

# Self-Evaluation and Transition Plan

Title II of the Americans with Disabilities Act of 1990  
Section 504 of the Rehabilitation Act of 1973

Capital District Transportation Committee

Adopted by CDTC Planning Committee

January 9, 2019

 Executive Director

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## Introduction and Statement of Commitment

As a recipient of federal funding, CDTC must comply with a variety of federal and state legislative regulations. Regarding matters of nondiscrimination on the basis of disability, CDTC falls under two federal laws, the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973.

The ADA prohibits discrimination on the basis of disability. Title II of ADA applies specifically to all activities of state and local governments, including metropolitan planning organizations such as the CDTC, and requires that government entities give people with disabilities equal opportunity to benefit from all of the programs, services and activities that may be offered.

As the federally designated metropolitan planning organization, the CDTC must adhere to the standards set forth in Title II, which include both physical accommodations (accessibility to buildings and meetings) and in policies, practices and procedures. Under Title II, the CDTC is required to make reasonable accommodations in order to provide access and to communicate effectively with people who have hearing, vision or speech impairments. Likewise, the CDTC is required to make reasonable modification to policies, practices and procedures where necessary to avoid discrimination.

The Rehabilitation Act prohibits discrimination on the basis of disability in programs conducted by federal agencies, in programs receiving federal financial assistance, in federal employment and in the employment practices of federal contractors. The standards for determining employment discrimination under the Rehabilitation Act are the same as those used in Title I of the ADA.

Section 504 of the Rehabilitation Act states that “no qualified individual with a disability in the United States shall be excluded from, denied the benefits of, or be subjected to discrimination under” any program or activity that receives federal financial assistance.

CDTC is required to perform the following:

- Apply ADA Law
- Apply Section 504 law
- Provide an agency nondiscrimination statement
- Perform an agency self-evaluation
- Develop a Transition Plan
- Make auxiliary aids available for use
- Provide assurance of compliance

CDTC is committed to complying with both the letter and spirit of the requirements set forth in Title II of the ADA and Section 504 of the Rehabilitation Act (hereafter ADA/504).

## **Nondiscrimination Statement**

The Capital District Transportation Committee (CDTC) is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its metropolitan transportation planning process on the basis of race, color, national origin, sex, age, disability, economic status, or sexual orientation.

Appropriate services can be provided to qualified individuals with disabilities who submit a request at least seven days prior to a meeting. Call 518-458-2161 or email [ada@cdtcmpo.org](mailto:ada@cdtcmpo.org).

## **Americans with Disabilities Act/Section 504 Coordinator**

The Executive Director, Michael V. Franchini, coordinates CDTC's efforts to comply with and carry out CDTC's responsibilities under the ADA and Section 504, including any investigation of any complaint communicated to CDTC alleging CDTC's noncompliance with the ADA or Section 504 or alleging any actions that would be prohibited by the ADA or Section 504. The Executive Director's contact information is as follows:

Michael V. Franchini  
1 Park Place  
Colonie NY 12205  
Telephone: 518-458-2161  
Email: [ada@cdtcmpo.org](mailto:ada@cdtcmpo.org)

## **Grievance Procedure**

Persons who believe they have been excluded from participation in, or denied the benefits of, the Capital District Transportation Committee's metropolitan transportation planning process on the basis of race, color, national origin, sex, age, disability, economic status, or sexual orientation as protected by Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act, and related statutes and regulations, may file a complaint to the CDTC by sending a written complaint to Executive Director, CDTC, 1 Park Place, Colonie, New York 12205, or by sending an e-mail to [ada@cdtcmpo.org](mailto:ada@cdtcmpo.org).

If information is needed in another language, contact 518-458-2161.

Employee and prospective employee complaints follow CDTC's Administrative Procedures, provided to all employees and otherwise available from CDTC's Title VI and ADA Coordinator.

The complainant's identity will only be disclosed with his or her consent. However, we may be unable to investigate allegations without permission to release the complainant's identity and complaint. After the complainant has authorized the release of his/her name, only those persons directly involved in

investigating, processing, or providing pertinent information to establish the facts of a complaint will be made aware of its content or details.

CDTC will reply to all complainants and will investigate all complaints over which CDTC has jurisdiction or control.

In addition to or instead of the CDTC procedure, complaints may also be filed directly with the Federal Highway Administration, at FHWA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590; the Federal Transit Administration, at Federal Transit Administration Office of Civil Rights, Attention Title VI Program Coordinator, East Building, 5th Floor –TCR, 1200 New Jersey Ave., SE, Washington, D.C. 20590; the United States Department of Justice, 950 Pennsylvania Avenue, NW Civil Rights Division, Disability Rights Section – 1425 NYAV, Washington, D.C. 20530 or [file a federal complaint online](https://www.ada.gov/filing_complaint.htm) ([https://www.ada.gov/filing\\_complaint.htm](https://www.ada.gov/filing_complaint.htm)); or the New York State Department of Transportation, at Office of Civil Rights, New York State Department of Transportation, 50 Wolf Road, 6th Floor, Albany, New York 12232 or email at [OCR-TitleVI@dot.ny.gov](mailto:OCR-TitleVI@dot.ny.gov).

## PROCEDURE

A formal, written complaint must be filed (see step 2 below) within 30 calendar days of the date the incident occurred or within 30 calendar days of the effective date of the action. The time limits may be extended if the complainant has been prevented by circumstances beyond his/her control from submitting the complaint, within the prescribed period or for other reasons considered sufficient by the CDTC Administrative and Financial Standing Subcommittee.

### Step 1: (Optional) Informal Resolution

A person can, if desired, seek an informal (oral) resolution directly with the Executive Director, who is the Title VI and ADA Coordinator. The complainant should note that an informal meeting does not count toward the 30 calendar day deadline for initiating a complaint. Only submission of a formal written complaint within the 30 calendar day deadline will meet the CDTC deadline for initiation of a complaint.

### Step 2: Filing of Complaint

A person formally initiates the complaint procedure by filing in writing a complaint with the Executive Director.

The complaint shall be submitted on the following form and should be as complete as possible, but must include the person's name and contact information, the date of the incident, the identity of the person, program or service that caused the complaint, the basis of the discrimination, and the signature of the person complaining. Upon request, complaints may be received in alternate formats by persons with disabilities.

All complaints against CDTC will not be investigated by CDTC, but will be forwarded to NYSDOT within 10 business days.

A written finding of the merits of the complaint, and remedial actions will be sent to the complainant within 30 calendar days of the filing of the complaint.

### Step 3: Appeal of Finding

The complainant has the right to appeal the finding. The appeal is sent to the chairperson of the CDTC Administrative and Financial Standing Subcommittee (A&F). The appeal should include the original complaint as well as an explanation of why the finding and any recommended remedial actions are unsatisfactory.

The chairperson of the A&F Subcommittee will appoint a committee, composed of at least three (3) A&F members, to investigate the appeal. The committee will report its findings and recommendations to the full A&F Subcommittee within sixty (60) calendar days of receiving the appeal. The A&F Subcommittee will then render its decision.

This decision is the final decision within the CDTC structure. Any further action on the complaint must be through the Federal Highway Administration, at FHWA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590; the Federal Transit Administration, at Federal Transit Administration Office of Civil Rights, Attention Title VI Program Coordinator, East Building, 5th Floor –TCR, 1200 New Jersey Ave., SE, Washington, D.C. 20590; the United States Department of Justice, 950 Pennsylvania Avenue, NW Civil Rights Division, Disability Rights Section – 1425 NYAV, Washington, D.C. 20530 or [file a federal complaint online](https://www.ada.gov/filing_complaint.htm) ([https://www.ada.gov/filing\\_complaint.htm](https://www.ada.gov/filing_complaint.htm)); or the New York State Department of Transportation, at Office of Civil Rights, New York State Department of Transportation, 50 Wolf Road, 6th Floor, Albany, New York 12232 or email at [OCR-TitleVI@dot.ny.gov](mailto:OCR-TitleVI@dot.ny.gov).



## Self-Evaluation

CDTC has evaluated its current services, policies, and practices, and the effects thereof. To the extent modification of any services, policies, and practices is required, CDTC has created a Transition Plan detailing the necessary changes, their costs, and anticipated completion dates.

## Public Meetings

Most of CDTC's public meetings, including all Planning Committee and Policy Board meetings, are held in the CDTC offices at 1 Park Place, Colonie NY 12205.

When meetings are conducted in other venues, CDTC assures that the facility is accessible, externally and internally. When possible, meeting locations are selected along public bus routes.

CDTC will provide or coordinate the provision of auxiliary aids or services and reasonable accommodations upon request by a person with a disability. The request must be made at least seven business days prior to the meeting at which the aids, services, or accommodations are requested. CDTC will add a notification about the availability of auxiliary aids or services and reasonable accommodations to its website, and will also add a notification to the public notifications that are released for the Policy Board meetings.

## Publications

To date CDTC has not regularly placed its nondiscrimination statement in its studies, plans, or meeting announcements, but will plan to do so in the future.

## Evaluation of CDTC's Premises

CDTC utilized the [ADA Checklist for Existing Facilities](http://www.ADAchecklist.org) (www.ADAchecklist.org) based on the 2010 ADA Standards for Accessible Design produced by: Institute for Human Centered Design, with reference to the 2010 ADA Standards when necessary. The results are summarized here. A digital fish scale was used to measure force. A two-foot level was used to measure slope.

CDTC leases 6,816 square feet of office space at 1 Park Place, Colonie NY 12205. The building was constructed in 1973. CDTC's office spaces includes staff offices, a conference room for public meetings, space for storage and printing/copying machines, as well as a kitchenette. There are no restrooms in CDTC's office spaces, as they are shared with other building tenants.

## Approach and Entrance

The approach and entrance to CDTC's office is accessible via automobile. There is an adequate number of accessible parking spaces, all of which are van accessible. The bottom of the signs identifying the accessible parking spaces are 46" above the ground, which is too low. The entrance into the building is accessible. The rear entrance is also accessible, although it doesn't have any accessible parking.

Local transit is available at the street, which is approximately 450 feet from the main entrance. There is an accessible ramp from the transit stop into the adjacent parking lot. However, the route through the parking lot includes a speed hump, which makes this route inaccessible. The other option to access CDTC's building is to navigate about 250 feet along the sidewalk, and then turn before fully crossing the

Park Place driveway. From here the route to the building is behind cars parked along Park Place and maintains a slope of less than 1:20 (1.2 inches over 2 feet). While it meets requirements for an accessible route, it is not a comfortable route.

CDTC's office is adjacent to the front entrance. The entrance to the building includes functioning accessible automatic door openers. The doors to CDTC's offices are mostly accessible, however the front door requires 9.7 lbs of force to open and the rear door requires 8 lbs of force to open. It should require only 5 lbs or less to open. Some of the building entrance doors not connected to automatic openers require more than 5 lbs of force to open, however exterior doors are not subject to this requirement. The locks on the building doors are located at 51" above the floor, which is 3" too high. These locks need to be accessed to open the doors to exit the building once the building is locked, which occurs at about 6pm during the week. However, the automatic door openers are still operable after the building locks.

### **Access to Goods and Services**

The front entrance provides direct access to CDTC's office door. All of CDTC's public spaces are on an accessible route. The route is at least 36" wide, except at doorways, which are 33" wide. CDTC has no hallway over 200' long. There are no objects on circulation paths through public areas that extend 4" or more into the path, except for the water fountains outside of CDTC's offices but between the offices and the public restrooms. The water fountains extend 10.5" into the circulation path, however their bottom leading edge is 24.5" above the floor, which is in the allowable range.

### **Circulation**

The CDTC office door has a ¼" threshold. All door hardware to be used by the public is operable with one hand, does not require tight grasping, pinching or twisting of the wrist, and is located 42" above the floor. Interior office doors require 2.5 lbs of force to open and there are no closers interior to the office. Carpeting is about 1/8" high. All interior door openings are 33" wide and all front approaches to the pull sides of common area doors have at least 18" of maneuvering clearance beyond the latch side and at least 60" clear depth. Some individual staff members have items such as chairs, trash bins, and filing cabinets within 18" of the latch sides of the office doors, which open in to each individual office. There is generally a clear floor space at least 30" wide by at least 48" long for a forward or parallel approach to light switches. There are no security, intercom, or emergency/alarm boxes. Sometimes trash or recycling bins are placed with this required clear floor space underneath light switches. Light switches can be controlled with one hand and without tight grasping, pinching, or twisting of the wrist. Light switches are located 50" above the floor, which is 2" above the maximum allowable height of 48".

In the conference room, there are 50 seating spaces. The seating arrangement is variable, but there is generally not space available for people who use wheelchairs. There should be 3 spaces for people who use wheelchairs. There is an accessible route to the table, where there can be accessible seating. There is generally not a clear floor space at least 30" wide by at least 48" long maintained for a forward approach to the table. The top of the conference room table is 28.5" above the floor. The bottom of the table is 27.75" above the floor, allowing for knee space. In the front waiting area there is sometimes not at least one space at least 36" wide by at least 48" long for a person in a wheelchair.

### *Windows*

There are no windows in public spaces, but there are windows in staff offices. Windows have roman blinds, the fins of which may be moved via a rod accessible at varying heights, but no higher than 48" above the floor. The cord to raise the blinds from a fully closed position is accessible at varying heights, some of which are 59" above the floor.

### *Elevators*

Elevators for use of the public restrooms on the second floor are accessible. The call buttons on the first floor are no higher than 40" above the floor, on the second floor 42.5" above the floor, and inside the elevator they are no higher than 44.5" above the floor. Control buttons are designated with raised characters and braille. The door reopens automatically when obstructed. The interiors are 62" deep and 78.5" wide, and the door opening width is 42". Both door jambs have signs at every floor identifying the floor, and the characters are raised, are accompanied by braille, and contrast with their backgrounds. The baseline of the characters on the signs is 59" above the floor.

### *Signs*

There are two signs designating spaces not likely to change over time – the "Capital District Transportation Committee" sign outside the office door and the "Conference Room" sign. The sign requirements do not apply to company signs. The characters on the "Conference Room" sign contrast with their backgrounds, however they are depressed rather than raised, and there is no braille. The characters are less than 5/8" high. The sign is located on the latch side of the door that manually swings in toward the conference room area. The sign is installed at 65" above the floor, which is too high. There are no signs that provide directions to or information about interior spaces.

### *Kitchen Area*

The kitchen area is for staff use only. There is no range or cooktop in the kitchen area, which has a parallel approach and is located in an alcove created by a shelving unit. The width of the alcove is 39", but should be at least 60" in an alcove. The top of the sink rim is 36.5" above the floor, and should be no higher than 34" above the floor to be accessible. Operable parts of other items such as soap bottle, towels, a coffee maker, the toaster, the refrigerator and the microwave are located within 48" from the floor. The freezer door and the operable parts of a coffee maker are more than 48" from the floor.

### *Coat closet*

There is a coat closet at the front of CDTC's office space. It is located on an accessible route. The closet rod is installed 66" above the floor, and should be no higher than 48" above the floor. The closet has two folding doors operated by knobs that require tight grasping. Chairs are sometimes placed within the required clear floor space in front of the closet of 30" wide and 48" deep.

### *Storage Rooms*

The storage rooms are on an accessible path. Much of the items in the storage room are within 48" of the floor. The top two shelves of shelving units and boxes placed on top of filing cabinets are not accessible. In addition, the top drawer of some filing cabinets will not be reachable by someone in a wheelchair. There is another room with stored electronic equipment. All items in this room are located below 48" above the floor and there is a clear path through the room.

## ***Staff offices***

Staff set up their own work spaces to fit their needs.

## **Toilet Rooms**

The toilet rooms on the first floor each have an accessible sink and one stall that is larger than the others and has grab bars, however it does not meet many of the accessible toilet room criteria. For this reason, we have evaluated the toilet rooms on the second floor, which can be reached via the elevators, which are accessible. There are no signs at the toilet rooms on the first floor indicating that there are accessible toilet rooms on the second floor.

Our recommendations center on improvements to existing toilet rooms, however it may be advisable over the long term to create one new fully accessible, gender neutral, and family friendly restroom in the building.

### **Women's Toilet Room**

The second floor women's toilet room has a sign with the international symbol of accessibility and is on an accessible route. Text characters on the sign contrast with their background, are raised, and are accompanied by braille. The baseline of the lowest character is 50.5" above the floor, complying with the requirement to be at least 48" above the floor. The door opening widths are 33". The accessible toilet room is accessed via automatic door openers that remain open in the power-off condition. The front approach to the pull side of the doors is on the inside. The pull side of the outer door has 16" of maneuvering clearance beyond the latch side and 64" clear depth. It should have at least 18" of maneuvering clearance beyond the latch side, however, this requirement doesn't apply since it has an automatic door opener that remains open in the power-off condition. The control for the door is not adjacent to the door swing, but rather on the hinge side of the door 60" in front of the door, and 22" past the swing of the outer door. The doors take five seconds to close. The inner door opens in to the toilet room, and the distance between the outer door swing and the inner door in the vestibule is 30", which is less than the required 48". However, this requirement doesn't apply since the doors are automatic and the inner door remains open in the power-off condition. The floor surface is level, and the threshold into the toilet room is ½" high, half of which is beveled over 1.5" or at 1:6. The lock on the door is 40" above the floor.

In the toilet room, there is a clear path to the lavatory, sink, hand dryer, and trash can and there is a circle of clear space at least 60" in diameter. There is a clear space of 34"x53" beyond the swing of the door. The mirror is over the sink and the bottom edge of the mirror is 35" above the floor. There is a clear space of 36" wide and 51" long in front of the sink. The front of the sink is 34" above the floor. Clear floor space extends 20" under the sink. There is 29" of clearance from the floor to the bottom of the sink that extends 14" under the sink. Toe clearance is 16.5" high. Pipes under the sink are not insulated or otherwise configured to protect against contact, as is required. 0.4 lbs of force is required to activate the faucet. The soap dispenser is not over an obstruction, however the operable part is 53" above the floor, higher than the maximum allowable height of 48". The towel dispenser is automatic, is not located over an obstruction, and the operable part is 42" above the floor. The centerline of the toilet is 18" from the side wall. Clearance around the toilet measures 60" from the side and 63" from the rear

wall. The top of the toilet seat is 17" above the floor. The side wall has a grab bar that is 42" long located 6" from the rear wall and mounted with the top of the gripping surface 34.5" above the floor. However, the bar only extends 48" from the rear wall, less than the required minimum of 54" from the rear wall. There is 1.5" of space between the wall and the grab bar. There is a 36" long grab bar on the rear wall, and it extends 18" on either side of the center of the toilet. However, it should extend 12" on one side and 24" on the other side. It is mounted with the top of the gripping surface 34.5" above the floor, within the required range of 33-36". The flush control is 26" above the floor, on the open side of the toilet, and requires 2.2lbs of force to operate. The outlet of the paper dispenser is 40" above the floor, however it is located behind a grab bar and does not allow continuous paper flow.

### **Men's Toilet Room**

There is an accessible route to the second floor men's toilet room, which has a sign with the International Symbol of Accessibility on the automatic door button. The sign for the toilet room has raised text characters that contrast with their background, is accompanied by braille, and is located so that the baseline of the lowest character is 51.5" above the floor, on the push side of the door. However, it is located on the hinge side of the door and should be on the latch side. The door opening width is 33". The outside door has an automatic door opener and takes five seconds to close. The pull side of the inside door has an automatic door opener. The push side of the inside door is located in the vestibule. There is 16" of maneuvering clearance and 60" of clear depth on the push side of the inside door, which is approached from the hinge side, and requires 22" of maneuvering clearance. The floor surface is level, and the threshold into the toilet room is ½" high, half of which is beveled over 1.5" or at 1:6. The inside door is operable with one hand and does not require tight grasping, pinching, or twisting of the wrist. The door handle is 41" above the floor and there is no lock. There is 54" between the doors plus the width of the doors when swinging in to the space. There is a minimum of 52.5" of clear path to the sink, paper towel dispenser, and trash can, and 70" diameter circle of clear space. The mirror is over the sink and is 40" above the floor. The coat hook is 64" above the floor, which is higher than the required maximum of 48" above the floor. At least one sink has a clear floor space of 53" long and 43" wide, with 18" of clear space extending under the sink. The surface of the front of the sink is 30.5" above the floor and there is 27" of clearance from the floor to the bottom of the sink that extends 3" under the sink, where the clearance reduces to 24". The clearance reduction from 27" to 24" inches occurs over a distance of 6". There is toe clearance at least 9" high. Pipes below the sink do not protect against contact, as is required. The faucet can be operated with 2 lbs of force and does not require tight grasping, pinching, or twisting of the wrist. The soap dispenser is located above a sink that is less than 20" deep, and the operable parts of the dispenser are 52" above the floor, which is higher than the maximum allowable of 48". The towel dispenser is automatic and is not over an obstruction but is 56" above the floor, higher than the maximum allowable of 48".

The centerline of the most accessible toilet is 18" from the side wall. Clearance around the toilet measures 42" from the side wall and 55.5" from the rear wall, but should be at least 60" from the side wall and 56" from the rear wall. The top of the toilet seat is 17.5" above the floor. There is a 36" grab bar on the side wall, installed 32" above the floor and 1.5" from the wall, and extending 43" from the rear wall. It should be at least 42" long, installed between 33" and 36" above the floor, and located no

more than 12" from the rear wall, with 1.5" between the wall and the grab bar. There is a grab bar 36" long on the rear wall, installed 31.5" above the floor and 1.5" from the wall, and extending 15" from the centerline of the toilet toward the side wall and 21" on the open side. It should be installed between 33" and 36" above the floor and extending 12" from the centerline of the toilet toward the side wall and 24" on the other side. The flush control is 24.5" above the floor on the open side of the toilet, is hand operated with 2.7 lbs of force, and can be operated with one hand and without tight grasping, pinching, or twisting of the wrist. The outlet of the toilet paper dispenser is 37" above the floor, not behind grab bars, and allows continuous paper flow.

The toilet stall door opening width is 36". The door opening is 4" from the side partition farthest from the toilet. The door swings out from the compartment area. The door closes itself, but has a door pull on only the pull side. The door pull is operable with one hand and does not require tight grasping, pinching, or twisting of the wrist. The lock is operable with one hand and doesn't require tight grasping, pinching, or twisting of the wrist. The operable parts of the door hardware are located no higher than 40.5" above the floor. Approach to the stall is from the side, and clearance between the door side of the compartment and the nearest obstruction is 54". The compartment is 43" wide and 56" deep, and the toilet is wall-hung. The compartment should be at least 60" wide. The stall has not been altered since March 2012.

## **Additional Access**

### **Drinking Fountains**

Prior to 1993, two drinking fountains were installed on the first floor – one each near the men's and women's toilet rooms. The drinking fountains have a clear floor space 30" wide by 86" long in front of it, that extends 18" under the drinking fountain. The operable parts are 26.5" above the floor. The control can be operated with one hand and seems to require minimal force. The spout outlet is 30.5" above the floor, 16" from the rear of the drinking fountain, and 2.5" from the front of the drinking fountain. There is only one fountain at each location. The leading bottom edge is 24.5" above the floor, but is required to be 27" above the floor to accommodate knee clearance for wheelchair users while also complying with protruding objects limits. There are no public telephones.

### **Evaluation of CDTC Website**

CDTC recently finished recreating its website through a contract that required the vendor to make the site accessible for people with vision and/or motor disabilities. The website is a joint effort, where all staff are responsible for updating some pages on the site. Remaining known issues include pdf files, which have not been made accessible before being uploaded, and which include some scanned pdf files that have minimal functionality. In addition, there are images without descriptive text.

Staff requested a sample automated scan of the website from the Bureau of Internet Accessibility, a private company helping eliminate the accessibility digital divide. The scan found 0% of pages tested had issues under the perceivable category, 7% of pages tested had issues under the operable category, 17% of pages had issues under the understandable category, and 0% of pages tested had issues under the robust category. Design of the high-level navigation may be the cause of issues in the operable category.

## **Conclusions**

Deficiencies noted within this Self-Evaluation are recorded in the Transition Plan, along with recommended improvements and a time frame for making those improvements. CDTC will work with the building owner to make necessary improvements. Changes not made before the lease is renewed will be included in the next lease negotiations.

1 = Immediate (within 3 months)  
 2 = Short term (within 3-12 months)

3 = Intermediate term (within 2 years)  
 4 = Long term (within 4 years)

5 = No change required; will remain until altered

## Transition Plan

Deficiency	Remedy	Approximate Cost	Implementer	Status/Plan
Lack of notification of availability of auxiliary aids or services and reasonable accommodations	Add these to the website and to public notifications for the policy board meetings.	\$0	CDTC	1
Accessible parking signs are too low, at 46" above the ground	Raise them so the bottom of the signs is at least 60" above the ground, as per the 2010 standards, and between 60" and 84" above grade as per the NYS Building Code.	\$x	Building owner	3
While not a deficiency, the route to the building from the transit stop is not comfortable.	Upon request of at least seven days, staff will be available to meet persons arriving by transit at the nearest transit stop and accompany them to the office.	\$0	CDTC	1
Office doors require too much force to open	Reduce force required to under 5 lbs.	\$x	Building owner	3
Conference Room sign characters are too small, are not raised and do not have braille; sign is installed too high	Remake sign with at least 5/8" tall raised characters accompanied by braille and install so the baseline of the lowest character is at least 48" above the floor and the baseline of the highest character is no more than 60" above the floor.	\$40	CDTC	2
Trash and/or recycling bins placed within space 30" wide and 48" long near light switches	Inform staff not to do this	\$0	CDTC	1

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Deficiency	Remedy	Approximate Cost	Implementer	Status/Plan
Light switches located at 50" above the floor. They must be no higher than 48" above the floor unless a side approach is possible.	Lower light switches to 48".	\$x	Building owner	5 If and when switches are altered, lower to a maximum 48" above the floor. 1991 ADAAG permitted a height up to 54" above the floor.
Conference room does not have accessible seating	Inform staff to arrange room to allow for accessible seating. Maintain an area 30" wide by 48" long, extending between 17" and 25" the table, for a forward approach.	\$0	CDTC	1
Front waiting area does not have space for a person in a wheelchair	Inform staff to maintain at least one space at least 36" wide by at least 48" long	\$0	CDTC	1
1 <sup>st</sup> floor women's toilet room does not have sign giving directions to accessible toilet room	Install directional signage at the 1st floor toilet room indicating the route to the accessible one on the second floor.	\$x	Building owner	3
1 <sup>st</sup> floor women's toilet room is not accessible	CDTC staff should direct consumers/visitors to the 2nd floor toilet rooms.	\$0	CDTC	1
Pipes under the 2 <sup>nd</sup> floor women's accessible toilet room sink are not insulated or otherwise configured to protect against contact	Install insulation or cover panel	\$x	Building owner	3

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Deficiency	Remedy	Approximate Cost	Implementer	Status/Plan
Operable part of soap dispenser in the 2 <sup>nd</sup> floor women's accessible toilet room is 53" above the floor	Lower dispenser so that operable part is no higher than 48" above the floor. Move toward the left to increase reachability.	\$x	Building owner	5 If the dispenser is altered or replaced (since March 2012) relocate so the operable parts are no higher than 48".
Grab bar in 2 <sup>nd</sup> floor women's accessible toilet room only extends 48" from the rear wall, less than the required minimum of 54" from the rear wall	Move grab bar to be located 12" from rear wall so that it extends 54" from rear wall.	\$x	Building owner	4
Grab bar behind toilet in 2 <sup>nd</sup> floor women's accessible toilet room extends 18" on either side of the center of the toilet. It should extend 12" on one side and 24" on the other (open) side.	Move grab bar to correct location.	\$x	Building owner	4
Paper dispenser in 2 <sup>nd</sup> floor women's accessible toilet room is located behind a grab bar and does not allow continuous paper flow.	Install a paper dispenser that allows continuous paper flow at a location between 15 and 40" above the floor, not behind a grab bar.	\$x	Building owner	3
1 <sup>st</sup> floor men's toilet room does not have sign giving directions to accessible toilet room	Install directional signage at the 1st floor toilet rooms indicating the route to the accessible ones on the second floor.	\$x	Building owner	3
1 <sup>st</sup> floor men's toilet room is not accessible	CDTC staff should direct consumers/visitors to the 2 <sup>nd</sup> floor toilet rooms	\$0	CDTC	1
2 <sup>nd</sup> floor men's toilet room sign is on hinge side of door	Move to latch side of door, so the baseline of the lowest character is \$x; responsibility of building owner at least 48" above the floor.	\$0	Building owner	2

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5 = No change required; will remain until altered

Deficiency	Remedy	Approximate Cost	Implementer	Status/Plan
2 <sup>nd</sup> floor men's toilet room push side of inside door, inside the vestibule, has 16" of maneuvering clearance and should have 22", as the approach is from the hinge side of the door.	Consider moving the wall, or install a power assist opener to improve usability.	?x	Building owner	4
2 <sup>nd</sup> floor men's toilet room coat hook is 64" above the floor	Move coat hook to no higher than the required maximum of 48" above the floor.	\$x	Building owner	2
2 <sup>nd</sup> floor men's toilet room soap dispenser operable parts are 52" above the floor	Relocate soap dispenser so the operable parts are no higher than 48".	\$x	Building owner	5 If the dispenser is altered or replaced (since March 2012) relocate so the operable parts are no higher than 48".
2 <sup>nd</sup> floor men's toilet room sink does not have 27" of clearance from the bottom of the sink to the floor and extending at least 8" under the sink	Raise or replace sink.	\$x	Building owner	4
2 <sup>nd</sup> floor men's toilet room most accessible stall does not have a door pull on the inside (push side) of the door.	Install a door pull on the inside of the door.	\$x	Building owner	3
Clearance around the toilet in the 2 <sup>nd</sup> floor men's most accessible toilet stall measures 42" from the side wall and 56" from the rear wall	Alter compartment to allow clearance of at least 60" from the side wall and at least 56" from the rear wall.	?x	Building owner	5

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Deficiency	Remedy	Approximate Cost	Implementer	Status/Plan
2 <sup>nd</sup> floor men's most accessible toilet stall rear wall grab bar is installed 31.5" above the floor and extends 15" from the centerline of the toilet toward the side wall and 21" on the open side. It should be installed between 33" and 36" above the floor and extend 12" on one side and 24" on the other side.	Move grab bar so it is installed between 33" and 36" above the floor, 1.5" from the wall, and extends 12" from the centerline of the toilet toward the side wall and 24" on the open side. Ideally the bar should leave at least 12" clearance to protruding objects above and 1.5" to those below.	\$x	Building owner	2
Toilet rooms are not fully accessible.	As an alternative to ensuring accessibility in the existing toilet rooms, create a fully accessible, gender neutral and family friendly restroom	\$x	Building owner	Option
Shelving unit in kitchen area creates an alcove that is 39" wide and should be at least 60" wide.	Remove shelving unit in kitchen area to increase accessibility.	\$0	CDTC	1
The top of the sink rim in the kitchen area is 36.5" above the floor, and should be no higher than 34" above the floor to be accessible. The freezer compartment is more than 48" above the floor.	Leave counter level and freezer as is, and re-evaluate on request and with staff turnover.	?x	CDTC	5
Coat closet rod is 66" above the floor	Reinstall no higher than 48" above the floor, modify so that a portion is no higher than 48", or install additional bar no higher than 48" above the floor.	\$	CDTC	1
Coat closet door knobs require tight grasping	Replace knobs with door pulls that don't require tight grasping, pinching, or twisting of the wrist	\$10	CDTC	2

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Deficiency	Remedy	Approximate Cost	Implementer	Status/Plan
Chairs are sometimes placed with the required clear floor space in front of the coat closet	Ensure chairs leave clear space of 30" wide and 48" deep in front of the coat closet.	\$0	CDTC	1
Some window blind cords are only operable at heights higher than the required minimum of 48"	Leave as is. Re-evaluate if use of any room with windows begins to be used by the public, and as staffing changes.	\$0	CDTC	5
Some items in storage rooms are located above the required minimum of 48" above the floor.	Leave as is. Re-evaluate if any storage space begins to be used for the public, and as staffing changes.	\$0	CDTC	5 As space allows, store items so they are accessible within 48" above the floor.
The leading bottom edge of water fountains is 24.5" above the floor, but is required to be 27" above the floor	Reinstall water fountains so the leading bottom edge is 27" above the floor.	\$x	Building owner	5
Two fountains are required in each location – a "high" and a "low" one	Install at least 2 in each location, one each for standing persons and persons in wheelchairs.	\$x	Building owner	5 Not required unless and until fountains are replaced
PDF files on website are sometimes scanned as images and are not made accessible.	Upload pdf files on the website from electronic files that have been made accessible.	Staff time	CDTC	2
Website has images without descriptive text	Add descriptive text to images on website.	Staff time	CDTC	2
The BOIA scan found that 7% of website pages may not be navigable by keyboard only	Ensure that the navigation through the website, particularly the headers and categories within the headers, can be navigated via keyboard only	\$0 additional; consultant is under an additional contract that enables checking and remedying any navigation issues	CDTC	3

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<b>Deficiency</b>	<b>Remedy</b>	<b>Approximate Cost</b>	<b>Implementer</b>	<b>Status/Plan</b>
The BOIA scan found that 17% of website pages uses terms that are difficult to understand	Ensure text on the website pages uses clear terms. Inform staff to use clear terms understandable at approximately the ninth grade education level.	Staff time	CDTC	2

## Appendix A: Public Comments

Received via email:

1. I would really like to push CTDC to host their meetings that encourage participation by the public, in locations that are accessible for those who rely on fixed route public transit. Although crossing the parking lot is extremely dangerous for those with mobility or sensory disabilities, it is also dangerous for anyone who wants to attend via public transit. It might be a way to get other municipalities to “host” and feel like they can show off their work on a local level and encourage more participation from their own constituents?
  - You can suggest striping to make it “safer”, followed by a “group exercise”, so everyone can walk to and from the bus stop (bonus points for not getting hit by a car)...and then they can discuss how to make it safer in a “cost-effective manner”, which will be impossible especially since the driving habits of tenants and residents have already become pretty ingrained.
2. I would encourage inclusion of gender and gender identity in the non-discrimination statement and complaint process.
3. Also, since the building is going through construction due to the flooding, it might be the right time to promote the creation of a family friendly, gender neutral completely ADA accessible restroom. Even though we are not Federally required to comply, I believe it will only be a matter of time before the nation falls in line with New York and other states that have taken the lead.

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CDTC response: We propose to amend our Transition Plan to provide staff availability to meet members of the public arriving by transit at the nearest bus stop. Planning Committee and Policy Board meetings will continue to be held at the CDTC offices.

We have considered adding gender identity, however the New York State Division of Human Rights recognition of gender identity under the state Human Rights Law is based on the protected categories of sex and disability, which are included under federal anti-discrimination laws and CDTC’s existing policy.

Our Transition Plan will remain focused on improvements to the existing toilet rooms, however we will add a recommended option to create a family friendly, gender neutral, completely ADA accessible restroom.