Request for Proposal

Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan

April 13, 2018

Prepared by the

Institute for Human Centered Design

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A. Cover Letter

April 12, 2018

Tom McArdle
Director of Department of Public Works/Project Manager
City of Montpelier, Department of Public Works
39 Main Street, City Hall
Montpelier, VT 05602

Dear Mr. McArdle,

The Institute for Human Centered Design (IHCD), is a non-profit 501(c) corporation. IHCD was founded in 1978 as Adaptive Environments and changed its name in 2008 to more accurately reflect our mission and work. We have a fourteen-member Board of Directors and staff averaging twenty (20). Some of our staff live and work in other parts of the US but the majority work in our headquarters in downtown Boston. The IHCD staff also has a long tradition of engaging interns studying in pertinent fields in the US and abroad.

We are delighted to have the opportunity to respond to Montpelier’s RFP to develop an ADA Transition Plan. We know how seriously Montpelier takes its responsibilities to equal opportunity for people with disabilities. Your ADA Advisory Committee is an unusual and impressive measure of municipal commitment to meet ADA responsibilities. We look forward to collaborative and supportive opportunities to work with you, the members of the ADA Committee, City Council members and residents of Montpelier, especially people with disabilities. We see our role as building capacity and providing data tools for an already impressive knowledge base.

IHCD has a long and warm affiliation with Montpelier. As you may know, IHCD has been home to the New England ADA Center since 1996 and Montpelier’s own Vermont Center for Independent Living has been our Vermont Affiliate for many years. I serve as an advisor and juror for the NetZero Vermont project.

IHCD is prepared to enter into the Standard Form Contract. We are also committed to attend at least four (4) meetings with Montpelier staff and to present the draft ADA Self-Evaluation and Transition Plan to the City Council and at a public meeting.

IHCD will deliver six (6) bound copies of the final ADA Self-Evaluation and Transition Plan Executive Summary to the City of Montpelier at the completion of the project along with editable electronic copies in both Microsoft Word and PDF formats. All data files and project maps associated with the field investigations and facility evaluations will be delivered to City staff.

Sincerely,

Valerie Fletcher, Executive Director

www.IHCD.com • 200 Portland Street, Boston MA USA • 617.695-1225 v/tty
B. Description of Firm

1. Firm Qualifications and Experience

The Institute for Human Centered Design (IHCD) is an international education and design non-profit organization committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages, abilities and cultures through excellence in design. IHCD was founded in Boston in 1978 as Adaptive Environments and changed its name on its 30th anniversary to have an identity more reflective of current work. Our headquarters remain in Boston though some of the team work remotely in other parts of the US.

IHCD meets its mission through an unusual mix of education, technical assistance, consulting and inter-disciplinary design services. Each activity informs the others for a dynamic interplay of expertise, learning and exploration. We are deep content experts in both accessibility and universal/inclusive design. IHCD understands accessibility as a floor or baseline for inclusive design and the practice of designing for people across the broadest spectrum of ability and age as a dynamic activity at the heart of socially sustainable design.

IHCD Consulting and Design Services:

IHCD has a rare capacity for holistic consulting that can assess the physical, information, communication, and/or service environments of our clients. A wide range of consulting and design projects over the years include ADA self-evaluations and transition plans commonly with an overlay of inclusive design considerations, review of existing conditions for accessibility compliance and universal design opportunities, design review during the course of design development for new buildings, major renovations, landscapes, urban realm, exhibits, all aspects of print, digital and environmental graphics as well as service design. Consulting and design clients include museums, universities, government entities, and private entities. Projects vary from local to international.
Beyond “Personas,” Engaging User/Experts:
IHCD believes that the most robust method of learning what users need and want is by engaging real people in assessing what works and what fails. We review environments such as exhibits, elements of the public realm, service environments like libraries or welfare offices, websites, apps and distance learning, and products. IHCD has hundreds of user/experts from adolescents to elders with a wide range of physical, sensory and brain-based functional limitations and can tailor a team of user/experts appropriate to the issues to be evaluated (e.g., older people when considering bus transit, young adults when considering apps and distance learning, culturally diverse families when considering public recreation). When analysis would benefit from user/experts and the project is far from IHCD’s headquarters in Boston, IHCD recruits user/experts wherever the client is based. Using contextual inquiry methods, IHCD generates immediately pertinent, detailed information that ranges from small, cost-neutral changes to significant insights that can ensure that capital investments are well spent.

NOTE: IHCD’s contextual inquiry research process is an option for engaging members of the Montpelier’s ADA Committee and other residents with disabilities in the analysis of existing conditions for indoor or outdoor places that have a particular complexity and priority for the City.

Current & Recent IHCD projects with federal funding and focused on accessibility compliance include:
• New England Americans with Disabilities Act (ADA) Center, funded by the U.S. Department of Education since 1996 with funding through 2021;

Current and recent IHCD projects with public funding and focused both on accessibility compliance to federal standards and state code but also on identifying opportunities for inclusive/universal design include:
• National Endowment for the Arts project (2012-2018) to create a comprehensive web-based national resource on accessibility and universal design for public and private cultural administrators that will become part of the NEA website;

• Massachusetts Cultural Council – 5th year partnering with MCC on the statewide UP (Universal Participation) initiative jointly created with IHCD;

• Massachusetts Department of Conservation and Recreation (DCR) – 2nd year of a multi-year contract to evaluate compliance with federal and state accessibility requirements as well as inclusive design opportunities in all of DCR’s properties (10% of Commonwealth land), review of plans for new construction and renovation and training of DCR staff and contractors;

• Massachusetts Department of Capital Asset Management and Maintenance (DCAMM) - a second three-year contract for on-call services for existing condition review, plan review, and training DCAMM staff and contractors;

• Massachusetts Bay Transportation Authority (MBTA) – Content leaders in the creation of a new Design Guide for Access for the entire system. Multiple MBTA contracts include analysis of existing conditions, contextual inquiry research and serving on design teams as the deep content expert in accessibility and inclusive design.

IHCD is also currently working with the MBTA on a complete Public Rights of Way (PROW) training intended for all MBTA staff, contractors, and municipal partners. The training will integrate videos of people with disabilities in the public rights of way illustrating the key elements of the PROWAG. It is intended as training product that can we experienced individually from a computer and incorporates a test at the end to measure understanding and serve as a basis for credit for the course.

Inclusive/universal design projects include:

IHCD builds from a solid base of rigorous expertise about accessibility requirements but embraces a larger vision of design as a transformative tool of social equity and enhanced experience for all.

- IHCD is the only US representative in the governing structure of the International Association for Universal Design (IAUD) based in Japan.
• IHCD conducted the first international benchmarking study on the integration of universal design into the built environment for the government of Singapore.

• IHCD was one of five organizations that collaborated in the development of the Principles of Universal Design in 1997 that are copyrighted to the Center for Universal Design at North Carolina State University at Raleigh.

• The National Endowment for the Arts funded IHCD to create the first international web-based collection of universally designed case studies in ten categories of the built environment, a project in collaboration with the UN. The initial site is in place with dozens of additional projects in development (www.UniversalDesignCaseStudies.org)

• IHCD has been a lead organization in the international Universal/Inclusive Design movement, having hosted or co-hosted five international conferences as well as international student design competitions, awards programs, smaller regional meetings and publication of web and print materials. IHCD collaborates and presents at international events, writes and publishes in global publications and collaborates on regional and national inclusive design projects.

• IHCD is planning an international inclusive design summit in Paris in partnership with UNESCO in 2020 with French partners and international collaborating organizations.

• IHCD began the Access to Design Professions project with support from the National Endowments for the Arts (NEA) in 1999 as a memorial project to Ron Mace, considered the ‘father’ of universal design in the US. This international initiative focused on increasing the number of people with disabilities who enter and thrive in the design professions.

• IHCD tailors training on universal/inclusive design for public and private entities and service industries including universities, cultural facilities, public entities, corporations, financial services, healthcare, libraries, domestic violence and emergency management. These trainings are organized to present guidance on the information, communication, physical, and social and policy environments central to impacting the contextual definition of disability.

• IHCD has been involved with the UN Department of Economic and Social Affairs before, during and since the development of the Convention on the Human Rights of People with Disabilities
(CRPD) and attended the development meetings and trained the delegates and UN staff on universal design.

- IHCD leaders provide an average of 30 lectures on universal design annually. Audiences range from international and national events to local. They include conference keynotes and workshops but also lectures for design students and design professionals. Every year there is a mix that includes professional development for designers, public health professionals, as well as events related to inclusion and the innovation economy, aging, sustainability, livable communities, housing and urban planning.

- IHCD publishes occasional books that contribute to the universal/inclusive design literature. Publications include:
  - Universal Design, A Reconsideration of Barrier-Free by Dr. Yoshihiko Kawauchi originally published in Japanese and issued in English in 2008;
  - Classroom Design for Children with Autism (2010) by Dr. Rachna Khare, a professor of universal design in India and parent of a child with autism;
  - Directional Sense (2011) by Drs. Janet Carpman & Myron Grant, premier experts in wayfinding;
  - Universal Design, A Methodological Approach (2012) by Belgian Professor Hubert Froyen; and
  - IHCD’s 2018 publication will be Inclusive Learning Spaces for Higher Education.

The IHCD team includes professionals across the design disciplines (architecture, interior design, industrial design, digital design, UX design, graphic design), education, engineering and the humanities. Staff members reflect the organizational commitment to diversity of age, ability, culture and personal experience with functional limitations. Staff, interns and visiting fellows come from a mix of nations and provide cultural insights as well as multi-lingual capacity. IHCD hosts a wide range of US and international interns every year, most of whom are design undergraduate
and graduate students but also studying related disciplines of engineering, sociology, anthropology, and occupational therapy. They range from high school students with disabilities to post-doctoral candidates in allied fields. This extensive national and international network of individual and organizational collaborators gives IHCD has an unusually rich and flexible expertise and capacity well beyond its core staff including the nation’s premier individual experts and global collaborators.

IHCD’s perspective is informed by the World Health Organization framework that defines disability as a contextual phenomenon. The WHO mainstreams functional limitation as a universal fact of life in the 21st century and describes disability as generated at the intersection of the person and their multiple environments: physical, information, communication, policy and social. This perspective about the opportunity to minimize limitations and make the most of strengths while improving experiences for everyone is the baseline for all of IHCD’s work.

**National Expertise and Tools to Support Accessibility Compliance:**

On the accessibility side, IHCD has been a major US provider of educational materials, training and consulting services originally on Section 504 of the Rehabilitation Act and then on the Fair Housing Amendments of 1988 and the Americans with Disabilities Act of 1990. IHCD has a reputation for designing user-friendly materials and has been federally funded to create the first national training package on the ADA as well as the popular *Checklist for Existing Facilities* (www.ADAChecklist.org) and the *Title II Action Guide* (www.ADAActionGuide.org), *paper in their first versions, digital in the current versions.*

**Specialized Experience:**

As noted in general information about IHCD, doing ADA Self-Evaluations and ADA Transition Plans is one of IHCD’s core consulting services. Doing that work with cities and towns is attractive because it impacts a sizeable cross-section of the population. We have had an excellent experience with municipalities that made a serious commitment to build expertise through the process and to use the information generated from the consultation as a tool for action, not just
to minimize a liability concern. We commonly work with the municipal ADA Coordinator, members of Disability Commissions, as often as possible with Elder Affairs Commissions and/or Human Rights Commissions, and always with municipal department heads. We welcome the direct participation of municipal staff and members of Commissions. We have consistently found people to be helpful, candid and eager to learn. IHCD retains long connections to our clients providing informal information and support.

We commonly also include a line item in the budget for hourly consultation for plan review if a client has building or park or public rights of way capital projects planned. An efficient, timely review catches problems and ensures that client’s capital investments align with the goals of the ADA Self-Evaluation and Transition Plan.

IHCD believes that there remains a great need in local government to understand responsibilities under the ADA. It isn’t easy. Understanding the core requirement for ADA Title II entities to “program accessibility” can be baffling. How do you assess the circumstances in which capital investment is needed in order to meet the responsibilities for equal access to programs, services and activities? When is it appropriate to move a program or activity? What constitutes a unique set of functions that requires that a building be brought into compliance? How do you prioritize corrective actions when you have a comprehensive set of information about the current situation? What are the responsibilities for web and other digital programs? Our collaborative process of cross-walking all of the data gathered in the ADA Self-Evaluation process – both programs and built environment – results in a prioritized and sequenced planning and budgeting tool – in Excel – that makes the implementation strategy clear to all.
## Selected facility review projects by scope and services provided include:

<table>
<thead>
<tr>
<th>Cities &amp; Towns</th>
<th>Selected City Property</th>
<th>Selected Outdoor Spaces</th>
<th>Outdoor Inclusive of PRW*</th>
<th>Program Access</th>
<th>Public Schools</th>
<th>Website</th>
<th>Trainings</th>
<th>Plan/Design Review</th>
<th>Other Services</th>
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<td>National Endowment for the Arts - Design for Accessibility 2016-Present</td>
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<td>In Process Design/Build of Site</td>
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<td>MassDot 2016</td>
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<td>Interactive Transit Maps</td>
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<td>MBTA (Review of New Website) 2016 - Present</td>
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<td>Wireframes and range of programming intervals</td>
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<td>MBTA Design Guidelines</td>
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<th>Higher ED</th>
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<th>Plan/Design Review</th>
<th>Other Services</th>
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<tbody>
<tr>
<td>Boston Architectural College, MA</td>
<td>Architects of record on their new 4 floor building – incorporated universal design, green design and historic preservation. IHCD won 2 awards, the Boston Preservation Alliance Achievement Award (2013) and the Boston Society of Architects Honor Award (2013).</td>
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<td>Museum of Science and Industry, Chicago</td>
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<td>Museum of the Bible</td>
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<td>9/11 Museum</td>
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<td>Equinox, Inc.</td>
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<td>Community Servings</td>
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<th>Program Access</th>
<th>Website</th>
<th>Trainings</th>
<th>Plan/Design Review</th>
<th>Other Services</th>
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<td>Blue Cross Blue Shield (Remodel of Office Floors)</td>
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<td>Spaulding Rehabilitation Hospital (New Building)</td>
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<td>X (DD’s CD’s)</td>
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* Public Rights of Way
** Web-based in four languages to solicit comments by residents with disabilities about draft priorities for corrective action
*** Walk-throughs during construction/post construction & post construction access audit
**** Material and Furniture Specification
B. Description of Firm

2. Narrative of Approach to Scope of Services

Task 1: Self Evaluation and City Involvement
The Consultant will meet with the City of Montpelier’s Project Director, Tom McArdle, the ADA Committee, and any additional City department heads or their designees, elected and appointed Officials, community members with disabilities as advised by the City. IHCD recommends that Montpelier’s older residents be included in the process. Though not all will recognize relevance of the ADA to their experience, they are a core beneficiary of the ADA with clear rights within the ADA’s protected class. IHCD invites engagement from City staff and from community members in the process of building even more capacity on ADA compliance for the City of Montpelier.

Ideally, the entire consultation would begin with a meeting that could be jointly convened by Mr. McArdle and Montpelier’s ADA Committee. This would involve an overview presentation on Title II of the ADA and the specific activities that will be undertaken for the City of Montpelier. IHCD will also provide basic materials (e.g., IHCD’s ADA Glossary). Self-Assessment Survey Forms, including a link to a Montpelier digital survey option created on Google Forms for those that prefer digital, could be shared with Department Heads or designees at that time and there would be an opportunity to ask questions.

Ideally, following the kick-off presentation, questions and answers, and sharing the self-assessment forms with the department heads, meet with Mr. McArdle and the leadership of the Montpelier’s ADA Committee to discuss options for the involvement of staff and any appointed members of committees as well as Montpelier residents with disabilities.

Nearing the end of the ADA Self-Evaluation and prior to the generation of final recommendations for prioritized corrective actions, IHCD will work with the City:
1. to generate a City-approved draft report of the ADA Self-Evaluation with draft priorities for the Transition Plan’s corrective actions appropriate for public dissemination;

2. to host a public meeting with Mr. McArdle and the ADA Committee to share findings and draft priorities for corrective action and solicit comments and any corrections especially from people with disabilities in Montpelier including outreach to the local Independent Living Center (VCIL) and others such as Disabled Veterans groups along with a pro-active invitations to older residents and to families of children with disabilities.

IHCD has developed a set of self-assessment survey tools that we tailor for each client for gathering information on current practice and on the scope of programs offered by the City. As noted above, IHCD prefers to begin this process with an overview of ADA Title II and the process we’ll undertake for ADA Self-Evaluation and ADA Transition Plan. IHCD is available to Montpelier staff to answer questions as departments assemble information on their programs.

A key portion of the ADA Self-Assessment is a breakdown of programs, services and activities and confirmation about where those are delivered in each property on the City’s list of buildings and sites. If not self-evident, IHCD will also ask for a description of the participants in those public services and programs. Reviewing all materials with the project manager and/or ADA Committee would also be desirable.

Included in the survey process will also be requests for specific information from each City department requesting information about current practice relative to “effective communication,” for people with sensory or communication limitations. This will help to sensitize City staff to the requirements for “effective communication” as well as to gather that information as part of the program accessibility requirements. IHCD is pleased to offer a participatory training on Effective Communication through our New England ADA Center if the City wishes to offer it.
Task 2: Evaluation of Policies and Programs, Including Montpelier’s Website

The primacy of program access in ADA Title II, well recognized by Montpelier, is supported through an infrastructure of policies and procedures that must be in place and fully implemented. These will sometimes be City-wide and sometimes need to be at the department level. A critical task of the ADA Self-Evaluation is to learn what programs, services and activities are offered to the public and how and where they are provided. The determination of priorities for corrective action require a cross-walk between property and program.

The ADA administrative requirements help ensure that the needs of people with disabilities are addressed in all services, programs and activities that the City operates. A Title II entity is required to:

1. Designate a **Responsible Employee** (ADA Title II - 28 CFR Part 35.107 (a)) to coordinate compliance with the ADA. The purpose of having a responsible employee – ADA Coordinator(s) - is to ensure that when the public deals with a state or local government agency the public is able to identify a person who is knowledgeable with the requirements of the ADA. [The City of Montpelier has an appropriate ADA Coordinator in place and also a unique ADA Committee.]

2. Adopt and distribute a public **Notice** (ADA Title II - 28 CFR Part 35.106) of the provisions of the ADA to members of the public who may participate in the City’s programs, services and activities. The effective notice should state the City’s obligations under the ADA and include the complete contact information of the ADA Coordinator(s).

3. Develop and distribute **Grievance Procedures** (ADA Title II - 28 CFR Part 35.107 (b)) for prompt resolution of any complaint regarding disability discrimination.

4. **Modify its Policies, Practices and Procedures** (ADA Title II – 28 CFR Part 35.130(b)(7)) when necessary to avoid discrimination.

5. Provide **Reasonable Accommodation** (ADA Title II – 28 CFR Part 35.140(a)) to qualified employees with disabilities.

6. Provide **Auxiliary aids and services** (ADA Title II – 28 CFR Part 35.160) to ensure effective communication with people with disabilities. This provision requires ADA Title II entities to take
steps to ensure that communication with members of the public and employees with disabilities is as effective as communication with others.

It appears that Montpelier is well along if not in full compliance with the ADA administrative requirements.

IHCD will review existing policies, evaluate them for compliance, identify errors and gaps. Based on the review by IHCD of City Departments’ Surveys from Task 2 and of policies and procedures regarding access by persons with disabilities, IHCD will identify departments that do not have policies or whose policies and procedures require modifications. IHCD will assist in the development of model policies and procedures recommended for use by departments and shall include those model policies in the ADA Transition Plan and provide samples if needed and desired.

Full Review of the City’s Website and online information services including all documents made available to the public on the website as well as a review of available videos to ensure they are fully accessible to people with visual and/or hearing disabilities. IHCD will provide guidance on document digital accessibility in order for Montpelier to address current documents but to have the ability to ensure that all future documents uploaded to the website are accessible. IHCD does extensive reviews of websites and other digital products for accessibility as well as usability. Our internal team also builds websites and other digital tools so can engage with client’s staff or contractors to talk about issues at the programming level.

The review is at two levels: IHCD’s Inclusive Technology Team Review and contextual inquiry review with representative User/Experts – people with physical, sensory and brain-based disabilities. That will include older people who are not digital natives.

An illustrated deliverable will include screen shots of the site and analysis of finding as a well as a summary memo and presentation to the City’s IT Specialist and pertinent Montpelier staff and/or consultants.
IHCD will review in line with the dominant standard for accessible websites for Title II and Title III entities: the World Wide Web/Web Accessibility Initiative (W3C/WAI), Web Content Accessibility Guidelines (WCAG) 2.0, AA. Testing includes people with sensory limitations but also people with brain-based conditions and digital non-natives such as older people.

**Task 3: Evaluation of Facilities and Outdoor Areas**

ADA Title II for public entities has a primary mandate for program access and **not** for “readily achievable barrier removal” which is desirable but not required. That standard applies to Title III entities or privately owned “public accommodations.” However, all new construction and major alterations undertaken by Title II entities must fully meet the 2010 ADA Standards for Accessible Design. For facilities that are determined to require physical modification, the changes must align with the 2010 ADA Standards and City Building Code. Any new construction or previous modifications prior to the implementation of the 2010 ADA Standards that meet the 1991 ADA Standards (also known as ADAAG) can remain; those modifications for accessibility that do not meet the 1991 ADA Standards will need to be corrected using the 2010 ADA Standards.

Montpelier has shared a very detailed Capital Needs Assessment (2015-2034) and IHCD looks forward to working with City to integrate the findings of this ADA study into that process. IHCD suggests early attention by the City to IHCD’s order-of-magnitude cost estimations in a set of initial drafts of properties. This will allow an evaluation of how well the RS Means-based cost estimates align with the City’s capital estimates and to adjust those accordingly early in the process. IHCD is not doing rigorous cost estimating for bidding but would expect that timely analysis with the City early in the process will deliver information appropriate to the City’s ongoing capital planning.
IHCD’s proprietary tool is built to gather extensive, detailed data that becomes the primary source for the building and outdoor area narrative overviews and catalogs. For each facility or building and for each park or playground IHCD will deliver a:

- **Building Narrative Summary Report** noting the building or facility’s programmatic function and key issues of concern relative to accessibility.

- **Catalog** of each element with an accessibility issue in the building or facility that names the issue, has a photograph to illustrate the issue, pertinent legal citation(s), and a suggested remedy for fixing the issue as well as an Order-of-Magnitude cost estimation. It includes fields that can capture the pertinent legal citations if desired as well as GIS data if needed.

**NOTE:** The simultaneous gathering of program data informs the prioritization of corrective actions. A final set of spreadsheets organized to meet the City’s preferences will include each issue for corrective action, its priority, its’ order-of-magnitude cost estimation. This is the core planning and budgeting tool that is the ADA Transition Plan. For each element in need of corrective action, a responsible department must be stipulated.

IHCD’s approach to field review includes close work with the client in order to ascertain the level of detail required to be captured, to ensure that the right balance is struck between data collection and its eventual application in project planning and management.

**Sequencing decisions** for the specified facilities would be negotiated with the City. IHCD suggests that any location slated for renovation be prioritized in order for the data generated from the ADA Self-Evaluation to be available to incorporate into design development. The project manager and ADA Committee members are welcome to join the survey process as they wish.

There is a critical role for people in Montpelier with disabilities in the penultimate draft stage of the Self-Evaluation when considering programs, services, and activities that are currently being offered in inaccessible locations. There are three options to consider:
1. Move the program or activity in the same building to an accessible location.
2. Move the program or activity to an alternative accessible location.
3. Renovate the space to be accessible.

Final logistics will be worked out by the IHCD Project Co-Directors with the City’s ADA Coordinator or other City designee on the order of buildings to be review based on the list in the RFP. IHCD will review the available floor plans before the start of the surveys. The City of Montpelier will need to provide a point person for each building and outdoor area to be surveyed and IHCD will provide in advance a date, time and names of team members who will participate on the audit team.

The following City facilities and parks will be reviewed.

City Facilities:
   City Hall
   Wastewater Treatment
   DPW Offices and Garage
   Fire Department
   Montpelier Police
   DPW Salt Pen
   Montpelier Senior Center
   Montpelier Recreation
   Cemetery Offices
   Hubbard Park Building and Shelters

Parks:
   Hubbard Park*
   Recreation Fields

*City to identify trails for assessment
Task 4: Self Evaluation Methodologies and System for DPW Staff to Assess Pedestrian Rights of Way (PROW)

IHCD has had a long-term engagement with the development of the US Access Board’s Public Rights of Way Accessibility Guidelines (PROWAG). IHCD’s Senior Consulting Architect, Gina Hilberry, AIA, served on the Access Board Committee that generated the PROW Guidelines. She has trained the balance of IHCD staff.

PROW Survey Tool - IHCD, under the direction of Ms. Hilberry, has developed a proprietary survey tool specific to PROW. A variation of that evaluation tool could be shared with Montpelier.

PROW Training - IHCD is currently in the midst of producing a PROW training that will embed illustrative videos into a large presentation (3+ hours). The client, the Massachusetts Bay Transportation Authority (MBTA), wants it to be possible for individual staff and consulting staff to be able to take the PROW training independently or use it for a group training but not require an expert presenter to be present. IHCD will share the rights to the product with MBTA and expects that it will be available for use by Montpelier.

Task 5: Action Steps and Timeline

IHCD will provide a complete report that includes recommendations for any modifications or deletions of language in all program policies, practices and procedures and a complete evaluation of City facilities, including costs for proposed modifications and priorities for completion of proposed modifications projected over up to ten (10) years.

Please see the following Table of Contents projected for the City of Montpelier’s ADA Self-Evaluation
ADA Self-Evaluation Plan Sample Table of Contents

Executive Summary
Legal Overview

Evaluation of Non-discriminatory Policies and Practices in Programs, Services, and Activities [NOTE: a draft of this deliverable will be share with the City @75%]

Introduction
Analysis
I - Designation of Responsible Employee
II - Complaint Procedures
III – Notice
IV - Reasonable Modification of Policies Practices, and Procedures
V - Employment and Reasonable Accommodation
VI - Auxiliary Aids and Services
Model Policies
Resource List

Evaluation of Facilities and Outdoor Areas

Introduction
Accessibility Survey Methodology
Program Accessibility

1) Relocation of programs, services and activities within current facility
2) Relocation of programs, services and activities to another
3) Renovations to ensure access to programs, services and activities

NOTE: the following sections will include a narrative summary for each category along with a total of order-of-magnitude cost estimates for the category and a
building summary and catalog for each building. Catalogs depict inaccessible issues, preliminary remedies, and cost estimations.

- Municipal Buildings
- Public Safety
- Parks & Recreation

**Complete Draft ADA Transition Plan** - Unlike the ADA Self-Evaluation that contains comprehensive information about the current state of compliance and that details any corrective steps necessary to make continuing progress on compliance, the ADA Transition Plan is limited to capital issues. It is a tool for planning and budgeting. It details prioritized, sequential modifications that will require capital expenditures to meet program accessibility obligations as it relates to property. It is typically a process that project expenditures from one (1) to ten (10). It must detail what needs to be done, include at least an order-of-magnitude cost estimation, and must stipulate the department responsible for completing the task.

IHCD has found that the Order-of-Magnitude Cost Estimation Spreadsheets comprise an appropriate basis for the ADA Transition Plan. The expansive detail of the ADA Self-Evaluation becomes a companion tool for clarification. As noted previously, IHCD would work with Montpelier in the context of their intent to integrate the ADA Transition Plan data into the City’s Capital Needs Plan to ensure that the order-of-magnitude cost estimations work for Montpelier or can be adjusted.

Please see a sample Order-of-Magnitude Cost Estimation Spreadsheet sample in the Attachments.

Note that IHCD has twice partnered with R.S. Means, the world’s leading provider of construction cost data, in the publication of the ADA Compliance Pricing Guide (1994 and 2004). IHCD paid R.S. Means to update the 2004 numbers at several points over the years (most recently in Fall ’17) to
align with current pricing for meeting the ADA 2010 Standards and paid for a consultation for R.S. to create cost estimates for outdoor areas.

**Public Hearing on ADA Self-Evaluation and Transition Plan Draft** - The City plans a public hearing at which IHCD shall make a presentation on the Draft approved by the City (including prioritization of corrective action). The date, time and location shall be set by the City and posted fourteen (14) days prior to the hearing. The notice shall state that the Draft is available for public review and is available at City Hall as well as with the City Clerk and on the City Website and that comments may be submitted for up to ten (10) days following the day of the public hearing.

**Complete Final ADA Self Evaluation Report and ADA Transition Plan** - IHCD would deliver a draft ADA Self-Evaluation Report to the City of Montpelier Project Manager, ADA Committee/ADA Coordinator(s) and others as requested. Following the integration of corrections and comments, IHCD would then generate the draft Order-of-Magnitude Cost Estimations that include draft priorities for corrective action. These are a key part of the public process: sharing priorities for corrective action. [NOTE: initial cost estimations for ‘remedies’ are included in the Catalog for each building or facility.] The City-approved draft of the ADA Self-Evaluation & Transition Plan would be available to the public and the priorities for corrective action. We have not commonly shared the Order-of-Magnitude Cost Estimation Spreadsheets publicly because of their level of detail but rather a simpler document iterating tentative priorities for corrective action for buildings and outdoor areas. These are shared and ideally introduced at a public meeting for a comment period of ten (10) days.

**Detailed Outline of Methods and Estimated Costs for all Recommendations and Realistic Implementation Schedule with Costs for the Removal of the Identified Barriers** - IHCD’s method for sequencing the very substantial data of the ADA Self-Evaluation Plan into the focused ADA Transition Plan is through the development of the Order-of-Magnitude Cost Estimation Spreadsheets. These include only capital issues. Other issues arising out of the Self-Evaluation may
include recommendations for relocated programs, services or activities, creating or changing existing policies and procedures, conducting training on how to ensure effective communication or other facets of compliance. Planning for capital cost necessary to compliance is the sole function of the ADA Transition Plan. It is intended as a living tool for planning and budgeting over a period of up to ten (10) years. IHCD delivers a final set of prioritized, sequenced corrective actions after they have been vetted and approved by the City. The City then uses the spreadsheet for ongoing management of implementation.

Task 6: Management System

IHCD accepts the stipulations from the RFP for a management tracking system as noted in the RFP: Establish an actively managed tracking system database to update barrier removals as they are performed by City staff and to provide a medium for monitoring and updating the process. The Consultant will provide training, as needed, to City staff in the use, maintenance and update of the proposed management system. Project Database – The Consultant shall develop a database for the ADA Transition Plan using City-approved software if deemed applicable. The purpose of the database is to facilitate ongoing monitoring and updating of the final comprehensive ADA Transition Plan by City Staff. The database shall correlate all components of the transition plan including but not limited to Compliance and Facility reports, Facility Diagrams, Transition Plans, reference drawings, standard drawings, and photographs. The database shall be the property of the City of Montpelier when the ADA Transition Plan compilation is complete. All database files shall be the property of the City and electronic files shall be submitted in a non-proprietary format.

IHCD has developed a management method and tool in Excel for ensuring implementation of the ADA Transition Plan. It’s commonly our final deliverable for an ADA Transition Plan and intended as a tool for our clients in which progress is easily documented. It iterates every capital corrective action, by category of priority, and organized over a period up to ten (1) years. Contingent on client preference, we also add responsible departments and even named staff if desired. Given that it is in Excel, it has proven popular with clients.
If Montpelier would like to tailor a management tool in keeping with its current capital planning and budgeting systems, IHCD is committed to working with the City on what works best for Montpelier.
B. Description of Firm

3. Prior Record on Controlling Costs, Quality of Work & Meeting Schedules

As noted in the chart starting on Page 10 of this document, you can see the wide range of consulting projects completed or underway by IHCD. This lists only recent projects. IHCD has done mission-driven consulting and design services for most of its 40 year history.

Controlling Costs - IHCD does this work extensively in many different settings. We know how to prioritize staff and time. We build our expenses into our standard budgets so that the client will never see an invoice for expenses. If we run over on expenses, IHCD bears that burden. We have never pursued a client for a surcharge or supplemental payment based on cost overruns. If the client chooses to expand the scope of work (a common IHCD experience), a specific scope of work, budget and schedule are agreed upon. Optional services such as plan review are billed by the hour with an agreed-upon not-to-exceed budget. That system works very well for a wide range of clients.

Quality of Work - On the education side of the house, IHCD has been a national developer of interpretive guidance on Section 504 of the Rehabilitation Act and on the Americans with Disabilities Act. In the five years following the passage of the ADA, the US Department of Justice contracted with IHCD to develop the first interpretive guidance for the nation on the new law. Today, we still play a key role in federal and state government with user-friendly guidance on the law and Design Guides for Access. IHCD enjoys the respect of our clients and most work comes from referrals. IHCD responds to RFPs but does no marketing. We have all the work we can do from referrals and requests.

See a couple of comments from clients here:
This is a superb report. If the Town follows all of the recommendations that IHCD’s made completely and to the letter, and that is both my goal and my preference, I think not just persons with disabilities but everyone in this Town will be the better for it.

Betsy M. Allen, JD
Director & ADA Coordinator
Town of Somerville
August 9, 2013

IHCD’s User Expert Lab has helped to enrich our designs—both physical and digital. Throughout recent redesigns of several subway stations as well as the complete rebuild of mbta.com, the feedback we received for IHCD helped to ensure we were designing with the diversity of our customers’ needs in mind. As a result we have found ourselves focused more on user experience than just mere compliance.

Laura Brelsford
Assistant General Manager, System-Wide Accessibility
Massachusetts Bay Transportation Authority

ICHD brings both passion and expertise to its work. IHCD plays a key role in helping RLMG think through our approach to accessibility by providing real-world guidance and more importantly helping us to understand why accessibility matters. The IHCD team of user-experts represent a broad range of abilities and their first-hand feedback has become an invaluable part of our development process.

Richard Lewis
Principal
Richard Lewis Media Group
Watertown
Meeting Schedules - IHCD does a lot of public contracting, a process that almost invariably aligns with fixed deadlines based on fiscal year budgeting. Overwhelmingly, we meet our scheduled commitments. There are circumstances in which expected timeframes extend. Weather can influence the ability to conduct outdoor surveys – common in New England. Delays in receiving requested survey materials from City departments can push out the ability to complete the analysis of programs in the context of the ADA Self-Evaluation. We have shifted to offering an on-line survey that seems to generate a more complete and quicker response. Our scope of work often includes schools and delays in being able to survey those have resulted in an overt request to survey schools only when students are out for vacation.

In every project, we keep in close contact with the project manager so everyone is clear on the schedule and expectations.
C. Work Plan

Below is the proposed timeline to meet the scope of services presented in this proposal and provide the deliverables noted below:

- Six (6) bound copies of the final ADA Self-Evaluation and Transition Plan executive summary for the City of Montpelier shall be provided as well as editable electronic copies in both Microsoft Word and pdf formats. All data files and project maps associated with the field investigations and facility evaluations shall be delivered to City staff.

- At least four (4) meetings with City staff and to present the ADA transition Plan to the City Council at a public meeting

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<th>Tasks</th>
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- Core work period
- Ongoing communication
D. Qualifications and Experience of Key Personnel

The Institute for Human Centered Design (IHCD) believes that a mix of disciplines is the best way to ensure a quality deliverable. For each project, IHCD organizes a multi-disciplinary team of both regular and, if needed, consulting staff aligned with the scope of work.

In a typical scope of work for a Title II ADA Transition Plan, that would include management by the most experienced members of the IHCD team, commonly architectural designers, with a mix of staff and interns on teams. If the client scope warrants it, IHCD has landscape architects, accessible public realm experts and digital accessibility technical staff (websites are considered a ‘program’ of both Title II and Title III entities by the Department of Justice). In addition, the IHCD team includes seasoned specialists in accessibility and civil rights for people with disabilities (e.g., Janice Majewski, Kathy Gips). Approximately half of IHCD’s team of professional and supporting staff include people with personal experience of disability.

*Principle in Charge* - Valerie Fletcher, Executive Director (20 years of experience)

*Project Co-Directors* – Ana Julian, Architectural Designer, Assoc. AIA and ICC Accessibility/Inspector Plan Examiner (18 years of experience) and David West, Accessibility Surveyor (9 years of experience) with extensive experience in outdoor areas.

*Program Access Specialist* - Jan Majewski  (30+ years of experience in accessibility, 4 with IHCD)


*Survey Tool Specialist* - Woodbury Shortridge, Inclusive Technology Coordinator (2 years of experience)

*Pedestrian Rights of Way Specialist* – Gina Hilberry

*Surveyors* – IHCD survey teams include a mix of staff and interns all trained and supervised by senior IHCD staff.

*Trainer* – Kathy Gips (30+ years of experience) or Stacy Hart (5 years of experience)
NOTE: MS. GIPS or MRS. HART WILL PROVIDE TRAINING PRO-BONO THROUGH IHCD’S NEW ENGLAND ADA CENTER.

Key Personnel
The IHCD team includes 20-25 professionals across the design disciplines (architecture, interior design, industrial design, digital design), education, engineering, the humanities as well as administrative staff. It reflects the organizational commitment to diversity of age, ability and culture. Staff range in age from 21 to 84 with approximately half the team comprised of people with disabilities. Staff, interns and visiting fellows come from a mix of nations and provide cultural insights as well as multi-lingual capacity. Some members of the team are based in other states.

The roles and bio-sketches for the team designated for the City of Montpelier consultation are below. There is some duplication built in for surveyors based on playing triage with multiple projects. Professional staff are guaranteed as stipulated.

Valerie Fletcher, Executive Director – Principle in Charge
Valerie Fletcher has been Executive Director since 1998 of the Institute for Human Centered Design (IHCD). Fletcher writes, lectures and works internationally. She generates opportunities for IHCD and has broad oversight of all consulting and design services. She created the IHCD User/Expert Lab which has over 300 people engaged in the evaluation of places, products and services. Her research focus is integrated social and environmentally sustainable solutions for multifamily housing, healthcare, culture, workplaces, and the public realm.

Fletcher’s career has been divided between design and public mental health and she is the former Deputy Commissioner of the Massachusetts Department of Mental Health where she oversaw the largest participatory planning process ever undertaken in a state mental health system. She was Principal of Fletcher Studio Design from 1978-1985.
She is a Special Advisor on Inclusive Design to the UN Department of Economic and Social Affairs and Councilor for the International Association for Universal Design (IAUD) in Japan. She completed an international universal design benchmarking project for the government of Singapore and is creating a website on accessibility and universal design for the US National Endowment for the Arts. Fletcher has a master’s degree in ethics and public policy from Harvard University. The Boston Society of Architects awarded her the Women in Design award in 2005. She co-chairs the Design Industry Group of Massachusetts. She is a Trustee for the Boston Architectural College.

IHCD Team Bios


Ms. Julian has served IHCD in a mix of capacities beginning in 1998. She provided technical assistance for IHCD’s New England ADA Center and its national Fair Housing Design and Construction Resource Center (DCRC). As a certified ICC Accessibility/Inspector plan examiner, she also provides guidance under the International Building Code (IBC) and distinctive state codes such as the Massachusetts Architectural Access Board. Since 2012, she has been a project director and field surveyor for IHCD’s consulting and design work. She has extensive experience managing ADA Transition Plan projects for municipalities, public agencies and public institutions.

Ana was born in Colombia then moved to Paris as an adolescent, she earned a Masters of Architecture degree from the Ecole Speciale d’Architecture in Paris and then a Master in Techniques of Construction at the Institute de la Construction Industrialisee also in Paris. Ana also has a strong interest in the renovations of religious spaces to improve the accessibility and sense of welcome for the community across the spectrum of ability and age. Ana is fluent in Spanish, French and English.
David West, ADA Outreach & Research – Surveyor, Facilities & Outdoor Areas - Project Co-Director

Mr. West has been with IHCD since 2009. He brings many years of experience in diverse industries including technical writing and non-profit development. He is central to IHCD accessibility consulting in the physical environment and has built particular expertise on outdoor recreation, including beaches, and on public rights of way.

He is responsible for maintaining and building the existing set of databases as well as helping to build the outreach strategies to priority stakeholders. He also plays a key role in promotion of new materials to target populations. He is active in the Greater New England Chapter of the National Multiple Sclerosis Society and is on the Board of Summer Ink, an adventure-based camp that teaches writing skills to young people in greater Boston. Mr. West has a BA in Political Science and Social Psychology from Tufts University.


Ms. Dufresne has worked for IHCD since 2012 as an architectural designer, writer and lecturer. She received an accelerated master’s in architecture from the University of Illinois in Urbana-Champaign, and a bachelor’s in English with a minor in visual arts from Boston University. Her childhood experiences using a wheelchair have driven her interest in Universal Design.

Her projects at IHCD include: upgrades to accessible units at the Mission Park apartment complex; developing a single-family residence for formerly institutionalized adults with disabilities in Bucharest, Romania, working on accessibility analyses of Harvard Medical School, Stonehill College, and the City of Charlotte, NC, Georgia Institute of Technology, a mix of public institutions of higher education, both existing condition and plan review, the City of Stamford, Ct. and the Town of Andover, Massachusetts. She has also done writing for the National Endowment for the Arts website, developed a course for the New England ADA Center on reading architectural drawings for accessibility.
Gina Hilberry - Specialist PROW

Ms. Hilberry is the Senior Consulting Architect for the Institute for Human Centered Design (IHCD) and principal architect of Cohen Hilberry Architects. She has provided architectural and consulting services related to historic preservation, renovation, conversion, new construction and accessibility since beginning her professional career in the early 1980s. She served on the PROW Advisory Committee for the US Access Board and with the International Code Council on the ANSI A117 Standards where she co-chairs the current committee; 2008 Edition Development Committee. She consults, teaches and provides training seminars on ADA, PROW, Fair Housing and Universal Design to public, professional and industry associations globally. Working with IHCD, she was the lead in the development of the Universal Design Spec for the Enterprise Green Spec in 2012.

Jan Majewski - Advisor, Program Access


From May 2001 to January 2014, she was an Accessibility Specialist in the Disability Rights Section, Civil Rights Division, U.S. Department of Justice (USDOJ). There she worked on issues of museum accessibility, accessible technology, collaboration between the disability and business communities, and ADA technical assistance. In addition, she worked on the Disability Rights Section (DRS) team that redesigned the Department’s ADA technical assistance website, ADA.gov, and its teams that wrote and designed ADA technical assistance materials.

Prior to her work with the USDOJ, Ms. Majewski worked for the Smithsonian Institution from 1978 until 2001. Beginning as Coordinator for Special Education in the Institution’s Office of Elementary and Secondary Education, she later became the Office’s Director of Outreach Programs and then
founded the Institution-wide Accessibility Program. She led the team that wrote the first comprehensive set of U.S. museum exhibition accessibility guidelines, the Smithsonian Guidelines for Accessible Exhibition Design, the most recommended guidance document in the field.

Ms. Majewski earned a Bachelor of Arts from Connecticut College and a Master of Education of the Deaf at Smith College.


A native of Atlanta, Mr. Shortridge graduated from the Georgia Institute of Technology in 2016 with a Bachelor of Science in Psychology, giving special attention to HCI and human factors. He worked researching auditory and multimodal interfaces at the GA Tech Sonification Lab. Often this included human-subjects research that drove the development of sound and other modalities to communicate information for assistive technology.

He began working at IHCD as full-time staff in September of 2016. Mr. Shortridge is the lead for information and communication technology reviews, research and consultation. He also plays a key role in the IHCD User/Expert lab where he is engaged in contextual inquiry research projects with an emphasis on multisensory experience. He is currently overseeing the final stages of web development for the NEA Design for Access website created by IHCD that will be integrated into the NEA website and IHCD’s replacement website.
Boxes shaded in yellow identify team members involved in project.
E. Services Completed by Firm Staff and Sub-Consultants

With the exception of one team member, Gina Hilberry, only firm staff will be used to complete this project. Although Gina Hilberry is a sub-consultant, she has been working with IHCD as a senior consulting Architect regularly for the past ten years. She is an expert in PROW and will be working with staff on the task of providing self-evaluation methodologies and system for Montpelier’s DPW staff to assess the City’s Public Rights of Way.
F. Description of Three Projects

Town of Andover, MA

Contact: Janet Nicosia, CEM, Manager of Energy and Utilities

Address: Municipal Services Department, 36 Bartlet Street Andover, MA 01810

Phone: 978.623.8761

Email: jnicosia@andoverma.gov

Cost: Projected budget $74,665, additional work was added to the initial proposal. The budget did not change from the initial projections.

Key Staff: Valerie Fletcher, Ana Julian, Meghan Dufresne, David West, Whitney Hill, Anoop Sundararajan, Woodbury Shortridge, Interns

Description of services provided:
IHCD is completing the Town’s ADA Self Evaluation and Transition Plan. This project started with municipal buildings and schools only and, after the program was underway, subsequently added review of their parks and their Town website to the scope of work. This project wraps up in April 2018.

The following photo depicts a User/Expert review of Hagget’s Pond.
City of Somerville, MA

Contact: Betsy M. Allen, ADA Coordinator, Executive Office on Disability & Compliance
Address: 93 Highland Avenue, Somerville, MA 02143
Phone: 617.625.6600 x2323
Email: ballen@somervillema.gov

Cost: $110,000 was the projected budget. IHCD came in under budget at $106,360.
Key Staff: Valerie Fletcher, Ana Julian, Meghan Dufresne, David West, Gabriela Sims, Ruth Super, Emmanuel Andrade, Interns

Description of services provided:

Summary: IHCD won a competitive bid to undertake a comprehensive ADA Title II Self-Evaluation including the review of facilities (owned and leased property) as well as review of policies and procedures for program accessibility, effective communication, and website accessibility.
Additional services included design review and the development of a first-in-the-nation digital fillable survey of draft priorities for corrective action as well as paper surveys during a one-month period promoting through a public campaign with various announcement including postcards and posters.
City of Worcester, MA

Contact: Jayna Turchek, Esq., Director of Human Rights & Disabilities
Address: Worcester City Hall, Room 311, 455 Main Street, Worcester, MA 01608
Phone: 508.799.1152
Email: turchekj@worcesterma.gov

Title: Consulting for ADA Evaluation and Transition Plan Update
Cost: $77,000 (facilities/polling/and website, no schools), there was no change in budget.

Key Staff: Valerie Fletcher, Ana Julian, Meghan Dufresne, David West, Gabriela Sims, Emmanuel Andrade, Lise Capet, Interns.

Description of services provided:
The City of Worcester and the ADA Coordinator represents a multi-faceted collaborative relationship over the last four years. It has involved an ADA Title II Self-Evaluation and Transition Plan in sequential parts, contracting when the resources were available to move ahead: municipal buildings, parks and playgrounds, voting places, City website. Schools is a scope often discussed but not yet funded. The IHCD/City of Worcester relationship is also a collaboration in which episodic requests for information, clarification, and advice are common. Occasionally, the City asks IHCD to do a tailored training, most recently a training on Accessibility & Inclusive Design for Residential Property for a Landlord Summit. The consulting relationship has also included a variety of public presentations on ADA and accessibility.
MA Department of Conservation & Recreation

Contact: Thomas J. McCarthy, Director, Universal Access Program
Address: 251 Causeway St #900, Boston
Phone: # 413.545.5353
Email: thomas.j.mccarthy@state.ma.us

Status: Ongoing

Cost: Three year project estimated at $200K per year. Total could increase or decrease based on projects.

Key Staff: Valerie Fletcher, Ana Julian, Meghan Dufresne, David West, Whitney Hill, Anooa Sundararajan, Peter Martin, Gabriela Sims, Woodbury Shortridge, Interns

Description of services provided:
This is a multi-year contract that began in June of 2016 for a set of services identical to the DCAMM scope and focused on the Commonwealth’s park system. DCR’s focus is also on the assessment of at least a full representation of all facility and outdoor area types for compliance with ADA title II and MAAB but also Federal Forest Service Design Guidelines that incorporate universal design elements and distinct DCR accessibility policies (e.g., design of accessible parking spaces). The Project also has included the development of tailored DCR survey tools, the development of a method to add accessibility data to the state-level ArcGIS system. All skating rinks, swimming/water programs, all Metro Boston beaches and some parks have been completed to date. A “pocket guide” illustrated accessible elements and features was created and given to all of the DCR staff. Prioritized data about corrective actions is included and, once all property is surveyed, data will be organized by region in order for DCR to ensure access to each distinct program type in each of its sub regions. There is a contextual inquiry component with user/experts included. Training and review of renovations and new construction is included in the scope but has been minimal. Initial priority has been evaluation.

These images are from a Pocket Guide that IHCD developed for DCR.
Georgia Institute of Technology

Contact: Howard S. Wertheimer, FAIA, LEED AP, Director of Capital Planning & Space Management
Address: Atlanta, Georgia
Phone: 404.385.7604
Email: howard.wertheimer@cpsm.gatech.edu
Status: Complete
Cost: Two year project. Total project estimate was $570,955. Total project cost was $599,500 after additional work was added. Project has been completed.
Key Staff: Valerie Fletcher, Ana Julian, Meghan Dufresne, David West, Janice Majewski, Gabriela Sims, Ruth Super, Gina Hilberry (PROW Consultant), Jennifer Brooke (Landscape Consultant), Interns

Description of services provided:
IHCD conducted a comprehensive ADA title II Self-Evaluation and Transition Plan for the University This included:
- Survey of over 11M square feet of facilities
- Survey of the entire campus
- Analysis of all program accessibility
- Review of accessibility of parking & transportation
- Review of accessible wayfinding
- Review of multiple representative websites
- Review of representative distance learning
- Review of drawings for renovation and new construction as requested
- Digital survey to present draft findings and seek comment
- Presentations to their President and Executive Committee, to their national Planning & Design Advisory Board, to the full Georgia Tech community in public meetings
Additional Responsibilities

The Institute for Human Centered Design (IHCD) intends to be a resource to the City of Montpelier for understanding their responsibilities under the ADA and other pertinent civil rights protections to people with disabilities. It is not always feasible to address the key elements of municipal responsibility for compliance at one time. IHCD expects that the City of Montpelier is aware of additional responsibilities beyond the scope of this particular RFP. The following categories of responsibility can be analyzed by City staff or considered for a future scope of work.

These categories reflect the pattern of issues that rise to significance based on the Settlement Agreements with Title II entities by the Department of Justice since 1990.

Polling Places

In the case of all polling places we suggest that work eventually be done on an election day when they are being used. Given the central role of voting in equal opportunity and non-discrimination, these sites are almost always considered in DoJ Settlement Agreements. Given their temporary nature, compliance issues are a mix of building, external parking and path of travel and accessible set-up on voting days these reviews must be done on voting days. (Costs for this service will be provided under a separate agreement after the City of Montpelier provides a full list of polling locations.)

Hourly Plan Review Services

Ensuring that the City of Montpelier gets the quality of accessible renovations and construction it deserves in its commitment to accessibility would benefit from a flexible option of design review services that would guarantee that what gets constructed delivers the caliber of accessibility you expect. See a sample markup included with the sample reports. (Costs are hourly and each project would begin with a not-to-exceed budget.)
City of Montpelier, VT

Request for Proposal

Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan

Resumes

Prepared by the Institute for Human Centered Design

200 Portland Street, First Floor
Boston, MA 02114
617.695.1225 voice/tty
www.IHCDesign.org
Curriculum Vitae

Education

Harvard University, Cambridge, Massachusetts | Masters in Theological Studies, June 1989
Concentration: Ethics and Public Policy

Lesley College, Cambridge, Massachusetts | Bachelor of Arts, Behavioral Sciences, June 1987

Professional Experience

- Executive Director, Institute for Human Centered Design (1998 – present)
- Board of Trustees, Boston Architectural College (2017-present)
- Co-Chair, Design Industry Group of Massachusetts (2012-2016)
- Special Advisor on Universal Design, Singapore Building Construction Administration (2010 – present)
- Special Advisor on accessibility and Universal Design to the UN Department of Social & Economic Development (2002 – 2008)
- Deputy Commissioner for Program Operations, Massachusetts Department of Mental Health (1994-1996)
- Assistant Commissioner for Community Services and Advocacy, Massachusetts Department of Mental Health (1993-1994)
- Special Assistant to the Commissioner, Massachusetts Department of Mental Health (1991-1993)
- Executive Director, Alliance for Mentally Ill of Massachusetts (1989-1991)
- Assistant Director, West Broadway Multi-Service Center (1985-1987)
- Principal & Designer, Fletcher Studio Design (1979 – 1985)

Selected Publications

- Fletcher, V. et al. (January 2015) Overview of Inclusive Design: US. In J. P. Clarkson and R. Coleman (Eds.), Applied Ergonomics Special Issue on Inclusive Design.
• Design for All – il pogetto per tutti, Metodi, strumenti, applicazioni, Parte Prima (pp.11-14). Milan, Italy: Maggioli.


Selected Presentations

• Universal Design Practice and Trends in the West: Environments, Products and Technology, Keynote, Seoul, Korea, 15 December 2017

• Inclusive Design and “Facilitating Environments” for Health,

• A Global Scan of Progress and Impediments, Spaulding Grand Rounds, 8 December 2017

• Inclusive Design in a Global Context, Keynote, Universal Design 6 Conference, St. Louis, 13 November 2017

• Inclusive Design as Consequential Innovation. Keynote, Congreso Internacional de Accesibilidad Y Diseno Universal, Mexico City, 29 August 2017

• Inclusive Design as Consequential Innovation, Auckland Conversation, Auckland, New Zealand, 26 October 2016.

• Universal Design as a Tool for Richer Cultural Experiences, American Folklore Society Annual Conference, Miami, Florida, 19 October 2016.

• Human Centered Design for Consequential Innovation, Keynote, Philips Lighting Innovation Conference, Cambridge, Massachusetts, 15 September 2015


• Toward Tokyo 2020 Olympic & Paralympic Games, IAUD International Conference, Tokyo, 12 November 2014.
Service to the Profession

- Chair, Diversity – ASID/IDC, Impact Summit on Migration, Diversity & Culture, Toronto, May, 2017

Professional Conferences, Committees & Juries

International professional conferences


Scientific Committees


Awards Juries

- Cambridge Innovation Center, Venture Café & Sompo, Longevity Ideathon, 2017
- Ireland, Universal Design Grand Challenge Student Award, 2015, 2017
- Environmental Design Research Association (EDRA) Award, 2013.
- Metropolis (magazine) Next Generation Award, 2012.
Ana Julian, Assoc. AIA
Architectural Designer & ADA Expert

Professional Experience
Institute for Human Centered Design | Senior Project Manager, | Boston, MA 2003 - Present
ADA Accessibility Specialist, Plan Examiner, Accessibility Inspector, Architectural Designer

Areas of Expertise

- All Titles of the American with Disabilities Act (ADA)
- ADA Standards for Accessible Design
- Fair Housing and Accessibility Law
- Section 504 of the Rehabilitation Act
- Architectural Access Board Regulations (MAAB)
- State and Local Government Transition plans
- ADA Evaluations and Surveys
- Plan Examiner
- International Building Code
- Universal Design Best Practices
- Architectural Designer

Projects at the Institute for Human Centered Design

Educational Facilities

- **Georgia Institute of Technology** | ADA Self Evaluation and Transition plan of all buildings, programs, campus transportation and pedestrian rights of way | Plan Review for Accessibility and Universal Design for the Crosland Price Gilbert Library.

- **American University** | Interior physical properties comprehensive accessibility review for compliance with the 2010 ADA Standards for Accessible Design review.

- **Grinnell College** | Plan review for Accessibility and Inclusive Design for their Humanities Building.

- **Roxbury Community College** | Interior and exterior physical facility comprehensive accessibility review for compliance with the ADA and the Massachusetts Architectural Access Board (MAAB).

- **Norwell High School** | Interior and exterior physical facility comprehensive accessibility review for compliance with ADA and the Massachusetts Architectural Access Board (MAAB).

- **Mass College of Art** | Interior physical facility comprehensive accessibility review | Complete assessment of its policies, practices and procedures to determine compliance with ADA, and The Massachusetts Architectural Access Board (MAAB).

- **Smith College** | Sciences and Engineering Department review | Accessibility and Universal Design analysis at the engineering department’s building.
Cities and Towns

- **Quinnipiac University** | Model kitchen created at the Department of Occupational Therapy. This new space, functional for students, faculty and staff, will serve as a teaching tool for students, clients and families in understanding the state-of-the-art of universal kitchen design.

- **Town of Conway** | Comprehensive accessibility review of three Town’s properties to determine compliance with the requirements of the ADA and the Massachusetts Architectural Access Board (MAAB).

- **City of Stamford** | Comprehensive accessibility review of the City’s public properties as well as complete assessment of its policies, practices and procedures to determine compliance with the requirements of the ADA and the Connecticut State Code.

- **Towns of East Longmeadow and Agawam** | Comprehensive accessibility review of the Towns’ public properties as well as complete assessment of their policies, practices and procedures to determine compliance with the requirements of the ADA and the Massachusetts Architectural Access Board (MAAB).

- **Massachusetts State Archives** | Interior and exterior physical facility comprehensive accessibility review for compliance with ADA and the Massachusetts Architectural Access Board (MAAB).

- **City of Taunton** | Comprehensive accessibility review of the City’s public properties as well as complete assessment of its policies, practices and procedures to determine compliance with the requirements of the ADA and the Massachusetts Architectural Access Board (MAAB).

- **City of Worcester** | Comprehensive assessment of policies practices and procedures to determine compliance with the requirements of the Americans with Disabilities Act (ADA).

- **City of Somerville** | Comprehensive assessment of policies practices and procedures to determine compliance with the requirements of the Americans with Disabilities Act (ADA).

- **Town of Westport** | Comprehensive assessment of the Town’s and School District policies practices and procedures to determine compliance with the requirements of the Americans with Disabilities Act (ADA).

- **City of Charlotte, NC** | Comprehensive assessment of the City’s policies practices and procedures to determine compliance with the requirements of the Americans with Disabilities Act (ADA).

- **Town of Concord** | Comprehensive accessibility review of the Town's public properties as well as complete assessment of its policies, practices and procedures to determine compliance with the requirements of the Americans with Disabilities Act (ADA) and the Massachusetts Architectural Access Board (MAAB).
Ana Julian, Assoc. AIA
Architectural Designer & ADA Expert

- **Community Action Agency of Somerville (CAAS)** | Comprehensive accessibility review of the Agency’s properties as well as complete assessment of its policies, practices and procedures to determine compliance with the requirements of the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act and the Massachusetts Architectural Access Board (MAAB).

- **Cultural Facilities**
  - **International Spy Museum, Washington, DC** | Plan Review for Accessibility.
  - **National Museum of African American History and Culture** | Plan Review for Accessibility and Universal Design of the museum’s exhibits.
  - **Provincetown Art Association and Museum** | Interior and exterior Physical facility review for compliance with the requirements of the Uniform Federal Accessibility Standard (UFAS).
  - **Museum of Science** | Interior physical facility review for compliance with the American with Disabilities Act (ADA) and the Massachusetts Architectural Access Board (MAAB) | Complete assessment of the Museum’s policies, practices and procedures.
  - **Designing for the 21st Century Conference** | Planning and management of universal design implementation | Brazil.

- **Transportation Facilities**
  - **MBTA** | Evaluation of 25 Commuter Rail Stations and 26 inaccessible Green Line Stations for accessibility and inclusive design.

- **Healthcare Facilities**
  - **Children’s Hospital Boston** | Review of proposed plans for accessibility and inclusive design.

- **Recreational Facilities**
  - **Department of Conservation and Recreation** | Evaluation of outdoor and indoor recreation facilities throughout Massachusetts for program accessibility and inclusive design.

- **Additional Consulting Projects**
  - **Alternatives** | Interior physical facility comprehensive accessibility review of the Agency’s existing residential inventory to determine compliance with the ADA, the Massachusetts Architectural Access Board (MAAB) and inclusive design recommendations.
  - **Community Servings** | Interior physical facility comprehensive accessibility review | Review of proposed plans for accessibility and inclusive design.
  - **Franklin Zoo** | Interior and exterior physical facility comprehensive accessibility review.
  - **American Eagle Bank** | Interior and exterior physical facility comprehensive accessibility review.
  - **City of Stamford Playgrounds** | Review of proposed plans for accessibility and inclusive design.
Previous Professional Experience

- **Diacom** | Computer & Communication | Served as a liaison to Spanish companies by organizing computer training seminars in architecture | Paris, France
- **Contracting Firm Atelier d’Architecture Esquiveles** | Worked with senior architects in a housing renovation project for the French National Railways and the Low Income Housing Project | Plan’s design, sections and facades. Interior and exterior renovations for 400 housing units | Paris and Sevran, France
- **Contracting Firm Atelier de Montretout** | Worked with the senior architect on foreign housing projects and helped prepare the construction permit drawings for individual housing units | Paris, France

Education

- **Architectural Museums Studies - Course work** | Harvard University Extension | Cambridge, MA – 2000
- **Architecture Master Degree** | Ecole Spéciale d’Architecture | Paris, France – 1991
- **Diploma of General Studies** | Université de Paris Jussieu | Paris, France – 1983
- **Culture and French Civilization** | Université de Paris Sorbonne | Paris, France - 1982

Languages

Spanish | Written and verbal fluency
French | Written and verbal fluency

Lectures

- 2008 | Build Boston | Moderator, Historic Preservation, Inclusion vs. Accessibility.
- 2007 | Build Boston | Moderator, Workshop on Museum Design that Welcomes Everyone.
- 2005 | Build Boston | Presenter, Meeting the New Challenges of Design for Places of Worship.
- 2015 | National Parks Service, Harper’s Ferry, WV | Presenter, Implementing Inclusive Design in the Cultural Realm
- 2016 | Institute for Community Inclusion | Presenter, Accessibility for People with Disabilities at Georgia Tech.

Professional Affiliations

- 2003 – Present | American Institute of Architects, Associate Member.
- 2003 – Present | Boston Society of Architects, Member.
Professional Experience

Institute for Human Centered Design | Boston, MA 2009 to present

New England Americans with Disabilities Act Center
- Provide technical assistance on the Americans with Disabilities Act (ADA) to callers with questions.
- Manage outreach efforts for the New England ADA Center by researching target audiences and exhibiting at conferences.
- Database management to disseminate ADA information.
- Assist with New England ADA Center Distance Learning.

Other Project Work
- Participate in ADA site surveys, assessing ADA compliance for municipalities, university campuses, museums and other nonprofit and for profit entities.

Areas of Expertise

- Americans with Disabilities Act
- Access Surveyor
- Research
- General Management
- Software Development
- Development of Processes
- Software Technical Support
- Business Collaboration
- Nonprofit Development

Previous Professional Experience

Project Manager, Technical Writer, QA Software Tester

John Hancock Financial Services Image Operations, Boston, MA | 2004
Contract Document Analyst – focus of documents required for legal discovery process

TradeTek, LTD, Needham, MA | 1999 - 2003
Project Manager, Technical Writer, QA Software Tester

GTE Internetworking / BBN, Cambridge, MA | 1999
Contract Technical Writer

Technical Writer

Archaeological Institute of America, Boston, MA | 1994 - 1997
Development Coordinator, Grant Writer

Thompson Island Outward Bound Education Center, Boston, MA | 1993
Contract Grant Writer
David West
ADA Information and Outreach Specialist

Grant Writer

Other Professional Experience

- Project manager for the development of securities trading software applications.
- Project manager for the development of Smartphone security software applications.
- Drafted software user guides for a Smartphone and Pocket PC security applications.
- Developed private label versions of software user guides promoting business collaboration for a global cellular device manufacturer and a global computer security software provider.
- Responded to new business proposal requests from major domestic and international financial institutions.
- Drafted software user guides for a securities trading software application.
- Raised seed capital in support of a startup securities trading software development company.
- Developed software training materials and instructed new clients on the use of software applications.
- Helped define and document software enhancements, logged and resoled software bugs.
- Prepared process flow and schematic diagrams.
- Analyzed discovery documents stemming from an international insurance litigation process. Recorded findings using content management database software.
- Prepared technical documentation relating to an end-to-end test of legacy software and hardware systems for a project headed by the Bolt, Beranek and Newman group at GTE Internetworking.

Education

Tufts University, Medford, MA | B.A. in Political Science and Social Psychology.
Honors: Graduated Summa Cum Laude
Professional Experience

Architectural Designer and Lecturer | Institute for Human Centered Design | Boston, MA  2012 - Present
Schematic design, existing condition analysis and documentation, generating construction documents, preparing coursework and lecturing on universal design and accessibility in architecture on behalf of the ADA.

Areas of Expertise

- All Titles of the American with Disabilities Act (ADA)
- ADA Standards for Accessible Design
- Section 504 of the Rehabilitation Act
- Architectural Access Board Regulations (MAAB)
- State and Local Government Transition plans
- ADA Evaluations and Surveys
- Plan Examiner
- International Building Codes
- Universal Design Best Practices
- Architectural Designer
- Project Management

Projects at the Institute for Human Centered Design

Educational Facilities

- **Georgia Institute of Technology** | ADA Self Evaluation and Transition plan of all buildings, programs, campus transportation and pedestrian rights of way.
- **Harvard Medical School** | Interior and exterior physical facility comprehensive accessibility review | College properties review for compliance with ADA Act., and The Massachusetts Architectural Access Board (MAAB).
- **Stonehill College** | Interior and exterior physical facility comprehensive accessibility review | College properties review for compliance with ADA Act., and The Massachusetts Architectural Access Board (MAAB).
- **Northern Essex Community College** | Interior and exterior physical facility comprehensive accessibility review | College properties review for compliance with ADA Act., and The Massachusetts Architectural Access Board (MAAB).
- **Roxbury Community College** | Interior and exterior physical facility comprehensive accessibility review | College properties review for compliance with ADA Act., and The Massachusetts Architectural Access Board (MAAB).
- **Salem State Community College** | Interior and exterior physical facility comprehensive accessibility review | College properties review for compliance with ADA Act., and The Massachusetts Architectural Access Board (MAAB).

Cities and Towns

- **Town of Arlington** | Comprehensive accessibility review of the City’s public properties as well as complete assessment of its policies, practices and procedures to determine compliance with the requirements of the Americans with Disabilities Act (ADA) and The Massachusetts Architectural Access Board (MAAB).
Meghan R. Dufresne  
LEED AP

- **City of Taunton** | Comprehensive accessibility review of the City’s public properties as well as complete assessment of its policies, practices and procedures to determine compliance with the requirements of the Americans with Disabilities Act (ADA) and The Massachusetts Architectural Access Board (MAAB).

- **Town of East Longmeadow** | Comprehensive accessibility review of the Town’s public properties as well as complete assessment of its policies, practices and procedures to determine compliance with the requirements of the Americans with Disabilities Act (ADA) and The Massachusetts Architectural Access Board (MAAB).

- **Town of Andover** | Comprehensive accessibility review of the Town’s public properties as well as complete assessment of its policies, practices and procedures to determine compliance with the requirements of the Americans with Disabilities Act (ADA) and The Massachusetts Architectural Access Board (MAAB).

- **City of Boston** | Review of areas of the State House and Boston City Hall for accessibility.

**Cultural Facilities**

- **Museum of Science and Industry Chicago** | Full review of physical facilities for accessibility and universal design, including compliance with the Americans with Disabilities Act (ADA), Chicago Accessibility Code and Illinois Accessibility Code.

- **National Endowment for the Arts** | Research, writing, editing and graphics for future inclusive design site.

**Transportation Facilities**

- **MBTA** | Evaluation of 25 Commuter Rail Stations and inaccessible Green Line stations for accessibility and inclusive design.

**Healthcare Facilities**

- **Children’s Hospital Boston** | Review of proposed plans for accessibility and inclusive design.

- **Children’s Hospital Waltham** | Review of proposed plans for accessibility and inclusive design.

**Recreational Facilities**

- **Department of Conservation and Recreation** | Evaluation parks throughout Massachusetts for program accessibility and inclusive design.

**Additional Consulting Projects**

- **Mission Hill Apartment Complex** | Providing design services and documents for accessible apartment units.

- **Open Society Mental Health Initiative & Habitat for Humanity** | Design for group living home in Romania.

- **Boston Architectural Center** | Design and construction documents.

- **Home Modification Loan Program** | Construction monitor for accessible home renovations.
Previous Professional Experience

Architectural Designer & Writer | Innovative Collaborations | Boston, MA 2005 - 2012
Generating plans, elevations, and sections from schematic design through construction documents. Construction administration and project management, budgeting and accounting, pricing furniture and materials. Writing and designing marketing materials, proposals, presentations, mailings, portfolio, and web site content.

Architectural Designer | PDA Associates | Natick, MA 2008 - 2009
Schematic design, creating presentation graphics, construction documents, construction administration, finish selection, site design, sustainable design, graphic design.

Architectural Designer | Archdesign, Inc. | Braintree, MA 2006 - 2008
Schematic design, project management, producing construction documents & administration, condo documents, renderings, editing and arranging web site, budgeting, feasibility studies, zoning, finish selection, submittal review, correspondence with clients, consultants and subcontractors.

Adjunct Professor | Suffolk University | New England School of Art and Design | Boston, MA 2005 - 2006
Developing and teaching computer drafting with AutoCAD. Reviewing work and advising students.

Editor | School of Architecture, University of Illinois at Urbana-Champaign | Champaign, IL 2001 - 2005
Editing, proofreading, designing, distributing the weekly newspaper for the School of Architecture. Interviewing and photography. Writing weekly articles for the School’s web site. Managing student staff.

Architectural Designer | Archdesign, Inc. | Braintree, MA 2004
Writing and designing marketing materials, schematic design and construction documents, office management.

Architectural Designer | The Design Initiative | Boston, MA 2002
Building models, drafting, marketing, office management, furniture coordination for Steven Holl’s Simmons Hall at MIT.

Senior Editorial Assistant | MIT News Office | Cambridge, MA 2001
Writing, proofreading, editing and graphically laying out MIT Tech Talk, web site, and news releases.

Web Site Producer | Infosis Corporation | Quincy, MA 2000
Using image mapping software and databases to create high volume web sites such as Neiman Marcus and Washington Post.
Faculty Assistant | Harvard Business School | Boston, MA 1999 - 2000
Assisting Emeriti faculty with research, courses, and publications.

Copy Editor / Proofreader / Editorial Assistant | Clinicians Publishing Group | Clifton, NJ 1997 - 1999
Medical research and transcription, proofreading and editing medical articles.

Awards, Honor and Publications
2010 Restroom research quoted and published in the U.S. Congressional Record
2009 Became a LEED Accredited Professional
2009 Published in "Ladies and Gents: Public Toilets and Gender"
2009 Completed NCARB Internship Development Program.
2009 Top submission for Dwell magazine's 'Parkitecture' contest
2008 Winner, fashion design contest at Heartbreaker Fashion
2007 Journal of Planning Literature article published on restroom design
2004 Finalist for the Chicago Prize in Architecture
2004 Research featured in Beijing and the Environmental Design Research Association Conference in NM
2004 Article published in Licensed Architect
2001-2005 Tuition Waiver and stipend to attend the University of Illinois in Urbana-Champaign
1996 Graduated Boston University Cum Laude
1992-1996 Founders Merit Scholarship for Boston University
1992 Golden Key National Honor Society

Education
Master of Architecture | University of Illinois | Champaign, IL 2001 – 2005
Bachelor’s Degree in English, Minor in Visual Arts | Boston University | Boston, MA 1992 1996
Structural Design | Exam preparation | Simpson Gumpertz & Heger | Waltham, MA 2010
BIM, Revit and ArchiCAD | Course work | Boston Architectural College | Boston, MA 2011

Lectures
2017 | New Hampshire’s Governor’s Commission on Disability | Presenter, Architectural Plan Reading Workshop.
2017 | Vermont Center for Independent Living | Presenter, Architectural Plan Reading Workshop.
2016 | Sixth International Conference for Universal Design | Presenter, Analyzing the Build Environment for Universal Design, Nagoya, Japan.
2016 | Institute for Community Inclusion | Presenter, Accessibility for People with Disabilities at Georgia Tech.
2016 | Worcester Office on Disabilities | Presenter, Architectural Plan Reading Workshop.
Professional Affiliations

USGBC LEED Accredited Professional 1027442
National Council of Architectural Registration Boards
Institute for Human Centered Design New England ADA
Professional Experience

Institute for Human Centered Design | Advisor in Inclusive Culture & Development | Boston, MA 2014 - Present

Areas of Expertise

All Titles of the Americans with Disabilities Act (ADA)  
State and Local Government Transition plans  
Civil Rights Movements  
Accessibility in Cultural Institutions  
Web & Technology Accessibility  
Exhibit Design Accessibility  
Project Management  
Client Relationship Development  
Teaching

Projects at the Institute for Human Centered Design

- National Air and Space Museum, Washington, DC | Accessibility Reviewer
- Chicago Museum of Science and Industry | Accessibility Reviewer
- International Spy Museum, Washington, DC | Accessibility Reviewer
- Museum of the Bible, Washington, DC | Accessibility Reviewer
- Patricia and Phillip Frost Museum of Science, Miami Florida, | Accessibility Reviewer
- Edward M. Kennedy Institute, Massachusetts | Accessibility reviewer
- Georgia Institute of Technology | ADA Self Evaluation and Transition Plan, Project Manager
- Massachusetts Cultural Council Universal Design Certification Initiative | Accessibility Reviewer
- National Endowment for the Arts Design for Access Website | Accessibility Reviewer

Previous Professional Experience

Accessibility Specialist, Disability Rights Section, U. S. Department of Justice | 2001 - 2014

Worked as a team member with Section lawyers and architects in enforcement efforts to research and evaluate subject museums. Required comprehensive assessment of museum exhibitions, interactives, publications, and spaces for compliance with ADA requirements. Also worked as a member of Section litigation teams addressing issues of accessible technology.

Researched, wrote, and designed technical assistance documents about many aspects of the Americans with Disabilities Act (ADA). Projects included a series of eight documents called “Expanding Your Market” about creating a diverse customer base that includes people with disabilities.

Restructured, redesigned, and maintained, as a web team member, the Department’s ADA website www.ADA.gov.

Developed and presented training and panel discussions about aspects of ADA compliance to both Department of Justice staff and organizations throughout the country.
Janice Majewski  2
[Image -0x0 to 612x792]

Developed and managed all aspects of a six-year program [2002 - 2008] to bring together in large group meetings the Assistant Attorney General for Civil Rights, people with disabilities, and representatives of business. The program, called the ADA Business Connection, encouraged collaborative, voluntary ADA compliance in large and small communities nationally.

**Smithsonian Accessibility Coordinator, Smithsonian Institution, Washington, D.C. | 1991 - 2001**
Founded the Institution’s Accessibility Program. Collaborated with museums and organizations across the Smithsonian to improve the accessibility of the Institution’s buildings and sites, exhibitions, public programs, and publications for visitors with disabilities. Developed the Institution’s first official policy on accessibility; created and worked with an Institution-wide network of representatives in all Smithsonian museums and offices to assess and improve accessibility; and worked with the design and construction office and exhibition designers to ensure that new and existing buildings and exhibitions met accessibility requirements. Led a team of Smithsonian exhibition designers and outside consultants to write the first comprehensive set of U.S. museum exhibition accessibility guidelines, the Smithsonian Guidelines for Accessible Exhibition Design, which are still in use today. Also worked with Institutional experts to write publication, public program, and information desk guidelines for accessible design.

Managed the development and implementation of outreach programs including those designed to reach Latino preschoolers, African American and Latino high school students, teachers across the country, and students with disabilities.

Founded the Special Education Program to make education programs throughout the Smithsonian accessible to students with disabilities. The initiative grew to include accessibility to all the Institution’s programs for children and adults with all disabilities. Wrote a training manual and collaborated with Smithsonian videographers to create an accompanying video for docents on making tours accessible to visitors with disabilities. The publication, Part of Your General Public Is Disabled, is still in use today.

**Teacher of deaf and hard-of-hearing students, Arlington County Public Schools, Arlington, Virginia | 1975 - 1978**
Co-taught a multi-age classroom of deaf students from Arlington and Alexandria. The children ranged in age from five to thirteen years old.

**Education**

**Master of Education of the Deaf | Smith College | Northampton, Massachusetts.**

**Bachelor of Arts | Connecticut College | New London, Connecticut**

Magna Cum Laude and Distinction in major field of psychology
Gina G. Hilberry, AIA LEED AP
Cohen Hilberry Architects

314-367-8300
office@cohenhilberry.com

Ms. Hilberry has provided architectural and consulting services related to accessibility, historic preservation, renovation and new construction since beginning her professional career in the 1980s. Her personal emphasis has been on accessibility, universal design, research and cost effective conversion and compliance techniques. She teaches and provides training seminars to public, professional and industry associations throughout a multi-state area. Her firm’s work includes public rights-of-way improvements, recreational areas and facilities, large residential complexes and wide variety of assembly, commercial and institutional projects. Her practice includes accessibility evaluations, compliance plans, and consulting services to fellow professionals, attorneys and owner’s representatives.

1992 - Principal, Cohen Hilberry Architects, Inc.
1994 - Adjunct Lecturer, Washington University in St. Louis
2011 - Institute for Human Centered Design, Consultant

Previous Experience:
1988-1992 Vice President, Helix Design Group
1984-1988 Associate, John Cohen & Associates

Professional Associations and Licensure:

Registered Architect: Missouri, Illinois, Arizona
Certified ICC Accessibility Inspector/Plans Examiner
LEED Accredited Professional
SEED Certified

ANSI A117.1 Standards Development Committee, Principal Member
American Institute of Architects (AIA), Local Board Member
Starkloff Disability Institute, Board Member
Advisory Council to the Office on the Disabled, St. Louis, MO, Council Chair
ICC & USGBC, Member
Her consulting and architectural work includes:

U. S. Access Board: Public Rights-of-Way Access Advisory Committee  
(PROWAAC & PROTAM) 1999-2008  
Editorial Committee & Illustrations Manager  
Wayfinding & Signalization Subcommittee  
Technical Assistance Manual, Author (one of several)

Advisory Panel for NCHRP Project 20-07/Task 167  
National Cooperative Highway Research Program (NCHRP)

American National Standards Institute: 2008 - present

Co-Chair Task Group on Wheeled Mobility, compiling current research and developing analysis of standards for clear floor space, reach range and maneuvering requirements.  
Assisted with SMA Handrails Pilot Study at WUMS OT Program

City + Arch + River: (St. Louis Arch)  
Member of the Jefferson Memorial design team lead by Michael Van Valkenburg Associates. Accessibility and Universal Design Consultant

U. S. Department of Justice, Civil Rights Division, Housing and Civil Enforcement Division  
Expert, multiple cases.

St. Louis Cardinals - Busch Stadium:  
Consultant on design and operations issues related to fan access, universal design features and accessibility.

Missouri Attorney General & the Missouri Commission on Human Rights:  
Expert and consultant on multiple cases ranging from parks to housing. Provided consulting services to the Missouri Supreme Court on courthouse access throughout the state on a county by county basis.

Missouri Department of Transportation (MoDOT): consulting and training services for pedestrian rights-of-way and implementation of design standards and requirements.

Missouri Botanical Garden:  
Consultant since 2005. Providing on-going expertise concerning universal design and accessibility in public and private portions of the facilities.
City of St. Louis:
Consulting on transition plan, evaluation of City facilities including review of Corrections Division properties and work with Parks and Recreation. On-going work with Streets Department and with Traffic Division on remediation and quality control.

City of St. Louis, Missouri:
Drafted and assisted with implementation of Universal Design methods and criteria for affordable housing in the City. Provided training for staff and participants. Continued development of methods and application in the field with St. Louis Habitat for Humanity

M3 Engineering:
Accessibility Consultant for multi-block downtown St. Louis improvements package including streets and sidewalks.

Washington University School of Medicine & Paraquad, Inc.
Architect and consultant for series of research facilities including wheelchair skills courses, gait laboratory, exercise impact laboratory, assistive technology training center, independent living center.

KAI Design Build:
Accessibility Consultant on a series of multifamily housing projects in Missouri, Louisiana and Florida. Construction administration and accessibility consulting on recreational centers in the St. Louis area.

Residential Complexes include multiple mid-rise renovations and conversions; Theresa Apartments (conversion of Ittner public school); assisted, skilled and independent living facilities, custom single and multi-family condominiums including several at the Private Residences at the Chase Park Plaza. Currently working on conversion of St. Louis school building into permanent housing for people experiencing long term chronic homelessness.

Awards:
- Participation for Access Annual Award 2001: Enabling Mobility Center (WUMS)
- CSI Chapter recognition for service: 2003 and 2004 (Chapter President)
- Open Door Award 2006: Equal Housing Opportunity Commission & HUD
- 2007 Design Award – First Place, St. Louis Magazine

Recent lectures include:

- Institute for Human Centered Design: Permanent Housing for Chronically Homeless Residents - Affordable, Accessible and Sustainable Design Solutions. April 2010
- City of St. Louis, Board of Public Service: Engineering Staff Seminars. Presented half day seminars to BPS staff on current ADA and PROWAG requirements and enforcement issues in the public right-of-way. August - September 2009.
- AIA Transition Plans Seminar. Facilitated and moderated a full day seminar on transition plans and municipal requirements under Title II ADA. Attendees included engineers, attorneys and representatives of state and local governmental agencies. October 2009.
• Guest Lecturer: Maryville University & Washington University School of Occupational Therapy: Implementation of Universal Design and Current Accessibility Requirements.
• Governor’s Conference on Housing 2005, Panelist: Fair Housing Act Compliance Strategies
• 2005 TEAM Transportation Fair: Presenter on Accessible Intersections and Site Design
• 8th Annual Regional Fair Housing Training Summit (Metropolitan St. Louis Equal Housing Opportunity Council). Fair Housing Compliance and Fair Housing Plan Review Workshops. April 2005
• Access Board (July 2001, September 2001, April 2002), Team Leader - Designing Accessible Public Rights-of-Way: Practitioners Workshops in Las Vegas, Nevada; San Antonio, Texas; Atlanta, Georgia
• Institute of Transportation Engineers (October 2001) Presentation on Public Rights-of-Way Access Advisory Committee Recommendations
• Plumber’s Council (June 2006): Presenter on Accessibility Requirements and Regulations – 2.5 hour workshop.
• Delta Independent Living Center (May 2006): presentation and workshop for code and building officials in a multi-county eastern Missouri region.
• Kirkwood Community Center (March 2006): Universal Design in Historic Residential Communities.
• Home Builder’s Association, Convention Center (September, 2006): Universal Design and Accessibility in Single Family Residential Properties
• HUD – Homeless Provider Conference (September 2006): Universal Design in Affordable Transient and Supported Housing Developments
City of Montpelier, VT

Request for Proposal

Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan

Sample Reports and Documents

Sample: ADA Transition Plan with Catalog Data
Sample: Prioritized Cost Estimation Spreadsheet
Sample: Assessment of the Accessibility of Programs
Sample: Booklet Pages from Outdoor Publication Standards
Sample: Grinnell College Schematic Design Review Comments

Prepared by the Institute for Human Centered Design

200 Portland Street, First Floor
Boston, MA 02114
617.695.1225 voice/tty
www.IHCDdesign.org
City of Montpelier, VT

Request for Proposal

Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan

Sample: Facility Narrative and Illustrated Catalog

Prepared by the Institute for Human Centered Design

200 Portland Street, First Floor
Boston, MA 02114
617.695.1225 voice/tty
www.IHCDdesign.org
Town Offices

Year Built: 1934  Year Renovated:

Background

Located at [redacted], the Town Offices building is on the northwest side of a complex of buildings that include the East Wing (School Administration) building and the [redacted] Middle School.

The Town Offices is 56,540 square feet and includes an Assessor's Office, Veterans Services, a Retirement Office, the Town Clerk's Office, the Treasurer/Tax Collector’s Office, the Department of Community Development and Planning, the Information Technology Office, the Plant and Facilities Office and public meeting rooms. The building is three stories and only has one accessible entrance on the west side. There is no directional signage at four additional inaccessible entrances directing users to the accessible entrance. Floors are connected via an elevator and two (2) sets of fire stairs.

Key Accessibility Compliance Recommendations

Parking

Parking is provided along a traffic circle on the west side of the building near the accessible entrance. Two accessible parking spaces are provided by this entrance. There is also a larger public parking lot with 54 space and no accessible spaces on the northwest side. The staff parking spaces for the Town Offices located on the south side between the Town Offices building and [redacted] School is assessed in the School report because the public mainly utilizes this lot to access the School and its auditorium area. The lack of accessible parking spaces in the main parking lot is also a major priority.

Toilet Rooms

Public multi-user toilet rooms are located on levels 1 and 2, but there are no public toilet rooms on level G by the accessible entrance. Accessibility issues in the toilet rooms include exposed pipes at the lavatories, mirrors located higher than 40 inches above the finish floor, and a urinal that is mounted too high. Wheelchair accessible compartment issues include missing grab bars, malfunctioning self-closing hinges, flush controls not located on the open side, coat hooks located higher than 48 inches, dispensers mounted over the grab bars, and toilets that are not located with the centerline 18 inches from the side wall.

Assistive Listening System

Major accessibility issues include the lack of assistive listening devices; this is a high priority since the Town holds public meetings in the building.

Service Counters

The majority of service counters including ones in Community Services, Community Development and Planning, the Assessor’s Office and the Town Clerk are higher than 36 inches. Staff commented that the greatest barrier to serving wheelchair users in many offices is the presence of high counters. A high priority should be the Veteran Services Office, which sees people who use walkers and canes every day and often needs to provide extra chairs for caretakers.

Additional Accessibility Issues

- Many work surfaces in meeting rooms lack knee and toe clearance.
- There is a lack of exit signs with raised characters and braille throughout the building.
- Many doors within the building lack adequate maneuvering clearance for wheelchair users.
- There is a lack of drinking fountains for standing users.
- Drinking fountains act as protruding objects.
- Stairs have noncompliant handrails.
- There are inconsistent audible signals at the elevator.
- There are excessive slopes at exterior routes to the building.
**Order of Magnitude Cost Estimates**

- Handrails (interior and exterior): $8,108
- Signage (designation, egress, informational/directional): $3,535
- 2 additional parking spaces in main parking lot: $1,206
- 5 automatic door openers: $6,640
- 7 accessible counters: $2,975
- 10 accessible work surfaces: $2,900
- Men’s and women’s toilet room renovations: $9,797
- 2 new drinking fountains and barriers: $4,960
- Assistive listening devices for conference room: $1,214
- Miscellaneous corrective actions (carpets, visible fire alarms, accessible route issues, etc.): $2,615

**Total:** $ 43,950

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**Universal Design Recommendations**

- The ADA entrance is not easy to find. Consider extending the canopy over the ADA accessible entrance in front of Town Offices so it goes all the way out to be aligned with the brick wall so that the public can see the entrance and so that visitors are shielded from inclement weather.

- Consider providing more direct accessible walkway between the main parking lot on the north side and the accessible entrance, as well as adding it to directional signage.

- Use the term 'accessible parking' rather than 'handicapped parking.'

- Consider providing a public toilet room on the lowest level by the accessible entrance ($11,712).
## Priority 1 - Approach and Entrance

### A. Accessible Route (Exterior)

<table>
<thead>
<tr>
<th>ID</th>
<th>Location</th>
<th>Floor</th>
<th>Room</th>
<th>Element</th>
<th>Type</th>
<th>Photo</th>
<th>Issues</th>
<th>Current Measure</th>
<th>Recommendations</th>
<th>Quantity</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Town Offices</td>
<td>Ext.</td>
<td>A.  Accessible Route (Exterior)</td>
<td>Sidewalk</td>
<td>G. Running slope &gt; 1:20</td>
<td>9.3%</td>
<td>Reduce running slope to be no steeper than 1:20. (cost for 30’ long concrete walkway)</td>
<td>1</td>
<td>240</td>
<td>$240</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>West Wing Stair No. 2</td>
<td>Ext.</td>
<td>A.  Accessible Route (Exterior)</td>
<td>Walkway</td>
<td>G. Running slope &gt; 1:20</td>
<td>11.1%</td>
<td>Reduce running slope to be no steeper than 1:20. (cost for 6’ long concrete walkway)</td>
<td>1</td>
<td>132</td>
<td>$132</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Parking Lot</td>
<td>Ext.</td>
<td>A.  Accessible Route (Exterior)</td>
<td>Walkway</td>
<td>K. Clear width &lt; 36”</td>
<td>36”</td>
<td>Ensure that a clear width of 36” min. is maintained at the accessible route. Clear mulch.</td>
<td>1</td>
<td>Labor</td>
<td>$0</td>
<td></td>
</tr>
</tbody>
</table>

### C. Off-Street Parking Spaces

<table>
<thead>
<tr>
<th>ID</th>
<th>Location</th>
<th>Floor</th>
<th>Room</th>
<th>Element</th>
<th>Type</th>
<th>Photo</th>
<th>Issues</th>
<th>Current Measure</th>
<th>Recommendations</th>
<th>Quantity</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Main Town Offices Municipal Lot</td>
<td>Ext.</td>
<td>C. Off-Street Parking Spaces</td>
<td>Guest / Visitor</td>
<td>A. Total # of parking spaces</td>
<td>54</td>
<td>Ensure that the minimum number of accessible and van accessible spaces are provided on the southwest side of the lot, closest to the accessible entrance. One accessible space and one van accessible space are required in this lot.</td>
<td>1</td>
<td>1206</td>
<td>$1206</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Accessible Parking Space at Rotary</td>
<td>Ext.</td>
<td>C. Off-Street Parking Spaces</td>
<td></td>
<td>Not maintained</td>
<td></td>
<td>Maintain accessible parking space surface and ensure that signage is not obscured by trees or shrubs.</td>
<td>1</td>
<td>Labor</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>ID</td>
<td>Location</td>
<td>Floor</td>
<td>Room</td>
<td>Element</td>
<td>Type</td>
<td>Photo</td>
<td>Issues</td>
<td>Current Measure</td>
<td>Recommendations</td>
<td>Quantity</td>
<td>Price</td>
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</tr>
<tr>
<td>6</td>
<td>West Wing Main</td>
<td>Ext.</td>
<td>F.</td>
<td>Stairway (in a Walkway)</td>
<td>N/A</td>
<td>Handrail height &lt; 34&quot; or &gt; 38&quot;</td>
<td></td>
<td>Provide compliant handrails 34&quot;-38&quot; high. For the central and right side handrail at the middle platform provide an extension at the bottom of the top handrail. Ensure the handrails extend at the slope of the stair flight for a horizontal distance at least equal to one tread depth beyond the last riser.</td>
<td>2</td>
<td>Labor</td>
<td>$318</td>
</tr>
<tr>
<td>7</td>
<td>West Wing Main</td>
<td>Ext.</td>
<td>F.</td>
<td>Stairway (in a Walkway)</td>
<td>N/A</td>
<td>Handrail height &lt; 34&quot; or &gt; 38&quot;</td>
<td></td>
<td>Provide compliant handrails 34&quot;-38&quot; high. At the bottom of each handrail on the left side of the stair provide a handrail extension. Bottom: Ensure the handrails extend at the slope of the stair flight for a horizontal distance at least equal to one tread depth beyond the last riser.</td>
<td>2</td>
<td>Labor</td>
<td>$318</td>
</tr>
<tr>
<td>8</td>
<td>West Wing Main</td>
<td>Ext.</td>
<td>F.</td>
<td>Stairway (in a Walkway)</td>
<td>N/A</td>
<td>Stairs not maintained in operable working condition</td>
<td></td>
<td>Maintain stairway; repair cracks.</td>
<td>1</td>
<td>Labor</td>
<td>$0</td>
</tr>
<tr>
<td>9</td>
<td>Main Entry</td>
<td></td>
<td>Outside</td>
<td>Entrance</td>
<td>Stepped entrance</td>
<td></td>
<td>Entrance not on an accessible route</td>
<td></td>
<td>Provide a directional sign indicating the location of the nearest accessible entrance.</td>
<td>1</td>
<td>182</td>
</tr>
<tr>
<td>10</td>
<td>North Entrance</td>
<td>Ext.</td>
<td>G.</td>
<td>Entrance</td>
<td>Main entrance</td>
<td></td>
<td>Entrance not on an accessible route</td>
<td></td>
<td>Provide a directional sign indicating the location of the nearest accessible entrance.</td>
<td>1</td>
<td>182</td>
</tr>
<tr>
<td>ID</td>
<td>Location</td>
<td>Floor</td>
<td>Room</td>
<td>Element</td>
<td>Type</td>
<td>Photo</td>
<td>Issues</td>
<td>Current Measure</td>
<td>Recommendations</td>
<td>Quantity</td>
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</tr>
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<td>-------</td>
</tr>
<tr>
<td>11</td>
<td>South Entrance by Staff Parking</td>
<td>Ext.</td>
<td>G</td>
<td>Entrance</td>
<td>Stepped entrance</td>
<td><img src="image1.jpg" alt="Entrance not on an accessible route" /></td>
<td>Entrance not on an accessible route  Directional sign to accessible entrance not provided</td>
<td>Provide a directional sign indicating the location of the nearest accessible entrance.</td>
<td>1</td>
<td>182</td>
<td>$182</td>
</tr>
<tr>
<td>12</td>
<td>West Wing Main Entrance (West Side)</td>
<td>Ext.</td>
<td>G</td>
<td>Entrance</td>
<td>Main entrance</td>
<td><img src="image2.jpg" alt="Carpet not securely attached" /></td>
<td>Carpet not securely attached</td>
<td>-</td>
<td>Install an ADA-compliant walk-off mat.</td>
<td>1</td>
<td>160</td>
</tr>
<tr>
<td>13</td>
<td>Vestibule Accessible Entrance</td>
<td>G</td>
<td>G11</td>
<td>Entrance</td>
<td>Secondary entrance</td>
<td><img src="image3.jpg" alt="Carpet not securely attached" /></td>
<td>Carpet not securely attached</td>
<td>-</td>
<td>Install an ADA-compliant walk-off mat.</td>
<td>1</td>
<td>160</td>
</tr>
<tr>
<td>14</td>
<td>West Wing Main Entrance (West Side)</td>
<td>Ext.</td>
<td>G</td>
<td>Entrance</td>
<td>Main entrance</td>
<td><img src="image4.jpg" alt="Door requires &gt; 15 lbs of force to open (MAAB)" /></td>
<td>Door requires &gt; 15 lbs of force to open (MAAB)</td>
<td>20lbs</td>
<td>Adjust closers so doors do not require more than 15 pounds of force.</td>
<td>1</td>
<td>Labor</td>
</tr>
<tr>
<td></td>
<td>H. Emergency Exit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><img src="image5.jpg" alt="No tactile and Braille signage provided at exit" /></td>
<td>No tactile and Braille signage provided at exit</td>
<td>-</td>
<td>Provide signage with tactile and braille at exit door.</td>
<td>2</td>
<td>125</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
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<th>Photo</th>
<th>Issues</th>
<th>Current Measure</th>
<th>Recommendations</th>
<th>Quantity</th>
<th>Price</th>
<th>Cost Estimation</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td>West Wing Stair No. 1 and 2</td>
<td>2</td>
<td>201 H 241</td>
<td>Emergency Exit</td>
<td>N/A</td>
<td></td>
<td>No tactile and Braille signage provided at exit</td>
<td>-</td>
<td>Provide signage with tactile and braille at exit door.</td>
<td>2</td>
<td>125</td>
<td>$250</td>
</tr>
<tr>
<td>17</td>
<td>Accessible Entrance / Exit</td>
<td>G</td>
<td>G11 H</td>
<td>Emergency Exit</td>
<td>N/A</td>
<td></td>
<td>No tactile and Braille signage provided at exit</td>
<td>Provide signage with tactile and braille at exit door.</td>
<td>1</td>
<td>125</td>
<td>$125</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>West Wing Stair No. 1</td>
<td>1</td>
<td>101 H</td>
<td>Emergency Exit</td>
<td>N/A</td>
<td></td>
<td>Door requires &gt; 15 lbs of force to open (MAAB)</td>
<td>17lbs</td>
<td>Adjust closers so doors do not require more than 15 pounds of force. Provide signage with tactile and braille at exit door.</td>
<td>1</td>
<td>Labor</td>
<td>$125</td>
</tr>
<tr>
<td>19</td>
<td>West Wing Stair No. 2</td>
<td>G</td>
<td>G24 H</td>
<td>Emergency Exit</td>
<td>N/A</td>
<td></td>
<td>Door requires &gt; 15 lbs of force to open (MAAB)</td>
<td>20lbs</td>
<td>Adjust closers so doors do not require more than 15 pounds of force. Provide signage with tactile and braille at exit door.</td>
<td>1</td>
<td>Labor</td>
<td>$125</td>
</tr>
</tbody>
</table>

Priority 2 - Access to Goods and Services

A. Accessible Route (Interior)

<table>
<thead>
<tr>
<th>ID</th>
<th>Location</th>
<th>Floor</th>
<th>Room</th>
<th>Element</th>
<th>Type</th>
<th>Photo</th>
<th>Issues</th>
<th>Current Measure</th>
<th>Recommendations</th>
<th>Quantity</th>
<th>Price</th>
<th>Cost Estimation</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>Route to Retirement Office</td>
<td>2</td>
<td>20X A</td>
<td>Accessible Route (Interior)</td>
<td>N/A</td>
<td></td>
<td>Obstructed by protruding objects</td>
<td>-</td>
<td>Provide a cane detectable barrier at overhanging desk.</td>
<td>1</td>
<td>153</td>
<td>$153</td>
</tr>
</tbody>
</table>
City of Montpelier, VT

Request for Proposal

Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan

Sample: ADA Transition Plan Deliverable for Planning and Budgeting

Prepared by the Institute for Human Centered Design

200 Portland Street, First Floor
Boston, MA 02114
617.695.1225 voice/tty
www.IHCDdesign.org
# City of [Redacted]: Priority for Transition Plan - Municipal Buildings

## City Priorities:
1. Program Access and/or Priority of the AAA Committee*
2. Human Safety/Emergency
3. Additional Access*
4. Enhanced Usability

*Note 1
Some toilet rooms issues compromise Program Access.
Some toilet rooms with less critical issues (e.g., partially accessible
toilet rooms, etc.), fall under Additional Access.

*Note 2
Gaps: Corrective measures related to existing conditions problems are
noted in the building catalogs. But some corrective action measures
address gaps in existing conditions; these are noted in the building
summaries and in pink in the spreadsheet.

### Information Provided by Institute for Human Centered Design

<table>
<thead>
<tr>
<th>ID</th>
<th>Facility Name</th>
<th>Element</th>
<th>Issue/Physical Barrier</th>
<th>Location</th>
<th>Floor</th>
<th>Room Number</th>
<th>City Priority</th>
<th>Priority for Barrier Removal</th>
<th>Remedies</th>
<th>Quantity</th>
<th>Estimated Cost of Barrier Removal</th>
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</thead>
<tbody>
<tr>
<td>164</td>
<td>Government Center</td>
<td>F. Door</td>
<td>Senior Center (Entrance from Garage 3rd Floor)</td>
<td>3</td>
<td></td>
<td></td>
<td>Priority 1</td>
<td>Priority of the AAA Committee</td>
<td>Provide an automatic door opener at both doors.</td>
<td>2</td>
<td>$2,656</td>
</tr>
</tbody>
</table>
| 164-077 | Government Center | C. Off-Street Parking Spaces | A. Total # of parking spaces  
B. Total # of designated accessible spaces  
G. Access aisle < 60° wide | Parking                      | 1                               |       |             | Priority 3     | Additional Access           | Enlarge the access aisle to provide a 60° min. width.                   | 10       | $500                             |
| 164-078 | Government Center | F. Door | Entrance from Garage (1st Floor)                             | 1                               |       |             | Priority 1     | Priority of the AAA Committee | Provide an automatic door opener at first of two doors from garage to lobby. | 1        | $1,328                           |
| M-009 | Government Center | A. Overall Access | C. Accessible plumbing fixtures or stalls not provided  
G. Accessible plumbing fixtures or stalls not provided | Accessible plumbing fixtures or stalls not provided | 5, 7, 9 and 10 |       |             | Priority 3     | Additional Access           | Provide one accessible wheelchair compartment.                           | 4        | $11,824                          |
| M-001 | Government Center | C. Off-Street Parking Spaces | A. Total # of parking spaces  
B. Total # of designated accessible spaces  
D. Van space not provided  
H. Van accessible space < 96" | Parking                      | 1                               |       |             | Priority 1     | Program Access             | Provide an accessible van space for every six parking spaces.            | 1        | $200                             |
| M-002 | Government Center | B. Curb Ramp | B. Running slope at curb ramp > 1:12 | Facing Path to Main Entrance | 1                               |       |             | Priority 3     | Additional Access           | Install new curb ramp with slope no higher than 1:12 (8.33%).            | 1        | $1,139                           |

Cost Estimation Notes:
- Cost of design is not included
- Does not include costs when note indicates future work
- Labor cannot be estimated for all remedies
- There is no cost noted when it’s presumed to be a maintenance issue.

Estimates are intended as a guide to budgeting access modifications and are not intended to be absolutely comprehensive or definitive.

### Project Management

<table>
<thead>
<tr>
<th>Project Start Date</th>
<th>Project Completion Date</th>
</tr>
</thead>
</table>

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Notes:

- There is no comprehensive guide to access modifications.
- Estimates are intended as a guide to budgeting access modifications.
<table>
<thead>
<tr>
<th>ID</th>
<th>Facility Name</th>
<th>Element</th>
<th>Issue/Physical Barrier</th>
<th>Location</th>
<th>Floor Room Number</th>
<th>City Priority</th>
<th>Priority for Barrier Removal</th>
<th>Remedies</th>
<th>Quantity</th>
<th>Estimated Cost of Barrier Removal</th>
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<tbody>
<tr>
<td>M1-003</td>
<td>Government Center</td>
<td>B. Curb Ramp</td>
<td>B. Running slope at curb ramp &gt; 1:12</td>
<td>Path to Main Entrance</td>
<td>1</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Install new curb ramp with slope no higher than 1:12 (33.3%).</td>
<td>1</td>
<td>$1,139</td>
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<tr>
<td>M1-005</td>
<td>Government Center A.</td>
<td>Accessible Route (Exterior)</td>
<td>G. Running slope &gt; 1:20 J. Beveled changes in level &gt; 1/2&quot;</td>
<td>Path to Main Entrance</td>
<td>1</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Reduce running slope to be no steeper than 1:20 (2.08%) Alter change in level to be 1/2&quot; max.</td>
<td>1</td>
<td>$182</td>
</tr>
<tr>
<td>M1-006</td>
<td>Government Center F. Door</td>
<td>I. Hardware not operable with closed fist</td>
<td>Women's Toilet Room (Men's Toilet Room, Superintendent Office, Stanford CARES, Transcript Drop Off)</td>
<td>1</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide hardware that can be operable with one hand and not require tight grasping, pinching, or twisting of the wrist.</td>
<td>5</td>
<td>$1,200</td>
<td></td>
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<tr>
<td>M1-007</td>
<td>Government Center B.</td>
<td>Lavatory</td>
<td>B. Toe or knee clearances not provided</td>
<td>Women's Toilet Room</td>
<td>1, 10</td>
<td>Priority 1</td>
<td>Program Access</td>
<td>Remove apron to provide at least one lavatory with 27&quot; min. knee and clearance positioned for a forward approach.</td>
<td>2</td>
<td>$232</td>
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<tr>
<td>M1-008</td>
<td>Government Center G. Toilet</td>
<td>Compartment</td>
<td>O. Non-compliant toilet cover dispenser</td>
<td>Women's Toilet Room</td>
<td>1, 2, 3, 4, 5, 6, 7, 8, 9, 10</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate toilet cover dispenser so the operable parts are no higher than 42&quot; on the side of the toilet.</td>
<td>11</td>
<td>$0</td>
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<tr>
<td>M1-009</td>
<td>Government Center A. Overall</td>
<td>Accessible plumbing fixtures or stalls not provided</td>
<td>Women's Toilet Room</td>
<td>1, 3, 4, 6, 7, 8, 9, 10</td>
<td>Priority 1</td>
<td>Program Access</td>
<td>Provide one accessible wheelchair compartment.</td>
<td>6</td>
<td>$17,736</td>
<td></td>
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<tr>
<td>M1-010</td>
<td>Government Center B.</td>
<td>Lavatory</td>
<td>E. Exposed plumbing underneath</td>
<td>Men's Toilet Room</td>
<td>1</td>
<td>Priority 1</td>
<td>Program Access</td>
<td>Insulate or otherwise configure pipes to prevent contact, for at least one lavatory.</td>
<td>1</td>
<td>$43</td>
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<tr>
<td>M1-011</td>
<td>Government Center F. Door</td>
<td>C. Maneuvering clearance not provided</td>
<td>Coffee Shop</td>
<td>1</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Remove the obstruction.</td>
<td>1</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>M1-012</td>
<td>Government Center K. Operable</td>
<td>Parts</td>
<td>C. Reach &lt; 15&quot; or &gt; 48&quot;(forward/side approach)</td>
<td>Coffee Shop</td>
<td>1</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate coffee dispensers so that controls are 48&quot; max. above finish floor.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>M1-013</td>
<td>Government Center G. Service</td>
<td>Counter</td>
<td>D. Counter &gt; 36&quot; high</td>
<td>Coffee Shop</td>
<td>1</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide a portion of the counter surface that is 36&quot; long min. and 36&quot; high max. above the finish floor.</td>
<td>1</td>
<td>$425</td>
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<tr>
<td>M1-014</td>
<td>Government Center K. Operable</td>
<td>Parts</td>
<td>C. Reach &lt; 15&quot; or &gt; 48&quot;(forward/side approach)</td>
<td>Town Clerk</td>
<td>1</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate so that paper forms are between 48&quot; max. above finish floor.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>M1-015</td>
<td>Government Center G. Service</td>
<td>Counter</td>
<td>D. Counter &gt; 36&quot; high</td>
<td>Town Clerk</td>
<td>1</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate computer.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>M1-016</td>
<td>Government Center A.</td>
<td>Accessible Route (Interior)</td>
<td>M. Vertical clearance &gt; 27&quot; &lt; 80&quot;</td>
<td>Basement Vault</td>
<td>0</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide a cane detectable barrier.</td>
<td>1</td>
<td>$510</td>
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<tr>
<td>M1-017</td>
<td>Government Center J.</td>
<td>Signage</td>
<td>B. Raised characters not provided O. Braille not provided G. Sign not provided on the latch side of the door on wall</td>
<td>Basement Vault</td>
<td>0</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide text with raised characters duplicated in Braille.</td>
<td>2</td>
<td>$250</td>
</tr>
<tr>
<td>ID</td>
<td>Facility Name</td>
<td>Element</td>
<td>Issue/Physical Barrier</td>
<td>Location</td>
<td>Floor</td>
<td>City Priority</td>
<td>Priority for Barrier Removal</td>
<td>Remedies</td>
<td>Quantity</td>
<td>Estimated Cost of Barrier Removal</td>
</tr>
<tr>
<td>--------</td>
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<td>---------------------------------------------------</td>
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<tr>
<td>M1-019</td>
<td>Government Center</td>
<td>A. Accessible Route (Interior)</td>
<td>K. Clear width &lt; 36&quot;</td>
<td>Security Office</td>
<td>1, 2, 3, 5, 6, 7</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Ensure that a clear width of 36&quot; min. is maintained at the accessible route.</td>
<td>6</td>
<td>$0</td>
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<tr>
<td>M1-020</td>
<td>Government Center</td>
<td>F. Door</td>
<td>G. Threshold not beveled H. Threshold &gt; 3/4&quot;</td>
<td>Women's Toilet Room</td>
<td>1, 2, 4, 8 and 10</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Replace with 1/2&quot; high max beveled threshold.</td>
<td>5</td>
<td>$725</td>
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<tr>
<td>M1-021</td>
<td>Government Center</td>
<td>A. Accessible Route (Interior)</td>
<td>E. Obstructed by protruding objects</td>
<td>Senior Center</td>
<td>2</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate object or provide a cane detectable barrier.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>M1-022</td>
<td>Government Center</td>
<td>H. Dining or Work Surface</td>
<td>H. Toe or knee clearance at tables not provided</td>
<td>Senior Center Art</td>
<td>2</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide at least one work surface with 27&quot; min. knee clearance.</td>
<td>1</td>
<td>$250</td>
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<tr>
<td>M1-023</td>
<td>Government Center</td>
<td>B. Sink</td>
<td>B. Toe and Knee Clearances not provided D. Non-compliant faucets</td>
<td>Senior Center Art</td>
<td>2</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide a sink with a 27&quot; min. knee space positioned for a forward approach.</td>
<td>1</td>
<td>$300</td>
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<tr>
<td>M1-024</td>
<td>Government Center</td>
<td>A. Accessible Route (Interior)</td>
<td>E. Obstructed by protruding objects</td>
<td>Senior Center</td>
<td>2</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate object.</td>
<td>1</td>
<td>$0</td>
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<tr>
<td>M1-025</td>
<td>Government Center</td>
<td>H. Dining or Work Surface</td>
<td>H. Toe or knee clearance at tables not provided</td>
<td>Senior Center</td>
<td>2</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide at least 1 dining/work surface (or ensure that 5% of dining/work surfaces) have toe and knee clearance.</td>
<td>1</td>
<td>$450</td>
</tr>
<tr>
<td>M1-026</td>
<td>Government Center</td>
<td>H. Dining or Work Surface</td>
<td>H. Toe or knee clearance at tables not provided</td>
<td>Senior Center Computer Training</td>
<td>2</td>
<td>Priority 1</td>
<td>Program Access</td>
<td>Provide at least one work surface with 27&quot; min. knee clearance.</td>
<td>1</td>
<td>$250</td>
</tr>
<tr>
<td>M1-027</td>
<td>Government Center</td>
<td>F. Door</td>
<td>K. Door requires &gt; 5 pounds of force to open G. Sign not provided on the latch side of the door on wall D. Braille not provided</td>
<td>Computer Training (WIC, Conference Room)</td>
<td>2</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Adjust closers so doors do not require more than 5 pounds of force.</td>
<td>3</td>
<td>$0</td>
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<tr>
<td>M1-028</td>
<td>Government Center</td>
<td>J. Signage</td>
<td>Egress Stairway</td>
<td>Egress Stairway</td>
<td>2</td>
<td>Priority 2</td>
<td>Human Safety/Emergency</td>
<td>Provide Braille.</td>
<td>20</td>
<td>$2,500</td>
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<tr>
<td>M1-029</td>
<td>Government Center</td>
<td>J. Signage</td>
<td>D. Braille not provided</td>
<td>Egress Stairway</td>
<td>2</td>
<td>Priority 2</td>
<td>Human Safety/Emergency</td>
<td>Provide Braille.</td>
<td>20</td>
<td>$2,500</td>
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<tr>
<td>M1-030</td>
<td>Government Center</td>
<td>F. Door</td>
<td>C. Maneuvering clearance not provided</td>
<td>Towards Pool Tables</td>
<td>2</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Keep door open during business hours.</td>
<td>1</td>
<td>$0</td>
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<tr>
<td>M1-031</td>
<td>Government Center</td>
<td>H. Dining or Work Surface</td>
<td>H. Toe or knee clearance at tables not provided</td>
<td>Senior Center Meeting Room</td>
<td>2</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide at least one work surface with 27&quot; min. knee clearance.</td>
<td>1</td>
<td>$250</td>
</tr>
<tr>
<td>M1-032</td>
<td>Government Center</td>
<td>F. Door</td>
<td>H. Threshold &gt; 3/4&quot;</td>
<td>Men's Toilet Room</td>
<td>1, 2, 4 Twice, 5, 7 and 8</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Alter threshold to be 1/2&quot; high max.</td>
<td>7</td>
<td>$1,015</td>
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<tr>
<td>ID</td>
<td>Facility Name</td>
<td>Element</td>
<td>Issue/Physical Barrier</td>
<td>Location</td>
<td>Floor</td>
<td>Room Number</td>
<td>City Priority</td>
<td>Priority for Barrier Removal</td>
<td>Remedies</td>
<td>Quantity</td>
</tr>
<tr>
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<tr>
<td>M1-033</td>
<td>Government Center</td>
<td>G. Toilet Compartment</td>
<td>O. Non-compliant toilet cover dispenser</td>
<td>Men's Toilet Room</td>
<td>2, 4 Twice, 5, 6, 8, 9 and 10</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate toilet cover dispenser so the operable parts are no higher than 42&quot; on the side of the toilet.</td>
<td>8</td>
<td>$0</td>
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<tr>
<td>M1-034</td>
<td>Government Center</td>
<td>F. Door</td>
<td>C. Maneuvering clearance not provided</td>
<td>Senior Center</td>
<td>2</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Remove the obstruction.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>M1-035</td>
<td>Government Center</td>
<td>A. Accessible Route (Interior)</td>
<td>E. Obstructed by protruding objects</td>
<td>Senior Center</td>
<td>2</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate objects.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>M1-036</td>
<td>Government Center</td>
<td>B. Sink</td>
<td>B. Toe and Knee Clearances not provided</td>
<td>Senior Center Kitchen</td>
<td>2</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Remove cabinet and apron to provide a 23&quot; min. knee and toe clearance.</td>
<td>1</td>
<td>$723</td>
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<tr>
<td>M1-037</td>
<td>Government Center</td>
<td>A. Accessible Route (Interior)</td>
<td>E. Obstructed by protruding objects</td>
<td>Senior Center</td>
<td>2</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide a cane detectable barrier.</td>
<td>1</td>
<td>$153</td>
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<tr>
<td>M1-038</td>
<td>Government Center</td>
<td>B. Ramp (Interior)</td>
<td>B. Running slope at ramp &gt; 1:12 K. Handrail height &lt; 34° or &gt; 38°</td>
<td>Senior Center Ramp to Garage</td>
<td>2</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Repave ramp runs to a compliant running slope of 1:12. Reduce running slope to be no steeper than 1:12.</td>
<td>1</td>
<td>$2,952</td>
</tr>
<tr>
<td>M1-039</td>
<td>Government Center</td>
<td>A. Accessible Route (Interior)</td>
<td>E. Obstructed by protruding objects</td>
<td>By Elevator</td>
<td>3</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate TV monitor.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>M1-040</td>
<td>Government Center</td>
<td>J. Signage</td>
<td>E. Braille misplaced</td>
<td>Women's Toilet Room</td>
<td>3</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Position Braille below the corresponding text. If text is multi-lined place Braille below the entire text.</td>
<td>1</td>
<td>$125</td>
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<tr>
<td>M1-041</td>
<td>Government Center</td>
<td>G. Toilet Compartment</td>
<td>O. Non-compliant toilet cover dispenser</td>
<td>Women's Toilet Room</td>
<td>3</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate toilet cover dispenser so the operable parts are no higher than 42&quot; on the side of the toilet.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>M1-042</td>
<td>Government Center</td>
<td>J. Signage</td>
<td>B. Raised characters not provided O. Braille not provided</td>
<td></td>
<td>3</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide text with raised characters duplicated in Braille.</td>
<td>1</td>
<td>$125</td>
</tr>
<tr>
<td>M1-043</td>
<td>Government Center</td>
<td>A. Accessible Route (Interior)</td>
<td>E. Obstructed by protruding objects</td>
<td>By Elevator</td>
<td>4</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate object.</td>
<td>1</td>
<td>$0</td>
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<tr>
<td>M1-044</td>
<td>Government Center</td>
<td>D. Urinal</td>
<td>B. Clear floor space not provided at urinal</td>
<td>Men's Toilet Room</td>
<td>4</td>
<td>Priority 1</td>
<td>Program Access</td>
<td>Remove partition to provide a 30&quot; min. by 48&quot; min. clear floor space positioned for a forward approach.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>M1-045</td>
<td>Government Center</td>
<td>A. Overall Access</td>
<td>E. Sign to accessible toilet not provided</td>
<td>Men's Toilet Room</td>
<td>4</td>
<td>Priority 1</td>
<td>Program Access</td>
<td>Provide a directional sign indicating the location of the nearest accessible toilet or bathing room.</td>
<td>1</td>
<td>$125</td>
</tr>
<tr>
<td>M1-046</td>
<td>Government Center</td>
<td>A. Accessible Route (Interior)</td>
<td>E. Obstructed by protruding objects</td>
<td>Cafeteria</td>
<td>4</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate object.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>ID</td>
<td>Facility Name</td>
<td>Element</td>
<td>Issue/Physical Barrier</td>
<td>Location</td>
<td>Floor</td>
<td>Room Number</td>
<td>City Priority</td>
<td>Priority for Barrier Removal</td>
<td>Remedies</td>
<td>Quantity</td>
</tr>
<tr>
<td>-------</td>
<td>-----------------------</td>
<td>----------------------------------</td>
<td>-----------------------------------------------</td>
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<td>-------</td>
<td>-------------</td>
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<td>--------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>M1-047</td>
<td>Government Center</td>
<td>G. Service Counter</td>
<td>D. Counter &gt; 36” high</td>
<td>Cafeteria</td>
<td>4</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide a portion of the counter surface that is 30” long min. and 36” high max. with 27” min. knee and toe clearance under the counter.</td>
<td>1</td>
<td>$425</td>
</tr>
<tr>
<td>M1-048</td>
<td>Government Center</td>
<td>K. Operable Parts</td>
<td>C. Reach &lt; 15” or &gt; 48” (forward/side approach)</td>
<td>Cafeteria</td>
<td>4</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate dispensing device so that controls 48” max. above finish floor.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>M1-049</td>
<td>Government Center</td>
<td>K. Operable Parts</td>
<td>C. Reach &lt; 15” or &gt; 48” (forward/side approach)</td>
<td>Cafeteria</td>
<td>4</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate refrigerator so that controls are 48” max. above finish floor.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>M1-050</td>
<td>Government Center</td>
<td>A. Accessible Route (Interior)</td>
<td>K. Clear width &lt; 36”</td>
<td>Cafeteria</td>
<td>4</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Ensure that a clear width of 36” min. is maintained at the accessible route.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>M1-051</td>
<td>Government Center</td>
<td>I. Assembly Area</td>
<td>O. Assistive listening devices not provided</td>
<td>Cafeteria, Board of Finance</td>
<td>4</td>
<td>Priority 1</td>
<td>Program Access</td>
<td>If audible communication is integral to the use of the space, provide an assistive listening system.</td>
<td>2</td>
<td>$3,376</td>
</tr>
<tr>
<td>M1-052</td>
<td>Government Center</td>
<td>A. Accessible Route (Exterior)</td>
<td>I. Changes in level &gt; 1/4”</td>
<td>Roof Outside Cafeteria</td>
<td>4</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Repair surface. Alter change in level to be 1/4” high max.</td>
<td>1</td>
<td>$182</td>
</tr>
<tr>
<td>M1-053</td>
<td>Government Center</td>
<td>A. Accessible Route (Exterior)</td>
<td>F. Route surface not stable, firm, and slip-resistant</td>
<td>Roof Outside Cafeteria</td>
<td>4</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Repair surface.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>M1-054</td>
<td>Government Center</td>
<td>H. Dining or Work Surface</td>
<td>D. At least 5% accessible spaces not provided</td>
<td>Roof Outside Cafeteria</td>
<td>4</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Ensure that at least one of dining surface is accessible.</td>
<td>1</td>
<td>$250</td>
</tr>
<tr>
<td>M1-055</td>
<td>Government Center</td>
<td>J. Signage</td>
<td>A. Not provided</td>
<td>Access to Roof Area With Benches</td>
<td>4</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Locate room identification signage alongside the door on the latch side.</td>
<td>1</td>
<td>$125</td>
</tr>
<tr>
<td>M1-056</td>
<td>Government Center</td>
<td>I. Assembly Area</td>
<td>M. Accessible route to stage not provided</td>
<td>Board of Representatives</td>
<td>4</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide an accessible route to the stage. Consider moving the podium to provide a 36” min. accessible route.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>M1-057</td>
<td>Government Center</td>
<td>H. Dining or Work Surface</td>
<td>H. Toe or knee clearance at tables not provided</td>
<td>Board of Representatives</td>
<td>4</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide at least one work surface with 27” min. knee clearance.</td>
<td>1</td>
<td>$250</td>
</tr>
<tr>
<td>M1-058</td>
<td>Government Center</td>
<td>H. Dining or Work Surface</td>
<td>A. Not an accessible route</td>
<td>Board of Representatives</td>
<td>4</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Ensure that at least one work surface is connected to an accessible route. Provide at least 1 work surface knee</td>
<td>1</td>
<td>$250</td>
</tr>
<tr>
<td>M1-059</td>
<td>Government Center</td>
<td>J. Signage</td>
<td>B. Raised characters not provided Braille not provided</td>
<td>Women’s Toilet Room</td>
<td>2, 5, 7</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide text with raised characters duplicated in Braille.</td>
<td>3</td>
<td>$375</td>
</tr>
<tr>
<td>M1-060</td>
<td>Government Center</td>
<td>G. Toilet Compartment</td>
<td>O. Non-compliant toilet cover dispenser</td>
<td>Women’s Toilet Room</td>
<td>5</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate toilet cover dispenser so the operable parts are no higher than 48” max. above the finish floor.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>M1-061</td>
<td>Government Center</td>
<td>A. Accessible Route (Interior)</td>
<td>E. Obstructed by protruding objects</td>
<td>Human Resources</td>
<td>5</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate object.</td>
<td>1</td>
<td>$0</td>
</tr>
<tr>
<td>M1-062</td>
<td>Government Center</td>
<td>A. Drinking Fountain</td>
<td>B. Clear floor space not provided</td>
<td>Corridor</td>
<td>5</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate the wheelchair accessible drinking fountain to provide 27” min knee clearance.</td>
<td>10</td>
<td>$9,720</td>
</tr>
<tr>
<td>ID</td>
<td>Facility Name</td>
<td>Element</td>
<td>Issue/Physical Barrier</td>
<td>Location</td>
<td>Floor</td>
<td>Room Number</td>
<td>City Priority</td>
<td>Priority for Barrier Removal</td>
<td>Remedies</td>
<td>Quantity</td>
</tr>
<tr>
<td>--------</td>
<td>-----------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------</td>
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<td>-------</td>
<td>-------------</td>
<td>---------------</td>
<td>-----------------------------</td>
<td>--------------------------------------------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>M1-063</td>
<td>Government Center</td>
<td>A. Accessible Route (Interior)</td>
<td>E. Obstructed by protruding objects</td>
<td>Research Admin</td>
<td>5</td>
<td></td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate object.</td>
<td>1</td>
</tr>
<tr>
<td>M1-064</td>
<td>Government Center</td>
<td>B. Ramp (Interior)</td>
<td>B. Running slope at ramp &gt; 1:12</td>
<td>Path to Copier and Other Office Equipment</td>
<td>5</td>
<td></td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Alteration to this ramp might be technically infeasible.</td>
<td>1</td>
</tr>
<tr>
<td>M1-065</td>
<td>Government Center</td>
<td>H. Dinning or Work Surface</td>
<td>H. Toe or knee clearance at tables not provided</td>
<td>Board Room</td>
<td>5</td>
<td>51-B</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide at least one work surface with 27&quot; min. knee clearance.</td>
<td>1</td>
</tr>
<tr>
<td>M1-066</td>
<td>Government Center</td>
<td>A. Accessible Route (Interior)</td>
<td>E. Obstructed by protruding objects</td>
<td>Board of Education</td>
<td>5</td>
<td></td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate object.</td>
<td>1</td>
</tr>
<tr>
<td>M1-067</td>
<td>Government Center</td>
<td>A. Accessible Route (Interior)</td>
<td>E. Obstructed by protruding objects</td>
<td>Board of Education</td>
<td>5</td>
<td></td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate object.</td>
<td>1</td>
</tr>
<tr>
<td>M1-068</td>
<td>Government Center</td>
<td>F. Door</td>
<td>C. Maneuvering clearance not provided</td>
<td>Board of Education</td>
<td>5</td>
<td></td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Remove the obstruction.</td>
<td>1</td>
</tr>
<tr>
<td>M1-069</td>
<td>Government Center</td>
<td>J. Signage</td>
<td>B. Raised characters not provided</td>
<td>Conference Room</td>
<td>5</td>
<td>5-24A</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide text with raised characters duplicated in Braille.</td>
<td>1</td>
</tr>
<tr>
<td>M1-070</td>
<td>Government Center</td>
<td>A. Accessible Route (Interior)</td>
<td>E. Obstructed by protruding objects</td>
<td>Men's Toilet Room</td>
<td>5</td>
<td>5-21A</td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Relocate object.</td>
<td>1</td>
</tr>
<tr>
<td>M1-071</td>
<td>Government Center</td>
<td>F. Door</td>
<td>C. Maneuvering clearance not provided</td>
<td>Men's Toilet Room</td>
<td>2, 3, 6, and 8</td>
<td></td>
<td>Priority 1</td>
<td>Program Access</td>
<td>Provide automatic door opener.</td>
<td>4</td>
</tr>
<tr>
<td>M1-072</td>
<td>Government Center</td>
<td>G. Service Counter</td>
<td>D. Counter &gt; 36&quot; high</td>
<td>Cashier</td>
<td>6</td>
<td></td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide a portion of the counter surface that is 30&quot; long min. and 36&quot; high max. with 27&quot; min. knee and toe clearance under the counter.</td>
<td>1</td>
</tr>
<tr>
<td>M1-073</td>
<td>Government Center</td>
<td>G. Service Counter</td>
<td>D. Counter &gt; 36&quot; high</td>
<td>Tax Collector Assessor</td>
<td>6</td>
<td></td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Provide a portion of the counter surface that is 30&quot; long min. and 36&quot; high max. with 27&quot; min. knee and toe clearance under the counter.</td>
<td>1</td>
</tr>
<tr>
<td>M1-074</td>
<td>Government Center</td>
<td>J. Signage</td>
<td>L. International Symbol of Accessibility not compliant</td>
<td>Women's Toilet Room</td>
<td>6, 9</td>
<td></td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Replace sign with a sign containing the International Symbol of Accessibility.</td>
<td>2</td>
</tr>
<tr>
<td>M1-075</td>
<td>Government Center</td>
<td>F. Door</td>
<td>C. Maneuvering clearance not provided</td>
<td>Women's Toilet Room</td>
<td>2, 3,4 and 6</td>
<td></td>
<td>Priority 1</td>
<td>Program Access</td>
<td>Provide an automatic door opener.</td>
<td>4</td>
</tr>
<tr>
<td>M1-076</td>
<td>Government Center</td>
<td>J. Signage</td>
<td>L. International Symbol of Accessibility not compliant</td>
<td>Men's Toilet Room</td>
<td>3, 4, 6, 7, 8 and 9</td>
<td></td>
<td>Priority 3</td>
<td>Additional Access</td>
<td>Place sign on latch side of door.</td>
<td>6</td>
</tr>
</tbody>
</table>
City of Montpelier, VT

Request for Proposal

Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan

Sample: Assessment of the Accessibility of Programs

Prepared by the Institute for Human Centered Design

200 Portland Street, First Floor
Boston, MA 02114
617.695.1225 voice/tty
www.IHCDesign.org
Introduction

In an effort to provide and maintain compliance with the American with Disabilities Act, the Town of [redacted] contracted with the Institute for Human Centered Design (IHCD) to undertake a comprehensive assessment of its policies, practices and procedures as well as its facilities to determine compliance with the requirements of the Americans with Disabilities Act (ADA) and the Massachusetts Architectural Access Board (MAAB). The review and recommendations provided in this assessment also go beyond strict compliance assessment to recommend enhancements to current conditions that would result in a more usable, inclusive and welcoming environment for members of the [redacted] community.

Information about corrective action will include citations of the Title II of the ADA as well as recommended ‘best practices’ for each aspect that requires action.

The assessment included policies, practices and procedures relative to employment and non-discrimination in policies, practices and procedures for all of the Town’s programs, services and activities including those related to effective communication.

Corrective action is needed in policies and procedures to create written policies that would ensure the Town of [redacted] compliance with applicable laws. In addition, the Town may wish to consider making a commitment to a more accessible website. Choosing to make the website accessible would make it available to site visitors who use assistive technology such as screen readers as well as to website visitors with a mix of functional limitations. The website is also a valuable asset in communicating the Town’s commitment to equal opportunity for people with disabilities through a clear statement and contact information for the ADA Coordinator. It can also provide a helpful opportunity to share information about accessible routes to reaching the Town’s programs and activities including meetings.

This report summarizes IHCD’s findings of Title II of the ADA compliance. The information pertinent to this assessment was obtained by a written survey submitted by key staff from the Town of [redacted] and information found on the Town’s website; it constitutes the basis for this compliance assessment report. From the written survey it is clear that the Town understands its obligations under Title II of the ADA but additional steps are necessary to ensure that people with disabilities enjoy the same opportunities to participate in its programs, services and activities as [redacted] residents without disabilities.
Analysis

Title II of the ADA prohibits discrimination on the basis of disability. Specifically, Title II requires that:

No qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity (35 CFR Part 35.130 (a)).

This report is divided into sections where these requirements apply. Each section includes the applicable citation from Title II of the ADA, IHCD’s summary of findings - after reviewing answers from survey and information from the website - and IHCD’s recommendations for the Town of [Town Name] to implement.

I - Designation of Responsible Employee

Title II of the ADA makes clear that a public entity must designate a responsible employee and adopt grievance processes.

Designation of Responsible Employee: A public entity that employs 50 or more persons shall designate at least one employee to coordinate its efforts to comply with and carry out its responsibilities under this part, including any investigation of any complaint communicated to it alleging its noncompliance with this part or alleging any actions that would be prohibited by this part. The public entity shall make available to all interested individuals the name, office address, and telephone number of the employee or employees designated pursuant to this paragraph. (35 CFR Part 35.107 (a))

Title II provides little specific guidance for implementing this requirement but the primary role of the designated employee, also called the ADA Coordinator, is making sure that the Town is in compliance with the requirements.

Finding

The Town of [Town Name] has met its obligation to designate a responsible employee by appointing Mr. [Name], as the Town ADA Coordinator. The choice of a person with appropriate experience and training and the authority to solve problems is an excellent choice in keeping with a pattern of expectation of compliance as discerned through the Department of Justice ADA Settlement Agreements. However, the Town’s employees do not seem to know who the ADA Coordinator is.
Recommendations
The Town should consider clarifying for its entire community and employees the name and scope of responsibilities of the ADA Coordinator. Doing so will improve compliance and make more efficient operations with respect to the needs of members of the public with disabilities.

Furthermore, clarification on the ADA Coordinator will:

- Make it easier for the Town to be proactive in meeting the needs of members of the public with disabilities;
- Help the Town develop and articulate a clear vision and mission with regard to members of the public with disabilities;
- Reduce confusion and improve the Town’s day-to-day operations with respect to members of the public with disabilities;
- Permit employees to respond more quickly to needs as they arise because they have a primary contact for addressing these needs;
- Build in-house expertise and capacity;
- Prevent confusion and help ensure that candidates for employment, employees and the public have a clear understanding of their responsibilities and rights under the ADA.

II - Complaint Procedures
Title II of the ADA requires a public entity to adopt an adequate grievance processes.

Complaint Procedure: A public entity that employs 50 or more persons shall adopt and publish grievance procedures providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by this part. (35 CFR Part 35.107 (b))

Finding
From the survey’s responses, it seems that some departments are not aware of their ADA obligation to provide grievance procedures. Other departments refer to the Town’s grievance procedure. Furthermore, the complaint procedures were not found on the Town’s website. It is not clear if the Town has a policy or method of dissemination to meet its obligations under Title II that requires appropriate due process and prompt and equitable resolution of complaints alleging any discrimination for members of the public as is defined in the regulations (35 CFR Part 107 (b)).
Recommendations

- The Town should take steps to clarify its grievance processes regarding members of the public. IHCD recommends that grievance procedure include the following components:
  - A detailed description of the procedures for submitting a grievance;
  - A two-step review process that allows for appeal;
  - Reasonable time frames for review and resolution of the grievance;
  - Good record-keeping for all complaints submitted and documentation for steps taken towards resolution;
  - The name, office address, telephone number and email of the designated employee to whom the complaint should be sent.
- Ensure the Town’s employees are aware of the grievance procedure and can provide information to members of the public about the process when appropriate.
- Provide the grievance procedure form on the Town’s website and state the commitment to provide copies in alternate formats upon request.

(See attachment 1 - Sample)

III – Notice

Title II of the ADA requires that public entities notify participants of its non-discrimination policies:

A public entity shall make available to applicants, participants, beneficiaries, and other interested persons information regarding the provisions of this part and its applicability to the services, programs, or activities of the public entity, and make such information available to them in such manner as the head of the entity finds necessary to apprise such persons of the protections against discrimination assured them by the Act and this part. (35 CFR Part 35.106)

Findings

It appears from the survey submitted by staff that the Town of [redacted] does not have a uniform policy regarding the posting of ADA Notices in its facilities. Most Town’s departments reported that notices were not posted. In building surveys, it was rare to find the postings.

Also from answers provided in the written survey, IHCD found no statement about the obligation to provide notification of non-discrimination policies relative to people with disabilities in materials disseminated to members of the public.

Finally, it was not notification to participants of the Town’s non-discrimination policies on the Town’s website.


**Recommendations**

The Town should revise its Notice of non-discrimination policy to comply with Title II that states that public entities shall take initial steps to notify program/service participants, beneficiaries and employees of its obligations; and identify its ADA Coordinator by:

- Publishing the Notice in all the materials distributed by the Town; post the Notice on the Town’s website home page and [Schools’ website. Also, post copies in noticeable locations in the Town’s public buildings.](#)
- Including the ADA Coordinator’s name, address, telephone number and email address on the Notice. The Town may meet these requirements by including appropriate inserts in existing materials and publications that contain general information disseminated to staff and members of the public.

(See attachment 2 - Sample)

**IV - Reasonable Modification of Policies Practices and Procedures**

Title II of the ADA requires state and local governments to modify its policies when necessary to avoid discrimination:

> A public entity shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability, unless the public entity can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity. (35 CFR Part 32.130 (b)(7)).

**Finding**

From the survey submitted by the staff, it appears that the Town has not developed policies regarding reasonable modification of policies, practices and procedures but there is no evidence that the Town has failed to grant any request from members of the community.

**Recommendation**

- Adopt policies, practices and procedures for responding to request for modifications by members of the public with disabilities.
- Ensure the Town’s employees can provide information to members of the public about the process of requesting reasonable modification of policies when appropriate.
- Provide the form for requesting reasonable modifications of policies on the Town’s website and state the commitment to provide copies in alternate formats upon request.
- Include the ADA Coordinator’s name, address, telephone number and email address on the form.
V - Employment and Reasonable Accommodation

Title II of the ADA prohibits discrimination on employment on the basis of disability:

_No qualified individual with a disability shall, on the basis of disability, be subjected to discrimination in employment under any service, program, or activity conducted by a public entity._ (35 CFR Part 35.140 (a)).

This requires that Title II entities make reasonable accommodation to qualified employees with disabilities. Reasonable accommodation may include modifying work schedules, job restructuring, and making facilities used by employees readily accessible to employees with a disability.

Note that the requirements of Title I of the ADA, as established by the regulations of the Equal Employment Opportunity Commission in 29 CFR Part 1630, apply to employment in any service, program, or activity conducted by a public entity if that public entity is also subject to the jurisdiction of title I. (35 CFR Part 35.140 (b)(1)).

Finding

From the responses from the survey, there is no evidence that the Town has failed to provide reasonable accommodation to its employees. Some departments refer to the Town’s policies; other departments reported that the ‘employee union resolves those issues’. It’s not clear if staff knows the process for requesting reasonable accommodations.

Recommendations

- IHCD recommends complying with the requirement of reasonable accommodation by including appropriate inserts in materials and publications that contain general information disseminated to Town’s staff.
- Having a section in the Town’s personnel policies on employees with disabilities rights regarding reasonable accommodation under the ADA. That could be done by having a paragraph on the personnel policies that states:

_The Town of [redacted] is committed to the fair and equal employment of people with disabilities. Reasonable accommodation is the key to this non-discrimination policy. While many individuals with disabilities can work without accommodation, other qualified applicants and employees face barriers to employment without the accommodation process. It is the policy of the Town of [redacted] to reasonably accommodate qualified individuals with disabilities unless the accommodation would impose an undue hardship._
In accordance with the Americans with Disabilities Act, reasonable accommodations will be provided to qualified individuals with disabilities when such accommodations are directly related to performing the essential functions of a job, competing for a job, or to enjoy equal benefits and privileges of employment.

- Make sure the grievance procedure form provides the complete contact information of the person to whom the complaint should be sent. Also make sure that the form is on an accessible format.

*Suggestion:* The national Job Accommodation Network is the most comprehensive, practical resource for understanding the job accommodation process: [http://www.askjan.org](http://www.askjan.org)

**VI – Effective Communication through Auxiliary Aids and Services**

Title II entities are required to provide appropriate auxiliary aids and services to ensure “effective communication” with people with disabilities. This obligation applies to all members of the public with disabilities including job applicants, program participants and people who are seeking information about the Town’s programs, services or activities. Specifically Title II requires that:

* A public entity shall take appropriate steps to ensure that communications with applicants, participants, members of the public, and companions with disabilities are as effective as communications with others. *(35 CFR Part 35.160 (a)).

Auxiliary aids and services are devices or services that enable effective communication for people with disabilities. The type of auxiliary aid or service necessary to ensure effective communication will vary in accordance with the length and complexity of the communication involved (e.g., a query at an information desk in City Hall, a meeting, a job description).

The obligation to communicate effectively with people who have disabilities applies to the presentation and exchange of information in all forms including sound, print, graphics and voice.

Furthermore, this requirement may include providing sign language interpreters, telephone handset amplifiers, telecommunication devices for Deaf persons (TDD’s), note takers, written materials for persons who are Deaf or hard of hearing or transcripts, Braille, digital or audio information for persons who are blind or have difficulty seeing.

The decision about what auxiliary aid is appropriate should evolve from a consultation between the
Title II entity (Town of ...) and individuals with disabilities wherever possible to ensure effective communication. In many cases, more than one type of auxiliary aid or service may make effective communication possible. While consultation is strongly encouraged, the public entity shall give primary consideration to the requests of individuals with disabilities. The Effective Communication obligation does not require a public entity to take any action that would result in a fundamental alteration in the nature of its services, programs or activities or impose an undue financial and administrative burden.

Finding

It seems that the Town does not have specific policies or procedures for employees to ensure effective communication through the provision of auxiliary aids and services to members of the public. However, there is also no evidence that they have failed to provide sign language interpreters when required.

Finally, it is not clear if the information available in print format is currently available in alternate electronic formats or on the website.

Recommendations

Although there were no complaints (if there were any) shared with IHCD, the Town should consider developing and publicizing clear processes for members of the public and employees to request auxiliary aids and services:

- Distribute the effective communication notice to all department heads; published in a local newspaper of general circulation serving the Town; in all materials regarding the Town’s programs, services or activities and on the Town’s website home page. Copies should also be posted in prominent locations in the Town’s public buildings.
- Staff should clearly understand the responsibility to provide auxiliary aids and services and the process for requesting them when needed.
- Staff needs to understand the scheduling time necessary in requesting a sign language interpreter through the Mass. Commission for the Deaf and Hard-of-Hearing.
- Members of the public need to have a clear understanding of the process for requesting auxiliary aids and services — and the time period in which a request must be made if it involves ASL interpreters or special equipment such as assistive listening devices that may need to be rented. This information should be included in the general information for the public as well as on the Town’s website.
- Ensure that information and resources at each department interacting with the public are available in alternate format. That could be done by having a large print sign at each department stating:
“All of our materials are available, upon request, in alternate format such as audio, large print or Braille.”

- Ensure that staff interacting with the public is fully trained on how to respond to TTY and relay calls for telephone communications with people who are deaf, have difficulty hearing or have speech disabilities.
- Ensure that the Town’s website and other web-based services are accessible to people with disabilities.
- Ensure that all the fillable forms on the Town’s website are accessible to people with disabilities.
- Ideally, the Town will develop a system for training staff to meet these responsibilities especially knowing the processes for securing Braille, making large print, other types of alternate formats, understanding how to request interpreters or CART and the length of time needed and how to use the assistive listening systems and other special devices to assist people with disabilities to enjoy effective communication.
  (See attachment 3 - Sample)

Additionally, under Title II of the ADA, emergency programs, services and activities must be accessible to people with disabilities.

- Make the emergency plan available on the Town’s website and update the emergency procedure as often as is necessary.

VII – Emergency Preparedness, Evacuation Plans, and Emergency Shelters

While a full review of the Town of East Longmeadow’s emergency preparedness, evacuation plans and emergency shelters was not part of this RFP, as evidenced by recent Project Civic Access settlement agreements, the Department of Justice views emergency preparedness, shelters and evacuation plans as critical components of a town’s responsibilities related to accessibility. While a full review of emergency preparedness, evacuation plans and emergency shelters was not part of this RFP, based on review of facilities, the following general findings are worth noting.

Finding
- Multi-story buildings did not regularly post up-to-date floor plans;
- Information about evacuating people unable to navigate stairs was not provided;
Recommendations

1. Visibly post up-to-date floor plans;
2. Post information about evacuating people unable to use stairs;
3. Develop evacuation plans for each facility;

Emergency Preparedness, Evacuation Plans, and Emergency Shelters

As evidenced by recent Project Civic Access settlement agreements, the Department of Justice views emergency preparedness plans as critical components of a municipality’s responsibilities related to accessibility.

Recommendations:
- Conspicuously post up to date floor plans;
- Post information about evacuating people unable to navigate stairs;
- Develop evacuation plans for each facility;
- In facilities built or altered after 1991, provide designated Areas of Rescue Assistance (1991 ADA Standards) and accessible means of two way communication; in facilities built or alter after 3/15/2012, provide Areas of Refuge in accordance with IBC 2003 or newer;
- As MEMA/FEMA F.N.S.S. plans are developed or revised, adopt policies to ensure that community evacuation plans enable people with disabilities, including those who have mobility, vision, hearing, or cognitive disabilities, mental illness, or other disabilities, to safely self-evacuate or to be evacuated by others. Until all emergency shelters have accessible parking, exterior routes, entrances, interior routes to the shelter area, and accessible toilet rooms serving the shelter area; identify and widely publicize to the public, including persons with disabilities and the organizations that serve them, the locations of the most accessible emergency shelters.


Additionally, we recommend considering, in partnership with MEMA and FEMA:
- Engaging the National Fire Protect Association (NFPA) for evacuation training, guidance on evacuation chairs and their location in each facility;
- Acquiring evacuation chairs and locating them in stairwells;
- Providing and load verifying backup power source for elevator to address F.N.S.S. emergency shelter needs;
- Installing one or more accessible showers to meet emergency shelter needs;
- Providing backup power for refrigeration to meet emergency shelter needs.
Telephone Emergency Services (28 CFR 35.162)
Requirement: Telephone emergency services, including 911 services, shall provide direct access to individuals who use TDD's and computer modems.

Recommendations:
The Department of Justice recommends the following measures to facilitate compliance with the ADA requirement for equally effective emergency communications:

- Ensure that working TTY or TTY-compatible equipment is provided at every emergency communications position.
- Develop procedures for maintaining TTYs and TTY-compatible equipment that are as effective as the maintenance procedures for voice telephone equipment.
- If the Town has a plan for back-up equipment in case of equipment malfunctions, telephone line malfunctions, or power failure, ensure that the plan covers TTY calls and equipment.
- Ensure that 911 and enhance 911 services provided for TTY users are equal in response time to services provided to the general public.
- Ensure that 911 and enhanced 911 services provided for TTY users are equal in response quality to services provided to the general public.
- Provide 911 services to TTY users during the same hours of operation as services provided to the general public.
- Ensure that 911 services provided for TTY users are equal in all other features offered (including automatic number identification, automatic location identification, automatic call distribution, etc.).
- Ensure that 911 operators respond to each silent, open line call by querying the line with a TTY.
- Ensure that all 911 operators can easily switch back and forth between TTY mode and voice mode during a call.
- Make TTY training mandatory, as well as training on TVR at least, for all personnel who may have contact with individuals from the public who have hearing or speech disabilities.
- Ensure that 911 services require or offer refresher training for TTYs as well as training on TVR at minimum, at least as often as they require or offer training for voice calls, and at least every six months.
- Conduct periodic unannounced tests to 911 operators using both silent, open line calls and calls transmitting TTY tones as well as Telephone Voice Relay.
- Keep records of the results of all test calls. Include the date and time of each call, identification of the call-taking position, whether the call was silent or transmitted tones, whether the caller received a TTY response and the content of the response, the time elapsed and the number of rings from the initiation of the TTY call until the call taker responded by TTY, and whether the call was processed according to your standard operating procedures.

NOTE: There is a fundamentally changed pattern among people who are Deaf or hard-of-hearing in relation to communication technology. TTY remains a compliance requirement but it is much more likely that people with use text messaging or Telecommunication Relay Service (TRS). TRS is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls.
Suggested Emergency Management Resources: Train Emergency Management personnel on the current best practices for Title II entities recommended by the US Department of Justice: [http://www.ada.gov/pcatoolkit/chap7emergencymgmt.htm](http://www.ada.gov/pcatoolkit/chap7emergencymgmt.htm) and;


**Public Schools**

Title II of the ADA requires that all programs, activities and services of the Town’s Public Schools be in compliance with the non-discrimination requirements of the ADA (28 CFR Part 35.102). The Town’s Public Schools must ensure that students with disabilities are not excluded from participation in or denied the benefits of its services.

The ADA also requires making reasonable modifications to policies, practices, and procedures when necessary to avoid discrimination against a person with a disability and taking the steps necessary to ensure effective communication with people with disabilities.

The information pertinent to the assessment of the Public Schools was obtained by a written survey submitted by the Town’s Public Schools and direct review of materials from the Town’s Public School’s website.

IHCD reviewed policies and procedures regarding the schools through direct review of materials found on the schools website. The review indicates that the Town’s Public Schools are mostly in compliance with Section 504 and Title II of the ADA and that there is a commitment to inclusion of students with disabilities that is affirmed by the extensive infrastructure of policies and procedures the Town’s Public Schools has on its website.

**Recommendations**

- Ensure that the complete contact information –including name, title and email - of the person responsible of handling grievance procedures and/or modifications of policies is included in any material distributed to students, parents and members of the public.
• Ensure that the Town’s Public Schools’ non-discrimination Notice is available in the Public Schools’ home page of the website, materials distributed to the public and in all Public Schools facilities.
• Ensure that the information provided in a written format as well as the notices send by the Town’s Public School are also available on an electronic format for parent/guardians and members of the public with disabilities. Also ensure that the information is posted in all the Public Schools facilities. Stipulate the commitment to Effective Communication and be specific as to whom to send the request to, what options there are for making a request, and in what timeframe. Sample of Effective Communication request:

Public Schools is committed to the full participation of people with disabilities. Any person with a disability who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in the school’s programs, services, activities and committee meetings, should contact the office of the Superintendent and/or the District Coordinator (Name, Address, Phone number and email) as soon as possible but no later than 48 hours before the scheduled event.

• When developing the ‘Crisis Emergency Plans’ of the School District, involve people from the disability commission to guarantee safety and inclusion of students, staff and visitors with disabilities.
• When developing the ‘Crisis Emergency Plans’ of the School District, guarantee that communication with students who are deaf or have difficulty hearing is as effective as communication with any student.
• Make the evacuation procedure available on the School District website and update the evacuation procedure as often as is necessary.

In addition to the above recommendations, make the following changes to the online Policy Manual:

**Under the Section A – Foundation and Basic Commitments Mission Vision**

• File AC: Include the contact of the Civil Rights Coordinator
• File ACE: Replace the language of ‘handicap’ with ‘disability’.
• File ACE: Provide the contact information of the Compliance Coordinator.
• File ACE-E: Update the information of the Town’s ADA Coordinator on the ADA complaint form.

**Under Section J – Students**

• File JII: Add the complete contact information where the ‘Students Compliance and Grievances’ form should be sent.
Under Section G – Personnel

- File GBAC: Add the complete contact information of the person where the request for reasonable accommodations should be sent and/or the ADA Coordinator.
- File GBK: Add the complete contact information where the ‘Staff Complaints and Grievances’ form should go.

Under Section K – Community Relations

- File KE-E: Add the complete contact information where the ‘Public Complaints’ form should be sent.

Under all Sections

The American with Disabilities Act
GRIEVANCE PROCEDURE

Any person who believes he or she has been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for XXX to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Procedure:

- Grievances must be submitted to the ADA Coordinator within xx days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The ADA Coordinator shall conduct an investigation of the complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The ADA Coordinator will maintain the files and records of XXX relating to such grievances.
- The ADA Coordinator will issue a written decision on the grievance no later than xx days after its filing.
- The person filing the grievance may appeal the decision of the ADA Coordinator by writing to the (xxx) within xx days of receiving the ADA Coordinator’s decision. The (xxx) shall issue a written decision in response to the appeal no later than xx days after its filing.

XXX will make appropriate arrangements to ensure that people with disabilities are provided other accommodations, if needed, to participate in this grievance process. Such arrangements may include, but are not limited to, providing sign language interpreters for people who are deaf, providing taped cassettes of material for people who are blind, or assuring accessible location for the proceedings. The ADA Coordinator will be responsible for such arrangements.

Questions, complaints and request for additional information should be sent to XXX’s designated ADA Coordinator (name, title, office address, telephone, TTY and email).
Notice Under the Americans with Disabilities Act

In accordance with the Americans with Disabilities Act (ADA), XXX, does not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: XXX does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Effective Communication: XXX will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in XXX programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: XXX will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all XXX programs, services, and activities. For example, individuals with service animals are welcomed in XXX’s facilities, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in XXX program, service, or activity, should contact the office of [name and contact information for ADA Coordinator] as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require XXX to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that XXX program, service, or activity is not accessible to persons with disabilities should be directed to [name and contact information of ADA Coordinator].

XXX will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.
Attachment 3 - Sample

*East Longmeadow may want to consider posting this Notice in the lobby, on the website and in print brochures.*

Under the ADA XXX provides an equal opportunity for people with disabilities to participate in programs, services and activities. If you have a disability and you need an auxiliary aid and/or service (such as a sign language interpreter, an assistive listening device or print material in Braille, large print, audio or in digital format) please contact: **name and contact information of ADA Coordinator.**
Reference List

Department of Justice:
- Americans with Disabilities Act Title II Regulations:

- ADA Tool kit: Emergency Management from Department of Justice:
  http://www.ada.gov/pcatoolkit/chap7emergencymgmt.pdf


Federal Emergency Management Agency:

Job Accommodation Network:
http://www.askjan.org
City of Montpelier, VT

Request for Proposal

Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan

Sample: Booklet Pages from Outdoor Publication Standards

Prepared by the Institute for Human Centered Design

200 Portland Street, First Floor
Boston, MA 02114
617.695.1225 voice/tty
www.IHCDesign.org
Outdoor Accessibility Standards

U.S. Forest Service Outdoor Recreation Accessibility Guidelines
Massachusetts Department of Conservation and Recreation Accessibility Guidelines
ADA Standards for Accessible Design
Regulations of the Massachusetts Architectural Access Board

Created by the
Institute for Human Centered Design
200 Portland Street, First Floor, Boston, MA 02114
www.IHCDesign.org • 617.695.1225 v/tty

April 2017
Developed by the Institute for Human Centered Design, this booklet combines the aspects of the 2010 ADA Standards for Accessible Design, the regulations of the Massachusetts Architectural Access Board, the U.S. Forest Service Outdoor Recreation Accessibility Guidelines and the Massachusetts Department of Conservation and Recreation Accessibility Guidelines that provide the greatest amount of accessibility.
Unpaved Parking Lots

Parking

- 96” max
- 60” min
- blue paint required
- Surface must be firm and stable
- Access Aisle sign required
- red paint required
- 2% slope max
- 8’6” min
- 5’6” min for standard
- 8’6” min for van
Exception: When the surface is not paved, slopes not steeper than 1:33 (3%) shall be permitted where necessary for drainage.
A firm and stable surface allows a person to ride a narrow-tired bicycle or push a toddler in a stroller with small plastic wheels without sinking in.

Installation:
Tread preparation – Smooth mineral soil on tread, flatten/compact any loose stone in tread. Fill soft area or voids with crushed stone. Apply geotextile, if specified (4 oz. non-woven works well).

Surfacing application – Install surfacing evenly across the specified width of the trail tread and compact in lifts of 3 to 4 inches for the base layer. Lifts of 2 to 3 inches can be used there after. A minimum of 6 inches compacted is recommended for pedestrian use. The surface must have an outslope of 3 percent to assist in draining water.

Surface compaction – Applied surfacing must be compacted using an 8x8 hand tamper or vibratory plate compactor. The material must be compacted with sufficient moisture content to bind together. Material with too much moisture will not compact. Curing time is required (2 or more wet/dry cycles). Then apply firmness and stability test.

Accessible Surfacing Materials
## Hard Rock Quarry Needed

**Specifications:**
Surfacing – The surface material shall consist of the following gradation:

<table>
<thead>
<tr>
<th>Sieve Size</th>
<th>% Passing</th>
<th>Acceptable Percentage Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/2”</td>
<td>99.5</td>
<td>95 – 100</td>
</tr>
<tr>
<td>3/8”</td>
<td>89.0</td>
<td>85 – 95</td>
</tr>
<tr>
<td>1/4”</td>
<td>70.2</td>
<td>60 – 75</td>
</tr>
<tr>
<td>#4</td>
<td>61.7</td>
<td>35 – 65</td>
</tr>
<tr>
<td>#8</td>
<td>44.8</td>
<td></td>
</tr>
<tr>
<td>#10</td>
<td>41.7</td>
<td></td>
</tr>
<tr>
<td>#16</td>
<td>33.6</td>
<td>20 – 40</td>
</tr>
<tr>
<td>#30</td>
<td>26.5</td>
<td></td>
</tr>
<tr>
<td>#40</td>
<td>23.8</td>
<td></td>
</tr>
<tr>
<td>#50</td>
<td>21.6</td>
<td>15 – 30</td>
</tr>
<tr>
<td>#60</td>
<td>20.6</td>
<td></td>
</tr>
<tr>
<td>#100</td>
<td>17.6</td>
<td></td>
</tr>
<tr>
<td>#200</td>
<td>13.3</td>
<td>10 – 15</td>
</tr>
</tbody>
</table>

The Acceptable Percentage Range provides potential suppliers with some flexibility in providing a viable ½ inch minus stone product.
Soft Surface

Roll Top of Hard Surface

6”

Match Bottom of Soft Surface with Top of Hard Surface

18”

Slope at 3 to 1 (33% or 18.5°)

Erosion at the edge of concrete or asphalt pads makes them inaccessible. The VanHorn Roll reduces the amount of maintenance needed to preserve accessibility.

VanHorn Roll
Picnic Tables
Camping & Picnicking

Water Hydrants

- 1/2" MAX
- 28" to 36"
- 11" to 12"
- SURFACE MUST BE 2% MAX SLOPE
- 72" MIN
- 48" MIN
Outdoor Benches

- 8" RECOMMENDED
- 50% SHOULD HAVE BACKRESTS
- 50% WITH BACKRESTS SHOULD HAVE AN ARMREST
- 17" - 19" HIGH
- 2% MAX SLOPE
- 48" MIN
- 36" MIN

Outdoor Benches
Twelve inch minimum deck horizontal extension or two inch minimum vertical edge protection is required. See railing requirements on following page.

Fishing Piers
Beach access routes shall coincide with or be located in the same general area as the pedestrian access points to the beach. Beach access routes shall extend to:

- High tide level at tidal beaches
- Mean high water level at river beaches
- Normal recreation water level at lake, pond, and reservoir beaches

See slope information on following page.
### Running Slope (Grade) and Resting Intervals on Beach Access Routes

<table>
<thead>
<tr>
<th>Steeper Than</th>
<th>But Not Steeper Than</th>
<th>Maximum Length of Segment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:20 (5 percent)</td>
<td>1:12 (8.33 percent)</td>
<td>50 feet</td>
</tr>
<tr>
<td>1:12 (8.33 percent)</td>
<td>1:10 (10 percent)</td>
<td>30 feet</td>
</tr>
</tbody>
</table>

Exception: Elevated dune crossings shall not be required to comply with the resting interval requirements in above table.
Flush control must be on open side.

Urinal Specifications
Urinal shields must not extend beyond the front edge of the urinal rim and must have **29” min clearance** between them.

Single User Toilets
Nothing can be mounted over the grab bar or 1-1/2" under grab bar.

Flush control must be on open side.

Distance from rim to toilet paper disp.

Grab bars 33"-36"

72" Min. Clear Space

42" Min. to CL

42" Min.

Grab bar 42" Min.

Centerline (CL)

6"

12" Max.

18"

7"-9"

17"-19"

60" Min.

The compartment door must swing out.
Outdoor Showers

- 72” MIN
- 60” MIN
- 60” MIN
- 48”
- 2% MAX SLOPE
  
  ALL DIRECTIONS
City of Montpelier, VT

Request for Proposal

Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan

Sample: Grinnell College Schematic Design Review Comments

Prepared by the Institute for Human Centered Design

200 Portland Street, First Floor
Boston, MA 02114
617.695.1225 voice/tty
www.IHCDesign.org
<table>
<thead>
<tr>
<th>Project Name</th>
<th>Grinnell College - Admission and Financial Aid Building</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Reviewer</td>
<td>Institute for Human Centered Design</td>
</tr>
<tr>
<td>Date Received</td>
<td></td>
</tr>
<tr>
<td>Date Reviewed</td>
<td></td>
</tr>
</tbody>
</table>

**Accessibility Legend:**

- **Code Compliance**: Comment is required to comply with minimums of federal standards and state code.
- **Improved Usability**: Suggestion goes beyond requirements but builds from elements that are in accessibility standards.
- **Universal / Inclusive Design**: Considerations for elements that do not start from the standards and may create enhanced experiences. Decisions have been informed by user data, precedent, and research.
<table>
<thead>
<tr>
<th>PDF Page</th>
<th>Reviewed By</th>
<th>Drawing Number/Spec Section &amp; Page</th>
<th>Item #</th>
<th>Accessibility Legend</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>001000-3</td>
<td>IHCD (GH)</td>
<td>Narrative</td>
<td>1</td>
<td>Improved Usability</td>
<td>Hardware (b): Hardware lists automatic door operators on &quot;vestibule&quot; doors - unclear what this means and if it will result in installation of automatic door operators on all exterior doors and vestibule interior doors.</td>
</tr>
<tr>
<td>001000-5</td>
<td>IHCD (GH)</td>
<td>Narrative</td>
<td>2</td>
<td>Code Compliance and Improved Usability</td>
<td>Hardware (10): Hardware is listed as &quot;College Standard&quot; - this probably does not include required and improved hardware for accessibility such as power door operators at interior vestibules and multi-user restrooms, spring hinges on some doors (rather than closers) etc. Need to review this standard.</td>
</tr>
<tr>
<td>001000-5</td>
<td>IHCD (GH)</td>
<td>Narrative</td>
<td>3</td>
<td>Code Compliance</td>
<td>Fire Protection Specialties: Should be called out as fully recessed.</td>
</tr>
<tr>
<td>001000-5</td>
<td>IHCD (AJ)</td>
<td>Narrative</td>
<td></td>
<td>Code Compliance</td>
<td>Doors from Room 101 should comply with ICC 500 version 2014</td>
</tr>
<tr>
<td>001000-6</td>
<td>IHCD (GH)</td>
<td>Narrative</td>
<td>4</td>
<td>Code Compliance and Improved Usability</td>
<td>Signage: Notes are inadequate to cover minimum requirements and improved usability standards such as 70% minimum contrast.</td>
</tr>
<tr>
<td>001000-6</td>
<td>IHCD (GH)</td>
<td>Narrative</td>
<td>5</td>
<td>Improved Usability</td>
<td>Toilet Accessories: Should be called out as fully recessed.</td>
</tr>
<tr>
<td>001000-6</td>
<td>IHCD (AJ)</td>
<td>Narrative</td>
<td>6</td>
<td>Code Compliance</td>
<td>Interior Identifying Devices: Add Sign to include raised characters.</td>
</tr>
<tr>
<td>001000-6</td>
<td>IHCD (GH)</td>
<td>Narrative</td>
<td>7</td>
<td>Improved Usability</td>
<td>Interior Finishes – General: No comments concerning no VOC in any of the finishes or application methods - this relates to LEED as well as usability.</td>
</tr>
<tr>
<td>Code</td>
<td>IHCD (AJ)</td>
<td>Narrative</td>
<td>8</td>
<td>Code Compliance</td>
<td>Add signage requirement for storm shelter to comply with ICC 500.</td>
</tr>
<tr>
<td>------</td>
<td>-----------</td>
<td>-----------</td>
<td>---</td>
<td>-----------------</td>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>001000-7</td>
<td>IHCD (GH)</td>
<td>Narrative</td>
<td>10</td>
<td>Universal/Inclusive Design</td>
<td>Acoustic Wall Panels: Called out for presentation room only. Other spaces may need these panels….</td>
</tr>
<tr>
<td>001000-7</td>
<td>IHCD (AJ)</td>
<td>Narrative</td>
<td>11</td>
<td>Code Compliance and Improved Usability</td>
<td>Floor Finishes (b): Specify thickness for carpet tile.</td>
</tr>
<tr>
<td>001000-8</td>
<td>IHCD (GH)</td>
<td>Narrative</td>
<td>12</td>
<td>Improved Usability</td>
<td>Acoustic Ceiling Panels: The minimum sound absorption etc. ratings on these panels should be called out.</td>
</tr>
<tr>
<td>001000-8</td>
<td>IHCD (AJ)</td>
<td>Narrative</td>
<td>13</td>
<td>Improved Usability</td>
<td>How acoustic privacy is maintained in the area near the administration offices?</td>
</tr>
<tr>
<td>5559-C200 SD</td>
<td>IHCD (SS)</td>
<td>C-200 SD</td>
<td>1</td>
<td>Universal/Inclusive Design</td>
<td>The reception desk should be identifiable from the Western entrance. Perhaps extending toward the path of travel. The reception could also be symbolized by a suspended ceiling feature.</td>
</tr>
<tr>
<td>5559-C200 SD</td>
<td>IHCD (SS)</td>
<td>C-200 SD</td>
<td>2</td>
<td>Universal/Inclusive Design</td>
<td>Western entry visitors encounter the stair and elevator before they reach the reception desk, however, this does provide a cognitive overview of the space though.</td>
</tr>
<tr>
<td>5559-C200 SD</td>
<td>IHCD (SS)</td>
<td>C-200 SD</td>
<td>3</td>
<td>Universal/Inclusive Design</td>
<td>Clarify function / control strategy for Southern Entrance / Exit.</td>
</tr>
<tr>
<td>5</td>
<td>IHCD (AJ)</td>
<td>A0.20</td>
<td>1</td>
<td>Code Compliance</td>
<td>1.0 Applicable Codes: Confirm that the IBC 2015 is the code being used. In the narrative there is mention of IBC 2009 (page 16).</td>
</tr>
<tr>
<td>Page</td>
<td>IHCD (GH)</td>
<td>A0.20</td>
<td>Code Compliance</td>
<td>Applicable Codes: Recommend adding ADA 2010 Standards and ICC/ANSI A117.1 2009</td>
<td></td>
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<tr>
<td>5</td>
<td>IHCD (GH)</td>
<td>A0.20</td>
<td>Code Compliance</td>
<td>Life Safety Plan: Verify accessible exits from second floor - elevator on generator?</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>IHCD (AJ)</td>
<td>A0.20</td>
<td>Code Compliance</td>
<td>4.0 Special Requirements: Verify that the latest ICC 500 version is being used – 2014</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>IHCD (AJ/SD)</td>
<td>A1.00</td>
<td>Code Compliance and Improved Usability</td>
<td>Emergency Exit: Make path 4 feet wide and 5 feet by 5 feet at the entrance.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>IHCD (SS)</td>
<td>A1.00</td>
<td>Universal/ Inclusive Design</td>
<td>A more conclusive termination of the stone paving, at the Main Entrance, could provide a visual and textural cue to the 90 degree turn required to enter the space. This might be part of a larger strategy for integrating landscape features into a universal design strategy. Consider preview and refuge opportunities. The path leads to a view of the fireplace.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>IHCD (SS)</td>
<td>A1.00</td>
<td>Universal/ Inclusive Design</td>
<td>The landscape (bio-swale) feature provides strong transition point and provides an early cue to the buildings entry (7). Large gestures that reinforce the sequence of arrival make good sense. I wonder if the more fragmented zones to the North West communicate the relationship as clearly. Should external landscaping respond to the internal functions of the space (4) (see also: A10-01)</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>IHCD (GH)</td>
<td>A1.01</td>
<td>Universal/ Inclusive Design</td>
<td>First Floor Main Entry: Is there a roof overhang at the main entry? (Recommended)</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>IHCD (AJ/SD)</td>
<td>A1.01</td>
<td>2</td>
<td>Universal/Inclusive Design</td>
<td>Toilet Room 106: Is there a way to have natural light at this toilet room?</td>
</tr>
<tr>
<td>---</td>
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<td>-------------------------------------------------------------------</td>
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<tr>
<td>7</td>
<td>IHCD (AJ/SD)</td>
<td>A1.01</td>
<td>3</td>
<td>Improved Usability</td>
<td>Consider relocating toilet room 118 and adding a second toilet room (ideal location in rooms 114 &amp; 115).</td>
</tr>
<tr>
<td>7</td>
<td>IHCD (AJ/SD)</td>
<td>A1.01</td>
<td>4</td>
<td>Improved Usability</td>
<td>Room 101: Add a second door - near the elevator – that is always in the open position (consider recessing the door).</td>
</tr>
<tr>
<td>7</td>
<td>IHCD (AJ/SD)</td>
<td>A1.01</td>
<td>5</td>
<td></td>
<td>1st Floor: Need more information on how the center spaces are being used (students, workers, admission suite).</td>
</tr>
<tr>
<td>7</td>
<td>IHCD (AJ/SD)</td>
<td>A1.01</td>
<td>6</td>
<td>Improved Usability</td>
<td>Waiting Area: Check reverberation time for this space.</td>
</tr>
<tr>
<td>7</td>
<td>IHCD (AJ/SD)</td>
<td>A1.01</td>
<td>7</td>
<td>Improved Usability</td>
<td>Is there a specific reason door to room 206K is hinged the way it is?</td>
</tr>
<tr>
<td>7</td>
<td>IHCD (SS)</td>
<td>A1.01</td>
<td>8</td>
<td>Universal/Inclusive Design</td>
<td>Reception counter is not visible from the Western entry. (1) Circulation within the auditorium seems tight by the rear seats. Provision for wheelchair users? (1) A variety of seating options are evident in the auditorium (2) Give thought to individual visitors within the waiting room. Provide adequate clarity to each of the Northern meeting rooms. (3) The fireplace obscures these rooms so how can visitors view activities in each room, discreetly, from the external corridor? (4)</td>
</tr>
</tbody>
</table>
| 7 | IHCD (SS)    | A1.01 | 9 | Universal/Inclusive Design | Admissions Suite (public access?) Might consider how individual rooms can be distinguished from one another with an integral wayfinding system. (4) Rooms are
<table>
<thead>
<tr>
<th>Page</th>
<th>IHCD (SS)</th>
<th>A1.01</th>
<th>7</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Universal/Inclusive Design</td>
<td><strong>Level Two</strong> – Unclear if guests will access this space unaccompanied (6). If so, wayfinding should distinguish access the Conference Rm vs. Financial Aid office. Furnishing might serve to organize and control space on the balcony level. (2)</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Universal/Inclusive Design</td>
<td><strong>Level Two</strong> – The sequence of entry to the FA Lobby appears very close to the head of the stairs (1) (7) Do the public only use the touchdown spaces or should a clear sequence of transitional spaces be clear to the visitor? (4) Access from FA Lobby to FA Offices requires two 90 degree turns, why? The 90 degree turn after the FA Lobby seems to obscure the path of travel. (4)</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Universal/Inclusive Design</td>
<td><strong>Level Two</strong> – Are furnishings intended for the wide corridor of the FA Office area. Financial matters may require acoustical control where visitors wait in proximity to the offices. (2) (7) For matters of a financial nature, good sound control is necessary. Explore how materiality and ceiling systems can enable this.</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Universal/Inclusive Design</td>
<td><strong>Level Two</strong> – The southern stairwell not for public access, right? Should the southern-most mechanical rooms be obscured from the lobby space. Does this cause confusion?</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Universal/Inclusive Design</td>
<td>Canopies successfully emphasize sequence of entrance. (7)</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Universal/Inclusive Design</td>
<td>Lighting schemes indicates the provision of ambient light but thought might also be given to how light enhances</td>
<td></td>
</tr>
</tbody>
</table>
General Comments:
IHCD appreciates that we are commenting on schematic design and appreciate that it is early in the design process. We hope that our comments are helpful for design development.

Design

The route through the space and the visual cues that control this sequence. Consider accent light as a tool to emphasize key elements of the wayfinding strategy.

Universal/Inclusive Design

The curtain walls to the South expose spaces of secondary importance to the visitor (staff stair, no public access) Consider changes to the exterior façade that would distinguish this from the Northern arrival zone. (7) (3)

Code Compliance

Verify head protection is maintained at stairs.

Universal/Inclusive Design

Areas of the entrance lobby might provide seating in more intimate spaces. Open plan, loud spaces may generate anxiety for some visitors. See previous notes on wayfinding within the central administration offices. Visitors access these spaces longitudinally and view the entrances from acute angles.

Improved Usability

East Entrance: Sun shades do not provide protection from rain/snow.

Universal/Inclusive Design

Furnishings occupy the lower 3’ of the space. Can acoustic or visual separation be achieved through lighting and/or furnishings of varying height? Consider options for centripetal (inward looking) and centrifugal (outward looking) seating configurations. (2)
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MECHANICAL, ELECTRICAL, PLUMBING NARRATIVE

04000 Mechanical, Electrical, Plumbing Narrative

AUDIO VISUAL / IT NARRATIVE

07000 Audiovisual Narrative
07100 IT Narrative

END OF TABLE OF CONTENTS
Architectural Narrative: 01000

BUILDING MATERIALS

I. EXTERIOR ENCLOSURE

A. Exterior Walls:

1. Type 1 Ultra-high performance concrete panel rainscreen system on Metal stud back-up.
   a) Ultra-high performance concrete panels with concealed fasteners.
      (1) Basis of design – Takt!
   b) Continuous insulation (CI) composite framing support (CFS) system.
      (1) Basis of design – SMARTci Plus 3-in-1 system by Advanced Architectural Products.
   c) SST flashing.
   d) 4 inches of Polyisocyanurate Board insulation
   e) Fluid-applied permeable membrane air barrier.
   f) Glass Mat Gypsum sheathing.
   g) 6" cold formed metal framing
   h) 5/8" gypsum board.
   i) Wall Assembly to be tested to pass NFPA 285 testing as part of an approved assembly.
   j) Integrated exterior Mock-up panels to include this system.

2. Type 2: HP Laminate Panel rainscreen system on Metal stud Back-up:
   a) Panel of decorative high-pressure laminate (HPL) mounted to thermally-broken aluminum carrier system.
      (1) Basis of Design: Prodema ProdEX
   b) Continuous insulation (CI) composite framing support (CFS) system.
      (1) Basis of design – SMARTci Plus 3-in-1 system by Advanced Architectural Products.
   c) SST flashing.
   d) 4 inches of Polyisocyanurate Board insulation
   e) Fluid-applied permeable membrane air barrier.
   f) Glass Mat Gypsum sheathing.
   g) 6" metal studs
   h) 5/8" gypsum board.
   i) Wall Assembly to be tested to pass NFPA 285 testing as part of an approved assembly.
   j) Integrated exterior Mock-up panels to include this system.

3. Expansion Joints

4. Exterior Louvers: Aluminum Louvers, 2-coat fluoropolymer, custom color.

5. Exterior Trellis system: Painted steel structure with Acetylated wood slat ceiling and zinc roofing.
   a) Basis of design – RheinZinc
   b) Add Alternate: Vegetated roof
(1) Thermoplastic Polyolefin Roofing: Fully adhered Fabric-reinforced thermoplastic membrane, 60m mils thick, on Glass-mat, water-resistant gypsum board substrate.

6. Joint Sealants:
   a) Silicone sealant at Exterior non-traffic joints
   b) Multi-component Urethane at traffic sealants.

B. Exterior Windows:
   1. Architectural Grade Aluminum Clad Windows
      a) Type: Operable and fixed, aluminum clad
         (1) Basis of Design: Marvin Windows
      b) Thermally broken.
      c) Glazing: 1-inch insulating spectrally selective glass with SHGC (shading heat gain coefficient) exceeding requirements of ASHRAE 90.1.
      d) Tempered glass if required by location.
   2. Storefront Window system:
      a) Aluminum and glass storefront.
      b) Single source manufacturing and installation responsibility for storefront and curtain wall system, including all components.
      c) Thermally broken framing.
      d) Insulated aluminum panel in aluminum frame, between window units.
      e) Finish: 2-coat fluoropolymer coating, custom color, factory applied.
      f) 1-inch insulating spectrally selective glass with SHGC (shading heat gain coefficient) exceeding requirements of ASHRAE 90.1.
         (1) Tempered glass if required by location.
         (2) Basis-of-Design Product: PPG Industries, Inc.; Solarban 70xl Starphire
   3. Curtain wall:
      a) Aluminum framing system steel reinforced curtain wall system.
         (1) Add Alternate: Hybrid wood and aluminum curtain wall system – wood interior, aluminum exterior.
      b) Single source manufacturing and installation responsibility for storefront and curtain wall system, including all components.
      c) Framing thermally broken.
      d) Insulated aluminum panel in aluminum frame, between window units.
      e) 2-coat fluoropolymer finish factory applied to all exposed metal. 20 year finish warranty.
      f) 1-inch insulating spectrally selective glass with SHGC (shading heat gain coefficient) exceeding requirements of ASHRAE 90.1.
         (1) Tempered glass if required by location.
         (2) Basis-of-Design Product: Solarban 70xl Starphire
      g) System engineering by manufacturer and fabricator’s registered professional engineer.

C. Exterior Doors:
   1. Main Entrance Doors:
      a) Glazed aluminum doors in thermally broken aluminum framing, with muttons for divided lights,
1. Hardware lists automatic door operators on "vestibule" doors - unclear what this means and if it will result in installation of automatic door operators on all exterior doors and vestibule interior doors.

b) Hardware: continuous hinges, custom pulls, panic device, lock keyed to campus system. Provide automatic door operators on vestibule doors.

c) 2 coat fluoropolymer finish, factory applied to all exposed metal. 10 year finish warranty

d) Glazing: 1-inch insulating glass, spectrally selective glass with SHGC (shading heat gain coefficient) exceeding requirements of ASHRAE 90.1. (1) Basis-of-Design Product: Solarban 70xl Starphire

2. Non Public Single Doors:
   a) Hollow metal frames, with mitered or coped and continuously welded corners. Fabricated from 0.067-inch (1.7 mm) thick galvanized steel sheet. Factory primed, field painted
   b) Steel doors 1-3/4 inch (44 mm) thick, Level 4 and Physical Level A (Maximum Duty), Model 1 full flush design, metallic coated steel sheets Commercial steel Type B, with an A40 (ZF120) zinc-iron-alloy coating, stretcher level standard of flatness

3. Door hardware: Meet College Standards.

D. Roofing

1. Requirements: New roofing system (including roof membrane, membrane flashings, insulation, and accessory products supplied or approved by roof membrane manufacturer) to be eligible for 20 year total system NDL warranty.

2. Sloped roof: Asphalt Shingle roof: 30-year asphalt dimensional shingles, on 30# asphalt felt sheet, ¾ inch nailable sheathing on 7/8 inch hat channels for venting anchored to the structural metal deck. Batt insulation (R-38) at the bottom of the roof trusses.
   a) Add Alternate #1: Metal Roofing system: Standing Seam metal roofing system, aluminum
      (1) Basis of Design: Met-Fab Historic Panel
      (2) Finish: Finish: 2-coat fluoropolymer coating, custom color.
   b) Add Alternate #2: Zinc sheet metal roofing system and zinc gutter system
      (1) Basis of Design: RheinZink

3. Flat roof: Hot fluid applied rubberized asphalt membrane fully adhered to concrete deck, 6 inches polyisocyanurate insulation, ¼ inch glass mat coverboard, aggregate ballast or roof pavers.

4. Roof Specialties and Accessories
   a) Gutters and downspouts: half round gutters and round downspouts, aluminum prefinished, custom color to match Architect’s sample.
   b) Manufactured Curbs: Insulated, powder coated galvanized steel.
   c) Hatches with ladders: Powder coated galvanized steel, with safety railing system.
   d) Copings: Aluminum, 2 coat fluoropolymer finish to match wall panels or glazing system, snap lock copings
   e) Flashing and Sheet Metal: Stainless Steel
   f) Counterflushing Systems
   g) Gravel stops and Fascias

II. INTERIORS

ARCHITECTURAL NARRATIVE 00 1000 - 3
A. Partitions

1. Interior Fixed Partitions: Unit Masonry Assemblies with unreinforced, 8-inch CMU at mechanical rooms, electrical rooms, stairs, elevator shafts, and where indicated.
   a) Add alternate: provide FEMA shelter as indicated on drawings

2. Framed Partitions: Steel Studs and Runners: 20-gage (0.0329 inch) (0.8mm), 3 5/8-inch (92mm) typical depth, 5/8-inch gypsum wallboard (to underside of structure, typical). 1 layer each side.
   a) Provide abuse resistant GWB at stairwells
   b) Sound attenuation batt insulation in stud space to underside of structure (full height).

3. Shaftwall Partitions: UL Designs for fire-rated shaft wall assemblies where required for vertical shafts or horizontal application.

4. Tile Backing Panels: Cementitious Backer units

5. Water-resistant Gypsum Board 5/8 inch water resistant GWB at toilet rooms and bathrooms

6. Interior Partition Firestopping: through Penetration Firestopping

7. Interior Windows: Hollow-Metal Windows with hollow metal frame (16 gage) with ¼ inch tempered, clear float glass.

B. Interior Doors:

1. Wood Doors: Office doors, Presentation room doors, and doors in public spaces:
   a) Faces: Select white maple, plain sliced
   b) Grade: Premium with Grade AA faces
   c) Construction: 5 plies
   d) Core: Glued wood stave
   e) Bonding: Stiles and rails bonded to core, then entire unit abrasive planed before veneering.
   f) Stiles: Same veneer as faces.
   g) Wood sills
   h) Finish: Transparent, AWI System TR-2 catalyzed lacquer or TR-4 conversion varnish. Factory applied.
   i) Frames: hollow metal frames.
      (1) Basis of Design: Steelcraft FN Series, Flush Narrow 1” face frames
      (2) Provide sidelights as indicated.
      (3) At paired office doors provide reclaimed pine insets between adjacent doors.

2. Stile and Rail wood doors:
   a) Raise Panel thickness: 1 ¾ inches
   b) Flat panel thickness: 3/8 inch
   c) Species: Reclaimed Pine
   d) Location: Break Room sliding barn doors.
3. Conference Room doors:
   a) All glass door in aluminum storefront
   b) Add alternate: Wood storefront

4. Back of house service doors:
   a) Hollow metal doors and frames

5. Doors to Fire/ Communicating Stairs:
   a) Hollow metal doors and frames
   b) Fire-Resistance-Rating: 45 minutes, on hold-open devices.

6. Glazing in Fire Rated Doors: All glazing in fire doors shall be a labeled fire rated glass installed in accordance with NFPA 80.
   a) Provide laminated ceramic glazing where glass is less than 100 square inches.
   b) Provide laminated glass with intumescent interlayers where glass is greater than 100 square inches and heat transfer resistance is required.

7. Access Doors and Panels: Steel wall and ceiling flush access doors, with trimless frames.

8. Interior Glazed Partitions and Storefronts
   a) Storefront Window Systems: Aluminum framing system with thin sightline.
      (1) Add Alternate: wood storefront.
   b) Doors: Medium stile.
   c) Finish: clear anodized.
   d) Glazing: 1/4 inch, safety glass as required.

   a) Basis of Design: Steelcraft FN Series, Flush Narrow 1” face frames

10. Door Hardware: Meet College Standards.

C. Interior Specialties

1. Stone Fireplace surround: provide granite surround (to match existing stone at Grinnell).
   a) Mantel: Limestone
   b) Hearth: Limestone
      (1) Buff color smooth finish

2. Visual Display Boards:
   a) Marker Boards: Back painted, glass markerboards.
   b) Tackboards:
      (1) Linoleum resilient tackable surface material on a burlap backing.
      (2) Basis of Design: Forbo Bulletin Board

4. Interior Identifying Devices:
   a) Signage: Building Code required signage
   b) Building identification signage, room and function identification, and commemorative Plaque as required by University.
   c) Other signage to comply with Owner’s standards.
   d) Signage to include Braille lettering.
   e) Signage to include Emergency Plan on the back of each residential door.

5. Toilet Accessories and Mirrors:
   a) Paper Towel Dispensers
   b) Toilet Paper Dispensers
   c) Wall Mounted Soap Dispensers
   d) Grab bars: Stainless steel, No. 4 finish, 1 ½ inch outside diameter, Concealed Plates with no exposed fasteners, as per ADA regulations.
   e) Waste Receptacle Units.
   f) Mirror Unit: Stainless steel channel frame mirror, Glass, 1/4-inch thick, with one piece formed frame, full length wall mounted over vanity and one framed 1/4-inch thick mirror fixed wall mounted over sink.
   g) Underlavatory Guards.
   h) Housekeeping accessories: 3-mop holder and broom hanger in each Custodial room. Provisions for a rack mounted chemical cleaning system should be provided on the first floor only.

D. Stairs

1. Stair construction
   a) Monumental stairs: Bent plate steel stairs with wood treads and steel channel stringers.
   b) Metal Stair Construction: Metal pan stair with concrete filled treads, sealed concrete with abrasive strips. Provide stained concrete at all landings.

2. Stair railings: Custom painted steel guardrail with wood handrail.

E. Interior finishes:

1. Wall finishes
   a) Gypsum Wallboard Finishes:
      (1) 5/8-inch GWB throughout.
      (2) Proprietary Abuse-Resistant Fiber Reinforced Gypsum Wallboard, ASTM C 1270A, ASTM C 36, manufactured to produce greater resistance to surface indentation and through-penetration than standard gypsum panels.
         (a) USG Co.; FIBEROCK Brand Abuse-Resistant Gypsum Fiber Panels (Basis-of-Design).
         (b) Location: Corridors and Stairs
      (3) Proprietary Abuse-Resistant, Moisture-Resistant Gypsum Wallboard, where indicated (including bathroom walls): ASTM C 36, C 1396, manufactured to produce greater resistance to moisture, mold and mildew than standard gypsum panels.
         (a) USG Co.; SHEETROCK Brand AQUATOUGH Gypsum Panels.
      (4) Generally, Level 4 finish throughout.
      (5) Shaft wall where required for fire rating.

   1. Notes are inadequate to cover minimum requirements and improved usability standards such as 70% minimum contrast.

   2. Should be called out as fully recessed.

   3. Add Sign to include raised characters.

   4. No comments concerning no VOC in any of the finishes or application methods - this relates to LEED as well as usability.

   5. Add signage requirement for storm shelter to comply with ICC 500.

Proprietary/Confidential Report
1. Called out for presentation room only. Other spaces may need these panels.

2. Specify thickness for carpet tile.

1. Called out for presentation room only. Other spaces may need these panels.

2. Specify thickness for carpet tile.

1. Called out for presentation room only. Other spaces may need these panels.

2. Specify thickness for carpet tile.
b) Acoustical Ceiling Panels
   (1) Typical ACP: 2-feet by 2-feet mineral fiber panels.
      (a) Thickness: 5/8-inch
      (b) Edge Detail: narrow reveal.
      (c) Color: white
      (d) Basis-of-Design Product: Armstrong World Industries, Inc.; Cirrus No. 589
      (e) Grid: wide face exposed metal grid, Armstrong Prelude XL 9/16 inch exposed Tee.
      (f) Location: Offices, Corridors, Work Rooms, and Break Room
   (2) Conference Room ACP – Large format
      (a) Thickness: 1-inch
      (b) Edge Detail: square at exposed edges.
      (c) Color: white
      (d) Basis-of-Design Product: Armstrong World Industries, Inc.; Optima No. 3251
      (e) Location: conference room
   (3) Wood Panel system:
      (a) Basis-of-Design Product: Armstrong Woodworks Linear.
      (b) Armstrong Axiom Knife Edge Trim
      (c) Size: 2 ¾ x 96 x ¾ inches
      (d) Species: Natural Variations Maple.
      (e) Installation: concealed grid, color black.
      (f) Location: Presentation room, Lobby and Waiting Area, interview rooms, break room, front of financial aid suite.

F. Elevators

   1. Hydraulic Elevator:
      a) Type: Hydraulic Machine room less.
      b) Capacity: 2500 pounds
      c) Stops: 2 stops
      d) Speed: 100 fpm
      e) Opening: 2 speed side opening.
      f) Cab wall finishes: wood paneling.
      g) Cab floor finishes: Stone tile.

G. Equipment:


   2. Residential Equipment (in kitchens):
      a) Breakroom:
         (1) Microwave, full size refrigerator, and dishwasher.
         (2) Appliances to be Energy Star rated.
         (3) Color: Stainless Steel.
      b) Waiting Area and comfort room:
         (1) Glass door under-counter refrigerator.
      c) Vending machines: Provide infrastructure for 2 machines in break room.
         Coin and card operated. Machines to be provided by the Owner.

   3. Plumbing Equipment: