alterations are not subject to 521 CMR 3.3.1, unless the cost of the work exceeds \$500,000 or unless work is being performed on the entrance or toilet. (When performing exempted work, a memo stating the exempted work and its costs must be filed with the permit application or a separate building permit must be obtained).

Program Accessibility

Title II requires local governmental agencies to ensure that all their programs, services, and activities, when viewed in their entirety, are accessible to people with disabilities. Program access is intended to remove physical barriers to the local governmental agency services, programs, and activities, but it does not require that the local governmental agency make each facility, or each part of any given facility, accessible. For example, a municipality does not need to ensure that every restroom in a facility is accessible, but it must have one and must post signage directing people with disabilities to the accessible restroom.

Municipalities can achieve programmatic accessibility in a variety of ways. Local governmental agencies may choose to make structural changes or pursue alternatives to structural changes to achieve access.

For example, the local governmental agency can move public meetings to accessible buildings and/or relocate services to accessible levels or parts of a building. Local governmental agencies must give priority to the alternatives that offer services, programs, and activities in the most integrated setting available and appropriate.

Sidewalks and Curb Ramps

When a public entity constructs or alters roadways, it must install ramps to overcome physical barriers at the connection point between the roadway and a pedestrian walkway. When the municipality builds or alters sidewalks or walkways, it must install curb ramps or sloped areas wherever the sidewalk intersects with a roadway.

On existing roads and sidewalks that have not been altered, local governmental agencies may choose to construct ramps at every point where a pedestrian walkway intersects a curb but are not required. Under program access, alternative routes to buildings that make use of existing curb ramps may be acceptable where persons with disabilities must only travel a marginally longer route.

The U.S. Access Board published the [Public Right-of-Way Accessibility Guidelines](#) to serve as the minimum design standards a community should follow to ensure accessibility in a public right-of-way.

Parks and Open Spaces

The ADA and 521 CMR are applicable to all public spaces, including recreational facilities and open spaces. All spaces should, at a minimum, feature an accessible route to the play or recreational area and all amenities must conform with the regulations, including reach ranges, height, toe and knee clearance, operating force, slopes, width, and maneuverability.

The 2010 ADA Standards includes specific standards for amusement rides, recreational boating facilities, fishing piers, golf facilities, miniature golf facilities, play areas, swimming pools, and shooting facilities. 521 CMR provides additional guidance on water facilities, bowling alleys, locker rooms, campsites, picnic areas and highway rest areas, playgrounds, and marine facilities.

Passive recreation and conservation areas are only partially addressed under the regulations. If features are provided, including parking, picnic tables, grills, benches, and walkways, then those must be compliant.

There is also a difference between compliant and fully accessible. For example, a playground with approximately 25% of its play structures at ground level is compliant but to be fully accessible, 50% would need to be ground level and all aerial structures need to be accessible using ramps.

Historic Properties

The ADA provides an exemption for historic properties that are listed, or are eligible for listing, in the National Register of Historic Places or a property designated as historic under state or local law. A public entity is not required to make alterations that would destroy or threaten the historical significance of a historic property. In historic properties, towns can utilize alternatives outlined in 28 CFR 36.405 and ADAAG 4.1.7(3).

Undue Burden

A “grandfather clause” does not exist in the ADA; however, the law is flexible. Local government agencies must comply with Title II of the ADA and must provide program access for all individuals. A local governmental agency does not have to take any action to make a feature compliant with ADA standards if that agency can demonstrate that such a change will result in the creation of a fundamental alteration to the program or service or will cause undue financial and/or administrative burden.

The determination of an undue burden can only be made by the leader of the local public agency (or a designee) and must be accompanied by a written statement outlining its reasoning. To establish that an alteration of a feature will cause undue financial and/or administrative burden, the town must conduct an evaluation of all resources available for use in the program. The town's evaluation of resources must include the number of financial resources available, the effect of the expenses, the type and location of the facility, and the number of employees at the site. If an alteration of a feature would result in a burden, the public entity must take another action that would not result in an undue burden but would ensure that individuals with disabilities receive the benefits and services of the program or activity.

Safe Harbor

Elements in facilities built or altered before March 15, 2012, that comply with the 1991 ADA Standards for Accessible Design (1991 Standards) are not required to be modified to specifications in the 2010 Standards.

For example, the 1991 Standards allow the maximum side reach control part of a paper towel dispenser to be 54 inches. The 2010 Standards lower that side reach range to 48 inches maximum. If a paper towel dispenser was installed prior to March 15, 2012, with its highest operating part at 54 inches, the paper towel dispenser does not need to be lowered to 48 inches because of the safe harbor provision

Website Content

In April 2024 the Department of Justice issued a new rule requiring state and local governments ensure their websites and mobile applications comply with web accessibility guidelines. Initially, municipalities with a population of more than 50,000 people must comply by April 24, 2026, while municipalities, with a population fewer than 50,000 people, must comply by April 26, 2027. The Department of Justice has since delayed the requirement date by one year.

Florida must comply with WCAG requirements by April 26, 2027.

Any outside vendor hired by a municipality or municipal entity to develop, create, or post web / social media content must comply with the accessibility standards. If a town hires an outside web developer to design and build the town's website or mobile

applications, the town needs to make sure that the web developer's design complies with the web content and mobile app accessibility requirements. For example, if a municipality uses a mobile app for the public to pay for parking, that app must meet accessibility standards even if it is run by a private company.

WCAG 2.1

The Department of Justice adopted the Web Content Accessibility Guidelines (WCAG 2.1, Level AA) developed by the World Wide Web Consortium as the minimum requirements cities and towns must apply to their online and mobile services.

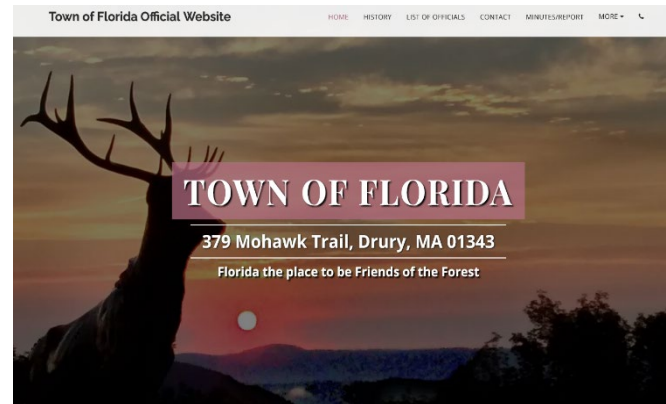
WCAG 2.1 consists of 13 guidelines, organized under four principles:

1. Perceivable
2. Operable
3. Understandable
4. Robust

Perceivable is intended to ensure web content is available to the senses; operable addresses the interface controls and navigation; understandable establishes that the information is understandable for people with disabilities; and robust focuses on the reliability of the content to be used by different users including those utilizing assistive technology.

WCAG assigns three levels of success criteria (A, AA, AAA) to each guideline. Level A is the most basic requirement to ensure people with disabilities must access web content; Level AA indicates overall web accessibility, and the community removed significant barriers to accessing the content; Level AAA demonstrates that a community not only provides access and removes barriers to content but also took steps to enhance the online experience for people with disabilities.

For example, under the perceivable principle, one of the guidelines requires towns to provide captions on pre-recorded videos, an A standard. An AA standard is that captions



The town of Florida's website is not currently compliant with WCAG standards.

are provided during live broadcasts; and an AAA standard is that the community provides sign language interpretation to pre-recorded videos. Local and state governments are required to comply with Level AA for each of the four principles.

WCAG Exemptions

A local or state government can claim an undue if complying would cause an entity substantial financial or operational strain. The Department of Justice does not expect municipalities and government entities to make all web content accessible and issued a detailed list of exceptions.

Archived web content

Websites featuring archived information does not need to meet WCAG standards if they meet all four of the following points:

1. The content was created before the date the state or local government must comply with this rule, or reproduces paper documents or the contents of other physical media (audiotapes, film negatives, and CD-ROMs for example) that were created before the government must comply with this rule, AND
2. The content is kept only for reference, research, or recordkeeping, AND
3. The content is kept in a special area for archived content, AND
4. The content has not been changed since it was archived.

Preexisting conventional electronic documents

The documents are word processing, presentation, PDF, or spreadsheet files; AND

They were available on the state or local government's website or mobile app before the date the state or local government must comply with this rule.

Content posted by a third party where the third party is not posting due to contractual, licensing, or other arrangements with a public entity

The documents are word processing, presentation, PDF, or spreadsheet files, AND

The documents are about a specific person, property, or account, AND
The documents are password-protected or otherwise secured.

Preexisting social media posts

Social media posts made by a state or local government before the date the state or local government must comply with this rule do not need to meet WCAG 2.1, Level AA.

ADA Title II Self-Evaluation Requirements

The self-evaluation determines the adequacy of ADA compliance in public buildings, services, meetings, and programs. If the town decides there is an undue burden in providing access or services, such as a fundamental alteration of a building, service provided, or a financial burden, state and local governments must ensure that those decisions are made properly and expeditiously.

The self-evaluation needs to include the people consulted, problem areas, and a description of any modifications. The activities and requirements the town should evaluate are:

- All physical barriers to accessibility.
- Adequate access to public meetings.
- Construction and design standards.
- Access to historic buildings where reasonable.
- Program materials.
- Employment practices.
- Programs, activities, and services.
- Access to telecommunications devices for the deaf and teletypewriter.
- Provisions for readers or interpreters and assistive technology is properly maintained.
- Availability of policies and practices.
- Procedures to evacuate individuals with disabilities during an emergency.

As for any community, transitioning into full ADA compliance is a long-term goal. Full ADA compliance can only be achieved through evaluating the existing conditions that present barriers to accessibility, and then carefully planning and providing support for the required improvements.

The state and federal government does not expect towns to transition into full compliance immediately; improvements should be planned as funding from various sources becomes available and coordinated to occur as other capital improvements are undertaken.

Evaluation of Administrative Requirements

Title II specifically requires towns to develop and publicize an ADA grievance procedure, post a public notice of non-discrimination, and appoint a staff member as the ADA Coordinator.

Massachusetts law provides a mechanism to create a Commission on Disabilities to research and advise government officials on matters relating to policies, procedures, services, activities, and facilities that impact people with disabilities.

Title 1 also requires towns to have an Equal Employment Opportunity policy in place.

ADA Coordinator

The ADA requires cities and towns with 50 or more employees to appoint a person responsible for coordinating the efforts of the town government to proactively comply with Title II requirements and oversee complaints of violations.

The law does not specifically refer to position as an “ADA Coordinator,” officials in state and local governments commonly adopted the term to refer to responsible person for ADA matters.

ADA Coordinators serve as the point person for the public to pose questions and express concerns about discrimination. The ADA Coordinator can be effective in providing the public with direct contact if they wish assistive technology, sign language interpretation, or documents in other formats.

The Department of Justice advises that ADA Coordinators should be familiar with the local community and government operations, be knowledgeable about the ADA and other laws relating to people, personal experience working with people with disabilities, be knowledgeable about alternative communication formats and technologies that enable people with disabilities to fully participate in the community, work cooperatively with government officials and people with disabilities, possess mediation skills, and have analytical skills.

The Massachusetts Office on Disability provides a training video with further details about the roles and responsibilities of ADA coordinators. [Click this link to watch the video.](#)

Florida appointed Town Administrator Joan Lewis to serve as the ADA coordinator.

While the town does have an ADA Coordinator, it is not well publicized. The town should provide information in multiple formats, including posting name and contact information online.

Grievance Policy

The ADA requires local governments with 50 or more employees to adopt public procedures for resolving grievances. The procedure outlines how an aggrieved person can file a complaint, alternative means to filing a written complaint, a description of the timeframe and processes the town will address the complaint, the appeals process, and the length of time that a complaint remain on file.

The Department of Justice advises that local governments distribute the procedure to all department heads, post copies in public spaces and on the website, and update the procedure as required. The procedure should also be available in alternative formats, such as large print, braille, audio, and more.

The town has a grievance policy, but it is not posted on its website. **The town should increase the public's awareness of how someone can file a grievance if they feel harmed.** The grievance policy reads as follows:

Americans with Disabilities Act Grievance Procedure

This grievance procedure is established to meet the requirements of the ADA. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Town of Florida.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email address of complainant and location, date, and description of the problem. Alternative means of filing complaints,

such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted as soon as possible, preferably within 60 calendar days of the alleged violation to:

Joan Lewis
Town Administrator
TownAdmin@TownofFlorida.org
379 Mohawk Trail
Drury, MA 01343
413-662-2448

Within 15 calendar days after receipt of the complaint, the Town Administrator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Town Administrator will respond in writing, and where appropriate, in format that is accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Town of Florida and offer options for substantive resolution of the complaint.

If the response by the Town Administrator does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Chair of the Select Board or designee.

Within 15 calendar days after receipt of the appeal, the Chair of the Select Board or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Chair of the Select Board designee will respond in writing, and, where appropriate, in a format that is accessible to the complainant, with a final resolution of the complaint.

Public Notice of Non-Discrimination

The town approved a public notice of non-discrimination. The notice is not available on the town's website. The town should post the notice on its website. It reads as followed:

Americans with Disabilities Act

The Town of Florida does not discriminate on the basis of disability in its services, programs, or activities.

Employment: The Town of Florida does not discriminate on the basis of disability in its hiring or employment practices and complies with the ADA Title I employment regulations.

Effective Communication: The Town of Florida will, upon request, provide auxiliary aids and services leading to effective communication for people with disabilities, including qualified sign language interpreters, assistive listening devices, documents in Braille, and other ways of making communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: The Town of Florida will make reasonable modifications to policies and procedures to ensure that people with disabilities have an equal opportunity to enjoy programs, services, and activities. For example, people with service animals are welcomed in the Town of Florida offices, even where pets and other animals are prohibited.

Requests: To request an auxiliary aid or service for effective communication, or a modification of policies or procedures contact Joan Lewis, Town Administrator at TownAdmin@TownofFlorida.org or 413-662-2448 soon as possible, preferably 15 days before the activity or event.

Complaints:

Send complaints to:
Joan Lewis
Town Administrator
TownAdmin@TownofFlorida.org
379 Mohawk Trail
Drury, MA 01343
413-662-2448

Evaluation of Policies and Procedures

Commission on Disabilities

In accordance with M.G.L Ch. 40 § 8J, the Commission is responsible for coordinating and implementing programs of the Massachusetts Office on Disability in order to bring about full and equal participation in all aspects of life in the

M.G.L Ch. 40 § 8J empowers Commissions on Disabilities to:

- research local problems of people with disabilities;
- advise and assist municipal officials and employees in ensuring compliance with state and federal laws and regulations that affect people with disabilities;
- coordinate or carry out programs designed to meet the problems of people with disabilities in coordination with programs of the Massachusetts office on disability;
- review and make recommendations about policies, procedures, services, activities and facilities of departments, boards and agencies of said city or town as they affect people with disabilities;
- provide information, referrals, guidance and technical assistance to individuals, public agencies, businesses and organizations in all matters pertaining to disability;
- coordinate activities of other local groups organized for similar purposes.

The town does not have a Commission on Disabilities. **The town should activate a Commission on Disabilities.**

Department Services and Accommodations

The ADA Standards addresses physical accessibility. However, the ADA is not a building code. It is a Civil Rights Law. A municipality's responsibility extends beyond simply

removing physical barriers but adopting procedures to assist in the full integration for people with disabilities into civic life.

All departments should be aware of their responsibilities under the ADA to provide reasonable accommodation.

Town employees are not required to participate in ADA training. The Massachusetts Office on Disability offers free training opportunities for government workers to understand their responsibilities. **The town should have its staff participate in those trainings.**

Snow Removal

Under Title II of the ADA, municipalities are required to ensure that all the programs and services they provide are accessible to individuals with disabilities, including municipal streetscapes. Timely and thorough snow clearing of all sidewalks and accessible routes is essential for supporting people's safety and independence. For individuals with mobility impairments, inadequate snow removal can create significant obstacles, making it difficult to navigate icy sidewalks, ramps, or crosswalks. Thus, limiting access to essential services and reducing a person's independence.

After a snowstorm, the municipality is responsible for snow removal from all public rights of way under their control, including accessible elements such as sidewalks, crosswalks, curb cuts, on- and off-street accessible parking, ramps, and stairs. Failure to remove snow and ice in a timely and effective manner can result in injuries, personal injury lawsuits, and disability rights related lawsuits.

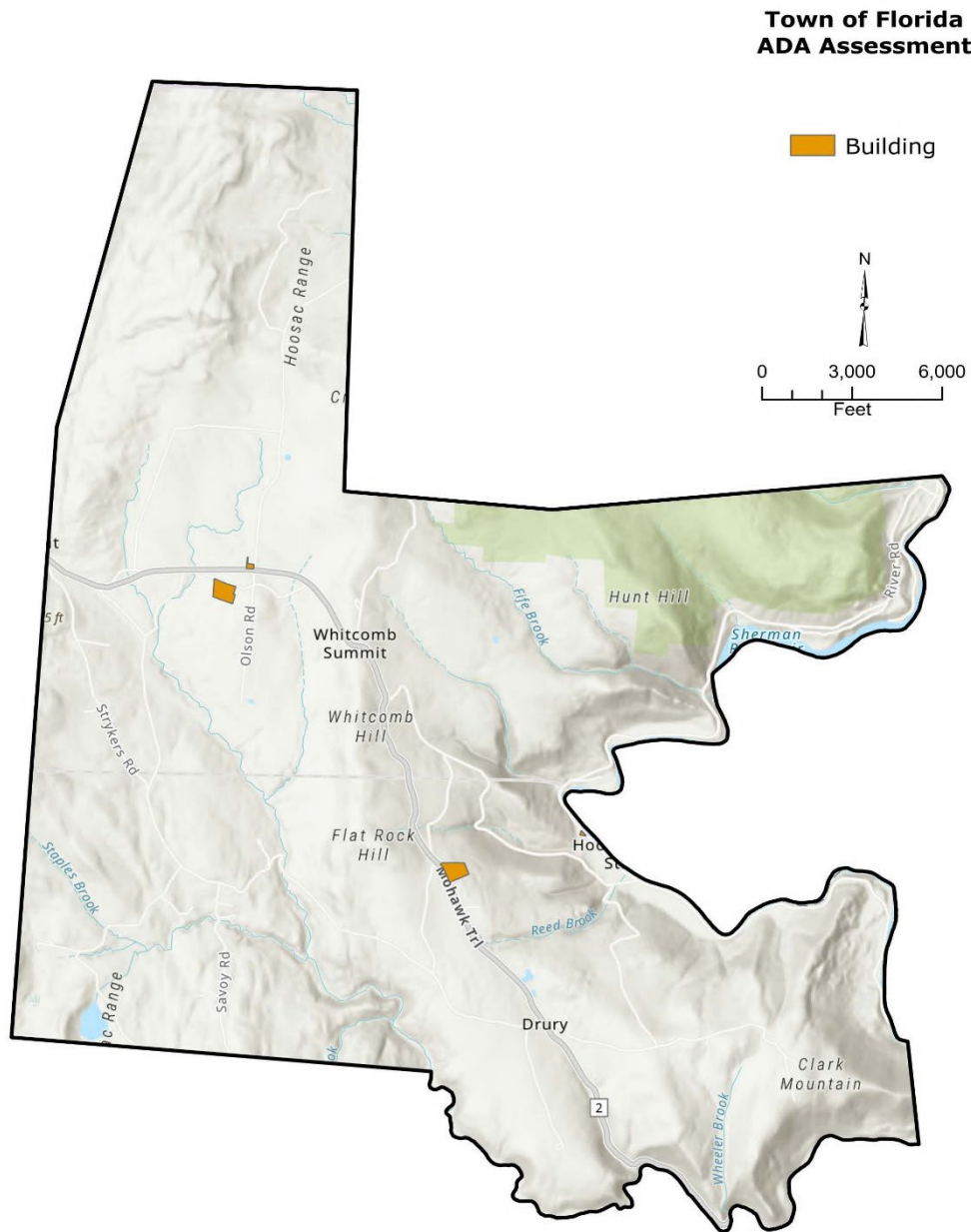
In accordance with Title II, 2010 ADA standards 302.1 states, floor and ground surfaces shall be *stable, firm, and slip* resistant and shall comply with 302. Similarly, the Massachusetts Architectural Access Board (MAAB) 521 CMR 22.5 states, walkway surfaces shall be stable, and firm and shall lie generally in a continuous plane with a minimum of surface warping.

According to the Massachusetts of on Disabilities, snow and ice must be cleared down to the pavement and treated with an ice-melt to ensure a clear path of travel that is safe, slip resistant, and a minimum of 36 inches wide (or as wide as the sidewalk if the sidewalk is narrower than 36 inches).

Municipalities have the ability to delegate snow and ice removal from property owners.

Enforcement of the bylaw helps the town comply with its responsibility to provide adequate routes to the services. However, someone with a disability may not be able to clear snow in front of their property. **The Massachusetts Office on Disability urges, but does not require, communities to create volunteer programs to assist people who cannot clear snow and ice.** The Massachusetts Office on Disability cites the city of Somerville's teen snow shoveling program, which pairs local high school students with homes to clear snow in exchange for community service credits, as an example.

Evaluation of Town-Owned Buildings



Town Hall

The Florida Town Hall, located at 379 Mohawk Trail, is a 1970 building that has been lightly renovated over the years.

The building features two offices, a meeting space, and two bathrooms. The public utilizes the space to deliver bills and meet with the town administrator and staff.



Town Hall is generally open space with adequate maneuverability.

The building has an attached garage for the Highway Department, but the town makes a distinction between the two locations.

Priority 1 - Approach and Entrance

The property does not have an accessible parking space in accordance with 208.2 of the 2010 ADA Standards, which requires a minimum of one accessible parking space for a lot with 1-25 spaces. 521 CMR 23.2.2 requires one space for every eight accessible parking spaces be van accessible.

There are approximately five spaces in front of town hall, though none are delineated, and the town is responsible for ensuring that one of those spaces is designated for accessible parking.



Wear and tear on the concrete created a change in level at the entrance to the building that exceeds 1/4".

Parking spaces must follow Section 502 of the 2010 ADA Standards and 521 CME 23.00. Among the requirements, the space should be located on the shortest accessible route of travel from the parking area to the entrance, a van accessible space must be 8-feet wide with a 8-foot aisle, and both the space and the aisle must be delineated with high contrast painted lines. 502.6 of the 2010 ADA Standards and 521 CRM 23.4.7 requires the spaces to be identified as van

accessible with a sign, with the base a minimum of 5" above the ground and displaying the International Symbol of Accessibility.

A concrete accessible route, which complies with ADA standards, traverses from the parking lot to the building's entrance. The accessible route is demonstrating signs of aging. Cracking and deterioration of the concrete is likely to continue and eventually be a trip hazard.



The service counter is not in compliance with standards.

The threshold at the door is in excess of the $\frac{1}{4}$ " limit for a change in level on an accessible route detailed in 303.2 of the 2010 ADA Standards and 521 CMR 29.2.1.

While not required by either the ADA or 521 CMR, an automatic door opener would be beneficial to increase access to the building.

Priority 2 – Access to Goods and Services

Immediately upon entry of the building, visitors enter a hallway into the building. A service counter is located directly to the left. The counter measures at approximately 40 inches from the ground, which is above the 34-inch maximum in 902.3 of the 2010 ADA Standards and the 36" maximum in 521 CMR 7.2.

The counter should have a section, at least 36" wide, at 34" off the ground for accessible access to services. The counter is positioned for a side approach with adequate floor and ground space. Staff are readily available when Town Hall is open and positioned at the entrance to provide assistance.

A drop box for residents to pay property taxes is located next to the service counter. The box's handle is 50" off the ground, which exceeds the 48" maximum for unobstructed objects on a side reach outlined in 308.3.1. 521 CMR provides greater side reach, however, the stricter standard takes precedent.

Following the service counter and short hallway, the room widens into a space. The meeting space is open, with the exception of a table and chairs, and provides adequate access. The meeting space can also be a place for staff to provide accommodations.

The offices are open spaces with movable furniture. They are accessible to both employees and visitors accessing services.

There are no tactile and/or braille signs indicating permanent spaces in the building in accordance with 216.2 of the 2010 ADA Standards and 521 CMR 41.1.1 .

Priority 3 – Toilet Rooms

There are two toilet rooms inside town hall for both employees and visitors.

Neither bathroom has a tactile sign complying with 703 of the 2010 ADA Standards and 521 CMR 41.00. Bathrooms must have compliant signage pursuant to 216.2 of the 2010 ADA Standards and 521 CMR 41.1.1 .

In the first bathroom, located closest to the entrance, the toilet paper roll is too far from the edge of the toilet. 604.7 of the 2010 ADA Standards require toilet paper dispensers be between 7" and 9" from the front of the water closet. The holder can easily be moved by maintenance staff.



One of the two toilets in Town Hall is too short for standards.



The town provides a dropbox for people to deliver tax bills but it is out of reach ranges.

The second toilet room features an undersized toilet, which is not compliant. The seat of the toilet is approximately 16" from the floor and should be between 17" and 19" in accordance with 521 CMR 30.7.3.

The flush controls are located on the wrong side in the second bathroom. 604.6 of the 2010 ADA Standards require flush controls to be located on the open side of the water closet and 521 CMR 30.7.5.

The remaining elements of the bathrooms are accessible.

Priority 4 – Additional Access

There are no additional elements in the facility that the Department of Justice regulates under the 2010 ADA Standards.

Highway Garage

The Highway Garage is attached to Town Hall. The public does not access the building to acquire any services. Because the space is used solely for Department of Public Works staff, which have required fitness levels, and the storage of construction material, it qualifies for exemptions from ADA Standards.

Additionally, if the town opts to change the use in the future, it would have to undergo significant renovations, which would most likely trigger full compliance.



The town garage is attached to Town Hall.

The space is open with large doors and is mostly accessible if needed for voting or to host large meetings. However, the bathroom is not accessible.

Priority 1 - Approach and Entrance

The parking lot is shared with Town Hall. There are approximately five spaces in front, though none are delineated, and the town is responsible for ensuring that one of those spaces is designated for accessible parking.

Parking spaces must follow Section 502 of the 2010 ADA Standards and 521 CME 23.00. Among the requirements, the space should be located on the shortest accessible route of travel from the parking area to the entrance, a van accessible space must be 8-feet wide with an 8-foot aisle, and both the space and the aisle must be delineated with high contrast painted lines. 502.6 of the 2010 ADA Standards and 521 CRM 23.4.7 requires the spaces to be identified as van accessible with a sign, with the base a minimum of 5" above the ground and displaying the International Symbol of Accessibility.

There is a paved pathway to the door.

Priority 2 – Access to Goods and Services

The Highway Department does not provide direct service at the garage. All services are provided to the public at Town Hall or elsewhere in town.

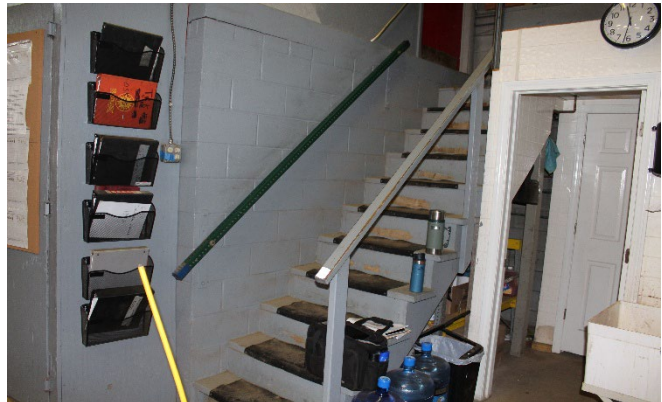
Priority 3 – Toilet Rooms

The bathroom is not accessible. While likely exempted from the ADA currently, the town could be required to ensure accommodations for staff under employment laws. The town should ensure any renovations to the bathroom are up to code for accessibility to accommodate any employees who become temporarily or permanently disabled.

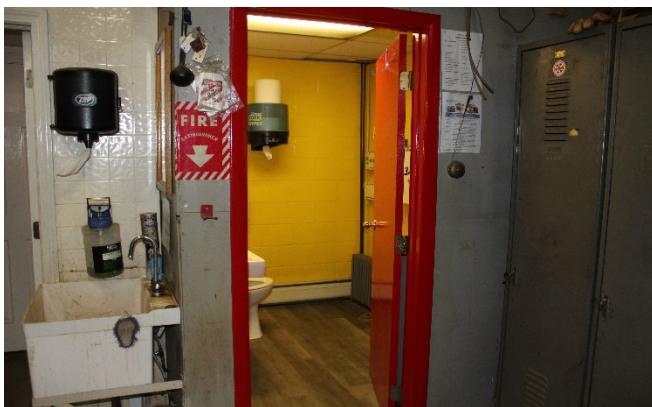
The shortfalls in the current bathroom include: inaccessible door hardware (a knob that must be gripped), no arm bars, no signage, and a mirror located too high off the ground. The town should consider a fully accessible upgrade to the bathroom.

Priority 4 – Additional Access

There are no other elements at the garage that the Department of Justice considers under the ADA.



The only access to an upstairs office is via a staircase.



The bathroom is not accessible.

Senior Center

The Senior Center is a relatively new building that was constructed in accordance with ADA Standards and 521 CMR. The Council on Aging uses the space to hold programming and provide services to older adults. The building hosts Town Meeting and voting, with a maximum number of 50 to 60 people at a time.



There is no accessible parking at the Senior Center.

The building is accessible.

Priority 1 - Approach and Entrance

There is a large, paved parking lot for people attending the building to park. There is no designated accessible parking.

Parking spaces must follow Section 502 of the 2010 ADA Standards and 521 CME 23.00. Among the requirements, the space should be located on the shortest accessible route of travel from the parking area to the entrance, a van accessible space must be 8-feet wide with a 8-foot aisle, and both the space and the aisle must be delineated with high contrast painted lines. 502.6 of the 2010 ADA Standards and 521 CRM 23.4.7 requires the spaces to be identified as van accessible with a sign, with the base a minimum of 5" above the ground and displaying the International Symbol of Accessibility.

The curb ramp from the parking lot does not have detectable warning surfaces, which is required pursuant to the Public Right-of-Way Accessible Guidelines, R305.2.2. The 2010 ADA Standards, Section 705, provides the guidelines for detectable warnings.

There is an accessible walkway to the entrance of the building. The slope is approximately 4.3% and does not require handrails. There are a couple of cracks in the sidewalk that, if left unaddressed, will grow and create a change in level beyond the 1/4" maximum as detailed in 303.2 of the 2010 ADA Standards and 521 CMR 29.2.1.

A compliant ramp off of the walkway provides access to a deck.

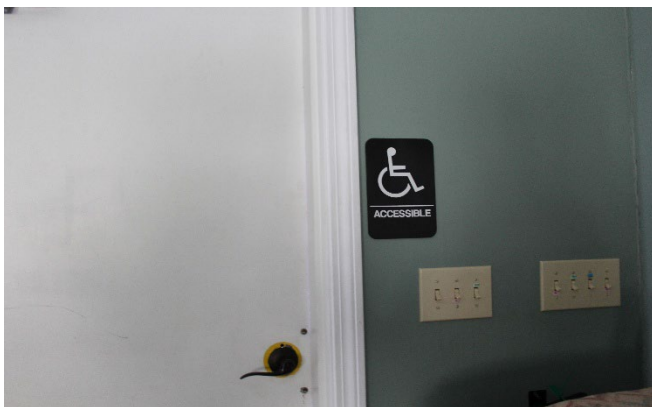
There is an automatic door opener providing access into the building. Upon entering the building, the Senior Center features large open space, including a kitchen area that is fully accessible. A nurses station, located off from the main room, is accessible. However, the pipes under the sink are exposed, which is not in conformance with 606.5 of the 2010 ADA Standards and 521 CMR 30.9.5, which requires drain pipes under sinks to be insulated or guarded to protect someone from hitting their legs on them.



Door knobs are not accessible because they require

A downstairs space is not accessible. There is no accessible route to the space. The downstairs is accessed via a staircase from the main floor or by sliding doors in the rear of the building. The sliding doors do not have an accessible route to them. For the town to use the space for public meetings and services, it would need to create an accessible route in conformance with Chapter 4 of the 2010 ADA Standards and 521 CMR 20 or install an elevator/lift. The downstairs space is usable but it is currently used for storage.

Priority 2 – Access to Goods and Services



There is an accessible bathroom in the building.

All goods and services are provided on the accessible first floor.

Priority 3 – Toilet Rooms

The toilet rooms on the accessible main level are fully compliant with ADA Standards. The toilet room downstairs is mostly compliant with some exceptions.

The downstairs toilet room is accessed through a door with a knob instead of a level set. Door knobs are not compliant with 309.4 of the 2010 ADA Standards and

521 CMR 26.11.1. Door hardware must easily be operated with one hand and does not require tight grasping, pinching, or twisting of the wrist.

The pipes under the sink are exposed, which is not in conformance with 606.5 of the 2010 ADA Standards and 521 CMR 30.9.5. The coat hook is 66" off the ground, which exceed the 48" maximum as defined in 308.2 of the 2010 ADA Standards and 521 CMR 6.5. The toilet paper room is too far form the edge of the toilet as specified in 604.7 of the 2010 ADA Standards and the flush control is located on the wall side, which is not in compliance with 604.6 of the 2010 ADA Standards and 521 CMR 30.7.5.

Bathroom upgrades are a low-priority because the space is not accessible because of the lack of accessible route two it.

Priority 4 – Additional Access

There are no other elements at the garage that the Department of Justice considers under the ADA.

Abbott Memorial School

Abbott Memorial School is a 1958 structure that has undergone renovations over the years, including a \$65,249 accessibility compliance upgrades in 2021 through the Massachusetts School Building Authority's accelerated repair program.

The school serves approximately 80 to 100 students per year. The town's library is attached to the building but has a separate entrance. The building is mostly accessible with only minor places of noncompliance.

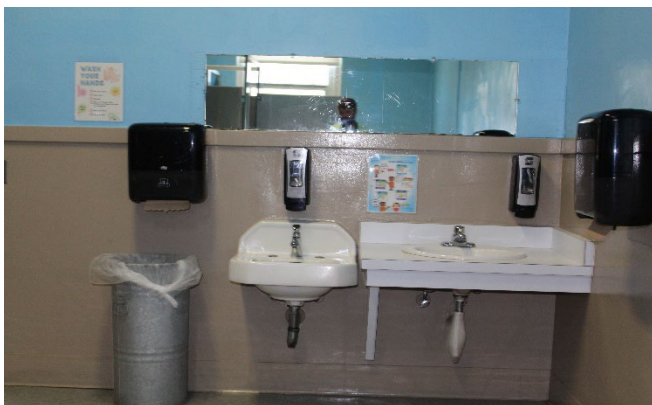


The school made significant accessibility improvements in recent years.

Priority 1 - Approach and Entrance

The property has a paved lot with an accessible space located directly next to the entrance to the library. Another two spaces are located in front of the school and playground.

The bottom of the accessible parking signs are 60" and in compliance with 502.6 of the 2010 ADA Standards. However, the required "van accessible" component of the sign hangs below the 60" and should either be moved to the top or the entire sign should be raised. An accessible ramp provides access to the school's front door. The building is locked for safety purposes and an administrator lets people into the building.



The mirrors are not in compliance with ADA Standards.

Priority 2 - Access to Goods and Services

Upon entering the building, visitors enter a long hallway with classrooms on both sides. The classrooms are large, open spaces with sufficient access in and out. There is a gym and additional classrooms on the bottom floor, which are served by a lift to provide access.

Priority 3 – Toilet Rooms

There are several bathrooms throughout the building. Each bathroom encounters similar minor areas of non-conformance – mirrors too high and lack of protective coverings on pipes underneath the sinks.

Priority 4 – Additional Access

Water fountains in the building all comply with ADA Standards.

Library

The small town library is connected to Elementary School. The space has its own parking and entrance as well as two-way locking doors to separate the school from the library.

Priority 1 - Approach and Entrance

The library has a dedicated accessible parking space next to its entrance. The parking space is not van accessible in accordance with 521 CMR 23.2.2.



The library is a small room inside of the school. It has its own parking and entrance.

There is a paved pathway into the library. The pathway is currently in compliance with ADA Standards but could soon deteriorate and create an inaccessible change in level.

Priority 2 - Access to Goods and Services

The goods and services provided in the library are accessible.

Priority 3 - Toilet Rooms

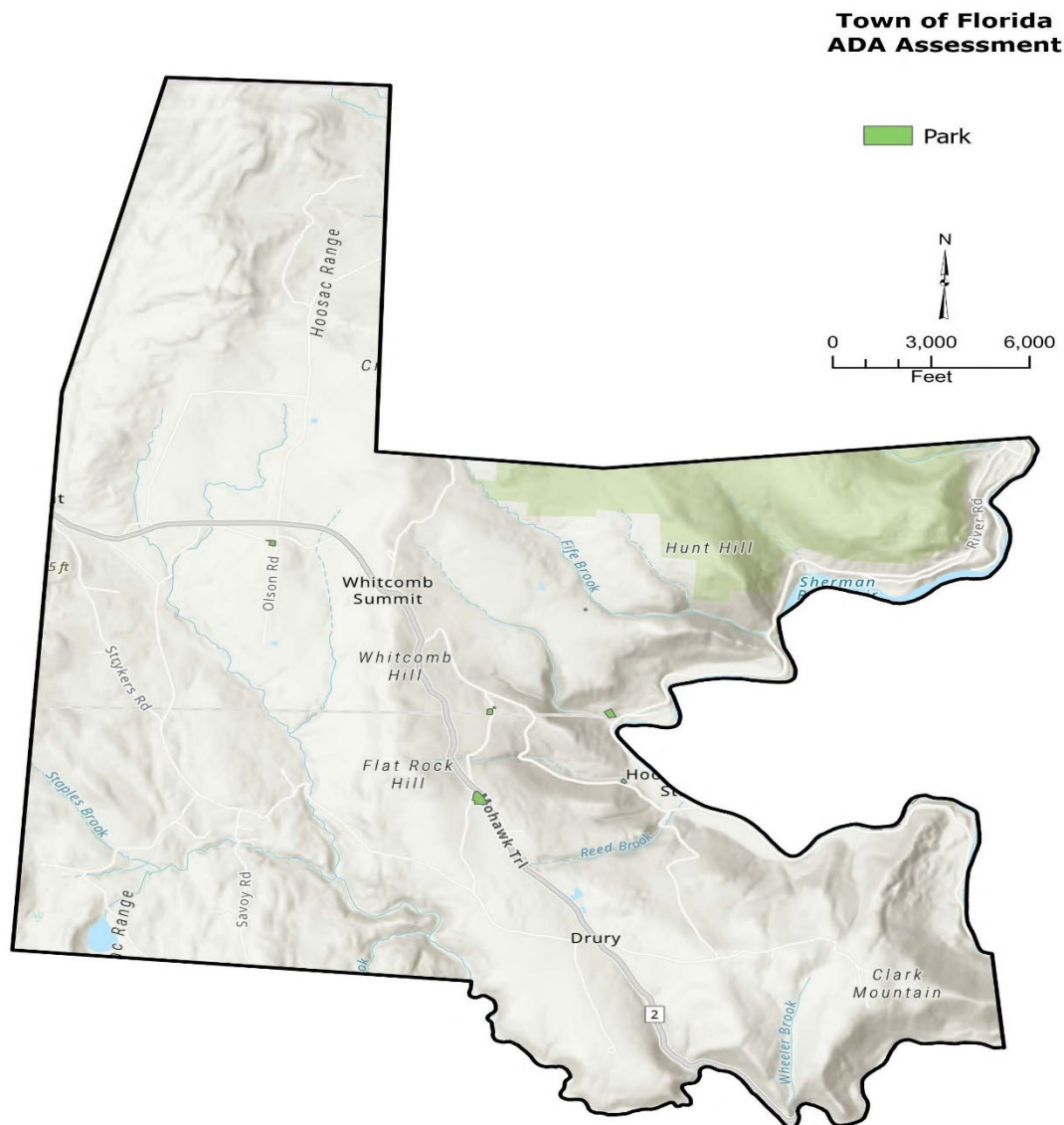
There is a toilet in the library space. It is mostly accessible.

The pipes underneath the sink are exposed, which is not in compliance with 606.5 of the 2010 ADA Standards and 521 CMR 30.9.5.

Priority 4 - Additional Access

There are no other elements at the garage that the Department of Justice considers under the ADA.

Evaluation of Town-Owned Parks and Open Spaces



Abbott Memorial School Playground

The school features a playground, swing set, and a playing field. The areas are mostly accessible.

Priority 1 - Approach and Entrance

The parking lot for the playground and sports field is the same as the schools. The spaces follow accessibility standards except that the “van accessible” part of the sign hangs too low. See the school evaluation for more details.



The playground is located on an accessible route.

There is a paved pathway into the space and to each element. A wooden barrier separates the playground from the paved surface. The gap in the barrier provides an accessible route into the playground area.

The playground’s surface is woodchips. Playground surfaces must meet ASTM F 1951-99 standards. Though certain woodchips do comply with those standards, it is not the most accessible. The school could consider redoing the surface with rubber or at least creating a rubber base to and under the play elements.



The paved surface extends to the soccer field.

The swing set does not have a similar gap to provide access. The surface is the same and there are additional mats underneath the swings.

The paved lot expands to the soccer field, which provides spectators access to the field. The field itself is standard sports field, consisting of grass.

Priority 2 - Access to Goods and Services

The playground utilizes accessible transfer systems to provide access to the play components and there is an appropriate number of ground-level components.

While not required, the school could increase accessibility by installing an accessible swing and play elements on the ground that do not require the use of a transfer system.



There is no cut in the border to provide an accessible pathway into the swing set area.

Priority 3 – Toilet Rooms

There are no toilet rooms specifically for the park and playground.

Priority 4 – Additional Access

There are no other features the Department of Justice considers under Priority 4.

Other Open Spaces

The town owns several properties throughout the community that are currently undeveloped, open spaces. None of the spaces are accessible. There is no building infrastructure.

The properties do offer opportunities for the potential future creation of accessible access to the outdoors, through the development of accessible hiking trails, new playgrounds or fields, and more.



The town owns multiple parcels that are undeveloped land.

The town should consider not only ensuring compliance with accessibility standards with any development of the land but also consider utilizing one or more of the parcels to create accessible outdoor experiences.

Evaluation of Web and Mobile App Content

The town of Florida has three primary websites:

- Town of Florida
- Florida Free Library
- Abbot Memorial School

To assess Florida's website, BRPC staff utilized SortSite Accessibility Checker. An online platform that complies with WCAG 2.1 Level AA standards and is regularly used by Disability Access Consultants - one of the nation's largest consulting firms specializing in accessibility compliance.

It is important to note that Automated testing cannot detect all accessibility issues, therefore it should be used alongside human testing.

Additionally, further human testing and analysis was conducted on the social media platforms of the above online assets and found that posts on town affiliated social media platforms do not meet WCAG 2.1 Level AA standards. **Some of the issues found include images lacking alt text, and videos do not have closed captioning.** Employees responsible for posting content to municipal social media platforms should be aware of the Meta's accessibility features and WCAG 2.1 Level AA standards.

The full report on web accessibility is provided to the town as an appendix to this report.

Town of Florida

The town of Florida's website (www.townofflorida.org) is a relatively small website providing a town history, list of officials, contact information, and minutes and reports.

The information is mostly confined to a single page with only separate pages for reports.

Principle 1 - Perceivable

Information posted on websites must have interfacing components in ways users can perceive.

TownofFlorida.org has 20 lines of code that not compliant with WCAG 1.3.1, which directs the structure of the website. The guidelines allow for users to adapt the presentation format without losing content.

In 20 instances, the text and background do not have enough contrast. The light gray text on a white background is difficult for some users. WCAG Standards 1.4.3 and 1.4.6 establishes the minimum contrast ratio for text.

Principle 2 - Operable

The social media buttons at the bottom of the page are not properly linked in accordance with WCAG 2.4.4. There is no descriptive text explaining allowing assistive technology to determine where the link takes the user. The text alone or with programmatically determined link context should clearly explain the purpose of it.

There is an additional area of noncompliance with WCAG 2.4.4 in a written description reads "click on," without surrounding text explaining the purpose of the link. There is also one instance of a link's text alone is ambiguous and not descriptive. Both the link itself and description of the context should explain the purpose.

The links in the "town announcements" section does not work with voice control, which is required by WCAG 2.5.3. The label on screen does not match the accessible name.

Principle - Understandable

There are 20 instances of links opening in a new window, which is not in compliance with the AAA standards of WCAG 3.2.5. The intent of WCAG 3.2.5 is to minimize confusion and give users full control of changes in the context. Pages that automatically

open in new windows takes users away from the page they are on without affirmatively choosing to do so.

Principle 4 - Robust

There are two instances of HTML form controls not having an accessible name. All interfacing components need to be coded with roles and functions that work with assistive technology.

There is one instance of noncompliance with WCAG 4.2.1, which requires all elements to have a coded name that allows a screen reader to voice what the control does.

The town's website does not reach the WCAG 4.1.1 criteria in which all HTML and XML pages match WCAG succession criteria.

Florida Free Library

The library's website (floridafreelibrary.com) was developed by the private firm Berkshire IT. The website features two pages, a home page and a contact page, and features a link to a PDF of a calendar of events.

Principle 1 - Perceivable

SortSite did not flag any areas of no compliance in the perceivable principle.

Principle 2 - Operable

In three areas, the focus is difficult to see because of the CSS outline or border style on the element. A keyboard focus indicator is a visual cue informing the users that an interactive element, such as the Contact Us link, is active. The coded border of the element makes it difficult to see the focus outline. The website is not coded in accordance with WCAG 2.4.13.

There are two instances of noncompliance with WCAG 2.4.10, which requires that all sections of contact start with a heading element, and one instance of noncompliance with 2.4.2, which requires that the websites have titles that describe the topic or purpose.

Principle 3 - Understandable

There are three instances of noncompliance with WCAG 3.2.5. Pages that automatically open in new windows takes users away from the page they are on without affirmatively choosing to do so.

Principle 4 - Robust

There are three instances where user interface components did not have coded names and roles programmatically determined to support assistive technology.

Abbott Memorial School

The Abbott Memorial School website (abbottmemorial.org) is one of the school union's pages supported by the company apttegy, which specializes in school websites. It features separate logins for students, families, and staff for communications. The public part of the website features multiple pages including links the school calendar, documents and policies, and news.

Principle 1 - Perceivable

SortSite noted 22 instances where images did not have alternative text in accordance with WCAG 1.1.1. Adding alternative text to images allows screen readers to describe the image to the user.

There are 20 stances where the information, structure, and relationships are not available in text in accordance and WCAG 1.3.1.

SortSite recognized six instances of inconsistency with the coding of the colors in accordance with WCAG 1.4.3. Some uses have browsers that default to set white text on a black background and in setting one color without the other can result in a white text on a white background.

There is one instance where the text and the background colors do not have the required 7:1 contrast ration in accordance with WCAG 1.4.6; one instance of noncompliance with WCAG 1.4.12 which requires that text content does not lose functionality if it is manipulated by a user to make it larger or more spaced out; and one instance of noncompliance with WCAG 1.4.8, which does not allow text to be justified to both margins because it creates inconsistent spacing between words and difficult to read for some people.

Principle 2 - Operable

SortSite identified three areas of noncompliance with WCAG 2.5.5, which requires the clickable target for pointer inputs – areas on the website that a device can click - to be at least 44 by 44 CSS pixels.

There are three areas of noncompliance with WCAG 2.3.3. CSS animations or interactions should have a way to be turned off. There are two instances where links do

not have an accessible name that works with adaptive technology in accordance with WCAG 2.4.5 and one instance with WCAG 2.1.1 noncompliance in that requires that all interactive buttons are accessed by keyboards as well.

WCAG 2.4.5 requires that there are at least two ways to access each page. Adding a “site map” section to the website, search options on every page, or links to all pages from the home page provides a secondary access point.

Principle 3 - Understandable

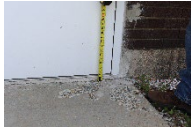
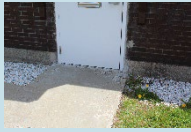
There are 20 instances of websites opening in a new window, which is not in compliance with 3.2.5.

Principle 4 - Robust

The website is not in compliance with the robust principle in two areas. In one area there is a frame element that does not have a title, in accordance with 4.1.2, and not all criteria is met for HTML and XML pages, in accordance with 4.1.1.

Transition Plan

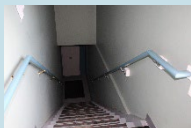
Location	Barrier	Photo	ADA Standard	MAAB Standard	Solution	Responsibility	Timeframe
Policies	Lack of public knowledge of ADA policies	N/A	Best Practice	Best Practice	Post grievance procedure and ADA Coordinator contact information on the town's website	Town administration	2026
Policies	No active Commission on Disabilities	N/A	Best Practice	Best Practice	Form a Commission on Disabilities	Town administration	2026/2027
Policies	No training policies for staff on ADA	N/A	Best Practice	Best Practice	Provide staff training on ADA	Town administration	2027

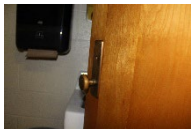
Policies	No written snow removal policy	N/A	Best Practice	Best Practice	Codify town's responsibility to remove snow to provide accessible routes to town services	Town administration	2027
Town Hall	No accessible parking		208.2 502 502.6	23.2.2 23.00 23.4.7	Install a van accessible space at town hall, including signage and line and aisle markings	DPW	2028
Town Hall	Threshold entering building is bigger than 1/4"		303.2	29.2.1	Repair concrete route	DPW	2029
Town Hall	Accessible route into building is starting to deteriorate		303	29	Repair/replace concrete route	DPW	2029

Town Hall	No automatic door opener		Best Practice	Best Practice	Install automatic door opener	Town administration	2029
Town Hall	Service counter is out of reach ranges		902.3	7.2	Renovate counter to create accessible area	Town administration	2030
Town Hall	Drop box is out of reach ranges		308.3.1	N/A	Lower drop box	DPW	2026
Town Hall	No tactile and/or braille signs indicating permanent spaces		216.2	41.1.1	Install new signs	DPW	2027

Town Hall	No tactile and/or braille signs on the accessible restroom		216.2	41.1.1	Install new signs	DPW	2027
Town Hall	Toilet paper is too far from edge of toilet		604.7	N/A	Move toilet paper dispenser	DPW	2027
Town Hall	Toilet is undersized		N/A	30.7.3	Install new toilet	DPW	2027
Town Hall	Flush controls on wrong side		604.6	30.7.5	Install new toilet/consider automatic flusher	DPW	2027

Highway Garage	No accessible parking		502	23	Install a van accessible space at town hall, including signage and line and aisle markings (address both town hall and garage at once)	DPW	2027
Highway Garage	No accessible bathroom		Multiple	Multiple	Upgrade bathroom to accessible to accommodate any change of use or employee	Town administration	In conjunction with any change in use or employment accommodation
Senior Center	No accessible parking		208.2 502 502.6	23.2.2 23.00 23.4.7	Install a van accessible space at town hall, including signage and line and aisle markings	Town administration	2027

Senior Center	Cracks in accessible route to building could become uneven		303.2	29.2.1	Replace/repair walkway	DPW	2029
Senior Center	Pipe under sink in nurse's station are exposed		606.5	30.9.5	Insulate drain pipes	DPW	2028
Senior Center	No access to downstairs space		Multiple	Multiple	Ensure accessibility improvements are done before utilizing the space, including a significant upgrade to the restroom	Town administration	In conjunction with any use change
Senior Center	No detectable warning on curb ramp from parking lot		PROWAG R305.2.2	N/A	Renovate curb cut and install tactile mat	DPW	2027

Abbott Memorial School	Parking sign is too low		502.6	N/A	Raise signs	School	2026
Abbott Memorial School	Mirrors are too high		603.3	30.11	Lower mirrors	School	2028
Abbott Memorial School	No protective covering under all sinks		606.5	30.9.5	Install protective covers on all sinks	School	2028
Abbott Memorial School	Door knobs located throughout the building		309.4	26.11.1	Switch all knobs to lever sets	School	2028

Library	Pipes in bathroom exposed		606.5	30.9.5	Cover pipes	School	2028
Library	No van accessible parking		N/A	23.2.2	Install van accessible signage	School	2027
Abbott Memorial School Playground	Woodchips make it difficult to maneuver playground		N/A	N/A	Consider installing rubber surface	School	With future playground renovation
Abbott Memorial School Playground	Create accessible route into swing set		303.2	29.2.1	Remove section of barrier to create accessible pathway into the swing set area	School	2029

Abbott Memorial School Playground	No adaptive equipment		Best Practice	Best Practice	Consider adding adaptive swing and other equipment	School	With future playground renovation
Other open spaces	No accessibility		All	All	Evaluate opportunities to create accessible nature experiences on undeveloped town-owned land	Town administration	2030
WCAG	No policies to ensure uploaded documents are accessible		WCAG	WCAG	Create policy and provide training on WCAG	Town administration	2027/2028
WCAG	Websites are not 100% compliant		WCAG	WCAG	Seek state grant and hire web designer to re-do website	Town Administration	2027/2028

Resources

Organizations		
Organization Name	Phone & Fax	Address
Adaptive Environments http://www.adaptenv.org/	Phone / TTY: (800) 949-4232	374 Congress Street, Suite 310, Boston, MA 02210
American National Standards Institute https://www.ansi.org/	Phone: (202) 293-8020 Fax: (202) 293-9287	1819 L Street, NW, Washington, DC 20036
The Access Board Federal standards https://www.access-board.gov/ada/	Phone: (202) 272-5434 TTY: (202) 272-5449 Fax: (202) 272-5447	1331 F Street, NW, Suite 1000, Washington, DC 20004-1111
Massachusetts Architectural Access Board State standards https://www.mass.gov/aab-rules-and-regulations	Phone / TTY: (617) 727-0660 Fax: (617) 727-0665	One Ashburton Place, Room 1310, Boston, MA 02108
Massachusetts Office on Disability https://www.mass.gov/orgs/massachusetts-office-on-disability	Phone / TTY: (617) 727-7440 or (800) 322-2020	One Ashburton Place, Room 1305, Boston, MA 02108
National Center on Accessibility https://ncaonline.org/	Phone: 856-4422 TTY: (812) 856-4421 Fax: (812) 856-4480	Indiana University 2805 East 10th St, Suite 190, Bloomington, IN
U.S. Architectural and Transportation Barriers Compliance Board ("The Access Board") https://www.access-board.gov/	Phone: (800) 872-2253 TTY: (800) 993-2822 Fax: (202) 272-5447	1331 F Street, NW, Suite 1000, Washington, DC 20004-1111

Resources to Achieve Online Accessibility

US Department of Justice - State and Local Governments: First Steps Toward Complying with the Americans with Disabilities Act Title II Web and Mobile Application Accessibility Rule	https://www.ada.gov/resources/web-rule-first-steps/
The World Wide Web Consortium (W3C) - WCAG 2.1 Level AA Online Accessibility Standards	https://www.w3.org/TR/WCAG21/
Massachusetts Office on Disability - Understanding Web Accessibility	https://www.youtube.com/watch?v=vQyZS2CZN4E&t=3167s
Massachusetts Office on Disability - Accessibility Guidance for State Government Agencies	https://www.mass.gov/info-details/accessibility-guidance-for-state-government-agencies
Massachusetts Office on Disability - Creating Accessible Digital Documents	https://www.youtube.com/watch?v=bU8W69okZ70&list=PLsiz0GxiqA2f88B5u9B6uqHDsP3ArEYgK
Facebook and Instagram Accessibility	Facebook - https://www.facebook.com/help/273947702950567?helpref=hc_fnay Instagram - https://help.instagram.com/308605337351503 Helpful Tips and Tricks for Accessibility on Instagram - https://about.instagram.com/blog/tips-and-tricks/advancing-accessibility-on-instagram
Accessibility Widgets	UserWay Widget - https://userway.org/ AudioEye - https://www.audioeye.com/
SortSite - Website Accessibility Scan	https://www.powermapper.com/products/sortsites/

Potential Funding Sources for Implementation

Funding Source	Description
Community Development Block Grant: Architectural Barrier Removal - Massachusetts Department of Housing and Community Development https://www.mass.gov/files/documents/2017/12/04/Architectural%20Barrier%20Removal.pdf	Community Development Block Grant (CDBG) funding is one of the few non-local public resources available to help pay for Architectural Barrier Removal (ABR) in public and private buildings. This document explains accessibility regulations, examples of projects eligible for CDBG assistance, the relevant national objective, and considerations that will make a Massachusetts CDBG Program ABR application competitive.
Community Facilities Direct Loan & Grant Program - United States Department of Agriculture https://www.rd.usda.gov/programs-services/community-facilities	This program provides affordable funding to develop essential community facilities in rural areas. An essential community facility is defined as a facility that provides an essential service to the local community for the orderly development of the community in a primarily rural area, and does not include private, commercial or business undertakings.
Complete Streets - MassDOT https://www.mass.gov/complete-streets-funding-program	The MassDOT Complete Streets Funding Program addresses critical gaps in transportation networks by giving Massachusetts municipalities tools and funding to advance Complete Streets in their community. Complete Streets are ones that provide safe and accessible options for all travel modes - walking, biking, transit and vehicles - for people of all ages and abilities. The program provides technical assistance and construction funding to eligible municipalities. To be eligible, municipalities must pass a Complete Streets Policy and develop a Prioritization Plan.
MassAbility - Executive Office of Health and Human Services https://www.mass.gov/orgs/massability	MassAbility empowers people with disabilities to live life on their own terms. Our programs and services expand possibilities in careers and training, home and community life, and legal rights and benefits – including disability determination for federal programs.
Municipal ADA Improvement Grant - Massachusetts Office on Disability https://www.mass.gov/info-details/municipal-ada-improvement-grant-program	The Municipal ADA Improvement Grant provides funding to Massachusetts cities and towns to improve accessibility for people with disabilities. Funding supports updating a municipality's ADA Self Evaluation and Transition plans and making capital improvements that improve access or remove barriers in municipal programs, services, and facilities.
Municipal Americans with Disabilities Act Grant – Massachusetts Councils on Aging	These grants will support capital improvements specifically dedicated to improving physical and programmatic access and/or removing barriers encountered by persons with disabilities in applicant facilities throughout the

https://mcoaonline.org/municipal-americans-with-disabilities-act-grant	Commonwealth. Grants will be awarded to successful applicants to remove barriers and create and improve accessible features and programmatic access for persons with disabilities throughout the Commonwealth.
Unpaved Trails for All – The Massachusetts Office of Outdoor Recreation: Trails for All initiative https://www.mass.gov/info-details/trails-for-all#resources	The Trails for All initiative aims to create universally accessible trails, through intentional trail planning that removes barriers to access and brings the outdoors to individuals of all abilities via trail improvements such as gentle grades, stable surfaces, and inclusive signage in Massachusetts. Nature has proven health benefits for stress relief, chronic illness and stress-related illnesses, and unpaved trails provide greater health benefits when compared to paved trails.
Quality of Life Grants Program – Christopher and Dana Reeve Foundation https://www.christopherreeve.org/today-care/get-support/grants-for-non-profits/	The Quality of Life Grants Program, created by the late Dana Reeve, strives to empower individuals with disabilities and their families by providing grants to nonprofit organizations that improve quality of life through inclusion, access, independence, opportunities for community engagement, and other life-enhancing endeavors.