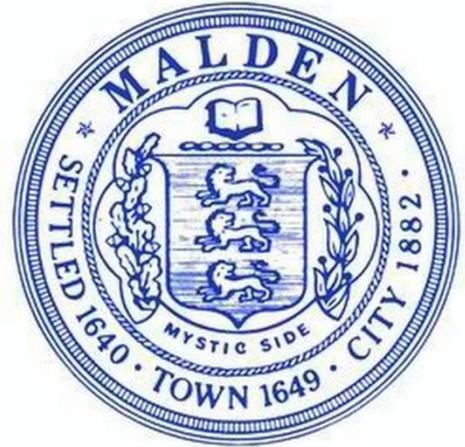


MALDEN, MA

ADA/504 SELF-EVALUATION & TRANSITION PLAN



**ARCHITECTURE
+ACCESSIBILITY**
ONE BRIDGE ST
NEWTON MA
02458-1132
KMACCESS.COM
617.641.2802



Submitted April 1, 2021

TABLE OF CONTENTS

SECTION 1: EXECUTIVE SUMMARY	3
SECTION 2: REGULATORY CONTEXT	4
SECTION 3: PROJECT METHODOLOGY	8
SECTION 4: FINDINGS AND RECOMMENDATIONS	8
SECTION 5: SUMMARY OF PUBLIC SURVEY RESPONSES.....	46
SECTION 6: PRIORITIZATION PLAN	47
SECTION 7: SUMMARY OF RESPONSES TO DRAFT REPORT	49
APPENDIX.....	50

SECTION 1: EXECUTIVE SUMMARY

The City of Malden has retained KMA, LLC to assist in the development of an Americans with Disabilities Act (ADA) Self-Evaluation & Transition Plan (SETP). The City is making progress in ensuring its programs and services are accessible; it has developed a grievance policy, has appointed an ADA Coordinator, and has developed non-discrimination policies and shared them with City personnel. Its facilities, policies, and programs are becoming more accessible.

The Self-Evaluation process did identify some areas where improvement could be made in the delivery of accessible programs and services. Recommendations to address these areas include:

- Develop city-wide protocols for providing materials in alternate formats, providing auxiliary aids/services, and evaluating requests for reasonable accommodations.
- Develop enhanced communication regarding requesting modifications, accommodations, alternative formats, auxiliary aids and services and architectural accessibility on the City's website, social media, print materials, and in buildings and announcements.
- Provide ADA training for appropriate staff.
- Develop a Service Animal policy.
- Perform a more comprehensive review of the City's website and ensure it fully conforms with Section 508 of the Rehabilitation Act and W3C-WAI's WCAG 2.0.
- Engage in targeted architectural barrier removal at facilities. KMA has identified the following facilities as the highest priority for barrier removal:
 - Schools
 - Polling Locations
 - Parking Department
 - Police Headquarters
 - City Hall
 - Playgrounds
 - Senior Center
 - Library
 - Trails
 - Sports Facilities
 - Sidewalks

This Self-Evaluation & Transition Plan will assist the City in its ongoing effort to ensure equitable access for all its citizens. Recommendations contained in Section 4 reflect the regulatory obligations established in 28 CFR Part 35 as well as public input.

SECTION 2: REGULATORY CONTEXT

The City of Malden is located in Middlesex County. Malden is bordered by Melrose to the north, Stoneham to the northwest, Medford to the west, Everett to the south, Revere to the east, and Saugus to the northeast. It is located approximately 6 miles north of Boston. It's territory is traversed by four highways: Route 28, Route 60, Route 99, and U.S. 1. The City is served by the MBTA Orange Line subway and commuter rail at the Malden Center and Oak Grove stops. The estimated population of Malden is 60,500.

Like all municipalities, the City has a regulatory obligation to ensure that it does not discriminate against individuals with disabilities in the provision of municipal programs and services. The Americans with Disabilities Act (ADA) does not necessarily require that all the City's facilities are fully accessible. Rather it requires that all the City's programs and services, "when viewed in their entirety" are accessible. The City is required to perform a Self-Evaluation to determine what barriers exist to their programs and services, and to develop and implement a plan to remove those barriers.

The ADA defines individuals with disabilities as those who fall into one of the following three categories:

- Individuals who have a physical or mental impairment that substantially limits one or more major life activities;
- Individuals with a record of such an impairment; and
- Individuals regarded as having such an impairment.

The broad prohibition against disability-based discrimination requires that all City programs and services be accessible to individuals with disabilities. The ADA requires a public entity to take five administrative action steps:

- Designate an employee responsible for carrying out compliance activities.
- Provide notice to the public of its rights and protections under the ADA and how the entity complies with those obligations.
- Establish a grievance procedure.
- Conduct a Self-Evaluation, a comprehensive review of policies and procedures.
- Develop an ADA Transition Plan.

Thus, the City must assess specific services, policies, and practices, and address the removal of physical barriers and/or the revision of policies and procedures, to ensure compliance with the applicable ADA and Section 504 regulations, and with all provisions of the Massachusetts Code of Regulations (521 CMR). Massachusetts State law further requires that the City apply the more stringent of the above standards to achieve accessibility.

APPLICABLE REGULATIONS

There are four federal and state requirements for architectural barrier removal from existing buildings and in alterations to existing buildings. These are:

- PL101-336: 1990 Americans with Disabilities Act (ADA). This is the federal civil rights statute whose first purpose is:
...To provide a clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities. (42 USC 12101. Sec.2(b))
- 28 CFR Part 35, Title II: Nondiscrimination on the Basis of Disability in State and Local Government Services (as amended by the final rule published on September 15, 2010). These are the U.S. Department of Justice's regulations implementing the ADA, as required in 42 USC 12101, Sec.204(a))
- 29 USC 794: Section 504 of the 1973 Rehabilitation Act (504)
- 521 CMR: The Rules and Regulations of the Massachusetts Architectural Access Board. (1977, 1987, 1990, 1992, 1996, 1998, 2006)

ADA AND 504 BARRIER REMOVAL REQUIREMENTS

There are two requirements under Title II of the ADA that require a public entity such as the City to remove existing barriers to bring an end to and to prevent discrimination against a person or people with disabilities. These two requirements are:

1. Program Access: requires that individuals with disabilities be provided an equally effective opportunity to participate in or benefit from a public entity's programs and services. The ADA requires that public entities provide physical and communication access to each program service or activity. The City must identify and correct policies and practices that have the effect of discriminating against individuals with disabilities.
2. Alterations: Any alterations that are performed must conform to the 2010 ADA Standards.¹ Alterations may trigger an obligation to perform additional barrier removal outside the planned scope of work. The ADA accessible path of travel requirement states: "When alterations are made to a primary function area that affect the usability of that area, alterations to provide an accessible path of travel to the altered area must also be made unless the cost is disproportionate." Further, the City is required to maintain its existing facilities to ensure continued, unfettered, and uninterrupted access to persons with disabilities.

¹ And 521 CMR: *The Rules and Regulations of the Massachusetts Architectural Access Board* (MAAB).

PROGRAM ACCESS

The City's fundamental obligation is to ensure that individuals with disabilities are afforded an equally effective opportunity to participate in, or benefit from, all its programs and services, subject only to the limitations of fundamental alteration and/or undue burden. Therefore, the City must implement policy changes, if necessary, so that persons with disabilities can have full access. Further, the City must continue to make changes to prevent discrimination and continually work to increase accessibility.

The ADA's Section 202 Discrimination states:

... no qualified individual with a disability shall, by reason of such 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 such entity.

The ADA's Section 204 required that the U.S. Department of Justice (DOJ) promulgate implementing regulations by 26 July 1991, one year after enactment of the legislation. These regulations are 28 CFR 28, published on July 26, 1991.

28 CFR 35.149 states:

... no otherwise qualified individual with a disability shall, because a public entity's facilities are inaccessible to or unusable by individuals with disabilities, 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.

28 CFR 35.150 states:

A public entity shall operate each service, program, or activity so that the service, program, or activity, when viewed in its entirety, is readily accessible to and usable by individuals with disabilities.

This statutory and regulatory language above describes what is known as "program access" – a situation in which all programs are readily accessible to, and usable by, qualified persons with disabilities. In addition, qualified students with disabilities must be provided with equal services in as integrated a setting as possible, and the setting that is most appropriate to encourage interaction among all users. The determination of what is an equal and integrated setting is made on a case-by-case basis. What is appropriate for one person with a specific impairment may not be useful or appropriate for another person with the same impairment.

Failure to provide "program access" is an illegal act of discrimination under Title II of the ADA. The City must identify and correct policies and practices that have the effect of discriminating against individuals with disabilities. The law provides public entities with some flexibility in how this standard can be met. Both structural and nonstructural methods of providing "program access" can be used.

METHODS OF PROVIDING PROGRAM ACCESS

28 CFR 35.150 details the methods that a public entity such as the City may use to provide program access. These include:

- Reassignment of services to accessible buildings;
- Delivery of services at alternate accessible sites;
- Alteration of existing facilities and construction of new facilities; or
- Any other methods that result in making its services, programs, or activities readily accessible to and usable by individuals with disabilities.

From an architectural standpoint, this requirement does not mean that every building must be accessible. However, every program must be accessible. When choosing a method of providing program access, the City is required to give priority to the one which results in the most integrated setting possible and is most appropriate to encourage interaction among all users.

LIMITATIONS ON OBLIGATION TO PROVIDE PROGRAM ACCESS

The ADA's regulations specify certain clear limitations on a public entity's obligation to provide program access. An entity is not required to perform an action that poses an undue financial or administrative burden or constitutes a fundamental alteration. The decision that compliance would result in such alteration or burdens must be made by the head of the public entity or his or her designee and must be accompanied by a written statement of the reasons for reaching that conclusion. The threshold for an action constituting an undue burden is a high one for state and local government entities. If it is determined that barrier removal will result in such an alteration or burdens, the City must still, "take any other action that would not result in such an alteration or such burdens but would nevertheless ensure that individuals with disabilities receive the benefits or services provided by the public entity."

SCHEDULE FOR PROGRAM ACCESS COMPLIANCE

Both 504 and Title II of the ADA presume that people with disabilities will be using the programs and services of public entities. In anticipation, they both mandate proactive steps to prevent discrimination by removing existing barriers. They do not permit public entities to wait until a person with a disability arrives before beginning to make accommodations. 504 and Title II mandate proactive barrier removal so that when a student with a disability arrives at school, the programs and services are substantially accessible. Minor accommodations may be needed, but the significant assessment and barrier removal should be complete.

28 CFR 35.150 sets a time period for ADA compliance stating:

"Where structural changes in facilities are undertaken to comply with the obligations

established under this section, such changes shall be made within three years of January 26, 1992, but in any event as expeditiously as possible.”

SECTION 3: PROJECT METHODOLOGY

The City of Malden retained the services of KMA to perform an accessibility assessment of its programs, services, and facilities. To date, KMA has performed the following tasks:

1. A virtual kick-off meeting and training was held with representatives from City departments on September 22, 2020 to discuss project goals and methodology. At the meeting, KMA introduced the broad non-discrimination provisions of the ADA and the ADA Self-Evaluation process, and subsequently distributed three surveys for the City to complete:
 - a. Administrative Survey addressing City-wide policies and procedures
 - b. Department Surveys
 - c. Employment Survey
2. KMA completed program access audits of 48 City buildings, athletic fields, playgrounds, recreation facilities, and polling locations. Audit findings are included in the Appendix of this report.
3. An online accessibility survey was created to gather public input.
4. A review of the completed surveys, other policy documents received from the City, and the City’s website was performed. KMA contacted several departments to seek further clarification. [See Section 5]
5. KMA held a meeting with the members of Malden’s Disability Commission on October 30, 2020 to review the status of the SETP.
6. KMA developed a DRAFT ADA Self Evaluation & Transition Plan to be reviewed by the City. The DRAFT report was developed to summarize the ADA Title II requirements and KMA’s primary findings and recommendations. It was submitted to the City on November 25, 2020.
7. KMA incorporated the comments from the DRAFT ADA Self Evaluation & Transition Plan into the final report submitted April 1, 2021.

SECTION 4: FINDINGS AND RECOMMENDATIONS

Below is a narrative summary of the self-assessment by principal location and department or function within each location observed, followed by recommendations to increase accessibility. This information also can be found in table format in the *Findings and Recommendations* and *Audit Reports* sections of the Appendix. Department Survey responses can be found in the *Department Survey Response* section of the Appendix as well.

According to the City’s website, Malden provides municipal programs and services through the following departments:

Animal Control	Fire Department	Parking Dept.	Senior Center
Assessor	Health	Police	Teen Enrichment Center (MTEC)
Cemetery	Human Resources	Public Facilities	Treasurer
City Clerk	IT	Public Works	Veterans’ Services
City Council	Inspectional Services	Recreation	Water Utilities
Controller	Legal Department	Redevelopment Authority (MRA)	
Emergency Management	Library	Retirement	
Engineering	Mayor’s Office	Schools	

KMA reviewed the surveys submitted by the following departments:

Assessor	Human Resources	Parking Dept.	Retirement
Cemetery	IT	Police	Schools
City Clerk	Inspectional Services	Public Facilities	Senior Center
Controller	Legal	Public Works	Teen Enrichment Center (MTEC)
Engineering	Library	Recreation	Treasurer
Fire Department	Mayor’s Office	Redevelopment Authority (MRA)	Veterans’ Services
Health			

According to the list of properties submitted by the City on 08.17.2020, Malden provides municipal programs and services at 48 locations. See *Appendix* for the complete list of properties.

City Hall Building

Malden City Hall is located at 215 Pleasant Street and was constructed in August 2020. The site consists of a five-story building with various city departments (i.e. Assessor, City Clerk, Facilities, etc.), the Mayor’s Office, Council Chambers, meeting rooms, kitchenettes, employee Wellness Center, toilet rooms, locker rooms, and a rooftop deck. There is no off-street parking provided. The principal barriers identified include:

- Tactile/ braille signage is mounted too high
- Glass doors lack the required minimum 10” of smooth surface along the bottom of the

push side

- Bathroom hand dryers protrude into the circulation space
- Some thresholds are too high
- The multiuser toilet rooms have entry doors that are too heavy, dispensers that obstruct required door maneuvering clearances, and accessible stall doors that lack the required maneuvering clearances.
- Service counters are mounted too high
- The toilet room near the Mayor's Office lacks the required clearance at the toilet, the door is too heavy, and the sink clear floor space is obstructed.
- The fourth floor deck has a door that lacks the required maneuvering clearance.
- The Wellness Room on the 5th Floor has toilets that lack the required clearance, showers that lack the required clearance, mirrors mounted too high, shower rooms that lack turning space, door maneuvering clearances, tactile/ braille signage, headroom at the shower curtain, and compliant shower grab bars.
- The refrigerator at the employee kitchenettes obstructs the door maneuvering clearance.

Recommendation: Due to the high traffic of City Hall and the fact that it was recently constructed, KMA recommends mitigating all the barriers identified in the audit report within the next one to three years. In the next year consider raising the tactile/ braille signage, installing kick plates at glass doors, replacing/ relocating the bathroom hand dryers, modifying the multiuser toilet rooms, and lowering the service counters.

Administrative

The administrative survey was completed by Maria Luise, the City of Malden Special Assistant to the Mayor. The administrative survey includes questions regarding the accessibility of the City's current policies/ procedures. Along with the survey responses, Maria submitted the following documents: *ADA Compliance Notice, the ADA Grievance Policy, City Clerk Posting Bill Pay Processing and Fulfillment Services, Contract Language, and the Police & Fire Hearing Impaired Guides* to be reviewed. Below is a summary of our findings and recommendations based off of Maria's responses:

- ADA Coordinator: Maria has been appointed to fulfill the responsibility of an ADA Coordinator and received training from the MOD in September 2019.

Recommendation: None

- Grievance Policy: The City does have a Grievance Policy and Procedure to resolve disability related complaints (see Appendix). Survey responses indicate that the City is currently working with Public Facilities on having the policy displayed in lobby of new City Hall Building and other buildings. Survey responses also indicate that the policy has been distributed to Department Heads and the City will follow up with Boards and

Commissions.

Recommendation: KMA recommends confirming that the Grievance Policy is posted in conspicuous locations in all City buildings and distributed to all departments within the next six months.

- **Surcharges:** In the response to the Administrative Survey, the City confirmed that surcharges are not imposed to recover the cost of accommodations, effective communication services, or accessibility features.

Recommendation: None

- **Meetings at Accessible Locations:** The Administrative Survey responses note that City Departments are aware that City sponsored events must be accessible. The City also makes note that an accommodation can be requested on public meeting and event notices. However, some of the Department Survey responses and our physical audit findings identified some inaccessible areas where meetings are held. For example, some of the exterior meeting locations for the Recreation Department.

Recommendation: KMA recommends that the City develop written protocols for accessible meetings and distribute to all departments, boards and commissions within the next six months. Helpful documents on how to write such protocols can be found on the mass.gov website. See: <https://blog.mass.gov/mod/access/5-ways-to-improve-event-accessibility/> and <https://www.mass.gov/files/documents/2016/07/uy/planning-for-accessible-events.pdf>

- **Licensing/ Certification:** City licenses or certifications (i.e. liquor, restaurant, etc.) have had the application process thoroughly reviewed to ensure qualified persons with disabilities are not screened out by the City Building Commissioner and the Engineering Department.

Recommendation: None

- **Service Animal Policy.** The City of Malden does not currently have a written policy regarding service animals in municipal facilities.

Recommendation: KMA recommends developing a written Service Animal policy and post it in City facilities and on the website within the next six months.

- **Public Notice.** KMA reviewed the City's Public Notice of ADA Compliance (see Appendix). Survey responses indicate that the City is currently working with Public Facilities on having the Notice displayed in lobby of new City Hall Building and other buildings, but it is not yet posted on the City website homepage, or the Employee Handbook. Administrative Survey responses indicate that the Public Notice is included on event posters, flyers, program brochures and announcements. However, Department Survey responses indicate inconsistencies in where the Public Notice is provided.

Recommendation: KMA recommends ensuring the Notice is visibly posted at City

buildings, on the City website homepage, and in the Employee Handbook. Additionally, KMA recommends developing a policy to ensure the Public Notice is consistently provided on all Departmental literature. KMA recommends implementing these changes within the next six months.

- Staff Training on City's Policy of Nondiscrimination. The Administration Survey responses indicate that City personnel have received training in the City's policy of nondiscrimination through written materials. However, department survey responses indicate that some personnel have not received such a training.

Recommendation: KMA recommends ensuring all departments are included in a recurring training on the City's policy of nondiscrimination within the next six months.

- Reasonable Modifications of Policies. The City has a process for responding to requests for modifications to policies or practices for people with disabilities to participate. Survey responses indicate that Department Heads have been instructed to contact HR or ADA Officer and the ADA Compliance Officer consults with the department involved as well as the Building Commissioner, Controller and HR. The process includes criteria for determining whether a modification would fundamentally alter the nature of the program. However, responses to the department self-evaluation surveys indicate that personnel do not have a clear understanding of the City's ADA policy.

Recommendation: KMA recommends developing and providing guidance on requests for reasonable modifications for all City departments and new hires to ensure that everyone is aware of how to appropriately respond to requests within the next year.

This policy should include criteria for determining whether a modification would fundamentally alter the nature of the program or a protocol, and it should ensure that all requests are reviewed by the ADA Coordinator. Some examples of how to develop this guidance can be found on the [eeoc.gov](https://www.eeoc.gov/policy/docs/accommodation.html) website. See:

<https://www.eeoc.gov/policy/docs/accommodation.html>.

- Auxiliary Aids and Services. The City has a process for responding to requests for auxiliary aids and services. Survey responses indicate that Department Heads have been instructed to contact HR or ADA Compliance Officer. However, responses to the department surveys indicate the need to establish the capacity across all City departments to provide auxiliary aids and services and then to disseminate information about their availability. Additionally, limited information was provided on what external auxiliary aid resources are available (i.e. interpreters).

Recommendation: KMA recommends assessing the needs of the community for auxiliary aids and services. Based on the assessment, establish the appropriate vendors and contractual agreements so that aids and services can be provided in a timely manner, for example: TTY or telephone relay services and ASL interpreters. KMA also recommends ensuring that appropriate departments are aware of their obligations to inform the public regarding the availability of Auxiliary Aids for persons who are deaf or hard of hearing and people who are blind or have limited sight. Establish department

wide guidance regarding the specific City communications requiring notice of the availability of Auxiliary Aids (e.g. meeting announcements, events, conferences, etc.). See <https://nationaldisabilitynavigator.org/ndnrc-materials/disability-guide/auxiliary-aids-and-services/> KMA recommends implementing these changes within the next year.

- Alternative Formats. Where City documents are provided, department survey responses indicate that notification is not provided that documents can be requested in alternative formats. For examples, see <https://www.cityofmaiden.org/DocumentCenter/View/2670/Parks--Green-Spaces-Guidelines-Chart-Phase-IIPDF>

Recommendation: KMA recommends assessing the needs of the community for alternative formats. Based on the assessment, establish the appropriate vendors or protocols so that documents in alternative formats can be provided in a timely manner, for example: taped texts, audio recordings, Braille materials and large print materials. Include notification regarding the availability of alternative formats on the City website. KMA recommends implementing these changes within the next year.

- Training. Submitted department worksheets indicated a need for training of front-line City personnel in several aspects of accessible program delivery.

Recommendation: KMA recommends providing training to appropriate personnel in the City's nondiscrimination policy, how to respond to telephone calls made through Video Relay Services and Telecommunication Relay Services so that the calls are responded to in the same manner as other telephone calls, and how to respond to requests for reasonable modifications, auxiliary aids and services, and documents in alternative formats. KMA recommends implementing these changes within the next year.

- Title III Entities Using City Facilities. The City's policies on the reservation and use of City Facilities do not include information on the obligation of the Title III Entity (i.e. sports leagues, theater groups, fundraisers) to facilitate the participation of persons with disabilities. For example, see <https://www.cityofmaiden.org/DocumentCenter/View/718/Application-to-Rent-Macdonald-Stadium-PDF>

Recommendation: KMA recommends developing language to be included in City rental agreements that ensure Title III entities of their obligations to facilitate the participation of persons with disabilities within the next six months.

- Use of Contractors. There is a statement of nondiscrimination included in the contract language. Additionally, the City's advertised request for proposals/invitation for bids include: "Accessible and reasonable accommodations will be provided to persons requiring assistance." KMA reviewed the City's invitation language and it included the word "handicap."

Recommendation: KMA recommends modifying the contract language so it does not include stigmatizing language within the next six months. See below for more information on stigmatizing language.

- Transportation. The City contracts for transportation through the Senior Center and for the schools. Survey responses indicate that the City transportation services have procedures for responding to requests from persons with disabilities to provide schedule and route materials in a timely manner in an accessible form. The City transportation services also have procedures to provide information with no delay nor additional cost to persons with disabilities. The contracted transportation services are required to provide training and testing to assure employees are fully qualified to serve passengers with disabilities by their contracts with the City. Lastly, the transportation services have strict protocols to provide regular and frequent checks of lifts, as well as other access-related equipment or vehicles.

Recommendation: None

- Documents & Publication. City documents/ announcements are currently being reviewed to ensure they do not use stigmatizing language (e.g. "handicapped").

Recommendation: KMA recommends ensuring the City's policy on nondiscrimination includes information on patronizing or stigmatizing language and/or images. "People-first" or "person-first" language is a way of describing disability that involves putting the word "person" or "people" before the word "disability" or the name of a disability, rather than placing the disability first and using it as an adjective. Some examples of people-first language might include saying "person with a disability," "woman with cerebral palsy," and "man with an intellectual disability." The purpose of people-first language is to promote the idea that someone's disability label is just a disability label—not the defining characteristic of the entire individual. Many guides on disability language and etiquette may likely emphasize using person-first language, except, perhaps, when discussing certain disability cultural groups that explicitly describe themselves with disability-first language. Thus, while it is generally a safe bet to use people-first language, there are members of certain disability groups in the US who prefer not to use it, such as the American Deaf community and a number of Autistic people/ Autistics. The basic reason behind members of these groups' dislike for the application of people-first language to themselves is that they consider their disabilities to be inseparable parts of who they are. Using person-first language, some also argue, makes the disability into something negative, which can and should be separated from the person. KMA recommends implementing these changes within the next six months.

- Website: The Carroll Center identified instances of non-compliance on a small sampling of City webpages. See *Appendix* for the full report from the Carroll Center. Administrative survey responses indicate that the City has made efforts to make the website accessible. However, there is little information on the website regarding access to programs and services for people with disabilities. Additionally, Public Survey comments indicate difficulties finding information on the City's website.

Recommendation: KMA recommends reviewing and implementing all of the recommendations identified in the Carroll Center report. KMA also recommends performing a more comprehensive website analysis within the next year.

Additionally, within the next year KMA recommends including more information on the accessibility page regarding access to programs and services for people with disabilities. Information on the accessibility of facilities, information on the City's accessibility policies (nondiscrimination, service animal, grievance procedure) communication materials, and the process for requesting accommodations or auxiliary aids/services would be helpful. Additionally, include how to request an accommodation in all meeting announcements posted to the City's website.

- Emergency Preparedness. A formal emergency preparedness plan was not provided for review. Administrative survey responses indicate that an emergency preparedness plan has been established. However, department survey responses are unclear on emergency response plans that address the needs for individuals with disabilities at their facilities. KMA is following up with Captain Cronin.

Recommendation: KMA recommends confirming the following are provided in the existing emergency preparedness plan within the next year:

- *Provisions to ensure that equal access to safe egress is provided for any visitor, member of the community or employee, including additional assistance if required to effectively evacuate and/or shelter them during an emergency.*
- *Protocols and signage for such issues as:*
 - *Fire exits signage and maneuvering space;*
 - *Safe wait areas;*
 - *Evacuation Maps;*
 - *Locations of fire exits and safe wait areas serving each municipal space; and*
 - *Public and employee orientation to the City's emergency evacuation procedures.*

Assessor

The Assessor's Department is responsible for accurately determining the value of all real and personal property located within the City of Malden for the purpose of taxation. They provide statutory exemptions, residential exemptions, motor vehicle excise, property tax abatements, and customer service related to the residents of Malden. The Assessor's Department works out of City Hall, but services are available electronically/over the phone. Currently in-person visits are by appointment only. Survey responses indicate that while the Assessor's Department personnel have received training in the City's policy of nondiscrimination, they are not aware nor have they received training in the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, or providing outreach in a manner that is accessible.

Recommendation: KMA recommends implementing the recommendations noted in the Administrative section of this report within the next year.

City Clerk

The City Clerk is the keeper of the City records and vital records, oversees elections, distributes business certificates and licenses, manages City council records as well as all boards and commissions, and distributes marriage applications and licenses. They provide typical Clerk functions to the residents of Malden, such as voting, birth certificates, marriage certificates, death certificates, and raffle permits. The City Clerk's office is located at City Hall. According to the City's website, voting takes place at the following locations (some of which were not reviewed as part of our facility audits):

- Ferryway School
- 89 Pearl Street Community Room (Malden Housing Authority) – not audited
- Irish American Club – not audited
- Beebe School Gym and Music Room
- Early Learning Center Gym
- Senior Center Auditorium
- Salemwood School
- Forestdale School
- MVR Charter School Multipurpose Room – not audited
- 630 Salem Street Community Room (Malden Housing Authority) – not audited
- Suffolk Manor Community Room – not audited
- Linden School

Survey responses indicate that City Clerk personnel have received training in effective communication with people with disabilities, materials about their program have a notice of

nondiscrimination, and they do have resources available to request the appropriate auxiliary aids and materials in alternative formats in a timely manner. However, survey responses also indicate that City Clerk personnel have not received training in the City's policy of nondiscrimination or the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, the methods of communicating with people with disabilities, or providing outreach in a manner that is accessible.

Recommendation: KMA strongly recommends a review of the voting locations that were not previously reviewed for accessibility compliance within the next six months. KMA also recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Controller

The Controller's Office is responsible for managing the City of Malden's finances. This includes overseeing all departmental appropriations, recording all expenditures, and assuring that departments operate within their annual appropriations. The Controller's Office also audits all departments and reports the City's financial status on an annual basis. The Controller also serves as Purchasing Agent for the City. The Controller's Office issues RFPs and IFBs related to procurement on behalf of the City. They are located at City Hall and their services are available online. Survey responses indicate that Controller has methods of outreach with information on how to request auxiliary aids/ services and alternative formats, has materials about their program with a notice of nondiscrimination, and they do have resources available to request the appropriate auxiliary aids and materials in alternative formats in a timely manner. However, survey responses also indicate that the Controller has not received training in the City's policy of nondiscrimination or the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, or the methods of communicating with people with disabilities.

Recommendation: KMA recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Engineering

The Engineering Department provides the City of Malden with professional engineering and technical services to plan, design and construct City infrastructures and facilities. They oversee road, sidewalk, traffic signals, water, and drain improvement projects. They review private development site plans to ensure compliance to City standards. They also maintain engineering plans, drawings, field books, and records. The Engineering Department office is located in City Hall and they provide services Citywide within the public right of ways and at public owned properties. Survey responses indicate that the Engineering Department is aware of old and non-compliant sidewalk wheelchair ramps throughout the City. They have also received feedback regarding concerns about accessibility within construction sites including road and sidewalk construction. Public Survey responses also had many comments regarding the current sidewalk condition. Survey responses also indicate that while the Engineering Department personnel do have access to auxiliary aids and services if requested, they have not

received training in the City's policy of nondiscrimination, they are not aware nor have they received training in the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, or providing outreach in a manner that is accessible.

Recommendation: Although sidewalks were not included as part of this review, KMA recommends the City perform a sidewalk analysis for accessibility compliance within the next year. KMA also recommends developing a policy within the next six months to ensure all City construction sites do not obstruct required accessible facilities. KMA also recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Health Department

The Health Department provides inspection, enforcement, and clinical service in accordance with local and State Sanitary Codes. They provide permitting, inspections, well child, Tb, and communicable disease clinic services to the residents of Malden. Their office is located on the third floor of City Hall. Survey responses indicate that the Health Department offers separate substance abuse recovery services to people with disabilities. KMA followed up with the Health Department regarding this response. The Health Department clarified that the Health Department correctly considers those in recovery as disabled and is working various programs throughout the state to ensure that their substance abuse recovery services are accessible. is following up with the Health Department for more information on this separate program. Survey responses also indicate that Health Department personnel have received training in the City's policies/ procedures for responding to auxiliary aid requests and emergency preparedness plan that addresses the needs of people with disabilities. However, they have not received training in the City's policy of nondiscrimination, training in the City's policies/ procedures for responding to reasonable modification requests, communicating with people with disabilities, and they do not have the resources available to request reasonable modifications or auxiliary aid requests in a timely manner. The Health Department is also tasked with managing the City's response to the current COVID-19 pandemic.

Recommendation: KMA recommends reviewing the continuously changing guidance to ensure it is available in accessible formats and proposed policies are in line with the ADA. KMA recommends reviewing the current guidance and developing a policy for continued reviews within the next six months. For example, Public Survey responses indicate that outdoor dining areas encroach onto the accessible routes along the public sidewalks. For more information on ensuring emergency response plans are meeting their accessibility obligations please see the information on the ada.gov website. (https://www.ada.gov/emerg_prep.html). KMA also recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Human Resources

The Human Resources Department provides hiring, recruiting, and employment advertising services for the City (non-School). They also administer all benefits and benefit programs for

City, School, and all Retirees. Additionally, they handle employee relations issues for the City. Their programs include developing hiring policies and ordinances reflecting residency preference. Their office is located in City Hall. Department survey responses indicate that while HR Department personnel have received training in the City's policy of nondiscrimination, protocols for responding to requests for reasonable modifications, and their program literature includes a notice of nondiscrimination, they have not received training in the City's policies/ procedures for responding to auxiliary aid requests, communicating with people with disabilities, the resources available to request reasonable modifications or auxiliary aid requests in a timely manner, or an emergency preparedness plan that addresses the needs of people with disabilities.

The HR Department also submitted an Employment Survey as part of this process to review the City's employment practices for accessibility requirements. Along with the completed survey, they submitted the following documents: *General Policies, Leave Policies, and Job Posting Example and Employment Application*. A review of the Employment Survey responses indicates that some of the City's employment practices, procedures, and personnel have not been thoroughly reviewed for accessibility. An employee manual was not provided for review. Additionally, the *Job Posting Example and Employment Application* document included stigmatizing language (see Administrative section of this report for more information) and none of the submitted documents included information on how to request the application in alternative formats.

Recommendation: KMA recommends reviewing the City's job postings and employment application process, job descriptions to distinguish between essential functions and marginal functions, developing protocols to ensure personnel files are managed so that information identifying disability is contained in a separate file, reviewing performance evaluation forms, ensuring all staff who conduct interviews have received ADA training, and ensuring the City's employment documents are available in alternate formats. KMA recommends implementing all of the policy recommendations noted above within the next year. KMA also recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Inspectional Services

The Inspectional Services Department provides permits and inspectional services to the residents of Malden. The Inspectional Services office is located in City Hall. Survey responses indicate that while the Inspectional Services Department personnel have received training in the City's policy of nondiscrimination and have an emergency preparedness plan that addresses the needs of individuals with disabilities, they are not aware nor have they received training in the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, or providing outreach in a manner that is accessible.

Recommendation: KMA recommends implementing the recommendations noted in the Administrative section of this report within the next year. KMA also recommends that the

Inspectional Services Department be involved in any planned architectural barrier removal projects, as there will likely be overlapping 521 CMR requirements that should be considered.

Information Technology (IT)

According to the City's website, the Malden Information Technology Department manages and oversees all computerized information systems for the City of Malden. Survey responses indicate that while the IT Department personnel have received some training in the City's policy of nondiscrimination, responding to reasonable modifications, and providing auxiliary aids, they are not aware nor have they received training in the City's policies/ procedures for communicating with people with disabilities, providing outreach in a manner that is accessible, or an emergency preparedness plan that addresses the needs of individuals with disabilities

Recommendation: KMA recommends following up with the Department regarding ADA compliance and their current understanding of the City's obligations within the next six months. KMA also recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Legal Department

According to the City's website, the Malden Legal Department defends and prosecutes all actions and suits commenced by or against the City, its agents, servants, officers and employees. The Legal Department office is located at City Hall. Survey responses indicate that the Legal Department personnel have received training in the City's policy of nondiscrimination and they are aware/ have received training in the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, providing outreach in a manner that is accessible, and an emergency preparedness plan that addresses the needs of individuals with disabilities.

Recommendation: KMA recommends following up with the Department regarding ADA compliance and their current understanding of the City's obligations within the next six months. KMA also recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Malden Redevelopment Authority (MRA)

The Malden Redevelopment Authority administers Community Development grant programs with a broad impact across the City, including home rehabilitation and lead removal programs, physical improvement projects to public facilities, public services for low- and moderate-income people, and the development and preservation of affordable housing. Most of these activities are carried out by other entities and supported using MRA grant funds; some, such as home rehabilitation programs and the MRA's off-street parking program, are carried out by the MRA directly. The MRA's Community Development Block Grant (CDBG) program provides grant and loan opportunities for housing rehabilitation, physical improvement projects, and public service programs. These funds can be used for programs such as legal aid, English language education, senior transportation, health clinics, youth programs, and programs for people with disabilities.

The MRA's programs, which consist mainly of grant funding opportunities, take place primarily online or in the MRA office at City Hall on the Third Floor. Public hearings and meetings are conducted in City-owned ADA-accessible buildings proximal to public transportation, such as City Hall or the nearby Senior Center. MRA staff will sometimes meet residents at their home to discuss a rehabilitation project or will visit the site of a CDBG-funded activity to ensure it is running smoothly. The MRA parking program takes place at the MRA's garages on Centre Street, and at parking lots throughout downtown Malden.

Survey responses indicate that some programs funded with CDBG funds, such as youth sports programs, may not be accessible for people with disabilities. Other programs, such as an adaptive swim program, are designed specifically for people with disabilities. MRA physical improvement projects follow ADA requirements, including park improvements, pedestrian upgrades, or building projects. The MRA does offer separate programming for people with disabilities through its CDBG funds. These programs include support of the Communitas-administered Adaptive Swim Program, the Malden Elderly Transportation Program, and home rehabilitation that can include accessibility upgrades depending on the needs of the residents. The MRA also funds ADA sidewalk and signal improvements across the city.

Survey responses indicate that the MRA personnel have not received training in the City's policy of nondiscrimination and they are not aware nor have they received training in the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, providing outreach in a manner that is accessible, or an emergency preparedness plan that addresses the needs of individuals with disabilities.

Recommendation: KMA recommends implementing the recommendations noted in the Administrative section of this report within the next year. Within the next year, KMA also recommends a review of the programs funded with CDBG funds to ensure they are compliant with the ADA. Develop a policy to ensure future programs funded by CDBG funds are aware of their obligations under the ADA.

Mayor's Office

The Mayor's office is the executive office in the City and provides a wide variety of services including:

- Constituent services – troubleshooting resident issues as well as all matters concerning City government;
- Communications - utilizing technology to provide more efficient and improved service, the City's website is maintained by this office;
- Business development - assisting Malden businesses and encouraging businesses to Malden;
- Managing the MBTA Youth Pass Program;
- Oversees all departments; and
- Works on various city initiatives.

Programs include new business services, management of boards and commissions, MBTA Youth Pass Program, and emergency management services. The Mayor's Office is located in City Hall on the fourth floor. Survey responses indicate that the Mayor's Office does not have equipment to communicate with hearing impaired residents. Survey responses also indicate that while the Mayor's Office personnel have received training in the City's policy of nondiscrimination and materials contain a statement of nondiscrimination, they are not aware nor have they received training in the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, providing outreach in a manner that is accessible, or an emergency preparedness plan that addresses the needs of individuals with disabilities.

Recommendation: KMA recommends implementing the recommendations noted in the Administrative section of this report within the next year, paying particular attention to methods of communicating with people with disabilities.

Retirement Department

The Malden Retirement Department administers retirement benefits and pension investments for the city of Malden employees. Their office is located in City Hall. They do not offer programs for the public. Survey responses indicate that the Retirement Department personnel have not received training in the City's policy of nondiscrimination and they are not aware nor have they received training in the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, providing outreach in a manner that is accessible, or an emergency preparedness plan that addresses the needs of individuals with disabilities.

Recommendation: KMA recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Treasurer's Office

The Treasurer's Office administers taxes, utility billing, and collections. Their programs include payment of all tax, utility, parking and violations, as well as providing city trash bags. Their office is located in City Hall on the second floor. Survey responses indicate that while the Treasurer's Office personnel have resources available to provide print materials in alternative formats, they have not received training in the City's policy of nondiscrimination, they are not aware nor have they received training in the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, providing outreach in a manner that is accessible, or an emergency preparedness plan that addresses the needs of individuals with disabilities.

Recommendation: KMA recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Veteran's Services

The Veteran's Services Department provides services to veterans, their spouses and/or widows and minor dependents. Their services include providing Chapter 115 MA Dept. of Veterans

Services benefits to eligible applicants. The Veteran's Services Department is located in City Hall. Survey responses indicate that Department personnel are available for home visits for those that are not able to meet at the office. Survey responses also indicate that while the Veteran's Services Department personnel have received training in the City's policy of nondiscrimination, they are aware and have received training in the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, and resources available to provide auxiliary aids/ services and alternative formats. However, they have not aware nor have they received training in communicating with people with disabilities, the Massachusetts Relay Service, or an emergency preparedness plan that addresses the needs of individuals with disabilities, and they have not providing outreach in a manner that is accessible.

Recommendation: KMA recommends implementing the recommendations noted in the Administrative section of this report within the next year.

City Yards (Public Works)

The City Yards (Public Works) building is located at 356 Commercial Street. The site consists of surface parking, a reception area for the public, an employee break room, and toilet rooms. There are no accessible parking spaces provided at this facility. The principal barriers identified include:

- Lack of accessible parking
- The public entry door is not located on an accessible route, due to the slopes, and lacks level door maneuvering clearances.
- The mail slot at the public entry door is too high.
- The threshold at the entry vestibule is too high.
- The reception bell and desk are too high.
- The door at the stairwell along the accessible route to the toilet rooms and employee breakroom lacks the required maneuvering clearances.
- The multiuser toilet rooms lack accessible elements.
- The employee entry door is not accessible due to the step.
- The employee breakroom table lacks the required knee clearance.

Recommendation: Due to the relatively low traffic of this building and limited public access, KMA recommends prioritizing mitigations to the areas open to the public. KMA recommends mitigating all other barriers identified in the audit report as part of routine maintenance, planned alterations or in response to a specific request and as City budget permits within the next 3-5 years.

Public Works

The Public Works Department maintains streets & sidewalks, water & sewer, trash & recycling,

parks, trees, and street lighting. They provide permits, recycling bins, stickers for barrels and white good stickers to residents of Malden. They are located at the City Yards facility on Commercial Street. Survey responses indicate that while the Public Works Department personnel have received training in the City's policy of nondiscrimination and have resources available to provide print materials in alternative formats, they have not they are not aware nor have they received training in the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, or providing outreach in a manner that is accessible. Public survey responses indicate concerns with snow removal and accessibility.

Recommendation: KMA recommends reviewing the snow removal policies to ensure they prioritize clearing required accessible routes within the next six months. KMA also recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Community Garden

The Community Garden is located at the intersection of Faulkner Street and Bryant Street. The site consists of several planting beds for public use. There are no toilet facilities or off-street parking provided. The principal barriers identified include:

- The garden entrances, planters, and picnic tables are not located on an accessible route.
- The picnic table lacks the required knee/ toe clearance for a forward approach.
- The gates lack the required 10" of smooth surface along the bottom of the push side.

According to the City's website, the Community Garden is managed by members of the City. Residents have the opportunity to adopt a planting bed for a small fee per year. It is unclear whether the Community Garden is managed by a City Department and whether they are aware of their accessibility obligations.

Recommendation: KMA recommends reviewing the ADA obligations and including Community Garden personnel in departmental trainings within the next six months. Since the Community Garden is a unique program and used by many residents of the City, KMA recommends providing at least one garden on an accessible route within the next one to three years. This can be achieved through architectural barrier removal at the existing Community Garden or by providing an additional accessible garden area in an alternate location. For example, providing raised beds at the Senior Center that are located on an accessible route available for community use. KMA recommends ensuring that the information on the policy and the process for implementation is disseminated.

Fire Stations

KMA reviewed the following fire stations:

Fire District 1 Station – Headquarters

Fire District 3 Station

Fire District 4 Station

The Fire District 1 Headquarters is a two-story building consisting of a reception area for the public, offices, sleeping quarters, toilet and shower rooms, a kitchen and dining room, gym, training room, and typical firehouse function areas. The Fire District 3 and Fire District 4 Stations are one-story buildings consisting of similar spaces. Public tours are offered at all three stations. The Fire District 4 Station is shared with the City of Revere.

The principal barriers identified at the fire stations include:

- Lack of accessible parking spaces.
- Lack of tactile/ braille signage.
- There is no accessible route to the second floor of the District 1 station.
- Entry doors lack maneuvering clearances.
- Toilet rooms and locker rooms lack the required footprints, clearances, and/or accessible elements.
- Thresholds are too high.
- Coat hooks are mounted too high.
- Door hardware requires tight grasping and twisting of the wrist to operate.
- Doors do not provide the required clear width.
- Employee common use spaces are not located on an accessible route, due to things like slope issues, changes in level, and door maneuvering clearance issues.
- The District 4 accessible parking spaces have slopes >2% and lack the required signage.
- The District 4 walkways and apparatus entrance have slopes issues.
- The District 1 reception counter is too high.
- The District 1 apparatus bay lacks an interior accessible route and the route through the garage doors has slope issues.
- The employee kitchens lack knee clearance for a forward approach at the sink, controls are mounted too high, lack accessible seating, and not enough storage is provided within an accessible reach range.
- There is a change in level >1/4" vertical at the District 3 apparatus bay, which is used by the public for tours.

- The District 4 drinking fountain lacks knee clearance for a forward approach and is not a hi-lo type.

Recommendation: Due to the moderate traffic at the Fire Stations, KMA recommends prioritizing mitigations to the areas open to the public – including spaces used for tours within the next one to three years. Within the next 6 months, KMA recommends developing a policy to ensure all programs offered on the second floor of Fire Station 1 can be provided in an alternative accessible location and that the tours at Fire Station 3 are routed along the accessible route through the main entrance. KMA recommends mitigating all other barriers identified in the audit report as part of routine maintenance, planned alterations or in response to a specific request and as City budget permits within the next three to five years.

Fire Department

The Malden Fire Department (MFD) is a full-time paid/career municipal fire department with 108 uniformed fire service personnel and 3 civilian personnel. The MFD is a 24 hour/day, 365/day per year, emergency service provider to the City of Malden. The services provided by the department range from fire suppression to emergency medical service to hazardous material incident response to rescue services ranging from vehicle extrication to confined space. Within the department are 3 support divisions:

1. The fire prevention division - the duties of this division include, but are not limited to, building inspection and fire and life safety code enforcement, the issuing of related permits and public fire safety education.
2. The training and safety division – the duties of this division include, but are not limited to, the training of all personnel in the operations they may be expected to perform while carrying out their assigned duties and the operation and maintenance of the tools associated with those operations. In addition, this division also oversees the maintenance and repair of all department vehicles.
3. The fire alarm division – The duties of this division include, but are not limited to, receiving calls requiring emergency response and the dispatching of the appropriate fire companies. In addition, this division is the center of all radio system communications utilized by the department.

The MFD provides all types of emergency service response to the residents of the City. The MFD functions out of the Fire District 1 Station- Headquarters, the Fire District 3 Station, the Fire District 4 Station, and the Training & Safety Division located at 114 Centre Street. Services include, but not limited to, fire suppression, emergency medical response, hazardous material incident response, rescue operations as well fire prevention, public safety education, emergency call-taking and dispatching as well as working cooperatively with other city agencies to ensure the safety of our residents, businesses and all visitors to our city. Survey responses indicate that the MFD personnel have received training in the City's policy of nondiscrimination, they are aware and have received training in the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, and communicating

with people with disabilities. However, they are not aware of how to use the Massachusetts Relay Service and their methods of outreach do not alert recipients on how to request auxiliary aids/ services or alternative formats.

Recommendation: KMA did not review 114 Centre Street as part of this review and recommends reviewing it for accessibility requirements within the next 6 months. KMA also recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Forest Dale Cemetery Offices and Garage

The Forest Dale Cemetery Office is located on 150 Forest Street. The site consists of a one-story building with an administrative office open to the public, one private office, and two toilet rooms. There is no accessible parking provided at the surface parking lot. The principal barriers identified include:

- Lack of accessible parking.
- Lack of accessible entrances.
- Lack of tactile/ braille signage.
- Door hardware requires tight grasping and twisting of the wrist to operate.
- The toilet rooms lack the required footprint and accessible elements for an accessible toilet room.

Recommendation: Due to the moderate traffic at the Forest Dale Cemetery Offices and Garage, KMA recommends mitigating all the barriers identified in the audit report within the next three to five years. KMA recommends prioritizing the areas open to the public, especially the exterior areas due to their high visibility.

Cemetery Department

The Cemetery Department manages the Forest Dale Cemetery, which is owned by the City of Malden. They supply burial lots for residents of Malden who have lived in the city for the last 5 years of their life. They are located out of the Forest Dale Cemetery offices. Survey responses indicate that the Cemetery Department is aware of the lack of accessible entrances at their office location. Survey responses indicate that while the Cemetery Department personnel have received training in effective communication with people with disabilities, they are not aware nor have they received training in the City's policy of nondiscrimination or the City's policies/procedures for responding to reasonable accommodation or auxiliary aid requests, the methods of communicating with people with disabilities, or providing outreach in a manner that is accessible.

Recommendation: KMA recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Parking Department

The Parking Department is located at 7 Jackson Street within a public parking garage not owned by the City. The office is accessed from the public sidewalk and the nearby designated accessible parking space. The Parking Department noted during the audit that parking is validated for visitors to the office. The principal barriers identified include:

- Accessible parking spaces lack an access aisle.
- The accessible route from the accessible parking to the entrance has cross slopes >2%.

- The curb ramp is too steep.
- The entrance ramp is too steep, lacks a 60" landing at the bottom, lacks edge protection, and has abrupt changes in level.
- Several doors lack the required maneuvering clearances.
- The sidewalk entrance door has a threshold too is too high.
- The drop box and doorbell are too high.
- The entrance to the Parking Department lacks a level landing and is too heavy.
- Office door hardware requires tight grasping and twisting of the wrist to operate.
- Office door glazed panels are too high.
- TVs and hand sanitizers protrude into the circulation space.
- Accessible elements in the toilet rooms are missing and/ or not mounted in the correct locations.

Recommendation: Due to the high traffic at the Parking Department, KMA recommends mitigating all the barriers identified in the audit report within the next year. KMA recommends prioritizing the areas open to the public, especially the parking areas due to their high visibility.

Parking Department

The Parking Department provides oversight, management and enforcement for all parking related matters in the City of Malden. Their public programs include parking permits, answering parking questions, and collecting fines. Their office is located at the Parking Department on Jackson Street. Survey responses indicate that they charge user fees, but KMA followed up with the Department and clarified that they do not charge any additional fees for accessible parking. The Parking Department follows the State requirements for all accessible parking in the City. Survey responses indicate that while the Parking Department personnel have resources available to respond to requests for alternative formats and auxiliary aids/ services in a timely manner, they have not received training in effective communication with people with disabilities, they are not aware nor have they received training in the City's policy of nondiscrimination or the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, providing outreach in a manner that is accessible, or an emergency preparedness plan that addresses the needs of individuals with disabilities.

Recommendation: KMA recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Parks

KMA audited the following parks:

Bell Rock Memorial Park

Coytemore Lea Park

Devir Park

Fellsmere Park & Pond

O'Connell Park

Pine Banks Park & Dog Park

Tartikoff Park

Traffon Park & Dog Park

Wallace Park

When provided, the parks lacked accessible parking, accessible routes to amenity features, and accessible seating.

Recommendation: KMA recommends mitigating all the barriers identified in at least one park per district within the next one to three years with priority going to the park that has the highest use/ traffic and parks with unique amenity features, especially the memorials that are utilized for City events, skateparks, and dog parks.

Recreation Department

The mission of the Recreation Department is to provide safe, quality and affordable programs to residents of all ages, cultures and abilities. Staff members are qualified professionals and volunteers are dedicated to serving the diverse Malden community with excellence and pride. They offer the following programs:

<i>Open Gym</i> -Youth Open Gym -Malden Police Collaboration	<i>Adaptive Sports</i> -Unified Hoops -Unified Kickball	<i>Malden Youth Basketball</i> -Summer Recreation League -Winter Recreation League
<i>Summer Clinics</i> -Basketball - Tennis -All Sports - Rowing -Volleyball -Field Hockey	July 4th 3 on 3 Basketball Tournament	Play Like A Girl – Malden National Honor Society
Volleyball – 2 Seasons	MS Girls Basketball League	<i>Malden Public Schools Middle School Programs</i> -Girls Volleyball League -Flag Football League -Girls Travel Basketball - Outdoor Track and Field -Inner City Basketball League -Softball/Baseball
Tennis – 4 Seasons	Gymnastics – 4 Season	
Bounce! - Girls Basketball Clinic	Al Locke Basketball League	
Youth Wrestling	Mac Singleton Basketball League	
Youth Girls Softball	Introduction to Yoga	
Adult Men’s Basketball	Tiny Tornadoes Futbol Club	
Pickleball – Play and Tournament	5 th & 6 th Grade Basketball League	
Adult Women Soccer	Adult Women’s Softball	

Their programs are located at City parks, school Gyms, and Macdonald Stadium. Survey responses indicate that while the Recreation Department personnel have received training in the City’s policy of nondiscrimination and effective communication with people with disabilities, they are not aware nor have they received training in the City’s policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, methods of communicating with people with disabilities, providing outreach in a manner that is accessible, or an emergency preparedness plan that addresses the needs of individuals with disabilities.

The Recreation Department offers a wide array of programs to the residents of Malden. It is unclear whether all the programs have been reviewed for accessibility requirements and whether associated staff/ volunteers are aware of the ADA obligations.

Recommendation: KMA recommends implementing the recommendations noted in the Administrative section of this report within the next year. KMA also recommends a review of each program the Recreation Department provides, paying particular attention to the adaptive/unified leagues. Ensure all programs are provided in an accessible manner, at accessible locations, and all staff/ volunteers are made aware of the accessibility requirements within the next six months.

Playgrounds

KMA audited the following playgrounds:

Amerige Park

Anderson Field & Lincoln Commons

Coytemore Lea Park

Devir Park

Forestdale Park (Alex Gentile Memorial Park)

Hunting Field (Linden Park)

Kierstead Park

MacArthur Park or Green Street Park

Miller Park

Newman Park or Ferryway Green

Patchell Park

Pearl Street Park

Pine Banks Park & Dog Park

Roosevelt Park

South Broadway Park (Howard Park)

Tartikoff Park

Traffon Park & Dog Park

Waitts Mount

KMA did not observe any fully accessible play areas in the City of Malden. Additionally, many of the Public Survey responses indicated concerns with City playground accessibility. The play areas lacked an accessible route, an accessible play surface, accessible play features, accessible seating, and accessible parking spaces. It is also unclear which department oversees the City's playgrounds and whether they are aware of the accessibility obligations.

Recommendation: KMA recommends providing at least one fully accessible playground within each district in the next one-three years with priority going to the one with the highest use. Traffon Park & Dog Park had a playground under construction at the time of our audit. Ensure any modifications to existing play areas or newly constructed play are done in compliance with the 2010 ADA Standards. Information regarding the accessible playgrounds should be disseminated to residents and available on the City website. For information on accessible play area requirements please see: <https://www.access-board.gov/attachments/article/1369/play-guide.pdf>.

Police Headquarters

The Police Headquarters building is located at 800 Eastern Ave and was constructed in 2016. The site consists of surface parking with four designated accessible spaces, and a two-story building that consists of administrative offices, a reception area, an employee gym, employee locker rooms, an employee break room, holding cells, toilet rooms, and typical police function areas. Principal barriers identified include:

- Accessible parking spaces have slopes >2% and lack signage.
- There are no designated accessible visitor or safe exchange spaces.
- Some thresholds are too high and/ or not beveled at maximum 1:2.
- The entry door automatic door openers were not operational at the time of KMA's audit.
- The employee entry door lacks the required maneuvering clearances.
- Signage is mounted too low and the braille is not in the correct location.
- Hand sanitizer stations are mounted too high.
- Tables lack accessible seating spaces.
- The conference room has controls mounted too high, and the lectern is not accessible.
- Floors lack 'hi' drinking fountains.
- The existing drinking fountains are mounted too low and protrude into the circulation space.
- Toilet rooms have accessible elements that are missing and/ or not mounted in correct locations. Additionally, some toilet rooms lack door maneuvering clearances.
- The processing area lacks the required door maneuvering clearances at the vestibule, has slopes along the accessible route due to the drain, and lacks an accessible bench.
- There are no accessible juvenile cells.
- Accessible cell and employee holding area toilet room sinks and flush controls require more than 5lbs of force to operate.
- The employee breakroom has controls mounted too high, lacks the required knee space at the sink, and lacks the minimum amount of storage within an accessible reach range.
- The accessible route to the elevator is too narrow.
- Employee locker rooms have accessible elements that are missing and/ or not mounted in correct locations.

Recommendation: The public may need to access the juvenile jail cell, providing at least one

fully accessible juvenile jail cell is essential. KMA recommends developing a policy to ensure a juvenile cell can be provided as need in the existing accessible men's/ women's cells. Ensure information on the accessible juvenile jail cell is properly disseminated within the next 6 months.

Since the mitigations noted in the audit report for the areas accessed by the public are relatively minor and the building was recently constructed, KMA recommends mitigating them within the next year.

Police Department

Malden Police Department is tasked with providing a wide variety of public safety needs. Services include firearms licensing, domestic violence advocacy, fingerprinting, police patrol, detectives, investigations, the Citizen Police Academy, the Jr. Police Academy, school resource officer, etc. The Malden Police Department functions out of the Malden Police Headquarters, located at 800 Eastern Ave. Survey responses indicate that Malden Police Department personnel have received training in the City's policy of nondiscrimination, the protocols to respond to reasonable accommodation requests, effective communication with people with disabilities, how to use the Massachusetts Relay Service, and the Department has resources available to respond to requests for auxiliary aids/ services or reasonable modifications in a timely manner. However, the survey responses also indicate that the Department has not received training on providing auxiliary aids and services, they do not have the resources available for auxiliary aids and services, outreach methods do not contain information on how to request auxiliary aids/ services or alternative formats, literature about the programs does not include a statement of nondiscrimination, and they do not have an emergency preparedness plan that addresses the needs of individuals with disabilities. KMA has reached out to Captain Cronin for further clarification regarding how the City's current emergency preparedness plan addresses the needs of individuals with disabilities.

Recommendation: KMA recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Public Facilities Workshop

The Public Facilities Workshop is located at 139 Oliver Street. The site consists of surface parking and a two-story workshop/ storage space that is used by the Facilities Department. There is no public access to this building. Principal barriers identified include:

- Lack of accessible parking
- Lack of accessible entrances.
- Lack of accessible toilet rooms.

Recommendation: Due to the relatively low traffic of this building and no public access, KMA recommends mitigating barriers identified in the audit report as part of routine maintenance, planned alterations or in response to a specific request and as City budget permits within the

next three to five years.

Public Facilities

The Public Facilities Department performs preventative maintenance and upkeep to City buildings and respond to break/ fix/ repair requests of various departments in the city. Their office is located at City Hall and they have a workshop at 139 Oliver Street. The Public Facilities Department does not work directly with the public. Survey responses indicate that while the Public Facilities Department personnel have an emergency preparedness plan that addresses the needs of individuals with disabilities, they have not received training in the City's policy of nondiscrimination and they are not aware nor have they received training in the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, or providing outreach in a manner that is accessible. Public Survey responses indicate concerns related to the maintenance of accessible features, such as elevators and automatic door openers.

Recommendation: KMA recommends developing a policy to ensure accessible elements are regularly serviced within the next six months. KMA recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Public Library

The Malden Public Library is located at 36 Salem Street and operates as a non-profit corporation with partial city support. The main library contains stacks, toilet rooms, study areas, and an activity room. The library connects to the historic Converse Memorial Building which contains an art gallery, special collections, and a rentable meeting room. There is an elevator serving all floors in the main library with floors connecting to the historic wing. KMA did not audit employee areas as they were restricted due to the current COVID-19 pandemic. KMA was also informed that the employees of the Library are not City employees. The principal barriers identified include:

- The main entrance lacks a level landing, has controls mounted too high, and lacks a door that provides minimum 32" of clear width.
- Tactile/ braille signage is mounted too high.
- Tables and desks lack the required knee clearance for a forward approach.
- The information desk is mounted too high.
- The floor lacks hi-lo drinking fountains.
- Thresholds are too high.
- Toilet rooms have hand dryers that protrude into the circulation space, and lack some of the required door maneuvering clearances.
- The program room sink is mounted too high.

- The children's room toilet room has accessible elements that are missing and/ or mounted in incorrect locations.
- The Quiet Study Room door lacks the required maneuvering clearances.
- The ramp to the special collections is too steep, lacks a level landing, and lacks the required handrail extensions.
- The meeting room stage is not located on an accessible route.
- The vertical lift lacks a level landing and the required door maneuvering clearances.

Recommendation: Due to the high traffic of the Library, KMA recommends mitigating all the barriers identified in the audit report within the next one to three years. In the next year, KMA recommends modifying the main entrance, lowering the tactile/ braille signage, providing accessible tables/ desks in each separate location, designating the toilet rooms as unisex and modify at least one per floor to be fully accessible, and developing a policy that ensures the public is not required to travel along the inaccessible ramp or use the lift. KMA understands the Library received a grant in February 2020 to install automatic doors at the entry. This project is expected to be completed by the end of 2020 and would address some of the entry concerns identified in our audit report.

Malden Public Library Department

The Malden Public Library Department's mission is to provide open access to information and to promote love of reading and lifelong learning to Malden residents. They provide library services and art galleries to Malden residents. The Malden Public Library is located in two buildings at 36 Salem Street: an 1885 HH designed building on the National Historic Register and a 1994 modern addition. Survey responses indicate that the lack of automated front doors as a significant operational barrier and they have received complaints about the front entrance. However, in February, the Library was awarded a grant to increase accessibility of the buildings by installing automated front doors. This project is expected to be completed by end of 2020. Public Survey responses also indicate that the accessible parking serving the Library (although not owned by the Library) requires extensive travel and is not accessible to people with disabilities.

The Library Department provides separate accessibility services for the visually impaired through the Perkins Braille and Talking Book Library. Survey responses indicate that Malden Public Library Department personnel have received training in the City's policy of nondiscrimination, have received training on providing auxiliary aids and services, have the resources available for auxiliary aids and services, have training on how to use the Massachusetts Relay Service, and the Department has resources available to respond to requests for alternative formats in a timely manner. However, the survey responses also indicate that the Department has not received training in the protocols to respond to reasonable accommodation requests or effective communication with people with disabilities, outreach methods do not contain information on how to request auxiliary aids/ services or alternative formats, literature about the programs does not include a statement of

nondiscrimination, the Department does not have resources available to respond to requests for auxiliary aids/ services in a timely manner, and they do not have an emergency preparedness plan that addresses the needs of individuals with disabilities.

Recommendation: KMA recommends completing a parking study within the next 6 months to see whether providing closer accessible parking spaces at the Library is feasible. KMA also recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Schools

KMA reviewed the following school buildings:

Beebe School (also used for voting)

Early Learning Center (also used for voting)

Ferryway School (also used for voting)

Forestdale School (also used for voting)

Linden STEAM Academy

Malden High School

Salemwood School (also used for voting)

School Administration (Future Location)

The schools are places of education for students ranging from elementary-high school. They include typical school function areas such as classrooms, labs, cafeterias, gyms, sports fields, and playgrounds. KMA also reviewed the future location for the School Administrative Offices, which includes various office/ administrative spaces, toilet rooms, and kitchenettes. The principal barriers identified include:

- Lack of accessible parking.
- Where provided, accessible parking spaces have slopes >2%, have signage that is missing and/ or mounted too low, and are not dimensionally compliant.
- Exterior walkways, plazas, and curb ramps with non-compliant slopes and changes in level.
- Ramps lack handrail extensions, have slope issues, and lack level landings.
- Playgrounds lack ground level play equipment and accessible surfaces.
- Counters are mounted too high.
- Thresholds are too high.

- Telephones, coat hooks, defibrillators, paper towel dispensers, and intercoms are too high.
- Objects protrude into the circulation spaces such as phones, hand sanitizers, defibrillators, and fire alarms.
- Unique classroom controls are too high.
- Shelves and storage facilities are not within an accessible reach range.
- Stairs lack the required handrail extensions. Some stairs lack the required headroom below.
- Tables, workstations, and desks lack the required knee clearance for a forward approach.
- Sinks lack the required knee/toe clearance for a forward approach. Some sinks are mounted too high.
- Doors lack the required maneuvering clearances.
- Auditoriums and gyms lack accessible seating.
- Drinking fountains are missing and/ or not mounted in compliant locations.
- Tactile/ braille signage is mounted too high, the braille is not mounted in the correct location, and the signage is not always mounted on the latch side of the door.
- Toilet rooms and locker rooms have accessible elements that are missing and/ or not mounted in correct locations. Some toilet rooms lack the required door maneuvering clearances.
- Gate hardware is mounted too high.
- The future School Administrative Office building lacks accessible entrances due to slopes, lack of door maneuvering clearances, and changes in level.
- The future School Administrative Office building elevator and lift are not compliant.
- There is no accessible route to the lower level of the School Administrative Office building.
- Multiuser toilet rooms in the future School Administrative Office building are not on an accessible route and lack the required footprint for an accessible toilet room.
- The Salemwood Fieldhouse does not have an accessible route to the upper level.

Recommendation: Due to the high traffic at the School buildings for City events and the fact that the buildings also serves the student population of the City, KMA recommends mitigating all the barriers identified in the audit report within the next one to three years. In the next year, KMA recommends prioritizing mitigations to the exterior areas due to their high visibility and use, the toilet rooms, and at least one of each type of unique classroom per school. Where policies are developed, KMA recommends ensuring information is disseminated to the

public, students, and staff as required.

Due to the volume and types of issues identified, KMA recommends making modifications to the future School Administrative Office building, prior to the move to this location.

Recreation Department

The Recreation Department offers programs at school gymnasiums. See Parks section above for more information on the Recreation Department.

School Department

The School Department oversees all the schools within the City of Malden. This includes five K-8 schools, one preschool, and 1 high school. They provide educational services to residents of Malden. Survey responses indicate that the schools offer separate programming to accommodate students with disabilities. Survey responses indicate that the School Department personnel have received training in the City's policy of nondiscrimination and they are aware/ have received training in the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, providing outreach in a manner that is accessible, or an emergency preparedness plan that addresses the needs of individuals with disabilities. Survey responses also indicate that School Department personnel have not received training on how to use the Massachusetts Relay Service.

Recommendation: KMA recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Senior Community Center & Teen Center

The Senior Community Center & Teen Center is located at 7 Washington Street. The site consists of one two-story building, surface parking with three designated accessible parking spaces, and a bocce court. The Senior Center auditorium is also used for voting. Principal barriers identified include:

- The building lacks an accessible drop off area.
- The curb ramp lacks a level landing.
- The accessible parking spaces have signage mounted too low and slopes >2%.
- The gym entrance lacks a level landing.
- The exterior walkway at the entrance on Washington Street has cross slopes >2%.
- Stairs lack the required extensions.
- Controls such as intercoms, information centers, fire extinguisher boxes, and paper towel dispensers are mounted too high.
- Interior doors lack the required minimum 10" of smooth surface along the bottom of the push side and require >5lbs of force to open.
- Tables and workstations lack the required knee/ toe clearance below for a forward approach.
- Drinking fountains are mounted too low and protrude into the circulation space.
- Toilet rooms have accessible elements that are missing and/ or not mounted in correct locations. Some toilet rooms lack the required door maneuvering clearances.

- The staff office toilet room and the dining multiuser toilet room lack the required footprint for an accessible toilet room.
- The auditorium has a ramp with some minor non-compliant features, has stairs to the stage that lack handrails, has headroom clearance issues at the angled walls, and has ticket windows mounted too high.
- The arts and crafts room door lacks the required maneuvering clearances.

Recommendation: Due to the high traffic of the Senior Community Center and the age of its intended users, KMA recommends mitigating all the barriers identified in the audit report within the next one to three years. KMA recommends prioritizing the exterior parking, exterior accessible routes, and the auditorium areas used for voting due to their high visibility within the next year. In the next six months, develop a policy and provide directional signage at the inaccessible toilet rooms to notify the public of the nearby accessible toilet rooms and provide accessible tables in each unique space with priority going to those spaces with the highest use. Also consider exploring how to provide more adjacent accessible garage parking spaces, as there have been complaints regarding the distance to the building from the adjacent garages. KMA does not believe these garages are municipally owned.

Human Services

The Human Services department consists of Youth Employment, Housing & Homelessness and the operation of the Senior Center. They provide senior activities including meals, fitness, entertainment, and transportation, a youth employment program, and resources for housing and homelessness to residents of Malden. The Human Services Department is located at the Senior Community Center and Teen Center on Washington Street in Malden. Survey responses indicate that parking at the Senior Center has been a barrier for seniors since the closest parking garages are a distance away and cannot be utilized by seniors with disabilities. This was also reflected in the Public Surveys. The Human Services Department also notes that there are a few doors in the Senior Center bathrooms that could use updating with electronic doors. The Human Services Department has received feedback regarding these issues, which were also reviewed during our facility audits. The Human Services Department provides a transportation service through SCM, which has the ability to transport people using wheelchairs. Administrative Survey responses indicate thorough reviews occur to confirm transportation is continuing to be provided in an accessible manner. Survey responses indicate that materials about the Human Services Department include a notice of nondiscrimination and an emergency preparedness plan for their facilities that specifically addresses the needs of individuals with disabilities has been established. However, Human Service Department personnel have not received training in the City's policy of nondiscrimination, they are not aware of the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, or providing outreach in a

manner that is accessible.

Recommendation: KMA recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Malden Teen Enrichment Center (MTEC)

The Malden Teen Enrichment Center provides a safe and free place for Teen's of the City of Malden to come for enrichment programs. They offer several programs including tutoring, a public speaking course, movie nights, book clubs, and some music lessons. MTEC is located at the Malden Senior Community Center and Teen Enrichment Center on Washington Street. Survey responses indicate that the MTEC personnel have not received training in the City's policy of nondiscrimination and they are not aware nor have they received training in the City's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, or communicating with people with disabilities. However, their methods of outreach do contain information on how to request auxiliary aids/ services and alternative formats and they are aware of an emergency preparedness plan that addresses the needs of individuals with disabilities.

Recommendation: KMA recommends implementing the recommendations noted in the Administrative section of this report within the next year.

Sports Facilities

KMA observed the following sports facilities:

Amerige Park

Anderson Field & Lincoln Commons

Callahan Park

Coytemore Lea Park

Devir Park

Forestdale Park (Alex Gentile Memorial Park)

Hunting Field (Linden Park)

Kierstead Park

MacArthur Park or Green Street Park

Macdonald Stadium

Maplewood Park

Miller Park

Newman Park or Ferryway Green

Patchell Park

Pearl Street Park

Pine Banks Park & Dog Park

Roosevelt Park

South Broadway Park (Howard Park)

Traffon Park & Dog Park

Waitts Mount

KMA did not observe any fully accessible athletic facilities in the City of Malden. Athletic facilities lacked accessible routes, accessible parking, accessible seating, accessible concessions, an accessible field house, accessible bathrooms, and accessible gates.

Recommendation: Due to the intensive use of the Malden athletic facilities, KMA recommends providing accessible athletic facilities within the next one to three years. At least one of each type of athletic facility (e.g. baseball field, tennis court, basketball court, track, etc.) should be made accessible, with priority going to those with the highest use.

Additionally, KMA did not observe any accessible portable toilets at the athletic facilities. If provided, ensure at least one accessible portable toilet serving each athletic facility will be installed and designated as unisex within the next year. Ensure the accessible portable toilet is located on an accessible route.

Recreation Department

The Recreation Department offers programs at Macdonald Stadium. See Parks above for more information on the Recreation Department.

Trails

KMA observed the following trails:

High Rock

Northern Strand Community Trail

Pine Banks Park & Dog Park

Waitts Mount

KMA did not observe any fully accessible trails in the City of Malden. They generally lacked accessible parking spaces (if parking was provided) and accessible routes to the trail/ seating areas. It is unclear which Department oversees the City's trails and whether they are aware of the accessibility obligations.

Recommendation: KMA recommends reviewing the ADA obligations and including City Trail personnel in departmental trainings within the next six months. In the next one to three years, provide at least one trail with accessible parking and a route to the trailhead, with priority going to the one that has the highest use.

SECTION 5: SUMMARY OF PUBLIC SURVEY RESPONSES

KMA developed an online public comment survey to get input from citizens of the City of Malden regarding their ideas and concerns about the accessibility of the City programs and facilities. The survey was made up of five questions that ranged from asking about the ease of use of City facilities/buildings to whether residents understand where to go to request an accommodation. The survey was distributed on the City's email, website, and social media pages. KMA received 137 online responses, 4 of which are currently being translated by the City. The focus of the responses was on the physical/structural accessibility of the City. A complete record of all the Public Survey Responses can be found in the *Appendix*. The principal issues raised in the survey responses include:

1. Comments to the survey acknowledge a general need for the City to make accessibility improvements.
2. The City's playgrounds are brought up several times for their inaccessible features.
3. The maintenance of accessible features was brought up several times for things like inoperable elevators and automatic door openers and snow removal obstructing required accessible routes/ curb ramps.
4. Some comments mentioned the accessible parking spaces are located too far from the Senior Center and Library.
5. Many of the respondents do not know how to request City materials in an alternate format or how to request an accommodation.
6. The City lacks accessible sidewalks and curb ramps, due to deteriorating conditions.
7. Some residents have had difficulty getting information on a City service, program, or event.
8. The Oak Grove Community Building was brought up several times. It appears that this building is currently closed to the public and requires significant accessibility upgrades. KMA did not review this building during our audits.

SECTION 6: PRIORITIZATION PLAN

This section lists out the recommendations noted in Section 4 and the *Findings and Recommendations* document by priority.

Immediate priority:

1. 114 Center Street – Fire Services Facility Review
2. City Council/ IT/ Legal SETP Survey Responses
3. Community Garden Department Training
4. Covid-19 Response Review
5. Documents & Publications Review
6. Engineering Department – Construction Site Policy
7. Grievance Policy Updates
8. Fire Station Policies for alternative access to 2nd floor of Station 1 and Station 3 tour route
9. Meetings at Accessible Locations Policy
10. Police Headquarters – Accessible Juvenile Jail Cell Policy
11. Polling Location Facility Review
12. Public Facilities – Maintenance of Accessible Features Policy
13. Public Library Accessible Parking Study
14. Public Notice Posting
15. Public Works – Snow Removal Policy
16. Recreation Department Program Review
17. Senior Center Signage/ Tables/ Accessible Parking Study
18. Service Animal Policy
19. Staff Training on the City’s Policy of Nondiscrimination
20. Title III Entities using City Facilities Contract Language
21. Trails Department Training
22. Use of Contractor Language

High Priority: 6 Months to 1 Year

1. Alternative Format Assessment
2. Auxiliary Aids and Services Assessment
3. City Hall - raising the tactile/ braille signage, installing kick plates at glass doors, replacing/ relocating the bathroom hand dryers, modifying the multiuser toilet rooms,

and lowering the service counters

4. Emergency Preparedness Review
5. Human Resources Review
6. MRA Program Review
7. Parking Department Architectural Barrier Removal
8. Police Headquarters Architectural Barrier Removal
9. Public Library - modifying the main entrance, lowering the tactile/ braille signage, providing accessible tables/ desks in each separate location, designating the toilet rooms as unisex and modify at least one per floor to be fully accessible, and developing a policy that ensures the public is not required to travel along the inaccessible ramp or use the lift.
10. Reasonable Modifications of Policies Guidance
11. Schools – modifications to exterior areas, the toilet rooms, and at least one of each type of unique classroom per school.
12. Senior Center – modifications to exterior parking, exterior accessible routes, and the auditorium areas used for voting.
13. Engineering Department Sidewalk Analysis
14. Sports Facilities – Accessible Portable Toilets
15. Training for Staff
16. Website Comprehensive Review and Update

Medium Priority: 1 to 3 Years

1. City Hall Architectural Barrier Removal
2. Community Garden Architectural Barrier Removal
3. Fire Station Architectural Barrier Removal to Public Spaces
4. Public Library Architectural Barrier Removal
5. Park Architectural Barrier Removal
6. Playground Architectural Barrier Removal
7. School Architectural Barrier Removal
8. Senior Center Architectural Barrier Removal
9. Sports Facility Architectural Barrier Removal
10. Trail Architectural Barrier Removal

Long-term Priority: 3 to 5 Years

1. City Yards Architectural Barrier Removal
2. Fire Station Architectural Barrier Removal to Employee Spaces
3. Forest Dale Cemetery Offices Architectural Barrier Removal

Priority TBD

1. School Administration Building Architectural Barrier Removal (based on move-in date)

SECTION 7: SUMMARY OF RESPONSES TO DRAFT REPORT

Subsequent to submitting our DRAFT Report, we received the following correspondence that has been included into this final version of the report:

1. The 2008 Oak Grove Community Center MOD Review, which has been included into the Appendix of this report.
2. A completed IT Department Survey, which has been incorporated into the applicable sections of this report.
3. A completed Legal Department Survey, which has been incorporated into the applicable sections of this report.
4. KMA had a phone conversation with Glen Cronin, the Malden Police Department Patrol Commander and Emergency Management Director, regarding developing an emergency preparedness plan that addresses the needs of individuals with disabilities. KMA sent the following resources:

ADA Best Practices for Emergency Management:

<https://www.ada.gov/pcatoolkit/chap7emergencymgmt.htm>

ADA Checklist for Emergency Management:

<https://www.ada.gov/pcatoolkit/chap7emergencymgmtadd1.htm>

Massachusetts Accessible Emergency Management

<https://www.mass.gov/doc/access-functional-needs-resource-guide/download>

5. A completed *Malden SETP Findings & Recommendations* document with City comments regarding project timelines and parties responsible. KMA met with the City's Building Inspector and Building Commissioner via Zoom on 03.17.2021 prior to the completion of this document. It is KMA's understanding that the City will continue to update this document going forward.

APPENDIX

PROPERTIES LIST

GRIEVANCE POLICY

PUBLIC NOTICE OF ADA COMPLIANCE

SAMPLE EVENT LANGUAGE

WEBSITE ANALYSIS

FUNDING RESOURCES

SURVEY FORMS

Administration

Departments

Employment

Public

COMPLETED SURVEYS

DEPARTMENT SURVEY RESPONSE TABLE

PUBLIC SURVEY RESPONSES

ACCESS AUDIT REPORTS

FINDINGS & RECOMMENDATIONS

**2008 OAK GROVE COMMUNITY BUILDING
MOD REVIEW**

PROPERTIES LIST

According to the list of properties submitted by the City on 08.17.2020, Malden provides municipal programs and services at the following locations:

Recreation Facilities	
Property	Address
Bell Rock Memorial Park	Wigglesworth & Main St
Callahan Park	Pearl St
Devir Park	Fellsway & Malden St
MacArthur Park or Green Street Park	Green & Wadsworth St
Macdonald Stadium	Pearl St
O'Connell Park	West & Medford St
Pearl Street Park	Pearl St & Malden St
Forestdale Park (Alex Gentile Memorial Park)	70 Sylvan St, Malden, MA
Newman Park or Ferryway Green	150 Cross St, Malden, MA
Wallace Park	403 Pleasant St, Malden, MA
Hunting Field (Linden Park)	29 Wescott St, Malden, MA
Roosevelt Park	529 Salem St, Malden, MA
Amerige Park	Fellsway E & Highland Ave
Coytemore Lea Park	Mountain Ave
Fellsmere Park & Pond	West Boarder Rd & Savin St
Patchell Park	Glen Rock Rd
Pine Banks Park & Dog Park	1087 Main St, Malden, MA
Waitts Mount	Leonard St
Anderson Field & Lincoln Commons	Cross & Bryant St
Community Garden	Faulkner & Bryant St
High Rock	High Rock Rd and Rockingham St
Kierstead Park	Eastern Ave & Short St
Maplewood Park	Maplewood St
Miller Park	Harvard St
South Broadway Park (Howard Park)	Maplewood & Broadway St
Tartikoff Park	Willow & Lyme St

Trafton Park & Dog Park	Jacob & Granite St
Northern Strand Community Trail	Malden-Everett
Buildings	
Property	Address
Fire District 1 Station - Headquarters	1 Sprague St, Malden, MA
Fire District 3 Station - Westside	332 Pleasant St, Malden, MA
Fire District 4 Station	5 Overlook Ridge, Malden, MA
School Administration (Future Location)	110 Pleasant St, Malden, MA
City Yards (Public Works)	356 Commercial Street
Police Headquarters	800 Eastern Ave, Malden, MA
Public Facilities Workshop	139 Oliver Street
Senior Community Center & Teen Center	7 Washington St, Malden, MA
City Hall Building	215 Pleasant St, Malden, MA
Parking Department	7 Jackson Street
Public Library	36 Salem St, Malden, MA
Forest Dale Cemetery Offices and Garage	152 Forest Street
Schools	
Property	Address
Ferryway School	150 Cross St, Malden, MA
Forestdale School	74 Sylvan St, Malden, MA
Malden High School	77 Salem St, Malden, MA
Beebe School	401 Pleasant St, Malden, MA
Early Learning Center	257 Mountain Ave, Malden, MA
Linden STEAM Academy	29 Wescott St, Malden, MA
Salemwood School	529 Salem St, Malden, MA

MALDEN GRIEVANCE POLICY



ADA Grievance Policy

The following procedures are established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs and benefits of the City of Malden. These procedures do not supersede applicable employee grievances rights in collective bargaining agreements.

1. The complaint, grievance, or request for program policy interpretation and/or clarification should be in writing and include the name, address and telephone number of the complainant with the location and description of the problem (*a form is available*). The complainant may remain anonymous, if he/she so chooses. Reasonable accommodations, such as personal interview, tape recording or other alternative means of filing, will be made available for persons who are unable to submit a written complaint.
2. The complaint should be submitted by the complainant and/or his/her designee as soon as practicable but no later than 60 calendar days after the alleged violation to:

**Office of the Mayor
ATTN: Maria Luise, ADA Compliance Officer
215 Pleasant Street
Malden, MA 02148**

or emailed to: mluise@cityofmalden.org
Telephone contact: Maria Luise at 781-397-7000, Ext. 2005

3. Within 14 calendar days after receipt of the complaint, the ADA Compliance Officer will meet with the complainant to discuss the issues and possible resolution. The Officer may reach out to the Human Rights Commission or the Disability Commission for advice and assistance. Within 14 calendar days after the meeting with the complainant, the Officer will respond in writing or in a format that is sensitive to the needs of the recipient, i.e. verbally, an audiotape, enlarged type face, etc. Copies of the complaint and response will be forwarded to the appropriate City departments.
4. If the grievance is not resolved at this level, the complainant and/or his/her designee may appeal the decision of the ADA Compliance Officer to a designee of the Malden City Council within 14 calendar days after receipt of the response. The City Council President shall appoint a designee of the City Council to meet with the complainant to review the complaint and discuss possible resolutions. Within 14 calendar days after the meeting, the City Council designee will respond with a **final** resolution, in writing, or in a format that is sensitive to the needs of the recipient, i.e. verbally, an audiotape, enlarged type face, etc. Copies of the response will be forwarded to the appropriate City departments.
5. All written complaints, responses, appeals and other documentation shall be kept by the City of Malden for at least 3 years.



ADA Grievance Complaint Form

Name: _____

Address: _____

Telephone: _____ Email: _____

Location of Violation: _____

Date of Violation: _____

Description of Complaint *(please attach additional sheets, if necessary)*:

Send to: Office of the Mayor, ATTN: Maria Luise, ADA Compliance Officer, 215 Pleasant Street, Malden, MA 02148 or mluise@cityofmalden.org.

Complainant will be contacted to schedule a meeting with the ADA Compliance Officer.

PUBLIC NOTICE OF ADA COMPLIANCE



AMERICANS WITH DISABILITIES ACT (ADA) COMPLIANCE NOTICE

The City of Malden does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services or activities. The City of Malden does not discriminate on the basis of disability in its hiring or employment practices.

This Notice is provided as required by Title II of the Americans with Disabilities Act 1990.

Questions, concerns, complaints or requests for additional information regarding the Americans with Disabilities Act may be forwarded to the City of Malden's designated ADA Compliance Officer by email to mluise@cityofmalden.org or my mail to:

Maria Luise, ADA Compliance Officer
Office of the Mayor
215 Pleasant Street
Malden, MA 02148

Telephone contact: 781-397-7000, Ext. 2005

Individuals who need accommodations and auxiliary aids for effective communication in programs and services of the City of Malden are invited to make their needs and preferences known to the ADA Compliance Officer.

Sample notices:

Long

Americans with Disabilities Act

(Name of Public Entity) does not discriminate on the basis of disability in its services, programs, or activities.

Employment: (Name of Public Entity) does not discriminate on the basis of disability in its hiring or employment practices and complies with the ADA title I employment regulations.

Effective Communication: (Name of Public Entity) will, upon request, provide auxiliary aids and services leading to effective communication for people with disabilities, including qualified sign language interpreters, assistive listening devices, documents in Braille, and other ways of making communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: (Name of Public Entity) will make reasonable modifications to policies and procedures to ensure that people with disabilities have an equal opportunity to enjoy programs, services, and activities. For example, people with service animals are welcomed in (Name of Public Entity) offices, even where pets and other animals are prohibited.

Requests: To request an auxiliary aid or service for effective communication, or a modification of policies or procedures contact (ADA Coordinator name and contact information) as soon as possible, preferably XX days before the activity or event.

Complaints: Send complaints to (ADA Coordinator name and contact information).

Short

Americans with Disabilities Act

The (Name of Public Entity) does not discriminate on the basis of disability in its programs, services, activities and employment practices.

If you need auxiliary aids and services for effective communication (such as a sign language interpreter, an assistive listening device or print material in digital format) or reasonable modification to programs, services or activities contact the ADA Coordinator as soon as possible, preferably XX days before the activity or event.

A grievance procedure is available to resolve complaints.

Upon request, this notice is available in alternative formats such as large print or Braille.

(ADA Coordinator name and contact information)

SAMPLE EVENT LANGUAGE

For additional information or to request accommodations to participate in this meeting (event) contact (###) ###-#### or MA Relay 711 or email AppropriatePerson@address.org. Meeting materials in alternate formats can be made available upon request. Notification 72 hours prior to the meeting will allow the City to make reasonable arrangements to ensure accessibility to this meeting. Note, the (meeting location) is an accessible facility.

WEBSITE ANALYSIS

See attached *City of Malden WCAG2_1 Accessibility Evaluation CCB Reviewed*.

FUNDING RESOURCES

Municipal Americans with Disability Act (ADA) Improvement grant

The Massachusetts Office of Disability (MOD) offers a project grant, the [Municipal Americans with Disability Act \(ADA\) Improvement grant](#), for cities and municipalities that have an SETP in place; this grant can be used for the removal of architectural barriers or barriers to communication.

Project examples include but are not limited to increasing both physical access and programmatic access through the addition of features such as: ramps, elevators, power lifts and Limited Use/Limited Application (LULAs), signage, communication access devices, curb cuts, and/or any other features that are designed to improve architectural access/or programmatic access.

Note: Municipalities must be members, or willing to become members, of the State's [Community Compact Cabinet](#) (CCC) to apply for project grants. Municipalities that have selected the "[Public Accessibility Best Practice](#)" option will increase their grant score. By selecting the "Public Accessibility Best practice" option, municipalities commit to completing an Americans with Disabilities Act (ADA) Self-Evaluation and Develop a Transition Plan or to strive for the [Universal Participation](#) (UP) designation from the Mass Cultural Council, which aims to increase accessibility at cultural facilities.

Grant [application](#) (online) opens in August and closes in October. Grants are awarded or denied in December.

Community Development Block Grant (CDBG)

Community Block Grants are available to municipalities with fewer than 50,000 residents who do not receive Community Development Block Grant (CDBG) funds directly from the federal Department of Housing and Urban Development (HUD). Communities can apply for funds to cover a variety of projects that include the removal of architectural barriers to allow access by

persons with disabilities. A community that applies for an architectural barrier removal grant must complete a grant application that delineates a SETP or a Memo of Understanding that is co-signed by the Department of Housing and Development and the Department of Justice. The community must also state that it will complete an SETP within five years of the signing.

Grant [application](#) (online) opens in December and closes in March. Applicants must register with the State of Massachusetts CDBG Grant Management System.

[CDBG Technical Assistance Guide for Architectural Barrier Removal](#)

SURVEY FORMS

A. ADMINISTRATION

City of Malden MA

ADA Self Evaluation & Transition Plan: Administration Survey

Name of Individual filling out this form:

Position:

Phone:

Email:

Policy/Procedure	Yes	No	N/A	Comments
A. GENERAL PROCEDURES				
1. Has an employee been appointed to coordinate the public entity's ADA obligations - ADA Coordinator? (Required if 50 or more employees.)				Name and title
a. ADA Coordinator has received ADA training.				Please provide date of last training
2. A Grievance Policy and Procedure has been adopted to resolve disability related complaints? The policy includes the name and contact information of the employee responsible for receiving and processing discrimination complaints. _				Please attach
a. The Grievance Policy is posted in conspicuous locations in all City buildings.				Name and contact info
b. The Grievance Policy has been distributed to all department heads, boards and commissions.				

3. Surcharges are not imposed to recover the cost of accommodations, effective communications services or accessibility features.				
4. Procedures are established to assure meetings (including Boards and Commissions), hearings, workshops, and conferences, are held in accessible locations.				Please describe
5. List any licenses or certifications issued by the City (liquor, restaurant, etc.) and indicate whether the application process has been reviewed to ensure that qualified persons with disabilities are not screened out:				
a.				
b.				
c.				
d.				
B. NOTIFICATION				
1. Public Notice of ADA compliance has been developed and is visibly posted in public spaces of municipal facilities, in publications and digital media including:				Please attach
a. Building entrances/lobbies, bulletin boards and gathering places				
b. Home page of the City's website and other pages where information about disability services, public events and facility accessibility is displayed				
c. Employee handbooks and manuals				
d. Event posters, flyers, program brochures and announcements				

e. Program announcements (in abbreviated form)				
2. Appropriate staff have received training regarding:				Please describe how this is accomplished.
a. the City's policy of nondiscrimination,				
b. how to respond to requests for reasonable modifications,				
c. their roles and responsibilities in providing auxiliary communication aids and services,				
d. the available resources for providing auxiliary aids and services,				
e. effective communication with people with disabilities.				
f. Use of the Massachusetts Relay Service to make and receive calls.				

C. REASONABLE MODIFICATIONS OF POLICIES

1. The City has a process for responding to requests for modifications to policies or practices if the modification is necessary for a person with a disability to participate?				
a. The process includes criteria for determining whether a modification would fundamentally alter the nature of the program.				

D. SERVICE ANIMALS				
1. The City has a written policy regarding service animals in municipal facilities.				Please attach
E. USE OF CONTRACTORS				
1. The City has included language in its contracts to ensure that contractors are aware of their obligations to facilitate the participation of persons with disabilities in programs and activities the contractor operates on behalf of the City.				Please attach sample language
2. The City has developed a procedure to disseminate information about ADA requirements to contractors.				Please describe how this is accomplished.
F. TRANSPORTATION				
1. The City provides or contracts for transportation services. (If the answer is no, skip the rest of this section)				
2. The City or contractor has procedures for responding to requests from persons with disabilities to provide schedule and route materials in a timely manner in an accessible form.				
3. The City or contractors have procedures to provide information with no delay nor additional cost to persons with disabilities. _				
4. The City or contractor provides training and testing to assure employees are fully qualified to serve passengers with disabilities. _				
5. The City or contractor has a policy that requires regular and frequent checks of lifts, as well as other access-related equipment or vehicles. _				
G. COMMUNICATIONS				



<p>1. There is a policy requiring and implementing procedures for making Auxiliary Aids and Services available to persons who are deaf or hard of hearing and people who are blind or have limited sight.</p>				
<p>a. All program announcements include information about how to request an auxiliary aid or service.</p>				
<p>b. Sound amplification and assistive listening systems are available and maintained in assembly/meeting spaces and performance areas.</p>				
<p>c. The City has a procedure to ensure that qualified interpreters are provided in an expeditious manner when requested in advance at meetings, hearings, interviews, conferences or public appearances by City officials.</p>				
<p>2. The City has the resources necessary to provide materials in alternative (to traditional print) formats including large print, audio and/or scanned material for use with screen readers,</p>				<p>Please describe how this is accomplished.</p>
<p>3. Where phone numbers are provided as a means of contacting the municipality, an alternative means of communication (e.g. TTY number or email) is also provided.</p>				
<p>a. TDD numbers or telephone relay numbers been added to all The City directories, pamphlets, brochures, letterhead, etc.</p>				

H. DOCUMENTS AND PUBLICATION				
1. The City has reviewed public documents to eliminate patronizing or stigmatizing language and images.				
I. WEBSITE				
2. Is there a policy regarding the accessibility of the City webpages, that is, in compliance with the W3C Web Content Accessibility Guidelines (WCAG) 2.0 or Section 508 Standards?				
3. Are the staff and contractors who are responsible for webpage and content development aware of the policy and knowledgeable about these standards?				
4. Has the website been tested for compliance with either of these standards?				
a. If yes, have people with disabilities who use screen reading software and other assistive technology participated in the evaluation?				
J. EMERGENCY EVACUATION				
1. Municipal alerts and emergency warnings are sent in multiple formats?_				
2. Emergency evacuation procedures from buildings address the needs of individuals with disabilities_				Please attach a copy of the section of your emergency preparedness plan that addresses individuals with disabilities
3. Emergency personnel are trained in effective communication with people with disabilities.				

If you have any questions, please contact: Katie Denis, kdenis@kmaccess.com



B. DEPARTMENT

Note: this survey was also made available online

City of Malden MA ADA Self Evaluation & Transition Plan: Department Survey

Department Name:

Department Contact Person:

Phone:

Email:

1. Please provide a brief description of your department:
2. Please provide a list of the programs/ services your department provides to residents of the City (licensing, permits, youth soccer, notarization, etc.).
3. Please provide a list of the locations where the programs/ services noted in Question 3 are located.
4. What, if any, do you think may be barriers (architectural, operational, etc.) for individuals with disabilities to access your programs/services?
5. Have you ever received feedback that one of your programs was difficult to access by an individual(s) with a disability? If yes, please describe:
6. Do you charge any user fees related to providing accessibility to you programs? If yes, please describe:
7. Do you offer any separate services, programs or activities for people with disabilities? If yes, please describe:

Note: if there is insufficient space for your response, please add additional sheets.



Service/ Program	Yes	No	N/A	Comment
8. Have department personnel received training in: <ul style="list-style-type: none"> a. the City policy of nondiscrimination, b. protocols for responding to requests for reasonable modifications, c. providing auxiliary communication aids and services, d. available resources for providing auxiliary aids and services, e. effective communication with people with disabilities. f. Use of the Massachusetts Relay Service to make and receive calls. 				
9. What methods of outreach do you use to communicate with the people who live in City and visitors (emails, social media, brochures, print materials, letters, etc.)?				
10. Do your methods of outreach (see #7) alert recipients on how to request auxiliary aids/services and/or materials in alternate formats?				
11. Do materials or literature about your programs and services include a notice about non-discrimination?				
12. If requested, do you have the resources necessary to provide print materials in alternate formats in a timely manner?				
13. If they are requested, do you have access to appropriate auxiliary aids and services (ASL interpreters, assistive listening systems, etc.)?				
14. Does the emergency preparedness plan for your facilities address the needs of individuals with disabilities?				If yes, please describe.

If you have any questions, please contact: Katie Denis, kdenis@kmaccess.com

C. EMPLOYMENT

**City of Malden MA
ADA Self Evaluation & Transition Plan: Employment Survey**

Name of Individual filling out this form:

Position:

Phone:

Email:

EMPLOYMENT				
Policy/ Procedure	Yes	No	N/A	Comments
1. The City has reviewed the following areas to assure that it does not discriminate against persons with disabilities:				Where possible, please attach examples of forms.
• Recruitment advertising				
• Application form.				
• Job descriptions to distinguish between essential functions and marginal functions				
• Leaves of absence, sick leave, or any other leave				
• Medical examinations				
• Protocol is in place to ensure personnel files are managed so that information identifying disability is contained in a separate file.				
• Training programs, both in-house and outside opportunities				
• Performance evaluation forms				

2. Staff who conduct interviews have received ADA training.				
3. Policies/procedures relative to requests for reasonable accommodations have been developed.				
a. Policies/procedures have been communicated to all department heads				
4. The City's Personnel Manual is available in alternate formats.				
5. The City's Personnel Manual contains:				
• a Statement of Nondiscrimination or Equal Opportunity				
• Instructions regarding filing a grievance				
• Instructions regarding requesting a reasonable accommodation.				
6. The City has a procedure for responding to requests for a reasonable accommodation by an applicant or employee. _				

If you have any questions, please contact: Katie Denis, kdenis@kmaccess.com

D. PUBLIC

Note: this survey was also made available online and in 7 languages

City of Malden MA ADA Self Evaluation & Transition Plan: Public Survey

To ensure all City programs and services are accessible to residents and visitors who have disabilities, the City has retained KMA to perform an assessment and develop a strategic accessibility plan. Public input is essential. We would like to hear your ideas and concerns regarding the accessibility of City programs and facilities. Below are 5 questions:

1. Are there City buildings/facilities (building structures, parks, playgrounds, trails, docks, recycling centers, etc.) that you have had difficulty using? If yes, please describe.
2. Have you ever had difficulty getting information about a City program, service or event? If yes, please describe.
3. Do you know how to request City materials in alternate formats (for example, large print or Braille)?
4. Do you know how to request an accommodation (for example, ASL interpreters or assistive listening systems) for City services and events?
5. Any other comments about accessibility?

COMPLETED SURVEYS

See attached:

Malden Admin Survey

Malden Employment Survey

All other survey responses are reflected in the *Malden Department Survey Response Table* document or the *Malden Public Survey Responses* document.

DEPARTMENT SURVEY RESPONSE TABLE

KMA developed this table based on the Department responses to the survey. See attached *Malden Department Survey Response Table* document.

PUBLIC SURVEY RESPONSES

Below is a copy of all the online Public Survey responses we received. Note: the City is currently translating four responses.

Survey Responses:

1. Question: Are there City buildings/facilities (building structures, parks, playgrounds, trails, docks, recycling centers, etc.) that you have had difficulty using?

Responses: 36 yes/ 97 no

Comments:

- Accessible playground structures. Also would like to entertain the idea of a "communication core board" at each school playground and city playground being added to help with communication especially to the non verbal children.
- The Oak Grove Community Building, 6 Grove St, built in 1926/7 is not currently ADA compliant. Citizens using wheelchairs were lifted in and out of the back door to the main floor by manual human power. The exterior front stairs, rebuilt in 2008 were poorly done. The risers are not uniform and the "treads" are not flat and even. Able bodied people need to use the hand railing to be safe ascending and descending. I have witnessed people stumbling up the stairs as well as down. A young woman using crutches struggled to get down those stairs. The fire exit doors on both floors do not have automated door openers. In the past this building was used by the community year round. It's re-opening depends on ADA compliance. Note: This building is on the Massachusetts Historical Register. Architectural plans and specs were drawn up 5 years ago so the building could conform to ADA regulations. Funds have been put aside specifically for improvements to this building. Cotymore Lea Park entrances pose some challenges for wheelchairs due to the steep inclines.
- "Accessible" student bathrooms in some Malden Schools are not truly wheelchair accessible-- no space for turning, sinks not built to access from a wheelchair. Non-ventilated bathrooms for students with medical issues is not accessible. Same for frequently broken or malfunctioning elevators and door switches-- a ramp to a door that someone cannot open is not accessible. Many sidewalks, roads, and curb cuts are crumbled or broken to the extent that wheelchair users cannot use them, even walking people with impaired mobility easily can and do fall. There are no accessible playgrounds in the city. Something suitable for teenagers/young adults with disabilities would also be beneficial-- disabled people age, and many would like to exercise in a recreational manner. Broken Walk/Don't Walk signs in several areas make crossing the street independently impossible for folks with impaired mobility or

sensory disabilities (blind, Deaf, deafblind).

- When dropping leaves & brush at the DPW yard the asphalt is broken creating giant holes & puddles. Parking at our Senior Ctr. is too distant especially in Winter. Disabled spot is not contiguous to the library on Park St., it is across the street.
- Municipal Building: Oak Grove Community Building, built in 1927. The city has closed this building approximately 5 years ago due to a complaint filed with the Massachusetts Architectural Access Board. Plans to address this issue were submitted by the City and approved by the MAAB about 4 years ago. There is almost \$80K set aside specifically for this building for capital improvements. City has been made aware of MOD grants available as well. Yet, nothing has been done to apply for grant, use the funds to make renovations on the approved plans to reopen and make it universally accessible. Instead the Community Building is being used as a storage facility for the city. Previously, the building was used by many civic and non-profits as well as for events and public gatherings. There is pending approval to go forward with a Community Preservation Act application for some additional funds. The Community Building has been recognized as historical, community, social and architectural significance to our City in the areas of Architecture, Community Planning, Education, Politics, Government and Recreation as documented by Form B Inventory on file with the Massachusetts Historical Commission.
- Sometimes the sidewalks in downtown Malden do not have sufficient room for one to pass in a wheelchair due to the restaurants that have outside dining.
- The cement plaza at the Salemwood School is very uneven. It appears to be sinking and pulling away from the building. You have to watch your step so you don't trip.
- Brick sidewalks leading to city hall. Lack of working elevators at T stops.
- Some don't have ramps or ramps are not easy to use
- The playground at the ELC does not have handicap accessible structures for children with disabilities/handicaps
- I don't currently have a disability. However in helping out with Malden River cleanups this year, I find the sandy/gravelly slope between the boat house and dock to be very rutted and hard to navigate. (This is the area behind Malden DPW.) I know this area is locked to the public, and may be fixed up when that whole area is renovated, so perhaps this comment isn't relevant.
- Unable to use any playground or school yards My grandson who is in a wheelchair has to sit alone because there is nowhere for him to go
- City hall
- Handicapped button for doors to open doesn't always work for our student(s) especially in wheelchairs.
- There are plenty of buildings that are not accessible to someone with difficulty walking or in a wheel chair.
- The playground at the Early Learning Center has few opportunities for a child

with physical disabilities/wheelchair.

- Elderly housing in Forestdale is not handicap accessible. The majority of the buildings on Sylvan St., Kimball St. and Forest St. extension need handicap ramps for easy access to the first floor units.
- some of the playground
- No handicap swings
- Only one all accessible park in Malden. Wood chips are not accessible terrain in playgrounds for wheelchairs and modified strollers. There is only one handicapped accessible swing in all of Malden. There should be a swing with a 5 point harness accessible to all children with disabilities.
- The playgrounds at all the schools are not ADA friendly, with children attending the schools that have disabilities and cannot use the current playgrounds in place
- The city added a handicapped parking spot at Fellsmere Pond a year or two ago. That is an improvement. How are the other open spaces / park spaces situated with H/C parking?
- ELC not handicap accessible but this has been going on for years.
- Most playgrounds in the city of Malden are not ADA accessible
- 11 Dartmouth St building does not have a "push to open" button which means that wheelchair users have to wait for someone to open the door for them. I'm sure there are other buildings like this.
- For the most part it appears that City indoor and outdoor facilities are accessible.
- The new city hall does not have HP handicapped spaces easily found, and has no electric door handles that I could find. Snow accumulation in curb cuts and ramps is horrible and plows leave piles in the middle of intersections at times. The schools do not want to give adequate HP parking, has door openers on only two entrances and the parking lot is iced over in the winter. There is more...
- Waites Mountain is covered in broken glass
- I do find that walking with someone in a wheelchair is a challenge and sometimes unsafe. Another of the Sidewalks are not wheelchair friendly.
- The artificial turfed surfaces are too hot. When my children want to play, they do not choose the artificial turf to play on. Even on a day of mild weather, artificial turf heats up a playing surface to uncomfortable temperature, and makes my children feel too hot to run around. This is especially true for younger children closer to the ground. This is especially true in areas where all the trees have also been removed. Part of the function of a park is the cooling function of live grass and shady trees. They actually cool the air. Please do not convert any other play surfaces to artificial turf. It makes the parks unpleasantly hot to use. We value the street trees of Malden for shade and beauty. When these are cut down, it makes getting around more exhausting and difficult in the hot sun. Heat waves are increasing, and we need to maintain our street trees to keep

sidewalk passable and shady on hot days.

- My main difficulty is navigating things that overlap jurisdictions -- for example where MBTA and DCR property intersect with City of Malden property -- and nobody wants to take ownership of it. I'm thinking inaccessible bus stops, areas around both train stations, crosswalks and medians over the Fellsway, and also just crossings around the city that lack audible crossing signals. A really bad one is Clifton and Summer! Also the push buttons at Oak Grove that are brand new don't have the sound working already.
- School playground All parks
- For me personally, no. But the Planet Fitness on Eastern Ave has accessible spots that are faded and there is no automatic door opener. The ramp also seems to need some work.

2. Question: Have you ever had difficulty getting information about a City program, service, or event?

Responses: 40 yes/ 94 no

Comments:

- This question is vague. What kind of information do you mean? Information on accommodating persons with disabilities in conjunction with a City program, service or event? My observation is that only recently have I noticed a posting on a few city meetings where one can contact the ADA Compliance Officer for assistance.
- Information on public events is not often distributed in a manner that is accessible for people with learning and intellectual disabilities, who are often only able to attend free/public events due to systemic ableism. Plain language and visuals are key.
- During the spring, I found it difficult to find information from the city online related to the pandemic. The city website was hard to navigate.
- The website isn't easy to navigate.
- Parking stickers for the West End hard to apply for if not computer savvy. If one loses the "guest" pass, one cannot get a replacement pass. Why do the stickers & passes need a new application every year?
- Even before the pandemic, sometimes it was hard to get anyone to answer the phone.
- Glad to see that we have a Disability Commissioner and an active Disability Commission.
- No idea which programs are available through the city for people with disabilities. More communication is needed
- I do not feel the City of Malden website and the Malden School website is easy to maneuver through or has easily accessible information. I also do not feel it has enough information and at times updated information.

- If the announcements about programs are not in my language, then I can't know about the program.
- Any neighborhood renovations should include the residents who are going to be impacted, for example, the Salemwood Park plan did not include input.
- Communication is somewhat better now, but there are still events/programs that I don't learn about until after the fact.
- Yes was informed meeting that was just starting was not happening
- I have had difficulty obtaining information regarding different programs.
- Sometimes it's complicated & takes too much time to try & find info on the city's website.
- During the power outage in the Forestdale area this summer, residents of the elderly housing complex were informed via a flier that they could call for a ride to the Senior Center cooling center. However, since there was a power outage, residents could not make telephone calls. Not all residents have cell phones. In addition, cell phones do not work inside the apartments on Kimball Street.
- The city website can be difficult to navigate. The "alerts" system has improved general access and notifications. Generally, it seems over time there has been less and less person-to-person access - with no general numbers to call, reduced hours at city hall.
- I don't have Facebook, I miss many events that are posted
- parental testing requests rejected by sped services chair and director
- There is no contact person it is always sent to another department and still no answer
- Lack of publicity for public meetings, particularly in accessible formats
- Awful lack of communication via the school department
- Haven't tried
- I feel like some of our transition services as well as our translation services are difficult to get/get information on.
- The website can be hard to navigate to find information about programs, events and services.
- I couldn't find information about the guidelines for bulk item trash pickup on the city website and had to call the DPW.
- The cities website is very difficult to navigate. Needs to be more user friendly. When you can't even pull up a phone number for say the Mayors office that is less then user friendly. The 311 system has consistent voice mail issues (the city does not get the messages left)
- Not available in enough places
- Been calling city hall for 2 weeks. Left messages no return call. Also when I call 311 from my home I get Everett

- Its not terribly clear where one can just get general event information. I joined malden alerts and I follow the newspapers on facebook, but before those digital signs went up I didn't know where I could find out about events or local groups. I would love to see that information more accessible (volunteer opportunities, activities).
- Could not get information on where to drop off a sharps container. The health department was not accepting them (this was in August or Sept) and multiple people told me to ask the police dept, but they had no idea what to do when I went there and asked if I could drop it off, and they didn't have info on where I could go.
- Trying to get handicapped playgrounds

3. Question: Do you know how to request City materials in alternate formats (for example, large print or Braille)?

Responses: 30 yes/ 104 no

4. Question: Do you know how to request an accommodation (for example, ASL interpreters or assistive listening systems) for City services and events?

Responses: 34 yes/ 99 no

5. Question: Any other comments about accessibility?

Comments:

- Yes, please think about adding Communication Core Boards at all playgrounds.
- It appears that only recently has the City taken an interest in and acted upon ADA Compliance, Self-Evaluation & Transition Plan except for any buildings and structures constructed since 1992. Consequently the City has impaired citizens from participating in and enjoying fully the assets, programs and events this City and its citizens have to offer. Also, the City has not been forthcoming and transparent regarding ADA Compliance for the Oak Grove Community Building. For unknown reasons it has delayed providing ADA access and consequently the building is not currently used by the citizens of this City
- I know this technically does not fall under the purview of the ADA, but city services and programming is generally pretty inaccessible to residents who speak languages other than English. As a teacher in Malden Public Schools, I can tell you that very few of the written notices that go home are translated into languages other than English, and almost no school events have interpreters (or the number of interpreters provided is inadequate--they show up 30 min late or more because there are not enough to go around). When we think about accessibility, accommodations for language can be just as crucial as accommodations for disabilities. This might not be part of the ADA law, but it certainly should be a part of how the city plans to engage successfully with its residents.
- No

- Some businesses should have ramp but they don't
- Zoom & city council meetings are not user friendly unless you have a computer & have knowledge of its functions. Fines are great if one applies in person for parking stickers.
- I know how to request things because I'm an ADA Coordinator myself. It's not particularly intuitive. I would love to see more accessible city communications.
- Access to parks and school playgrounds are so important for the children.
- Traffic safety is a huge problem! People drive way too fast here. Many crosswalks are not well identified. Many intersections have those weird red and yellow lights instead of standard walk and don't walk signs. Are there any intersections that have chirps or other accommodations for visually impaired people? My husband is visually impaired. We live on Malden Street between Highland and Pearl and people drive like maniacs. Crossing Highland to get to Devir Park is extremely unsafe. I hope the city can take a look at these issues!
- The city needs to be more aware of diversity it's not just race and gender but also physical and mental.
- Brick sidewalks are difficult to walk on for walker users and folks with mobility issues such as MS or Parkinsons. A step can be enough to keep an individual from entering a building. Handicap buttons to open doors are a lifesaver.
- I feel in terms of physical accessibility and digital accessibility, Malden needs to improve on this.
- would like some help from the city with snow removing with my home as i am an amputee and need help with heavy snow.
- The City of Malden is fraught with non-ADA compliant infrastructure. Major parking deficiencies, curb cut problems and heaved sidewalks. The City of Malden has failed to keep some of its most vulnerable citizens safe and allow equitable access to public services.
- Yes. Our sidewalks are a disaster. While recovering from an accident I could not walk without using a knee roller. Should I use my ankle I could cause irreparable damage. The sidewalks were so damaged I almost tipped several times. I needed to use the street because of no access. The pain from the jostling through pot holes was unbearable. Needless to say I stopped trying to get out. I really feel those in charge of these projects should walk in their shoes. Use a wheelchair, knee-roller, walker for a few days. It was a real eye-opener for me. Thank you 🙏
- Housekeeping Items - thank you for keeping the city website updated with your commission minutes. And also trying to upload your Zoom recorded meetings. The 2 videos shown do not work. The first requires a passcode to view and the 2nd link doesn't work Disability related: 1. After your focus/survey on municipal buildings, consider a focus on sidewalks and pedestrian access. 2. Consider including tree canopy in your purview. Walking is sun baked sidewalks is difficult for able bodied people and I can imagine it may affect disability people also if not more. 3. Consider reviewing state projects that happen in Malden, and attempt to have them assist with pedestrian improvement. Improvements for disabilities helps everyone.
- Accessibility needs to include access to restrooms, vending machines, and any other

amenities that are on offer to abled-bodied patrons. Also language accessibility needs major improvements.

- I just want to say I'm very happy that Malden is taking an interest in accessibility and even though I personally do not have much difficulty with accessibility, it might even be the people who are unable to find/access this survey to share their accessibility needs that are looking for a voice. So I'd encourage continuing to reach out in different ways to people who may experience difficulty with accessibility. Also, I'm not personally aware if this is currently the case or not, but having an ASL interpreter available during all spoken public events/notices.
- It should be noted that the handicap doors on the schools do not always work. If a vision-impaired or hearing impaired person tried to access the buildings it would be difficult for them. They need to locate the doorbell (vision) and then listen for the secretary to ask who they are, respond, then listen for the click to open the door. (hearing) Even at some building the speaker isn't located close to the door they buzz you in at so you need to run to catch the door before it "time out." I'm not sure of a solution, but there are no brail or support for vision or hearing impair- even ELL parents struggle to get into the buildings.
- All city owned buildings and the structures and infrastructure surrounding these buildings need to be evaluated consistently and prioritized for repairs when deemed unsafe and not ADA compliant.
- No
- N/A
- we need to have more services (transportation, handicapped units and more informative)to help the most vulnerable populations that cannot move around.
- It's very sad to see a child alone while everyone else is having fun
- There are many second floor walkups on broadway
- While I do not have a disability that keeps me from my routine in Malden, I have witnessed difficulties experienced by others. This is progressive work that will help and include people w disabilities tremendously, thank you for doing it.
- Toilet flushing systems should be reconsidered.
- I have never tried to find out how to do #3 and #4 but imagine if I looked into it I could find the answers
- I hope the city improves how they deal with ADA compliance especially when it comes to accommodating the elderly.
- The city has a long way to go in a lot of areas.
- I appreciate the outreach & desire to get input.
- Please install concrete ramps or walkways at all Forestdale elderly housing. The residents are told they can move to 630, Pearl St., etc if they want handicap access. It would be cheaper and more convenient to simply install a straight sidewalk across the lawn so that tenants can easily access the street.
- Handicapped spaces at schools should be reserved for students with disabilities who get

dropped off and picked up from school. Those spaces should not be for employees who are disabled. Those employees should have their own reserved spots. And also the handicapped spaces are not for grandparents who have their own placard who sit in their car but are picking up a well-abled child who walks to the car. To have to get to a school parking lot at least 40 minutes before school is out to ensure I get one of the 4 handicapped spots provided is kind of sad.

- Some of the schools have revealed access issues for disabled students. Some parking lots seem improperly sized for wheelchair vehicles. The Salemwood school is reportedly "sinking" and the south-facing side of the building shows cracking where the foundation meets the back walkway - it's unclear how people with mobility challenges could navigate this. The city prioritizes outdoor access to open park space and fields for competitive activities. There is little focus on passive / lighter recreational activities - where people on different parts of the ability / agility spectrum might participate enjoyably
- No
- many sped students not able to access services bc testing was denied, or parents were told it wasn't possible bc of covid...at best services over internet that don't correlate with needs
- I am not sure why we can not cater to the handicap we do for many other things.
- N/A
- N/A
- Road and sidewalk construction projects have not adequately taken access into account, leading to major traversal barriers, especially near the Malden Center T station.
- There is not enough accessibility especially in the schools... Hard of hearing panels are Velcro to classroom walls falling off
- I think our city is on top of the issues regarding accessibility. Every place I have been that has public access seems to be up to par.
- No
- 11 Dartmouth needs more accessible parking The Y parking lot needs accessible parking Curb cuts need to be cleared and not blocked by construction, or a SAFE alternative path needs to be made (I've seen very rickety wood planks serve as ramps...with a high incline.) And finally all new businesses and office spaces MUST have employee architectural access, to enter the building, to travel within the building (elevators have malfunctioned, causing people to have to go home because that's the only way they can get to their office) Thanks!!
- None
- N/A
- N/A
- No
- Lots about attitudes and priorities. Sometimes I feel like people think the law is an

inconvenience.

- None
- I am not impaired in any way.
- No
- A comfortable temperature is important for accessibility.
- As a most inclusive community of caring, the City of Malden is sensitive to and attempts to accommodate all needs of residents requiring physical accessibility and/or sight and hearing improvements to access and/or utilize City services
- Yes other cities have libraries and city halls open why can't we?
- I did not know the city has access to Braille, large print, ASL interpreters or assistive listening systems. I've never seen these at any school or community event, or offered. We should make a big deal out of this type of thing being available. We also need much more benches around the city for folks to rest who are older or walking with a cane.
- It's been really difficult to communicate with others given the face coverings and ample background noise. It'd be nice if ASL were more widely used.
- More crossing signals with flashing signs are needed on eastern ave. Especially for night time. Cars travel too fast on this street.
- Yes, please see the comment about planet fitness on eastern ave. The accessible spots are fading and there is no automatic opener.

ACCESS AUDIT REPORTS

KMA's audits were not comprehensive. In some cases, a representative sample of certain areas and elements (such as thresholds or other common-use spaces) were audited, and recommendations were developed based on observed patterns of compliance.

For each instance of non-compliance, the Report provides standard recommendation for barrier mitigation. Because the audit does not account for structural and other factors that may have a significant impact on the feasibility of standard mitigation strategies, it is assumed that further design study will be performed to determine a specific approach to mitigation. In most cases, there will be additional, alternative approaches for mitigation from the standard mitigation presented in the report. Construction costs for standard mitigations, including unit costs, are estimated costs provided for budget planning purposes only and do not represent actual construction costs. Factors that will influence actual construction costs include the specific approach to mitigation contemplated, structural and other factors not identified during the audit, and the local market.

See attached:

Malden SETP_Buildings_11.25.2020

Malden SETP_Exterior Areas_11.25.2020

Malden SETP_Schools – 12.15.2020



FINDINGS & RECOMMENDATIONS

This section of the report was developed based off Department Survey responses, input from the City, and input from the public. It includes information on identified program accessibility issues and which modifications should be prioritized. This document is meant to serve as a working file between KMA and City personnel. Columns highlighted in yellow are meant to be filled out by the City.

See attached:

MALDEN SETP_FINDINGS AND RECOMMENDATIONS_04.01.2021

2008 OAK GROVE COMMUNITY BUILDING MOD REVIEW

The City submitted this accessibility review document subsequent to the DRAFT Report so that it could be included as part of the SETP. The City received several public comments regarding the Oak Grove Community Building's accessibility. Currently, the Oak Grove Community Building is closed to the public. If the City makes plans to reopen the Oak Grove Community Building, they will need to make accessibility upgrades per this report.

See attached:

2008-MOD-Report(OakGroveCommunityBuilding)OakGrove-Improvement-Association