

# Service Building



## Town of East Longmeadow ADA Transition Plan

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Institute for Human Centered Design

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### Background

Year Built: 1955

The East Longmeadow Department of Public Works Service Building is located at 84 Somers Road and it is a one-story structure. A parking lot is provided with one (1) noncompliant car accessible parking space on the west side of the building.

Members of the public are not encouraged to go inside the building, however they are let in if they knock on the southwest side entry door to ask questions. An egress door is located on the northeast side of the building. Once inside, there is a corridor where conversations occur and a lounge where a member of the public could use a dining surface if needed.

The building has one (1) accessible entrance and an accessible egress. Areas surveyed include entrances, exits, the main corridor, and the lounge.

### Key Accessibility Issues

#### Parking

Accessibility issues include lack of a marked access aisle, and parking identification signage that lacks the designation “Van Accessible”.

#### Signage

Accessibility issues include lack of tactile signs (with braille and raised characters) at the emergency egresses.

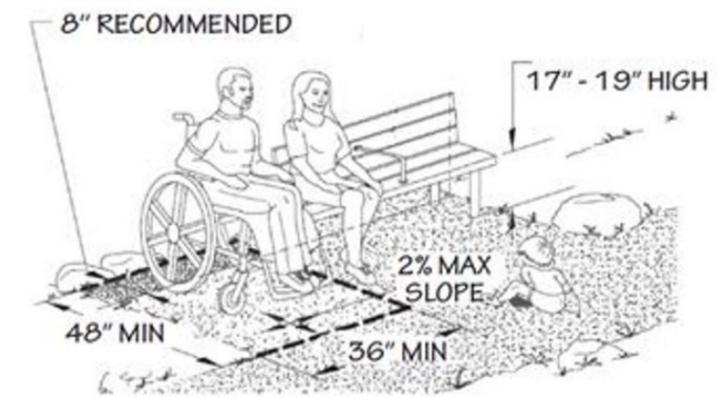
### Additional Accessibility Issues

- Lack of a drinking fountain for seated users.
- Protruding objects are present in the corridor.
- Lack of a compliant dining surface in the lounge.
- Lack of an accessible route to the bench by the front entrance.

### Best Practice and Inclusive Design

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

- Recommend providing a 36” min. by 48” min. stable, firm and slip-resistant surface adjacent to at least one bench in each area where benches are provided positioned to allow a person in a wheeled mobility device and a person sitting on the bench to have their shoulders aligned in a manner that is substantially similar to what is shown in the following diagram.



- Recommend providing a doorbell for members of the public and a sign with a phone number that they can use to contact Service Building staff.

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
<b>Approach and Entrance</b>												
<b>Off-Street Parking Lot or Garage</b>												
1	By Southwest Main Entrance/Exit	1		Off-Street Parking Lot or Garage	Visitor		Access aisle not provided Sign does not have the designation "Van Accessible"	- -	Provide a marked access aisle that is at least 96" wide. Add the designation "Van Accessible" to the sign located at the van accessible space. (Cost estimate is for the sign.)	1	825	\$500 - \$1K
											<b>825</b>	
<b>Access to Goods and Services</b>												
<b>Means of Egress</b>												
2	Northeast Egress	1		Means of Egress	N/A		Tactile exit sign not provided	-	Ensure that a tactile exit sign with raised characters and braille is provided at the exit door. Mount the sign between 48" - 60" above the finished floor located on the latch side of the door.	1	413	\$1 - \$500
											<b>413</b>	
3	Southwest Main Entrance/Exit	1		Means of Egress	N/A		Tactile exit sign not provided	-	Ensure that a tactile exit sign with raised characters and braille is provided at the exit door. Mount the sign between 48" - 60" above the finished floor located on the latch side of the door.	1	413	\$1 - \$500
											<b>413</b>	
<b>Interior Access Route</b>												
4	By Southwest Main Entrance/Exit	1		Interior Access Route	N/A		Obstructed by protruding objects	6"	Provide a cane-detectable barrier such as a fixed trash can or railing located 27" max. above the finished floor or relocate the defibrillator. Ensure that maintenance staff is aware every object that they mount in the circulation path that is greater than 4" deep and located between 27" and 80" above the finished floor is considered a protruding object.	1	825	\$500 - \$1K
											<b>825</b>	

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
5	Service Counter by Southwest Main Entrance/Exit	1		Interior Access Route	N/A		Obstructed by protruding objects	10"	Provide a cane-detectable barrier such as a fixed trash can or railing located 27" max. above the finished floor. Ensure that maintenance staff is aware every object that they mount in the circulation path that is greater than 4" deep and located between 27" and 80" above the finished floor is considered a protruding object. <b>Note:</b> service counter is not used by the public.	1	825	\$500 - \$1K
<div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <b>Dining or Work Surfaces</b> </div>												
6	Lounge	1		Dining or Work Surfaces	Dining Surface		Knee clearance less than 19" deep	15"	Provide at least one dining surface with knee clearance that is 19" deep min. and, 27" high min. measured to the bottom of the dining surface. Ensure the dining surface is also 30" wide min., with the top no higher than 34" above the finished floor.	1	751	\$500 - \$1K
<div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <b>Exterior Benches</b> </div>												
7	By Southwest Main Entrance/Exit	1		Exterior Benches			No accessible route to one bench in area		Relocate at least one bench to an accessible route or provide at least one additional bench located on an accessible route at the Service Building.	1	Labor	Labor
<div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <b>Additional Access</b> </div>												
<div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <b>Drinking Fountains</b> </div>												
8	Main Hallway	1		Drinking Fountains	High		No drinking fountain provided for seated users		Provide an additional drinking fountain for seated users,.	1	6647	\$5K - \$10K
<div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <b>Best Practice</b> </div>												

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
9	By Southwest Main Entrance/Exit	1							Recommend providing a doorbell for members of the public and a sign with a phone number that they can use to contact Service Building staff.	1	-	-
10	By Southwest Main Entrance/Exit	1							Recommend providing a 36" min. by 48" min. stable, firm and slip-resistant surface adjacent to at least one bench that is located on an accessible route in each area where benches are provided positioned to allow a person in a wheeled mobility device and a person sitting on the bench to have their shoulders aligned.	1	-	-