

# Town Hall



## Town of Manchester-by-the-Sea ADA Transition Plan

February 2020



Institute for Human Centered Design

200 Portland Street, Boston, MA 02114  
www.IHCDesign.org • info@IHCDesign.org  
617-695-1225 voice/tty

### Background

Town Hall is located at 10 Central Street and is open to the public Monday through Thursday. There are two (2) entrances to the building; the main entrance to the Town Hall is on Central Street – this entrance is accessible via a ramp. There is a second accessible entrance on the lower level on the east side. The parking lot is shared with the Police Department and the Wastewater Treatment Plant. The accessible parking spaces closest to Town Hall are located on the south side of the building. There are two (2) accessible parking spaces and five (5) electric vehicle spaces. There is an additional accessible van parking space located on north side and on-street parking is also available.

The Town Hall is a three (3) story building connected by two sets of interior stairs and an elevator. The Council on Aging and the Harbormaster’s Office are located in the basement. The Selectmen’s Town Administrator, the Assessor’s Office, the Town Clerk Parking Office and the Collector’s Office are located on the first floor. The Parks and Recreation Office, the Public Works Office and Water Sewer Office, the Board of Health Office and two meeting rooms including the Selectmen’s Meeting Room are located on the second floor. Men’s and women’s toilet rooms are located on the first and second floors and an accessible single-user toilet room is located on the first floor.

### Key Accessibility Issues

#### Exterior

Accessibility issues include excessive running and cross slopes at the walkways leading to the main entrance. Other accessibility issues include the lack of the required minimum width at the ramp leading to the main entrance.

**Note:** IHCD team was told that the Town Common area is going to be redesigned later in the spring.

#### Signage

Accessibility issues include lack of tactile signs (braille and raised characters) at some locations and signs not located on the latch side of the door. Other accessibility issues include lack of

directional signs at the inaccessible entrance and inaccessible toilet rooms and lack of the illuminated International Symbol of Accessibility (ISA) at the accessible emergency exits.

#### Assembly Area

Assistive listening systems are not provided in the meeting rooms.

**Note:** Where a sound system, microphone and/or speaker are integral to the use of the space an assistive listening system must be provided. If an assistive listening system is present, a sign indicating its availability is required.

#### Doors

Accessibility issues include doors throughout the building that lack hardware that does not require tight grasping, pinching, or twisting of the wrist, lack of the required maneuvering clearance due to the location of furniture and doors that require excessive force to open.

#### Toilet Room

Accessibility issues include lack of accessible toilet rooms on the second floor. Minor accessibility issues at the single-user toilet room on the first floor, include lack of insulated pipes at the lavatory and the mirror over the lavatory is mounted slightly higher than the maximum height allowed.

### Additional Accessibility Issues

- Lack of compliant service counters at many locations.
- Lack of securely attached walk-off mats.
- AED dispenser and pamphlets rack are mounted higher than the maximum height allowed.
- Lack of an accessible access aisle at the van accessible parking space located to the north side of the building and lack of compliant access aisles at the accessible parking spaces located at the parking lot (south side of the building).

### Order of Magnitude Cost Estimates

- Provide a compliant exterior ramp: \$14,646
- Provide an accessible single-user toilet room (2<sup>nd</sup> floor) and minor renovations to the accessible single-user toilet room: \$24,952

- Provide compliant signage (directional, designation and egress signs): \$3,616
- Provide assistive listening systems: \$2,428
- Provide compliant door hardware: \$4,356
- Provide accessible service counters: \$3,520
- Miscellaneous corrective actions (threshold, parking, etc.): \$1,262

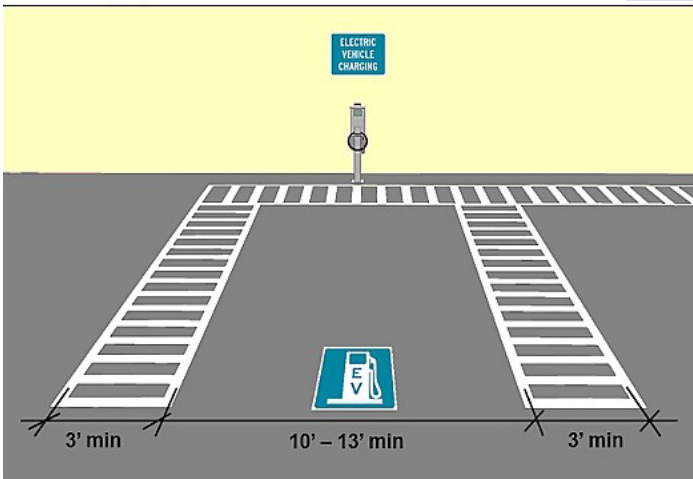
**Total: \$ 54,780\***

**\*Note:** Cost for the renovation of the Town Common is not included.






**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 adding contrasting strips at the edge of each step at the stairs leading to the main entrance and the interior stairs.
- Recommend relocating the directory located near the accessible entrance on the first floor to avoid glare.
- Recommend providing an accessible route on both sides of the vehicle spaces that connects to the charging station.







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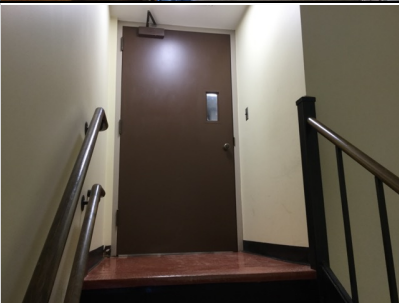
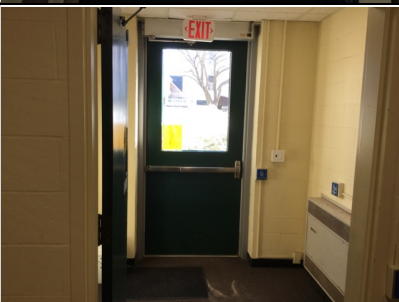
ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
Approach and Entrance												
Exterior Access Route												
1	Route From Library			Exterior Access Route	Walkway		Cross slope > 1:50 (2.00%)		Reduce cross slope to be no steeper than 1:50 (2.00%).  Note: This area is going to be redesigned.	1	-	\$0
2	North Side Main Entrance	Ext.		Exterior Access Route	Walkway		Cross slope > 1:50 (2.00%)	4.2%	Reduce cross slope to be no steeper than 1:50 (2.00%).  Note: This area is going to be redesigned.	1	-	\$0
3	Towards the Police Station	Ext.		Exterior Access Route	Walkway		Running slope > 1:20 (5%)	13.3%	Reduce running slope to be no steeper than 1:20 (5%).  Note: This area is going to be redesigned.	1	-	\$0
4	Towards Accessible Entrance - East Side	Ext.		Exterior Access Route	Walkway		Running slope > 1:20 (5%)	9.5%	Reduce running slope to be no steeper than 1:20 (5%).  Note: This area is going to be redesigned.	1	-	\$0
Off-Street Parking Lot or Garage												
5	Parking Lot	Ext		Off-Street Parking Lot or Garage	Visitor		Access aisle < 96" wide at van space	69"	Provide a marked access aisle that is at least 96" wide.	1	300	\$300






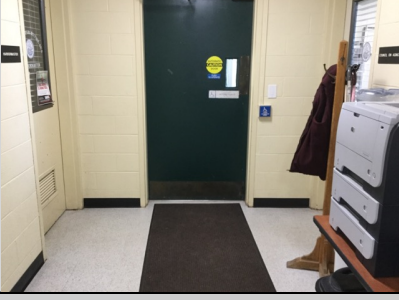

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ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
6	Parking - East Side	Ext.		Off-Street Parking Lot or Garage	Visitor		Access aisle not provided	-	Provide a marked access aisle that is at least 96" wide.	1	300	\$300
Exterior Ramp												
7	Towards Accessible Entrance - East Side	Ext.		Exterior Ramp	N/A		Ramp < 48" wide Running slope > 1:12 (8.3%) Not maintained in operable working condition	44.5" 11.8% -	Widen ramp so that the clear width is 48" min. Reduce running slope to be no steeper than 1:12 (8.3%). Ensure the ramp is maintained in operable working condition.	1	14646	\$14646
Entrance												
8	East Side - Accessible Entrance	B		Entrance	Secondary Entrance		Mat not securely attached Threshold not beveled	- -	Secure the mat. Bevel threshold.	1	150	\$150
Access to Goods and Services												
Means of Egress												
9	Exit - Near Selectmen Town Admin.	1		Means of Egress	N/A		Tactile exit sign not provided	-	Ensure a tactile exit sign with raised characters and braille is provided at exit door. Mount sign between 48"- 60" above finished floor located on the latch side of the door.	1	232	\$232






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ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
10	Exit - Near Selectmen Town Admin.	1		Means of Egress	N/A		Floor level designation not provided	-	Provide a sign on the interior of the stairway enclosure indicating the floor level.	1	232	\$232
11	Near Town Clerk - Parking Clerk	1		Means of Egress	N/A		Illuminated ISA symbol not provided (MAAB) Mat not securely attached	-	Provide an illuminated International Symbol of Accessibility. Secure the mat to prevent tripping hazard.	1	200	\$200
12	Egress Near Room 9	2		Means of Egress	111		Tactile exit sign not provided	-	Ensure a tactile exit sign with raised characters and braille is provided at exit door. Mount sign between 48" - 60" above finished floor located on the latch side of the door.	1	232	\$232
13	Exit Near Meeting Room	2		Means of Egress	N/A		Floor level designation not provided	-	Provide a sign on the interior of the stairway enclosure indicating the floor level.	1	232	\$232
14	Towards Parking Lot	B		Means of Egress	N/A		Illuminated ISA symbol not provided (MAAB)	-	Provide an illuminated International Symbol of Accessibility.	1	200	\$200

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ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
15	Hallway - Near Harbormaster Office	B		Means of Egress	N/A		Illuminated ISA symbol not provided (MAAB) Mat not securely attached	-	Provide an illuminated International Symbol of Accessibility. Secure the mat to prevent tripping hazard.	1	200	\$200
Interior Access Route												
16	Town Clerk - Parking Clerk	1	4	Interior Access Route	N/A		Route < 36" wide	29"	Relocate printer to ensure that a clear width of 36" min. is maintained at the accessible route.	1	Labor	\$0
17	Selectmen's Meeting Room	2	5	Interior Access Route	N/A		Route < 36" wide	-	Relocate chairs to ensure that a clear width of 36" min. is maintained at the accessible route.	1	Labor	\$0
18	Exit Near the Council on Aging	B		Interior Access Route	N/A		Mat not securely attached	-	Secure the mat.	1	Labor	\$0
Doors, Doorways, & Gates												
19	Selectmen Town Admin.	1	3	Doors, Doorways, & Gates	Office		Hardware not operable with a closed fist	-	Provide hardware that can be operable with one hand and not require tight grasping, pinching, or twisting of the wrist.	1	484	\$484

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ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
20	Assessors	1	2	Doors, Doorways, & Gates	Office		Hardware not operable with a closed fist		Provide hardware that can be operable with one hand and not require tight grasping, pinching, or twisting of the wrist.	1	484	\$484
21	Town Clerk - Parking Clerk	1	4	Doors, Doorways, & Gates	Office		Hardware not operable with a closed fist	-	Provide hardware that can be operable with one hand and not require tight grasping, pinching, or twisting of the wrist.	1	484	\$484
22	Public Works Water & Sewer	2	6	Doors, Doorways, & Gates	Office		Mat not securely attached Hardware not operable with a closed fist	- -	Install an ADA-compliant walk-off mat. Provide hardware that can be operable with one hand and not require tight grasping, pinching, or twisting of the wrist.	1	484	\$484
23	Meeting Room	2	7	Doors, Doorways, & Gates	Meeting Room		Hardware not operable with a closed fist	-	Provide hardware that can be operable with one hand and not require tight grasping, pinching, or twisting of the wrist.	1	484	\$484
24	Board of Health	2	8	Doors, Doorways, & Gates	Office		Hardware not operable with a closed fist	-	Provide hardware that can be operable with one hand and not require tight grasping, pinching, or twisting of the wrist.	1	484	\$484








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ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
25	Parks and Recreations	2	9	Doors, Doorways, & Gates	Office		Hardware not operable with a closed fist	-	Provide hardware that can be operable with one hand and not require tight grasping, pinching, or twisting of the wrist.	1	484	\$484
26	Council on Aging	B		Doors, Doorways, & Gates	Office		Maneuvering clearance(s) not provided Hardware not operable with a closed fist	- -	Remove coat hook to maintain the maneuvering clearance at the door. Provide hardware that can be operable with one hand and not require tight grasping, pinching, or twisting of the wrist.	1	484	\$484
27	Council on Aging	B		Doors, Doorways, & Gates	Office		Maneuvering clearance(s) not provided Door requires > 5 lbs. of force to open	- 10 lbs	Relocate table to maintain the maneuvering clearance at the door. Adjust closers so doors do not require more than 5 pounds of force to open.	1	Labor	\$0
28	Harbormaster	B		Doors, Doorways, & Gates	Office		Hardware not operable with a closed fist	-	Provide hardware that can be operable with one hand and not require tight grasping, pinching, or twisting of the wrist.	1	484	\$484
29	Harbormaster	B		Doors, Doorways, & Gates	Office		Door requires > 5 lbs. of force to open	10 lbs	Adjust closers so doors do not require more than 5 pounds of force to open.	1	Labor	\$0








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ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
<b>Signage</b>												
30	Employee Break Room	1		Signage	Designation		Raised characters not provided Braille not provided Sign not located on the latch side of the door	- - -	Provide text with raised characters duplicated in braille. Locate sign alongside the door on the latch side.	1	232	\$232
31	Selectmen Town Administration	1	3	Signage	Designation		Raised characters not provided on sign Raised characters < 48" or > 60" above ground Braille not provided on sign	- 63.5" -	Provide text with raised characters duplicated in braille on sign. Mount 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 finished floor.	1	232	\$232
32	Assessors	1	2	Signage	Designation		Raised characters < 48" or > 60" above ground Sign not located on the latch side of the door	38.5" -	Mount signs 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 finished floor. Locate sign at permanent rooms alongside the door on the latch side.	1	Labor	\$0
33	Employee Toilet Room	1		Signage	Designation		Sign not located on the latch side of the door Directional sign to access. toilet not provided	- -	Locate sign alongside the door on the latch side. Install a sign indicating the location of the nearest accessible toilet room.	1	232	\$232
34	Men's Toilet Room	1		Signage	Designation		Sign not located on the latch side of the door Directional sign to access. toilet not provided	- -	Locate sign alongside the door on the latch side. Install a sign indicating the location of the nearest accessible toilet room.	1	232	\$232

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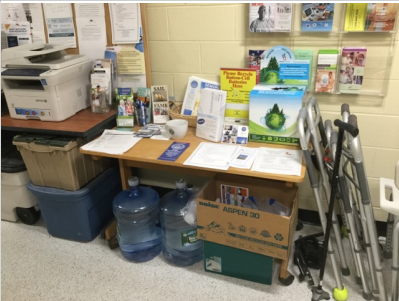

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
35	Collector Treasures	1	1	Signage	Designation		Non glare finish and contrast not provided on sign	-	Install a sign with a non-glare finish with characters that have a high contrast to the background.	1	232	\$232
36	Parks and Recreations	2	9	Signage	Designation		Raised characters not provided on sign Braille not provided on sign Sign not located on the latch side of the door	- - -	Provide text with raised characters duplicated in braille on sign. Locate sign at permanent rooms alongside the door on the latch side.	1	232	\$232
37	Public Works Water & Sewer	2	6	Signage	Designation		Sign not located on the latch side of the door	-	Locate sign at permanent rooms alongside the door on the latch side.	1	Labor	\$0
38	Selectmen's Meeting Room	2	5	Signage	Designation		Sign not located on the latch side of the door	-	Locate sign on the inactive door (left hand door).	1	Labor	\$0
39	Men's and Women's Toilet Rooms	2		Signage	Designation		Sign not located on the latch side of the door Directional sign to access. toilet not provided	- -	Locate signs on the nearest adjacent wall Install a sign indicating the location of the nearest accessible toilet room.	3	232	\$696

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ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
40	Council on Aging	B		Signage	Designation		18" by 18" clear space not provided	-	Ensure a clear 18" min. by 18" min. clear floor space is provided. Ensure the clear floor space is centered on the tactile characters	1	Labor	\$0
<b>Service Counter</b>												
41	Assessors	1	2	Service Counter	N/A		Counter > 36" high	42"	Provide a counter that is 36" max. above the ground or finished floor.	1	880	\$880
42	Collector Treasures	1	1	Service Counter	N/A		Counter > 36" high	42"	Provide a counter that is 36" max. above the ground or finished floor.	1	880	\$880
43	Selectmen Town Administration	1	3	Service Counter	N/A		Counter > 36" high Mat not securely attached	42" -	Provide a counter that is 36" max. above the ground or finished floor. Secure the mat to prevent tripping hazard.	1	880	\$880
44	Board of Health	2	8	Service Counter	N/A		Clear floor space is not provided	-	Relocate table to maintain the required 30" min. by 48" min. clear floor space at the counter.	1	Labor	\$0




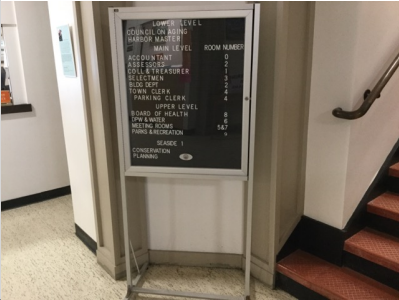



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ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
45	Parks and Recreations	2	9	Service Counter	234		Counter > 36" high	46"	Provide a counter that is 36" max. above the finished floor.	1	880	\$880
Operable Parts												
46	Lobby	1	1	Operable Parts	Other		Reach < 15" or > 48"(forward/side approach)	59"	Mount AED cabinet 48" max. above finished floor.	1	256	\$256
47	Hallway	1		Operable Parts	Other		Reach < 15" or > 48"(forward/side approach)	72.5"	Mount flyers rack 48" max. above finished floor.	1	256	\$256
Dining or Work Surfaces												
48	Hallway	B		Dining or Work Surfaces	Work Surface		Knee or toe clearance not provided	-	Remove items to maintain knee and toe clearance at the work surface.	1	Labor	\$0
Assembly Area												
49	Meeting Room	2	7	Assembly Area	N/A		Assistive listening devices not provided	-	If audible communication is integral to the use of the space, provide an assistive listening system.	1	1214	\$1214

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ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
50	Selectmen's Meeting Room	2	5	Assembly Area	N/A		Assistive listening devices not provided	-	If audible communication is integral to the use of the space, provide an assistive listening system.	1	1214	\$1214
Toilet & Bathing Rooms												
Overall Access												
51	Men's and Women's Toilet Rooms	2		Overall Access	Toilet Room		Turning space not provided Accessible plumbing fixtures or stalls not provided	- -	Provide an accessible single-user toilet room.	1	24604	\$24604
Lavatory												
52	Single-User Toilet Room	1		Lavatory	N/A		Plumbing underneath is exposed Mirror above lavatory w/reflective surface > 40"	- 42.5"	Insulate or otherwise configure pipes to prevent contact, for at least one lavatory. Lower mirror so that the bottom surface is at 40" max. above finished floor.	1	348	\$348
Best Practice												
Benches												
53	Town Common	Ext.		Benches	N/A				Recommend providing a 30" by 48" clear floor space adjacent to the benches.	1	-	\$0

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ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
54	South Side of Building	Ext.		Benches	N/A				Recommend providing a 30" by 48" clear floor space adjacent to the benches.	1	-	\$0
Directory												
55	Lobby	1	1	Directory	N/A				Recommend relocating the directory to avoid glare.	1	-	\$0
56	Across From Elevator	1	1	Directory	N/A				Recommend providing a directory here.	1	-	\$0
57	Across From Elevator	2		Directory	N/A				Recommend providing a directory here.	1	-	\$0
EV Parking Space												
58	Parking Lot - Accessible EV Space	Ext.		EV Parking Space	N/A				Recommend providing an accessible route on both sides of the vehicle spaces that connects to the charging station.	1	-	\$0



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Signage												
59	Towards Elevator	B		Signage	N/A				Recommend providing a more visible sign.	1	-	\$0
Stairs												
60	From 1st Floor to 2nd Floor	1		Stairs	N/A				Recommend adding contrasting strips at the edge of each step at interior stairs.	1	-	\$0
61	From 1st Floor to 2nd Floor	2		Stairs	N/A			-	Recommend providing handrail extensions at top and bottom of stairs.	1	-	\$0
62	Main Entrance	Ext.		Stairs	N/A			-	Recommend adding contrasting strips at the edge of each step at exterior stairs.	1	-	\$0