



Accessibility Study of Businesses With Main Street Addresses



Step at entrance makes store inaccessible

The Main Street Project will be reconfiguring Route 28 in the downtown section of Andover. A repaved road and new sidewalks do not help people in wheelchairs get into a business if there are steps or other obstacles in their path. This study was conducted to raise awareness and assess the current accessibility of Main Street businesses. The results of the study are shocking. Of the 159 businesses visited, only 46 businesses or 29% were in compliance with the Americans with Disability Act, a Federal Civil Rights Law.

The Commission on Disability wants everyone to comply with the ADA Law, to educate property owners, business people, and Andover residents about standards of proper access.

Complimenting the Main Street Project, the focus of the study was on Main Street in the south from Wheeler Street to Stevens Street in the north. It included all levels of the structure, as all are required to be accessible by law. We contacted the business owners, explained the purpose of the study and asked permission to visit their premises, take measurements, and ask relevant questions. Appointments were at the convenience of the business owners. The Study members used a standardized form that was created based on the MA Office on Disability which covers each section of ADA Law as it applies to public accommodation. The finding of the site visits were reviewed and discussed by the three member committee with the group deciding if the site was in compliance or not. A letter was sent to each business owner with a copy to the property owner. If the business was 100% compliant, it was awarded a decal to be placed in its store window stating the Commission on Disability has approved the facility as meeting all the standards of the ADA Law.

This serves as a “disability-friendly” hallmark to residents and visitors to Andover.

Accessibility Study of Businesses (continued from page 1)

Andover businesses are governed by Title III of the Federal Law. Title III has four specific requirements:

- 1) remove barriers to make their goods and services available to and usable by people with disabilities to the extent that needed changes can be accomplished without much difficulty or expense;
- 2) provide auxiliary aids and services so that people with sensory or cognitive disabilities have access to effective means of communication;
- 3) modify any policies, practices, or procedures that may be discriminatory or have a discriminatory effect;
- 4) ensure that there are no unnecessary eligibility criteria that screen out or segregate individuals with disabilities or limit their full and equal enjoyment of the place of public accommodation.



This decal is awarded when the business is accessible.

Summary of the results: Of the 159 businesses visited, only 46 or 29% of the businesses were

100% in compliance with the American with Disability Law.

The Town of Andover and the Commission have worked together to make all town owned buildings comply with ADA Law, but many business and property owners have yet to address ADA issues. Only 36 businesses or 23% would need minor adjustments to meet full compliance of the ADA Law. The majority, 77 businesses or 48%, may need major renovation to meet compliance with the Americans with Disability Act Law.

The Commission is strongly advocating that businesses and property owners review the study letter they received and begin making the necessary improvements to have their physical location accessible to people with disabilities. Work should begin now so that when the new sidewalks are completed all people will be able to engage in downtown business and enter and navigate Main Street establishments without difficulty. More than compliance with federal law, it is a welcoming atmosphere for residents and visitors alike.

A link to the Americans with Disabilities Act is provided on our Web Site.

For the full report, visit our Web @:

andoverma.gov/boards/disability/

The Andover Commission on Disability meets the fourth Thursday of each month at the town library. We invite all people interested in the work of the commission to attend our open meetings and hear what we are doing in Andover.



WELCOME!
This facility meets the access standards of the Americans with Disabilities Act



Approved by the Andover Commission on Disability

Decal awarded to Business when ADA accessible.

The Andover Commission on Disability is proud to announce that the following businesses in the Main Street Project Path have been surveyed by the Commission and have 100% compliance to the Americans with Disabilities Act, a Federal Civil Rights Law.

Alper's Fine Art
Andover Barber Shop
ArchiText, Inc.
Athlete's Corner
Barnard Building Lobby
Bertucci's
Bruegger's
Butler Bank
Children's Neuropsychological
Christina's Bridal
Daher's Shoes
Dalton, Baron & Associates

Dino Furs
Douglas S. Browell, DMD
Dr. Charles F. McQuade, DMD
Dr. Daniel R. Morocco, MD
Drew Mortgage
Dunkin Donuts
Fraser Law Office, LLP
Fred Church Insurance
H & R Block
House of Clean
In the Pink
Irresistibles
James & James, Esq
Jankowski Insurance Agency
John M. Hurchik, DPM
John R. Valerio, Esq.
Josef & Michael Gendlerman, MD
KaBloom
Krasnool & Klehm LLP
Michael B. Feinman, Esq.
Mobil Station
Native Sun
Quiet Pleasures
Regina Gifts
Robert Jason Salon
Star Nails Beauty Salon
Starbuck's
Stride Rite
TD BankNorth
Town of Andover Safety Center
U.S. Postal Services
Ultimate Perk
William Roberts Salon
Wine Sense

Downtown Businesses Award Winners (Continued from page 3)

If the business was 100% compliant with regulations, it was awarded a decal to be placed in its store window stating the Commission on Disability has approved the facility as meeting all the standards of the ADA Law. This serves as a “disability-friendly” hallmark to residents and visitors to Andover.

Priorities For Barrier Removal

Businesses are urged to take measures to comply with the barrier removal requirements of Title III of this law in accordance with the following order of priorities.

Priorities*

The four priorities recommended by the Title III regulations for planning readily achievable barrier removal projects:

Priority 1: Accessible **approach and entrance**

Priority 2: Access to **goods and services**

Priority 3: Access to **rest rooms**

Priority 4: Any **other measures** necessary

(1) First, a public accommodation should take measures to provide access to a place of public accommodation from public sidewalks, parking, or public transportation. These measures include, for example, installing an entrance

ramp, widening entrances, and providing accessible parking spaces.

(2) Second, a public accommodation should take measures to provide access to those areas of a place of public accommodation where goods and services are made available to the public. These measures include, for example, adjusting the layout of display racks, rearranging tables, providing Brailled and raised character signage, widening doors, providing visual alarms, and installing ramps.

(3) Third, a public accommodation should take measures to provide access to restroom facilities. These measures include, for example, removal of obstructing furniture or vending machines, widening of doors, installation of ramps, providing accessible signage, widening of toilet stalls, and installation of grab bars.

(4) Fourth, a public accommodation should take any other measures necessary to provide access to the goods, services, facilities, privileges, advantages, or accommodations of a place of public accommodation.

* Extracted from Americans with Disability Act of 1990 Checklist for Readily Achievable Barrier Removal.

Many links including the following ADA Links are available on our Web Site: Andoverma.gov/boards/disability

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- [ADA Home Page](#)
List by Federal Agency ADA Responsibilities
- [ADA Documents](#)
Easy access to documentation
- [ADA Business Connection](#)
Info specifically for businesses
- [ADA Distance Learning Program](#)
ADA Transcripts on various specifics of ADA