

## Commission on Disability

### ADA Hearing Minutes

Tuesday August 12<sup>th</sup>, 2014, 4PM

Levi Lincoln Chamber, Worcester City Hall

*Please note:* The video of the hearing can be viewed on the city of Worcester website, in the video archives:

<http://view.earthchannel.com/PlayerController.aspx?PGD=worcema&Id=183>

**Members Present:** Francesca Abbey, Rachel Shannon Brown, Nancy Garr-Colzie, Herbert Cremer, Paul Keister, Elizabeth Myska, Stephen Stolberg, Susan Swanson

**Members absent:** Charles Hiamah, John Nah, Lynne Towler

**Staff:** Jayna Turchek, Dawn Clark

**Consultants:** Executive Director Valerie Fletcher and Architectural Director Emmanuel Andrade from Institute for Human Centered Design

The Chairperson called the meeting to order and established quorum.

The Commission on Elder Affairs did not have a quorum and were invited to sit with the audience.

The Human Rights Commission did not have a quorum and they were invited to sit with the audience.

The hearing continued as a hearing of the Commission of Disabilities.

Jayna Turchek introduced Executive Director Valerie Fletcher and Architectural Director Emmanuel Andrade to present the Draft Report by Institute for Human Centered Design.

Presentation began

- Took 6 months to complete the project.
- Introduction on the project itself
  - o Project to inspect vertical aspects of city buildings. There will be another to review the horizontal aspects.
  - o Buildings did not include sidewalks, streets, conservation land, or schools.
  - o Did however review the access points leading to the property.
  - o Included evaluation of programs (not website review)
  - o Evaluation of facilities
  - o Community and staff evaluation
  - o Draft of self-evaluation report until the commission, city, and public have reviewed it.
- 3 Deliverables.
  - o Self-evaluation report
  - o Transition plan database
    - Excel spreadsheet given to city departments.
  - o GIS Database
    - Satellite data to, along with photos and descriptions, provide specific information regarding certain areas, parking spaces, structures, etc.
- Basis for self-evaluation
  - o 2010 ADA Standards
  - o MAAB (2006)
    - State level sometimes more stringent than the federal ADA mandate.

Valerie now has the floor

- ADA (Americans with Disabilities Act)
  - Built upon Civil Rights Act of 1964.
    - Established people with disabilities as a protected class. Most comprehensive mandate in the world. Most comprehensive infrastructure.
    - First nation in the world to have a mandate protecting those with disabilities (1973)
    - Defined accessible design as a human right.
  - Title I – Employment somewhat, but especially Title II – State and local government (Worcester’s responsibility) of ADA are the primary focus.
  - Conducting a self-evaluation is the fourth of five action steps required to bring public entity into legal compliance with regulations

Emmanuel now has the floor.

- Evaluation of Facilities
  - 11 municipal buildings and 3 library facilities were evaluated.
  - 1 police station.
  - 10 fire stations
  - 20 open spaces.
  - Aging buildings tend to be the least compliant. Pose many barriers.
  - Key facilities that are completely inaccessible
    - DPW Administrative building
    - Water operations
    - Administration building at Hope cemetery
    - Great Brook Valley Library and some fire stations.

- Vast majority are functionally accessible, but not in full compliance.
- Evaluation of Programs
  - Designation of responsible employee.
  - Adequate complaint procedures.
  - Reasonable modification of policies, practices, and procedures.
  - Employment and accommodation.
  - Auxiliary aids and services.
  - Emergency Preparedness, Evacuation plans, and emergency shelter access.
- Program Accessibility
  - Evaluating the access to programs, services, and criteria using these priorities:
    - Approach and entrance
    - Access to goods and services
    - Toilet rooms
    - Additional access
- City Hall
  - Problems with parking, doorways, assembly areas, floor surfaces with mats that affect wheelchairs and walkers, high counters, toilet rooms, ramps, clear signage, public telephones.
- DPW Headquarters
  - Door knobs, small elevators, problems with sloped parking, entrance accessibility, high counters, toilet rooms, floor surfaces, and signage.
- DPW Administration Building
  - New toilet rooms are good. Old toilet rooms are inaccessible.

- Problems with parking, the entrance, and protruding objects.
- Inspectional Services
  - Accessible toilets are in the basement, but the accessible elevator is not signed clearly.
  - Problems with doorways, stairways are steep, high counters.
- Parks Buildings
  - Cracks in the parking lot and exterior route to building are a tripping hazard.
  - Doors aren't accessible.
  - Interior route is too narrow.
- Senior Center
  - Parking is too steep. Same with stairways.
  - Work surfaces too high.
  - No signage on elevators.
  - Plumbing not covered in toilet room sinks.
- Union Station
  - Not enough clearance for van space in the parking garage. Can't get through the gate.
  - Need assistance to operate lift.
  - Bathroom door doesn't self-close in the toilet rooms.
- Administrative Office at Hope Cemetery
  - Entrance is very inaccessible to those with disabilities.
  - Toilet stall doesn't close.
- Green Hill Golf
  - Hill side parking too steep.
  - High counters.
- DCU Center
  - Major Taylor Garage

- Elevators missing signage
    - Parking spaces not painted clear enough.
  - Convention Center
    - Overall very compliant.
    - Floor surface tend to be difficult for wheelchairs and walkers.
    - Study for seating suggested.
- Worcester public library
  - High counters, protruding objects, and inaccessible public telephones.
- Francis Perkins Branch Library
  - Renovated in the mid '90s.
  - Converted to accessible by providing elevators and ramps.
  - However, does not comply with state law because lifts are not independently operated.
- Police Headquarters
  - Exterior route is the biggest problem.
  - Very long distance between bus stop and accessible entrance.
  - Not a single accessible cell.
- Fire Stations
  - Most of the space within the stations is not open to the public anyway.
  - No pedestrian access on McKeon road FS.
- Open Spaces
  - Many problems with toilet rooms and signage, curb ramps, stairways, drinking fountains, and parking that is either too steep or has cracked pavement.

Comments/Questions from the audience members

- There's a viewing window at the bar of DCU center with little visual access. Was the window evaluated/reviewed?
  - o Can't call it inaccessible, but the design is poor
- At the hub/union station, it is very difficult to move between both locations. Can't get in easily, and there is no ramp to the hub.
  - o Scope was limited to Union Station, not Hub. There is a circuitous route to non-signed accessible entrance.
- 1<sup>st</sup> suggest having public survey before these studies to get ideas of what to evaluate. An example is the parking area outside of Worcester Public Library, Institute Park, and Cristoforo Colombo Park. There is also a need for more social media presence on these issues.
- ADA Coordinator should be a full time position. Why weren't Worcester's emergency procedures mentioned in this presentation? Need to evaluate polling places for accessibility issues. Worcester Housing Authority should've been on the scope of services. DCU arena has no accessible pickup/drop-off. Nor are there curb cuts.
- Worcester needs to change its attitude. A lot of the necessary changes are just common sense.
- Was the front of city hall inspected?
  - o No. It was under construction at the time of evaluation.
- Pleased with the progress. Been waiting for so many years as someone who care for a quadriplegic. There needs to be an evaluation of movie theaters. The stadium seating is neither fair nor comfortable.
- The brick sidewalks in the city are a poor design. Bricks are bad for the sidewalk and are not safe. Hazard for individuals in wheelchairs, walkers, canes, etc.

- At the DCU center, handicapped parking has been removed on Foster Street to make way for a bigger plaza. Transporters are responsible for the safety of the disabled individual. No simple drop-offs and pickups. Since renovation of the DCU center, no individuals in wheelchairs have season tickets to the Worcester Sharks. Used to be many at the Ice Cats games.
- What about the kitchenettes in DCU luxury suites?
  - o Kitchenettes are private and used by catering companies. Not open to the public and are therefore not under the same ADA and MAAB code.
- It is very hard to get to the podium at the city council meetings because the podium is raised up on a platform.
- DPW parking signs are not fixed to the ground.
  - o The signs are not compliant.
- Before renovation of DCU center, easier access was guaranteed. The opposite has happened. Formerly 3 lanes were reduced to 1 to make room for the plaza. Drop-offs hold up traffic and cause road rage.
- Post office has no logic. There are 2 entrances. Handicapped entrance is on the far side. Also, new buildings have no cover outside for bad weather.
- There are no areas in city hall that have good tables, counters, etc. for handicapped accessibility.
- City Hall has been made a lot more accessible. The keys are basics, education, and working together.
- Scope of the evaluation should be coupled with horizontal issues to make more meaningful changes. There should be a consulting service to the city. Might provide an extra aspect.
- Does the Institute have any recommendations about prioritizing?



- Don't have to fix every problem, but can pick the inexpensive, quick, "low hanging fruits" and provide proper training.

Valerie now takes the floor

- There is easy access to decision makers in this city. They can adapt attitude. Problem-solving is continuous. Law requires the minimum, but Worcester is a place that can do more. The law isn't that robust.

Audience takes the floor again

- The role and incorporation of technology can improve the lives of many individuals with disabilities.

Jayna Turчек takes the floor for closing comments.

- The City Manager and former City Manager insisted on this plan and wanted to know what could be done.
- There will be further opportunities to voice opinions about this evaluation and accessibility.
- Next Commission on Disability meeting will be August 19<sup>th</sup>.

Meeting adjourned



Institute for Human Centered Design



# **City of Worcester Self-Evaluation**

(basis for ADA Transition Plan)

August 12, 2014

Valerie Fletcher, Executive Director  
Emmanuel Andrade, Architectural Designer

# Institute for Human Centered Design



An international education and design non-profit dedicated to enhancing the experiences of people of all ages and abilities through excellence in design.



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

# IHCD Scope of Services

## Regional, National, International

### **Consulting & design services** on Accessibility and Universal Design (International)

- ✓ Built environments
- ✓ Products
- ✓ Information + Communication Technology
- ✓ Service design

### **Technical Assistance**

- ✓ Nat'l Fair Housing Accessibility Design & Construction Resource Center
- ✓ New England Americans with Disabilities Act Center

### **Education & Training** on Accessibility and Universal Design (International)

- ✓ Lectures, workshops, seminars, courses, symposia
- ✓ Internships, fellows program
- ✓ Educational “publications” – print & web-based

**Research** –User/Expert Lab, observation & contextual inquiry

# Institute for Human Centered Design Technical Assistance Projects

New England  Center

One of ten national centers providing information, guidance and training on the Americans with Disabilities Act.

**800-949-4232 v/tty**

A member of the  National Network



A program of the US Department of Housing and Urban Development providing information on the Fair Housing Act design and construction requirements.

**888-341-7781 v/tty**

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

# “Integrated setting” – the conceptual heart of US requirements for accessibility

**“Separate benefit/integrated setting.** A primary goal of the ADA is the equal participation of individuals with disabilities in the "mainstream" of American society. The major principles of mainstreaming are –

- 1) Individuals with disabilities must be integrated to the maximum extent appropriate.
- 2) Separate programs are permitted where necessary to ensure equal opportunity. A separate program must be appropriate to the particular individual.
- 3) Individuals with disabilities cannot be excluded from the regular program, or required to accept special services or benefits.”

# Scope of Work

**Bid Number: 6023-1-J3**

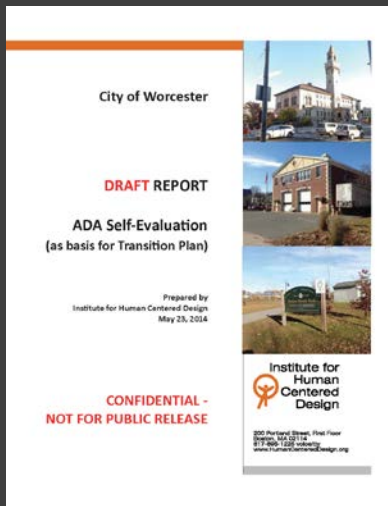
## **Vertical Aspects**

- **Evaluation of Programs**  
(does not include website review)
- **Evaluation of Facilities**
- **Community & Staff Evaluation/ Involvement**



# Deliverables

## DRAFT for review and feedback



The image shows a screenshot of a database table titled "Information Provided by Institute for Human Centered Design". The table has several columns, including "ID", "Address", "City", "State", "Zip", "Phone", "Fax", "Email", "Website", "Description", "Status", "Priority", "Assigned To", "Assigned Date", "Completed Date", and "Cost". The table contains several rows of data, including information about various buildings and their accessibility issues.

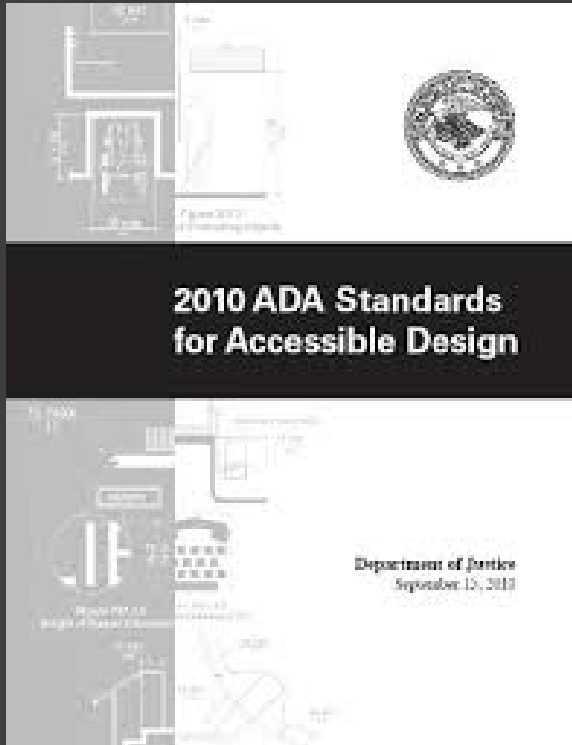
Self-Evaluation  
Report

GIS  
Database

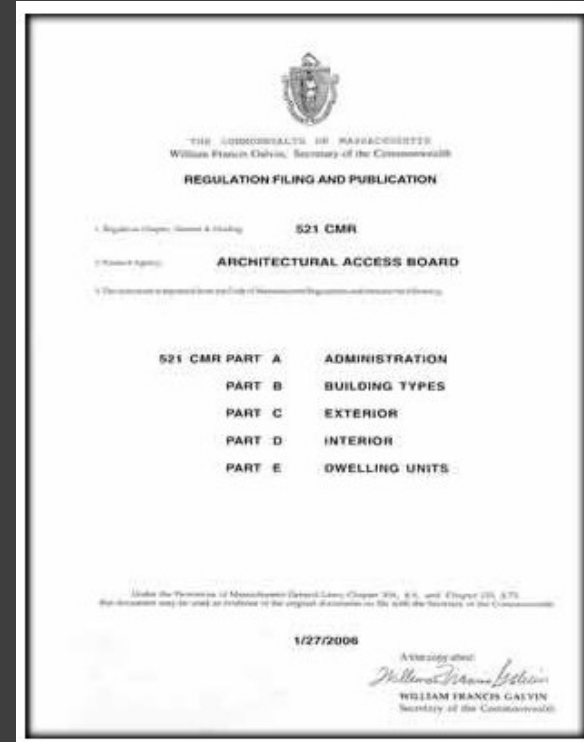
Transition Plan  
Database



# Basis for Self-Evaluation



**2010 ADA Standards**  
Effective March 15, 2012



**MAAB**  
Effective January 27, 2006

# The American with Disabilities Act (ADA)

- Built on the Civil Rights Act of 1964
- Established a new 'protected class' of people with disabilities
- Overarching Goals: equal participation & equal benefit
- Most comprehensive mandate in the world with the most comprehensive infrastructure to support voluntary compliance

# The American with Disabilities Act (ADA)

- **Titles I – Employment**
- **Title II – State and local government**
- **Title III – Access to “places of public accommodation” & commercial facilities**
- **Title IV – Telecommunications**
- **Title V - Miscellaneous**

# The American with Disabilities Act (ADA)

Title II of the Americans with Disabilities Act requires that state and local government entities do not discriminate against people with disabilities in their **programs, services, and activities.**

State and local government must take steps to examine their programs and establish a plan for compliance with the law.

# The American with Disabilities Act (ADA)

The following are the five action steps required to bring a public entity into compliance with the regulations:

**STEP 1:** Designate a responsible employee

**STEP 2:** Provide notice of ADA requirements

**STEP 3:** Establish a Grievance Procedure

**STEP 4:** Conduct a Self-Evaluation

**STEP 5:** Develop a Transition Plan

Worcester  
is here!



# Program Accessibility Standard

- Ensure that each program, service and activity, when viewed in its entirety, is accessible to people with disabilities.
- Does not necessarily require a public entity to make each of its existing facilities accessible.
- Does not require a public entity to take any action that it can demonstrate would result in undue financial and administrative burdens.

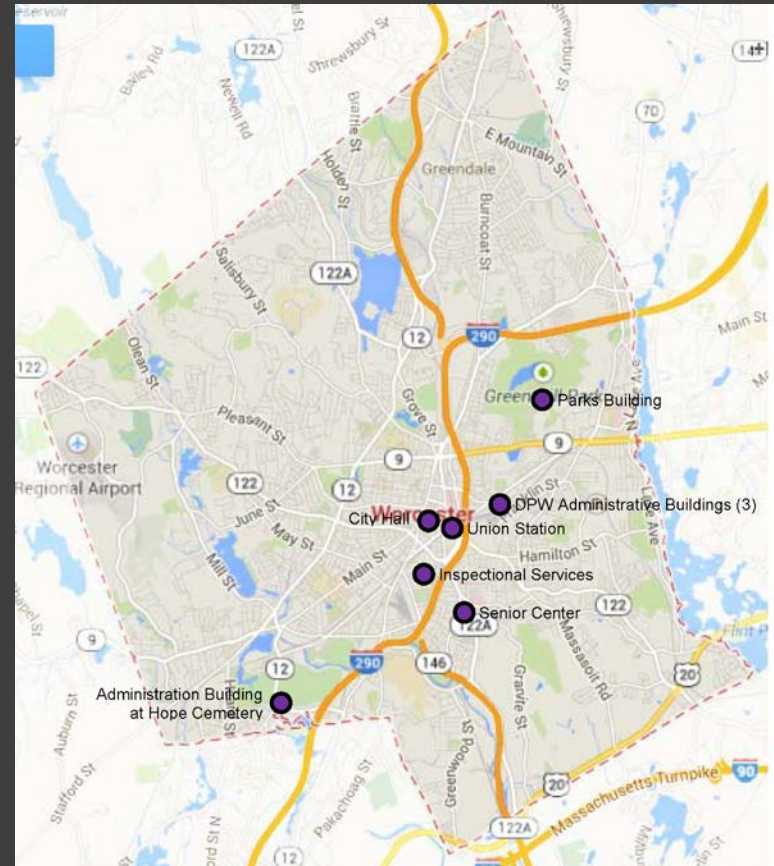
# Evaluation of Programs

- Designation of Responsible Employee
- Complaint Procedures
- Notice
- Reasonable Modification of Policies Practices and Procedures
- Employment and Reasonable Accommodation
- Auxiliary Aids and Services
- Emergency Preparedness, Evacuation Plans, and Emergency Shelters

# Evaluation of Facilities

## 11 Municipal Buildings:

- City Hall
- DPW Administrative Building - Water Operations
- DPW Administrative Building - Headquarters
- DPW Administrative Building - Customer Service
- Inspectional Services
- Parks Building
- Senior Center
- Union Station
- Administration Building at Hope Cemetery
- Green Hill Golf
- DCU Center

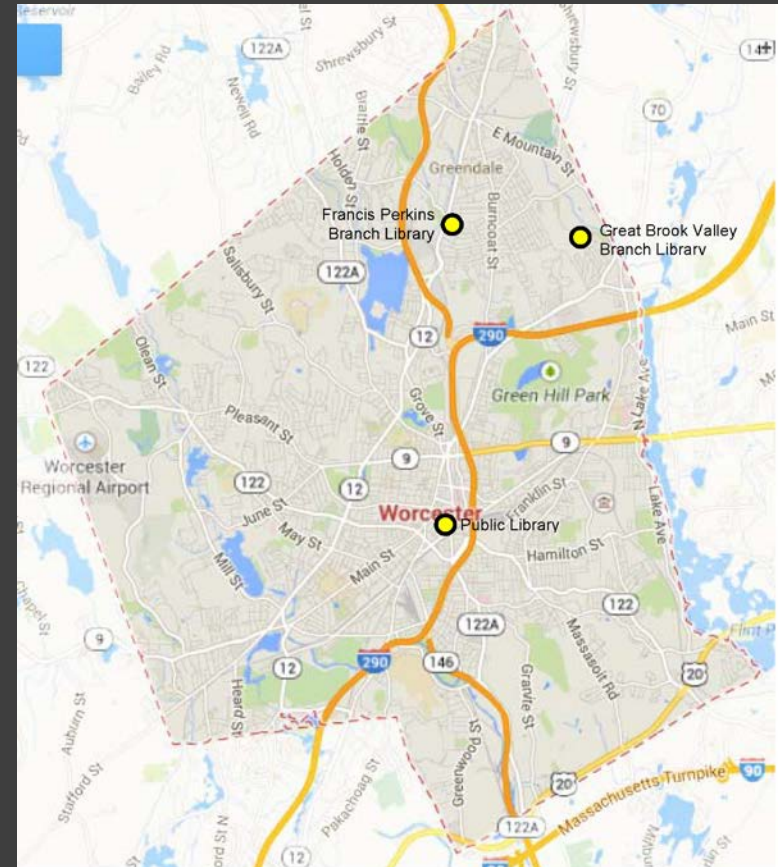




# Evaluation of Facilities

## 3 Libraries:

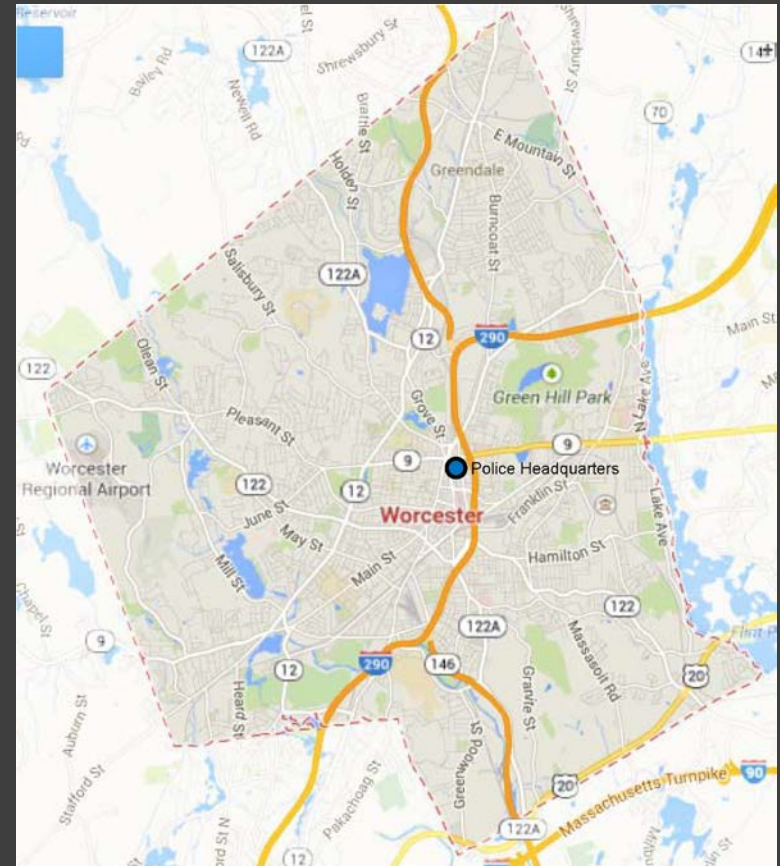
- Public Library
- Frances Perkins Branch Library
- Great Brook Valley Branch Library



# Evaluation of Facilities

## 1 Police Station:

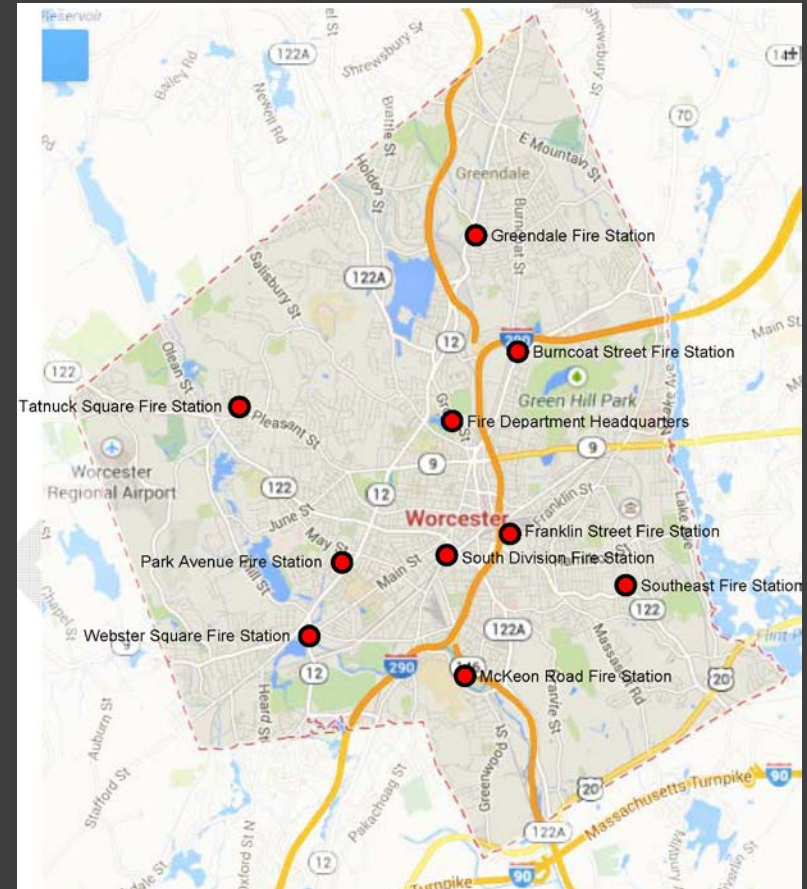
- Police Headquarters



# Evaluation of Facilities

## 10 Fire Stations:

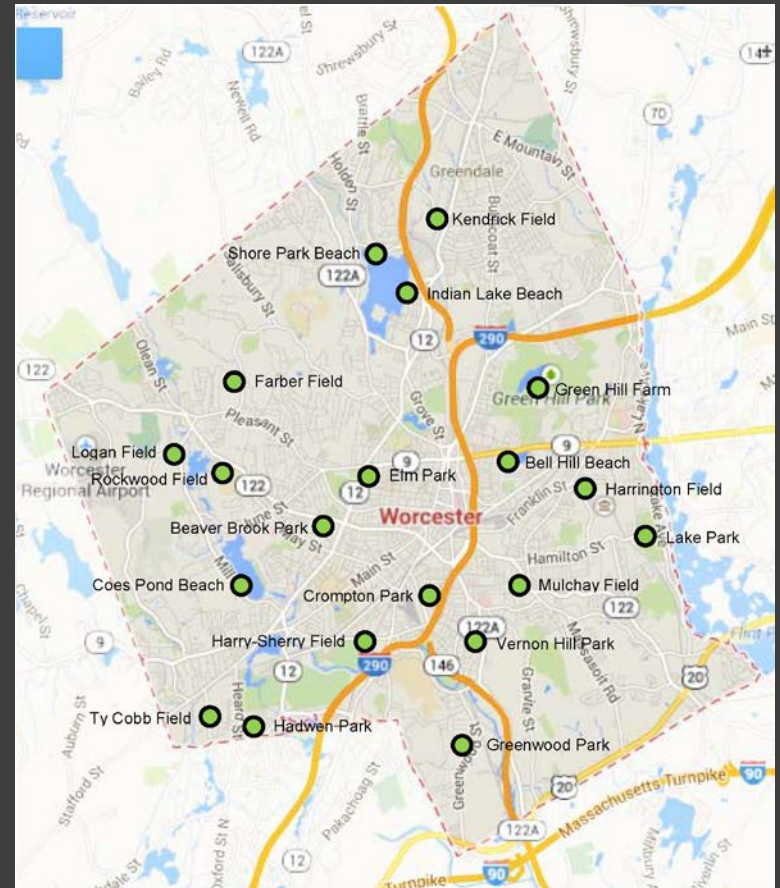
- Fire Department Headquarters
- Burncoat Street Fire Station
- Franklin Street Fire Station
- Greendale Fire Station
- McKeon Road Fire Station
- Park Avenue Fire Station
- South Division Fire Station
- Southeast Fire Station
- Tatnuck Square Fire Station
- Webster Square Fire Station



# Evaluation of Facilities

## 20 Open Spaces:

- Beaver Brook Park
- Bell Hill Beach
- Coes Pond Beach
- Crompton Park
- Elm Park
- Farber Field
- Green Hill Farm
- Greenwood Park
- Hadwen Park
- Harrington Field
- Harry-Sherry Field
- Indian Lake Beach
- Kendrick Field
- Lake Park
- Logan Field
- Mulchay Field
- Rockwood Field
- Shore Park Beach
- Ty Cobb Field
- Vernon Hill Park





# Evaluation of Facilities



Union Station



Public Library



Webster Square FS



Splash Park at Greenwood



DPW Admin Bldg – HQ (partial)



Franklin Street FS



Pool at Crompton



DCU Center



Fire Academy at HQ



Vernon Hill

# Evaluation of Facilities

- Large number of aging buildings and facilities that pose barriers to residents and employees with disabilities.
- When looked at in their entirety, the number of mostly or entirely inaccessible facilities throughout the City create a challenge in ensuring access to all programs, services, and activities.
- Key facilities throughout the City such as the DPW Administrative Building: Water Operations, Administration Building at Hope Cemetery, Great Brook Valley Branch Library, and many fire stations are completely inaccessible.

# Evaluation of Facilities

- The vast majority of buildings and facilities are “functionally accessible” meaning that they are generally usable by people with disabilities but are not in full compliance with current accessibility requirements, though they may have been compliant when they were built or last renovated – before 1991.
- City Hall: accessible parking, one accessible entrance facing the plaza, one accessible entrance, accessible toilet rooms on levels 1 and 3, and has accessible routes through most of the building, yet the few drinking fountains provided are inaccessible, many offices cannot be reached via an accessible route (including the Mayor’s Office) because of doorway issues, and virtually none of the service counters are accessible.

# Evaluation of Facilities

- Number of accessibility-related renovations in recent years are, fortunately, compliant with current accessibility standards.
- Worcester has hired an ADA Coordinator, Jayna Turchek.
- Worcester is updating ADA self-evaluation and transition plan.
- Worcester has solicited bids to evaluate Public Rights-of-Way.
- Worcester's Parks, Recreation & Cemetery Division has hired a consultant to evaluate open spaces throughout the City.
- Worcester has established a Commission on Disabilities.



# Program Accessibility

Relocation of programs, services and activities within current facility



DPW Administrative Building – Headquarters

# Program Accessibility

Relocation of programs, services and activities to another facility



DPW Administrative Building –  
Water Operations



Great Brook Valley  
Branch Library

# Program Accessibility

Renovations to ensure access to programs, services and activities

- **Priority 1** - Approach & Entrance
- **Priority 2** - Access to Goods & Services
- **Priority 3** - Toilet Rooms
- **Priority 4** - Additional Access

# City Hall



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

# City Hall



Parking



Doors



Assembly Areas



Floor Surfaces



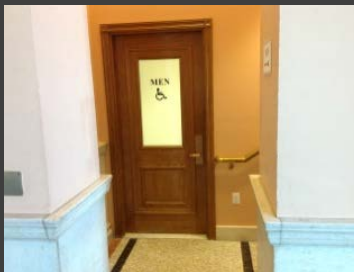
Counters



Toilet Rooms



Ramps



Signage



Public Telephones



# DPW Admin Bldg - Headquarters



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

# DPW Admin Bldg - Headquarters



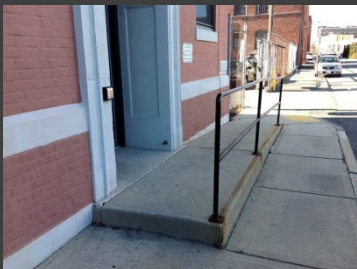
Parking



Doors



Elevator



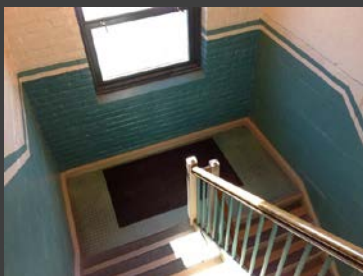
Entrance



Counters



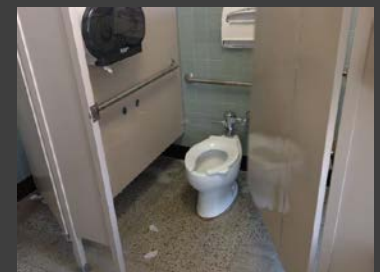
Toilet Rooms



Floor Surfaces



Signage



Toilet Rooms

# DPW Admin Bldg – Customer Service



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



# DPW Admin Bldg – Customer Service



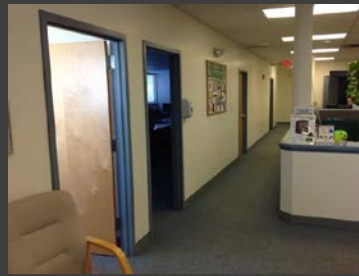
Parking



Toilet Room



Entrance



Signage



Protruding Object

# Inspectional Services



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

# Inspectional Services



Doors



Stairways



Counters



Signage

# Parks Building



# Parks Building



Parking



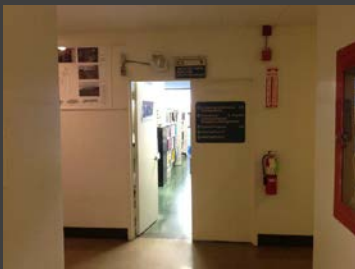
Interior Route



Exterior Route



Signage



Doors

# Senior Center



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



# Senior Center



Parking



Elevator



Toilet Rooms



Interior Route



Stairways



Work Surfaces



Kitchenette



# Union Station

The image shows the interior of a grand, classical-style building, identified as Union Station. The space is characterized by a high, vaulted ceiling with a series of arched ribs. A large, semi-circular window with a dark frame is set into the upper part of the wall. Below this window, a row of eight dark, rectangular doors is evenly spaced. The floor is highly reflective, showing clear reflections of the ceiling and the doors. The walls are adorned with classical architectural details, including columns and decorative moldings. The lighting is warm and even, highlighting the architectural features.

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

# Union Station



Parking



Toilet Rooms



Lift



Signage

# Admin Office at Hope Cemetery



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

# Admin Office at Hope Cemetery



Parking



Entrance



Toilet Rooms

# Green Hill Golf



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

# Green Hill Golf



Parking



Counter



# DCU Center



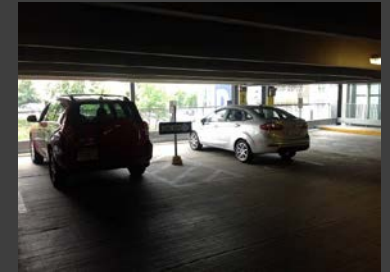
 Harvard Pilgrim  
Health Care

PAVILION

DCU CENTER



# Major Taylor Municipal Garage



Parking

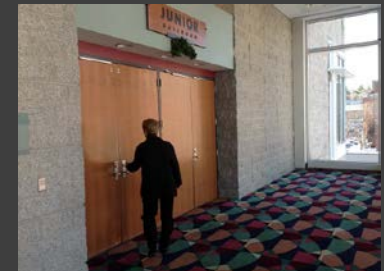


Elevators

# Convention Center



Floor Surfaces



Signage



Toilet Rooms

# Arena



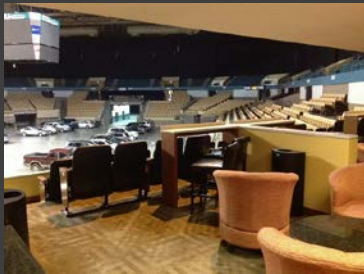
Seating



Toilet Rooms



Signage



Dining Surfaces



Toilet Rooms



Signage



Dining Surfaces



Toilet Rooms



Drinking Fountains

# Public Library



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

# Public Library



Counter



Protruding Object



Public Telephone



# Francis Perkins Branch Library



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

# Francis Perkins Branch Library



Floor Surfaces



Lift



Doors



Toilet Rooms



Work Surfaces



Toilet Rooms



# Police Headquarters



# Police Headquarters



Exterior Route



Toilet Rooms



Parking



Drinking Fountain



Counters



Holding Cells

# Fire Stations



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

# Fire Stations – Parking



Southeast Division FS



McKeon Road FS



Franklin Street FS

# Fire Stations – Entrances



Burncoat Street FS



South Division FS



Park Avenue FS



Tatnuck Square FS

# Fire Stations – Counters



McKeon Road FS



Fire HQ

# Fire Stations – Toilet Rooms



Fire HQ Office



Park Avenue FS



Southeast Division FS



# Staff-only Areas

- Kitchens and/or Staff Lounges: municipal buildings and fire stations
- Toilet rooms: most fire stations
- Locker rooms: Parks Building, Public Library and fire stations
- Offices without public interface: most facilities

# Open Spaces – Parking



Coes Pond Beach



Shore Lake Beach



Crompton Park



Beaver Bro Park



Greenwood Park



Harry-Sherry Park

- Parking Surfaces
  - Unpaved
  - slope >2%
  - Slope > 4%
- Striping
- Accessible Parking Spaces
  - not provided
  - provided, non-compliant
  - insufficient number
  - van-designated
- Access Aisles
- Parking Signage
  - not provided
  - provided, non-compliant
- Curb Ramps at Parking

# Open Spaces – Toilet Rooms

- Minor Modifications
- Major Modifications
- Signage



Elm Park



Mulchay Field



Crompton Park



Rockwood Park



Logan Field



Vernon Hill Park

# Open Spaces – Others



Crompton Park



Harrington Field



Mulchay Field



Farber Field



Ty Cobb Park



Rockwood Park

- Curb Ramps
- Pedestrian Access
- Ramps
- Stairways
- Drinking Fountains
- Concession Counters

## Beyond Minimum Compliance:

- On-street Parking
- Crosswalks
- Beach Access



Institute for Human Centered Design



*Thank you!*

Questions?