

Town Hall Annex



Town of East Longmeadow ADA Transition Plan

June 2025



Institute for Human Centered Design

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Background

Year Built: 1996

The East Longmeadow Town Hall Annex is located at 382 North Main Street and is a two-story building. A parking lot is provided with four (4) noncompliant car and van accessible parking spaces. The Town owns the building and is currently leasing out offices on the first floor. At the time of survey, Town offices were only located on the second floor.

The building has two (2) accessible entrances, one (1) on the north side, and one (1) on the south side.

Areas surveyed include the assessor's office, the human resources and benefits office, interior stairs, and a set of men's and women's multi-user toilet rooms.

Key Accessibility Issues

Exterior Access Routes

Accessibility issues include routes with excessive running and cross slopes.

Parking

Accessibility issues include access aisles that are narrower than allowed, accessible parking spaces and access aisle with excessive running and cross slopes, lack of signage with the International Symbol of Accessibility (ISA), and parking identification signage with the top of the sign located higher than allowed.

Doors and Doorways

Accessibility issues include doors that lack maneuvering clearance, doors in a series that lack adequate space between them, and doors that require an opening force that is greater than allowed.

Signage

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

Service Counter

Accessibility issues include a noncompliant service counter.

Toilet Rooms

Accessibility issues include lack of the minimum required clear depth and widths at the toilets, noncompliant grab bars, accessible compartment doors that lack maneuvering clearance, accessible compartment doors with malfunctioning self-closing hinges, and lack of door pulls provided on both sides of accessible compartment doors. There is also a lack of a rear grab bar in the men's toilet room.

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.

- Where the walkway meets the parking lot, recommend providing a detectable warning at the entrance to the parking lot, to alert pedestrians they are entering a vehicular way.
- In the first floor hallway, recommend switching to a matte flooring finish. The floor is so highly polished that it creates a glare problem. Many people with low vision and some with perceptual disabilities may have difficulty navigating the floor surface.
- On the second floor, recommend removing the sign that states "Stairs" as it is next to the elevator and can potentially be confusing, or provide a sign that states in simple language, "In case of fire, do not use elevator, use stairs".
- At all interior stairs, recommend providing a contrasting strip at each stair tread on the stair so that each tread is readily apparent when viewed in descent.

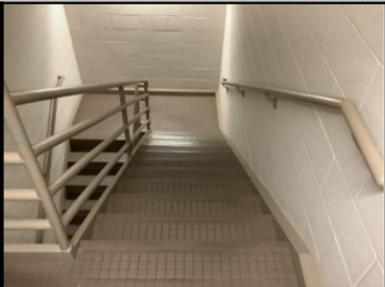
ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
<div style="border: 1px solid black; padding: 2px;"> Approach and Entrance </div>												
<div style="border: 1px solid black; padding: 2px;"> Exterior Access Route </div>												
1	Near Parking	Ext.		Exterior Access Route	Walkway		Cross slope > 1:50 (2.00%)	3.6%	Reduce cross slope to be no steeper than 1:50 (2.00%).	1	-	-
2	Near Accessible Parking Spaces	Ext.		Exterior Access Route	Walkway		Cross slope > 1:50 (2.00%)	2.5%	Reduce cross slope to be no steeper than 1:50 (2.00%).	1	-	-
3	Parking	Ext.		Exterior Access Route	Walkway		Running slope > 1:20 (5.00%)	7.1%	Reduce running slope to be no steeper than 1:20 (5.00%).	1	-	-
4	Parking	Ext.		Exterior Access Route	Exterior		Level changes > 1/4"	1"	Alter change in level to be 1/4" high max.	1	-	-
<div style="border: 1px solid black; padding: 2px;"> Off-Street Parking Lot or Garage </div>												
5	Parking	Ext.		Off-Street Parking Lot or Garage	Visitor		Total # of designated car accessible parking spaces Total # of designated van accessible spaces Running or cross slope at space > 1:50 (2.00%) Access aisle < 60" wide at car/van space Access aisle < 96" wide at van space Running or cross slope at access aisle > 1:50 (2.00%) Sign with the International Symbol of Acc. not provided Sign top > 96" above finished grade	3 1 3.8% run 55.5" 55.5" 6.4% run 3 signs 98"	Reduce running slopes to be no steeper than 1:50 (2.00%). Provide a marked access aisle that is at least 60" wide. Provide a marked access aisle that is at least 96" wide at the van accessible parking space. Provide three signs with the International Symbol of Accessibility (ISA) with the bottom of the sign 60" min. above the ground and the top 96" max. above the ground. (Cost estimate is for signs.)	3	825	\$1K - \$5K
											2475	

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
Entrance												
6	Entrance Near North Main Street (North Side)	Ext.		Entrance	Secondary Entrance		Maneuvering clearance at door > 1:50 (2.00%)	2.6%	Provide an automatic door opener. Recommendation also applies to the entrance near the parking.	2	9900	\$10K - \$50K
											19800	
Access to Goods and Services												
Means of Egress												
7	Egress Near Parking (South Side)	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. Recommendation also applies to the egress near North Main Street.	2	413	\$500 - \$1K
											826	
Doors, Doorways, & Gates												
8	Assessor's Office	2		Doors, Doorways, & Gates	Office		Maneuvering clearance(s) not provided	14.25"	Ensure door remains open during business hours.	1	Labor	Labor
9	Egress Near North Main Street (North Side)	1		Doors, Doorways, & Gates	Vestibule		Distance between doors in series < 48"	46"	Provide an automatic door opener. Refer to ID #6 for further cost information.	1	-	-

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
10	Egress Near Parking (South Side)	1		Doors, Doorways, & Gates	Emergency Egress		Door requires > 5 lbs. of force to open	11 lbs	Ensure that door opening pressure is monitored and kept in compliance at all doors by maintenance staff every 6 months. Recommendation applies to all interior doors.	1	Labor	Labor
11	Stairs Near HR Office Egress (East Side)	1		Doors, Doorways, & Gates	Emergency Egress		Exterior door requires > 15 lbs. of force to open	-	Repair so doors do not require more than 15 pounds of force to open. Staff explained that they need to kick this door to open it.	1	Labor	Labor
Elevator												
12	Elevator	1		Elevator	Interior		Tactile stars not provided at main entry level	-	Provide a tactile star on both sides of jambs at main floor. At other floors, provide appropriate number.	1	159	\$1 - \$500
											159	
Signage												
13	Assessor's Office	2		Signage	Designation		Raised characters not provided on sign Raised characters < 48" or > 60" above ground Braille not provided on sign	- 62.75" -	Provide text with raised characters duplicated in braille on the sign. Mount the sign so that the baseline of the lowest tactile character is 48" min. above finished floor and the baseline of the highest tactile character is 60" max. above the finished floor. Recommendation also applies to the HR and future payroll office	2	413	\$500 - \$1K
											826	
14	Near Accounting Office	2		Signage	Designation		Location of tactile sign not compliant	-	Locate sign alongside the door on the latch side of the stair door.	1	Labor	Labor

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
15	Stairs Near Elevator	2		Signage	Designation		Not in operable working condition	-	Replace sign to ensure raised characters are provided.	1	413	\$1 - \$500
413												
Service Counter												
16	Assessor's Office	2		Service Counter			Counter > 36" high	42.25"	Provide a counter that is 36" max. above the finished floor.	1	1888	\$1K - \$5K
1888												
Operable Parts / Reach Range												
17	HR and Benefits	2		Operable Parts / Reach Range	Equipment		Reach < 15" or > 48"(forward/side approach)	53"	Relocate bell to be no higher than 48" max. above the finished floor.	1	Labor	Labor
Toilet & Bathing Rooms												
Overall Access												
18	Men's Multi-User Toilet Room	2		Overall Access	Toilet Room		Audible and visible alarm not provided	-	When fire system is updated, ensure that a visible and audible fire alarm is installed. Recommendation also applies to the women's toilet room.	2	-	-

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
Toilet Compartment												
19	Men's Multi-User Toilet Room	2		Toilet Compartment	Accessible Compartment		Door has inadequate maneuvering clearance	38"	Redo toilet room. Recommendation also applies to the women's toilet room.	2	20399	\$10K - \$50K
											40798	
20	Men's Multi-User Toilet Room	2		Toilet Compartment	Accessible Compartment		Door has malfunctioning self-closing hinge Door pull not provided	- -	Repair hinge. Provide a door pull on each side of the door between 34" to 48" above the finished floor that does not require tight grasping, pinching or twisting of the wrist. Note: Costs are included in record discussing maneuvering clearance and redoing the toilet room.	1	-	-
21	Women's Multi-User Toilet Room	2		Toilet Compartment	Accessible Compartment		Door has malfunctioning self-closing hinge Door pull not provided	- -	Repair hinge. Provide a door pull on each side of the door between 34" to 48" above the finished floor that does not require tight grasping, pinching or twisting of the wrist. Note: Costs are included in record discussing maneuvering clearance and redoing the toilet room.	1	-	-
22	Men's Multi-User Toilet Room	2		Toilet Compartment	Accessible Compartment		Grab bars not provided Side or rear grab bar < 33" or >36" high Clearance at toilet < 72" clear depth (MAAB) Side grab bar < 54" from back wall	- 31" 70" 51.5"	Provide one grab bar on the rear wall. Locate grab bars between 33"- 36" above the finished floor. Provide a wheelchair accessible compartment that is 60" wide and 72" deep. Relocate the side wall grab bar to ensure it is located 12" max. from the rear wall. Note: Costs are included in record discussing maneuvering clearance and redoing the toilet room.	1	-	-
23	Women's Multi-User Toilet Room	2		Toilet Compartment	Accessible Compartment		Side or rear grab bar < 33" or >36" high Clearance at toilet < 60" clear width Clearance at toilet < 72" clear depth (MAAB) Side grab bar < 54" from back wall	31" 58.5" 70.25" 51.75"	Locate side grab bar between 33"- 36" above the finished floor. Provide a wheelchair accessible compartment that is 60" wide and 72" deep. Relocate the side wall grab bar to ensure it is located 12" max. from the rear wall. Note: Costs are included in record discussing maneuvering clearance and redoing the toilet room.	1	-	-
Best Practice												

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
Detectable Warning												
24	Parking	Ext.		Detectable Warning	N/A			-	Recommend providing a detectable warning at the entrance to the parking lot, to alert pedestrians they are entering a vehicular way.	1	-	-
Glare												
25	First Floor Hallway	1		Glare	N/A			-	Recommend switching to a matte flooring finish. The floor is so highly polished that it creates a glare problem. Many people with low vision and some with perceptual disabilities may have difficulty navigating the floor surface.	1	-	-
Signage												
26	Elevator	2		Signage	N/A			-	Recommend removing the sign that states "Stairs" as it is next to the elevator and can potentially be confusing, or provide a sign that states in simple language, "In case of fire, do not use elevator, use stairs".	1	-	-
Stairways												
27	Stairs Near Elevator	2		Stairways	Interior			-	Recommend providing a contrasting strip at each stair tread on the stair so that each tread is readily apparent when viewed in descent. Recommendation applies to all interior stairs.	1	-	-