



# **Report on the Accessibility to State Facilities and Programs Under the Americans with Disabilities Act (ADA)**

**PURSUANT TO SPECIAL ACT 13-6**

DONALD J. DEFRONZO  
Commissioner  
Department of Administrative Services  
January 1, 2014

# Introduction

Special Act No. 13-6 (Appendix B to this report) requires the Commissioner of Administrative Services to submit a report not later than January 1, 2014, to the joint standing committee of the General Assembly having cognizance of matters relating to aging concerning the results of a survey of accessibility in and to state buildings for persons with disabilities. This summary, and more particularly the tables in Appendix A, responds to that directive.

In December, 2011, Governor Malloy appointed DAS Commissioner Donald DeFronzo as ADA coordinator for Executive Branch policy on issues related to the state's compliance with the federal Americans with Disabilities Act (ADA or the Act). In the months that followed, DAS consulted the various agencies to develop information concerning the state's compliance with the Americans with Disabilities Act (ADA) as well as the state's interaction with persons with disabilities.

There are a number of agencies whose areas of authority and responsibility include a variety of programs and services to the community of persons with disabilities. The Office of Protection and Advocacy has authority to provide information about disability rights and to pursue legal and administrative remedies on behalf of persons with disabilities. The Department of Rehabilitation Services assists persons with disabilities with an array of health and human services.

For the Department of Administrative Services, coordination of policy has focused on the efforts of the agencies of the Executive Branch and how state agencies accommodate employees and clients with disabilities, including issues of access and communications. DAS is cognizant of the need to avoid overlapping or impinging on the authority or responsibility of any other state agency. DAS has served as a point

of contact for discussion and communications generally within state government on these issues and has assisted in resolving issues that arise in the context of state employees or agency clients with disabilities.

## OUTREACH

Under the federal law, each state agency with more than fifty employees is required to have an ADA coordinator who is responsible for coordinating the agency's efforts to comply with and carry out its responsibilities under Title II of the ADA, including any investigation of any complaint communicated to it alleging its noncompliance with the ADA or alleging any actions that would be prohibited by the ADA. Following his appointment as the Statewide ADA Coordinator, Commissioner DeFronzo set out to update the directory of the coordinators throughout state government. He also asked for information concerning each agency's ADA policies, as well as each agency's understanding of its overall compliance with the ADA and any outstanding issues in this area.

DAS initiated a process of outreach to the various stakeholders around the issues of concern to the community of persons with disabilities and participated in several meetings over the two years with interested groups, including the ADA Coalition of Connecticut, the state's Independent Living Centers the Citizens Coalition for Equal Access and several smaller groups of persons with disabilities.

In November, 2012, DAS hosted a public hearing on access to state facilities for persons with disabilities. Remarks were made by Commissioner DeFronzo and Joseph Cassidy, Director of Technical Services, DAS Division of Construction Services, who has responsibility for the state building code. Testimony was received from individuals representing themselves, the Citizens Coalition for Equal Access (CC=A) and the National Disability Rights Network. A number of issues were discussed and specific

problems with access to the Capitol and Legislative Office Building were identified. In December, 2012, the Department of Administrative Services hosted a training conference on the ADA for the ADA coordinators designated by the various agencies. The conference reviewed the responsibilities of state agencies concerning the State's employees, clients and members of the general public with disabilities. There were 93 registrants from the various agencies at the conference. The event provided an opportunity to present considerable information concerning state agency responsibilities in this area, as well as a number of resources available to assist in assuring that State facilities and programs are accessible to persons with disabilities.

## SURVEY

In February 2013, following up on the renewed awareness and recent training of agency ADA coordinators, Commissioner DeFronzo, as ADA coordinator for the Executive Branch, requested that state agencies conduct an evaluation of their facilities and programs, consistent with the guidance provided to them by the ADA professionals at the December conference, and to report on that evaluation and any issues that were identified in that process. The guidance concerning the evaluations provided to the agencies by DAS did not dictate the precise form or content of the evaluation.

**It should be noted that the Department of Administrative Services only controls 8% of the state's building portfolio.** Many of the larger state agencies have custody and control of their own buildings. However, this report reflects information obtained from a survey of every agency in state government. The Executive Branch agencies that report to the Governor responded with information that is summarized in this report. The Judicial and Legislative Branches, along with the quasi-public agencies, were invited to contribute to this report but declined to participate. Those entities have participated in DAS-sponsored training and maintain their

own ADA policies. Their ADA coordinators are listed in Appendix D of this report, along with those of Executive Branch agencies.

With regard to facilities, the agencies were requested to provide information concerning practical barriers or obstacles to access, not necessarily a strict assessment of compliance with relevant codes. The [www.adachecklist.org](http://www.adachecklist.org) site was cited as an example to follow. It has four priorities with checklists that might be considered: (1) approach and entrance, (2) access to goods and services, (3) toilet rooms, and (4) drinking fountains, public telephones & fire alarms.

In terms of programs, agencies were asked to consider any complaints or requests for accommodation that they may have received. DAS' guidance also requested that agencies consider what their response might be if they had to make an accommodation in one of their programs for a person with disabilities.

DAS' aim in the evaluation survey was to identify gaps in ADA compliance and to begin to prioritize ADA improvements to state facilities and programs, as feasible. Agencies were requested to complete their evaluation report on or before April 1, 2013.

## LEGISLATION

Thereafter, the General Assembly enacted Special Act 13-6 to require DAS to submit a report on the agencies' responses as they pertain to "accessibility in and to state buildings for persons with disabilities." That information was compiled and is summarized in Appendix A to this report.

\*Note on terminology: This summary and the accompanying tables use the terms “not ADA-compliant”, “non-compliant” or “inadequate.” The ADA generally does not require that facilities constructed prior to its enactment be renovated to comply. Rather, the Act regulates new construction or buildings undergoing significant renovations after 1990. A number of facilities are referenced in this summary and in the following table as being “non-compliant.” For most of those facilities, this phrase is technically not accurate since their construction predates the Act and therefore, they are not legally required to be in compliance with the specific provisions of the Act or its regulations. However, the ultimate goal of this survey of state agencies was to achieve optimal access to all state facilities and programs for person with disabilities, consistent with the current requirements of the ADA. Therefore, “compliance” as used in this summary is in the spirit of that ideal rather than technical compliance with law.

## AGENCY RESPONSES

Responses were received from 37 agencies and varied widely in terms of detail and specificity. Most of those agencies reported substantial compliance with the ADA in terms of facilities access. Some agencies also reported substantial compliance in terms of access to programs as well as policies concerning accommodation of employees, clients and the general public.

Where there are shortfalls, the evaluations provided the opportunity to identify problems and prioritize potential improvements. The evaluations similarly provided agencies the opportunity to bring themselves more fully into compliance with the law.

To the extent that there are shortfalls in compliance, availability of resources to make improvement is often cited as an obstacle to full compliance. Several of the evaluations demonstrate, however, that there are many improvements that could be made with relative ease and at relatively low cost.

## FACILITY ACCESS SUMMARY

The **Department of Agriculture** reported on two facilities under their control:

The Bureau of Aquaculture, located at 190 Rogers Avenue, Milford, built in 1990, and essentially ADA-compliant; and

The Hartford Regional Market built in 1948, with additions in 1952 and 1967, which requires substantial improvement to be fully ADA-compliant. Examples include: insufficient ramps; no elevator; and restrooms are not ADA-compliant.

The **Connecticut Agricultural Experiment Station** reported recent progress in moving their facilities into ADA compliance and is requesting additional resources to complete that process:

The following proposed renovation projects will include significant enhancements to comply with the ADA:

Valley Laboratory, Windsor, \$9.8 million  
Britton Building, New Haven, labs and storage  
Osborne Library, New Haven, \$4 million  
Slate Laboratory, New Haven, \$17 million  
Griswold Research Center, office & garage  
\$600,000

The **Department of Children and Families** did not report any facilities issues.

The **Office of State Comptroller**, housed in leased premises at 55 Elm Street, Hartford reported accessibility issues with water fountains in their building space as well as inadequacies with the rear parking lot signage.

The **Department of Consumer Protection** (DCP) is housed at the State Office Building, 165 Capitol Avenue, Hartford, which is under the care and control of the Department of Administrative Services. For its spaces in the building, DCP noted that the following enhancements could be accomplished if the indicated resources were made available:

Braille signage, \$1,000  
 Sign language staff training, \$600  
 Braille forms, \$1,000  
 Restrooms, power doors, \$8,000 each  
 Hearing room wheelchair access \$3,000 to \$8,000

The **Department of Correction (DOC)** maintains 16 facilities: 4 jails and 12 prisons, many of which were built before the ADA was enacted. Some facilities cannot accommodate inmates with disabilities. Such inmates are sent to the facilities that can accommodate them. DOC noted that the jails in New Haven and Bridgeport lack cells and showers that can accommodate person with disabilities. Renovations to improve accessibility are estimated to range from \$50,000 to \$70,000 per facility.

The **Criminal Justice Commission/Division of Criminal Justice** did not report any facilities issues.

The **Department of Developmental Services (DDS)** maintains 17 facilities statewide. DDS produced a spreadsheet that indicated a variety of facility accessibility issues, especially parking, approach/entrance, restrooms, interior signage, lack of elevators, fire alarms.

The **Department of Economic and Community Development (DECD)** is housed at 505 Hudson Street, Hartford, a DAS-administered building. DECD did not report any facilities issues.

The **State Department of Education (SDE)** operates the State Technical High School system. Schools in that system undergo renovations on a regular basis and are generally ADA-compliant. However, at this time, SDE reports that of those schools, the following are rated less than good in terms of "ADA status": Groton ETG/Southeastern CTHS, Milford Platt CTHS, Stratford School for Aviation Maintenance, Torrington Oliver Wolcott CTHS and Windham CTHS.

The **Department of Emergency Services and Public Protection (DESPP)** maintains eleven troop barracks, the Police Officer Standards and Training (POST) facility, the Commission on Fire Prevention facility, the Mulcahy complex in Meriden and the Division of Scientific Services facility. All report a

variety of existing conditions that are inadequate and require some level of repair or replacement, principally in approach and entrance areas and toilet rooms. Many of the items listed over the 15 pages appear to be capable of remedy at relatively low cost.

The **Department of Energy and Environmental Protection (DEEP)** provided an exemplary set of self-evaluation documents with voluminous detail as to policies, procedures and facilities. A variety of accessibility checklists and information was provided for facilities, parks and forests, including many projects of varying sizes and costs. The agency recommended the following facilities projects for 2013-2014:

Hammonasset Beach State Park, Madison – West Beach Bathhouse replacement; new Meigs Point Nature Center.

Sherwood Island State Park, Westport – Main Pavilion major renovations.

Statewide – Rustic Camping Cabins installation.

Silver Sands State Park, Milford – Bathrooms/ changing rooms, parking, office, concessions and other public services.

Harkness Memorial State Park, Waterford – Support Complex renovations.

The **Office of Governmental Accountability** is housed at 18-20 Trinity Street, Hartford, a DAS-administered facility. A facility checklist was provided by the office and that information is included in the table of facilities administered by DAS at the end of this narrative.

The **Office of Healthcare Advocate** is housed at 960 Main Street/153 Market Street, Hartford, and is a leased facility. They report that there was work done in 2001 to assure ADA compliance at their facility.

The **Commission on Human Rights and Opportunities** is housed in several locations as follows:

Central Office, 25 Sigourney Street, Hartford – Deficiencies reported re plaza deck

Capitol Region Office, 999 Asylum Avenue, Hartford – no problems reported

Eastern Region Office, Norwich City Hall, Norwich – two of three main entrances not accessible; restroom door handles inadequate; internal doors inadequate

West Central Region Office, Rowland Government Center, Waterbury – no problems reported

Southwest Region Office, 350 Fairfield Avenue, Bridgeport – no problems reported

The **Department of Insurance** is housed at 960 Main Street/153 Market Street, Hartford and is a leased facility. They report that there was work done in 2001 to assure ADA compliance at their facility.

The **Department of Labor (DOL)** has its central office at 200 Folly Brook Boulevard, Wethersfield, and the issues for that facility are summarized in the table of DAS-administered facilities following this narrative. DOL also maintains satellite offices in Bridgeport, Danbury, Danielson, Derby, Enfield, Hamden, Hartford, Manchester, Meriden, New Britain, New Haven, New London, Norwich, Stamford, Torrington, Waterbury and Willimantic. Reported issues include: not all locations have automatic door opening devices and amount of accessible parking not adequate in all locations.

The **Connecticut State Library** maintains the following facilities:

231 Capitol Avenue (Custody and control of Judicial Branch): numerous issues detailed, including approach and entrance, access to goods and services, interior accessible routes, elevators, signage, interior doors, rooms and spaces, light switches, seating, sales and service

counters, toilet rooms, drinking fountains, public telephone, and fire alarm systems.

Van Block State Library storage facility: some signage inadequate, inadequately marked accessible parking, access ramp inadequate, conference room fire box too high, toilet rooms have a variety of issues.

State Records Center – not open to public

Library for the Blind and Physically Handicapped: no van accessible parking, no parking signage, inadequate parking accessible spaces, parking lot surface in poor condition.

Middletown Library Service Center: numerous issues for approach and entrance, access to goods and services, toilet rooms.

Willimantic Library Service Center: Leased facility – approach and entrance are inadequate, toilet rooms have numerous issues.

The **Department of Mental Health and Addiction Services** has multiple facilities, including both state-owned and leased properties. The agency submitted a ten page narrative and an associated spreadsheet that indicate a variety of possible upgrades that vary in scope and cost, many of which are likely to be feasible within agency appropriations.

The **Military Department** submitted a summary sheet that indicates overall level of compliance with ADA at 15 facilities, with the status and feasibility of required renovations indicated for each, however, details were not included.

The **Department of Motor Vehicles** summary reported on the status of eight state-owned facilities and five leased facilities, with details not included. Possible compliant upgrades vary in scope and cost, many likely feasible within agency appropriations.

The **Office of Policy and Management** is housed at 450 Capitol Avenue, a DAS-administered building. A recent survey by the private property management firm was noted. A facility checklist was developed and a summary is included in the table of information concerning the facilities administered by DAS.

The **Office of Protection and Advocacy for Persons with Disabilities (OP&A)** is housed at 60B Weston Street, Hartford. OP&A conducted a detailed accessibility survey and reported ADA issues with parking, external path of travel, front reception desk, and minor, easily correctable issues with restrooms, restroom signage, thermostats, signage at permanent use rooms, water fountains. The OP&A submittal includes a transition plan summary that indicate a larger survey with checklists on file at their office. The parking lot and exterior path of travel issues were subsequently corrected.

The **Department of Public Health** has its main office at 410-470 Capitol Avenue, Hartford, a DAS-administered building complex for which a recent survey by the property manager is noted. Reference is made to general findings and ongoing improvements. Funding was cited as an issue to readily removing identified barriers. A facility checklist was developed and a summary is included in the table of information concerning the facilities administered by DAS. The Public Health laboratory facility on West Street, Rocky Hill, is a new, DAS-administered building that is ADA-compliant.

The **Board of Regents for Connecticut Colleges and Universities** is housed at 61 Woodland Street, Hartford. A facility checklist was developed and a summary is included in the table of information concerning the facilities administered by DAS. Summary information was provided for the seventeen institutions of higher education and varied by institution, with details not included.

The **Department of Rehabilitation Services** (“DORS”) is co-located with the Department of Social Services in several facilities, both state-owned and leased. DORS noted several accessibility issues, including parking, interior signage, and automatic door openers.

The **Department of Revenue Services** is housed at 25 Sigourney Street, Hartford, DAS-administered building. A facility checklist was developed and a summary is included in the table of information concerning the facilities administered by DAS.

The **Secretary of the State** is housed at 30 Trinity Street, Hartford, a DAS-administered building. A

detailed checklist was provided. Issues noted include counters heights, vertical circulation access, and public telephone accessibility.

The **Department of Social Services** has 13 office locations statewide, both state-owned and leased. Issues noted include inadequate signage and pavement markings for accessible parking; general building signage; angle of some access ramps; lack of automatic door openers at some locations; and counter heights.

The **Soldiers’, Sailors’ and Marines’ Fund** is located at 864 Wethersfield Avenue, Hartford, a leased facility, and no issues were reported.

The **Teachers’ Retirement Board** is housed at 765 Asylum Avenue, Hartford, a leased facility with no reported issues.

The **Department of Transportation** has their headquarters at 2800 Berlin Turnpike, Newington. The ADA Transition Plan in place for Public Rights of Way Along State Highways (written March 2011), includes a Schedule for Modifications. For facilities, priorities for barrier removal are indicated but no specific problems reported.

The **University of Connecticut** provided an exemplary, extensive response concerning its programs and policies. No specific facilities issues reported. The university maintains a website concerning building access:

[http://www.csd.uconn.edu/building\\_accessibility.html](http://www.csd.uconn.edu/building_accessibility.html)

The site provides “detailed and specific information regarding access information for buildings on the Storrs campus. Information includes building entrance locations, bathroom specifications as well as whether or not the building has an elevator.” The site includes pictures of the accessible entrances provided at the various buildings.

The **University of Connecticut Health Center** reports that their 21 physical locations were reviewed for ADA compliance by an outside architectural firm in 2005. Improvements to eliminate or mitigate accessibility barriers were prioritized and estimated costs provided. Items identified as “high priority” and

“readily achievable” were addressed. For areas that could not be renovated because of cost prohibitions, alternative remediation approaches were taken to further access. The 2005 report was included in the agency response.

The **Department of Veterans Affairs** has a campus at 287 West Street, Rocky Hill. Detailed checklists provided for: Approach and Entrance (“Priority 1”) issues at residential facilities, administration building and health care facility (48 pages); Access to Goods and Services (“Priority 2”) issues at above facilities

plus Fellowship House (120 pages); Toilet Rooms (“Priority 3”) in above facilities (80 pages); Additional Access issues (“Priority 4”) noted for above facilities (32 pages). Total response 280 pages. Possible solutions are noted and vary widely in scope and cost, many likely feasible within agency appropriations.

The **Workers’ Compensation Commission** provided a letter stating there are no current issues with physical access in the buildings under their control.

## Findings

### FACILITIES IMPROVEMENTS

The agency responses largely indicated that, for most state facilities, there is technical compliance with the provisions of the ADA. With every state construction or renovation project, compliance with the latest ADA regulations is provided for through the building code. However, it is clear that there is much room for improvement. Functional access is lacking at too many existing state facilities and present barriers to persons with disabilities. Such access could be provided through specific projects that target such barriers in facilities that may not be due for overall upgrades or renovation anytime soon.

In the 2013 legislative session, Governor Malloy requested a special bond authorization of \$2 million in each of the next two fiscal years to make some accessibility improvements to state facilities. This fall, the bond commission allocated the first \$250,000 of that authorization and the first enhancement project, a new set of power doors for the inner doorway at the DEEP building at 79 Elm Street in Hartford, was identified.

This sort of project is only the beginning. For all state facilities to achieve functional physical access for persons with disabilities, it is clear that additional

resources will have to be made available outside the regular bonding authorizations for construction or renovations. The State has a multitude of older or existing facilities where functional access could be greatly enhanced.

Agencies that have custody and control of their facilities should follow up on the good work done in these evaluation reports and include consideration and identification of additional resources for these purposes in their annual budget development process.

As noted in many of the evaluation reports, a number of improvements can be made with relative ease and at relatively low cost. For example, signage in and around buildings, as well as parking space delineation, are not expensive or complicated projects.

**The specific bond authorization for functional access improvements at facilities not otherwise undergoing renovation, which was pioneered in the 2013 Bond Act, could be continued into the future and as projects are identified, could be increased as needed.**



## FACILITIES MAINTENANCE

Improvements to facilities can go a long way towards increasing access. However, the need for continued maintenance of facilities is often overlooked. Maintenance is critical to continued functional access. A parking lot may have accessible spaces, but potholes or cracks will present significant obstacles to persons using wheelchairs. If it was worth improving to create access, it is worth maintaining so that the original work is not wasted. **Attention to the maintenance budget for the existing accessibility features and infrastructure is every bit as important as providing the resources to renovate or construct new access improvements.**

## WEB PRESENCE AND ASSISTIVE TECHNOLOGY

When thinking about the ADA, focus naturally tends to fall on physical access to facilities. However, as the guidance literature makes clear, access to the web presence of public agencies is a critical area that needs attention in our increasingly wired world.

Many people who are blind, deaf or have physical disabilities, use computers and the Internet with the help of assistive technologies. Agencies should evaluate their web presence if they have not already done so and should consider access improvements to their websites in the annual budget development process.

The Bureau of Enterprise Systems and Technology in the Department of Administrative Services (DAS/BEST) has guidelines for website accessibility that are followed by most agencies. These guidelines need updating. The State needs a coordinated procedure for providing print communications in alternative formats, including via the internet. Online information needs to be readable by assistive technology. These technological challenges require renewed attention. Relevant stakeholders should be convened to begin that work.

**More training for state agencies by the IT professionals in this area will no doubt be required for state agencies to realize best practices in delivering services to persons with disabilities through the State's web presence.**

## OUTREACH

The community of disabled persons includes many thoughtful and knowledgeable individuals who can be of considerable assistance in assessing and recommending upgrades at specific facilities. A practical field test by a person with a disability can be particularly useful in assessing new technology. Agencies are encouraged to reach out to their respective constituent groups to get feedback and consult on these matters as appropriate.

DAS has worked with a number of organizations on these issues, including:

Americans with Disabilities Act Coalition of CT, Inc.(ADACC)

Lisa G. Caron, Project Director  
60B Weston St. Hartford, CT 06120  
Telephone: 860-297-4383  
Fax: 860-566-8714  
Email: ADACoalition@sbcglobal.net

Citizens Coalition for Equal Access

Keith Mullinar  
c/o 9-K Talcott Glen Road  
Farmington, CT 06032  
860.657.9982  
Email: mullinar@att.net

## CONCLUSION

The issues described in this report are not going away. There will be a continuing need to focus on access in facilities and programs if we are to maintain our moral and legal commitment to serving all of our citizens.

It is clear that more resources will be needed to fully comply with the letter and spirit of the Americans with Disabilities Act. Policymakers have to include consideration of these issues in their deliberations on budgets, programs and facilities management.

## Appendix A

### STATE FACILITIES UNDER CARE AND CONTROL OF DEPARTMENT OF ADMINISTRATIVE SERVICES (DAS)

165 Capitol Avenue, Hartford	Entrance area railings too short; accessible parking spaces incorrect size; no van accessible parking; signage re entrances, directions, information and goods and services inadequate; interior door handles inadequate; lavatory heights and dimensions non-compliant.
92 Farmington Avenue, Hartford	Entrance ramp slope and railings non-compliant; parking not available at site; door handles non-compliant; door closer too fast; door pull side clearances inconsistently compliant; emergency egress lights and signals inadequate; signage for goods and services, directions and information, not provided; wall controls inaccessible; elevators: signals non-compliant, call buttons too high, signage and emergency intercom inadequate; toilet rooms and drinking fountains almost entirely inadequate and inaccessible.
110 Sherman Street, Hartford	Signage for entrances, directions, information, goods and services, and accessible parking inadequate; some interior doorway widths inadequate; some interior door knobs inaccessible; obstacles in interior circulation paths; elevators lack verbal signal and call buttons too high; toilet room stall door handles inaccessible and grab bars inadequate; drinking fountain too high and is not cane-detectable.
Cottage 17, Cedarcrest Hospital, 525 Russell Road,	Not compliant: ramp slope and landing ;parking; controls; signage for restrooms& entrances; drinking fountains; interior passages and door handles, alarm system; faucets in restrooms
Cottage 34, Cedarcrest Hospital, 525 Russell Road, Newington	Not compliant: approach; entrance; parking signage; interior door handles; services signage; restroom faucets
Nurses Building, Uncas-On-Thames, 401 West Thames Street, Norwich	Stair rails non compliant; elevators no raised braille lettering; good & services controls not operable w/closed fist; signs needed to & at accessible restrooms; water fountain too high
Campbell Building, Uncas-On-Thames, 401 West Thames Street, Norwich	Not compliant: entry ramp (not feasible to fix); signage for inaccessible entry, restrooms, goods & services, directional& alternate routes; accessible entrance; controls ; routes; elevators buttons, signs etc; water fountain height
Cottage 7, Uncas-On-Thames, 401 West Thames Street, Norwich	Not accessible
TVCCA, Uncas-On-Thames, 401 West Thames Street, Norwich	Not compliant: ramp slope and landing ;parking; controls; signage for restrooms; drinking fountains

SMHA, Uncas-On-Thames, 401 West Thames Street, Norwich	Ramp slope & surface not compliant
410-470 Capitol Avenue, Hartford	Non compliant: parking; entrance door signage; uneven pavement; tables & countertop heights; interior door handles & opening force, accessible stall door handles
300 Corporate Place, Rocky Hill	Some signage needed; interior doors w/o accessible handles
79 Elm Street, Hartford	Not compliant: approach; signage- entrance, restroom, directional ; ramp; interior door opening force, restroom door latches; countertops/table height; elevators w/o visible or audible sounds & emergency Braille intercom; lav height
10 Franklin Square, New Britain	Entrance ramp railings inadequate; entrance signage inadequate; lettering on posted building directory should be larger; elevator emergency intercom not usable without voice; lavatory mirrors need adjustment
505 Hudson Street, Hartford	Non compliant ramp surface & entry mat height; elevators w/o visible or audible sounds
11 Shuttle Road, Farmington	Signage needed at entrances, bathrooms, passages; accessible stall, handles and grab bars needed; non compliant interior door handles & weight; seats/tables too low- to be corrected
25 Sigourney Street, Hartford	Entry mats edges tripping hazard; elevators w/o visible or audible sounds & emergency Braille intercom; compliant door handles & grab bars needed & toilet too low in accessible stall; drinking fountains too high
18-20 Trinity Street, Hartford	Non compliant entrance (has stairs); no signage to accessible entrance
30 Trinity Street, Hartford	No accessible interior alternate route to all public areas
55 West Main Street, Waterbury	No Braille signage- security guard assists
395 West Main Street, Waterbury	Entrance door to be replaced; interior door threshold edges too high; lavatory height 2 inches too short; (all threshold edges? All lavs?)
295 West Street, Rocky Hill	Compliant
9 Windsor Avenue, Hartford	Approach has protrusions; signage at entrance; aisles/pathways to goods & services too narrow; water fountain not cane detectable.

24/38 Wolcott Hill Road, Hartford	Non compliant: ramps; parking enforcement signage -entrances, goods & services, restrooms, interior doors/passageways; elevator floor indicators & controls
39 Woodland Street, Hartford	Distance between bathroom fixtures 2 inches too short; lav height too short
61 Woodland Street, Hartford	Elevators w/o visible or audible sounds and emergency braille intercom; signage needed
200 Folly Brook Boulevard, Wethersfield	Entrance ramp not non-slip; Signage for accessible entrances and restrooms inadequate; interior accessible table dimensions inadequate; elevator emergency intercom inadequate; no call button for lift; public telephones inadequate for hearing impaired

**DESPP FACILITIES UNDER LIMITED CARE AND CONTROL OF DAS**

Forensic Lab, 278 Colony Road, Meriden	Elevators w/o visible or audible sounds
Troop K	Van accessible sign needed; entrance & interior doors too narrow; assistance needed at alternate accessible entrance; not all floors are accessible
Troop G 1111 Country Club Road, Middletown	Lavatory height too high  Entry mat too thick; non compliant info/directional sign; elevator emergency intercom non compliant; no accessible drinking fountain

## Appendix B

***Senate Bill No. 521***

***Special Act No. 13-6***

**AN ACT CONCERNING A REPORT ON THE SURVEY OF ACCESSIBILITY IN AND TO STATE BUILDINGS.**

Be it enacted by the Senate and House of Representatives in General Assembly convened:

Section 1. (Effective from passage) Not later than January 1, 2014, the Commissioner of Administrative Services shall submit a report to the joint standing committee of the General Assembly having cognizance of matters relating to aging, in accordance with section 11-4a of the general statutes, concerning the results of the survey of accessibility in and to state buildings for persons with disabilities being conducted by the Department of Administrative Services.

Approved June 3, 2013

# Appendix C

## SUMMARY OF ISSUES TO BE ADDRESSED

AGENCY	WEB PRESENCE	FACILITY SIGNAGE	FACILITY PARKING	FACILITY PHYSICAL ACCESS
Administrative Services, Department of	Alternative forms and improved access needed	Needs Improvement	Basically compliant; Enhancement recommended	Basically compliant; Enhancement recommended
Agricultural Experiment Station	Not reported	Not reported	Not reported	Enhancement recommended
Agriculture, Department of	Not reported	Not reported	Enhancement recommended	Enhancement recommended
Attorney General, Office of the	Not reported	Leased facility	Leased facility	Leased facility
Banking, Department of	Not reported	Leased facility	Leased facility	Leased facility
Children and Families, Department of	Only minor enhancements recommended	Not reported	Not reported	505 Hudson, Appendix A; 17 leased facilities
Comptroller, Office of the State	Not reported	Rear parking lot needs enhancement	Leased facility	Leased facility
Consumer Protection, Department of	Not reported	Braille signage and forms, ASL training recommended	165 Capitol Avenue, Appendix A	Restroom power doors and hearing room access enhancement recommended
Correction, Department of	Not reported	Not reported	Not reported	Substantial renovation of most facilities required for functional access
Criminal Justice Commission and Division of Criminal Justice	Reported compliance with DAS guidance	Not reported	300 Corporate Place, Appendix A	300 Corporate Place, Appendix A
Developmental Services, Department of	Not reported	Substantial improvements recommended	Substantial improvements recommended	Substantial improvements recommended

AGENCY	WEB PRESENCE	FACILITY SIGNAGE	FACILITY PARKING	FACILITY PHYSICAL ACCESS
Disabilities, Office of Protection and Advocacy for Persons with Disabilities	Some enhancement recommended	Improvement needed	Modest improvement needed	Modest improvement needed
Economic and Community Development, Department of	Not reported	505 Hudson, Appendix A	505 Hudson, Appendix A	505 Hudson, Appendix A
Education, State Department of	Not reported	165 Capitol Avenue, Appendix A; Various technical high schools require substantial improvement	165 Capitol Avenue, Appendix A; Various technical high schools require substantial improvement	165 Capitol Avenue, Appendix A; Various technical high schools require substantial improvement
Emergency Services and Public Protection, Department of	Not reported	DESPP facilities, Appendix A; Several troop facilities require substantial improvement	DESPP facilities, Appendix A; Several troop facilities require substantial improvement	DESPP facilities, Appendix A; Several troop facilities require substantial improvement
Energy and Environmental Protection, Department of	Not reported	Various improvements recommended	Various improvements recommended	Various improvements recommended
Governmental Accountability, Office of (representing all nine agencies consolidated within OGA)	Not reported	18-20 Trinity Street, Appendix A	18-20 Trinity Street, Appendix A	18-20 Trinity Street, Appendix A
Healthcare Advocate, Office of the	Minor improvements recommended	Leased facility	Leased facility	Leased facility
Higher Education, Board of Regents for	Not reported	Various facilities with various improvements recommended	Various facilities with various improvements recommended	Various facilities with various improvements recommended
Human Rights and Opportunities, Commission on	Not reported	Not reported	Not reported	Various facilities with various improvements recommended

AGENCY	WEB PRESENCE	FACILITY SIGNAGE	FACILITY PARKING	FACILITY PHYSICAL ACCESS
Insurance, Department of	Minor improvements recommended	Leased facility	Leased facility	Leased facility
Labor, Department of	Compliance reported	200 Folly Brook Blvd, Appendix A; and various facilities	200 Folly Brook Blvd, Appendix A; and various facilities	200 Folly Brook Blvd, Appendix A; and various facilities
Library, Connecticut State	Not reported	Improvements recommended	Improvements recommended	Improvements recommended
Military Department	Not reported	Not reported	Improvements needed at various facilities	Improvements needed at various facilities
Mental Health and Addiction Services, Department of	Minor improvements recommended	Improvements needed at various facilities	Improvements needed at various facilities	Improvements needed at various facilities
Motor Vehicles, Department of	Improvements recommended	Improvements needed at various facilities	Improvements needed at various facilities	Improvements needed at various facilities
Policy and Management, Office of	Not reported	450 Capitol Avenue, Appendix A	450 Capitol Avenue, Appendix A	450 Capitol Avenue, Appendix A
Public Health, Department of	Assessment pending	410-470 Capitol Avenue, Appendix A	410-470 Capitol Avenue, Appendix A	410-470 Capitol Avenue, Appendix A
Rehabilitation Services, Department of	Compliant	Improvements needed at various facilities	Improvements needed at various facilities	Improvements needed at various facilities
Revenue Services, Department of	Compliant	25 Sigourney Street, Appendix A	25 Sigourney Street, Appendix A	25 Sigourney Street, Appendix A
Secretary of the State, Office of the	Not reported	30 Trinity Street, Appendix A	30 Trinity Street, Appendix A	30 Trinity Street, Appendix A
Social Services, Department of	Assessment pending	Improvements needed at various facilities	Improvements needed at various facilities	Improvements needed at various facilities



AGENCY	WEB PRESENCE	FACILITY SIGNAGE	FACILITY PARKING	FACILITY PHYSICAL ACCESS
Soldiers' Sailors' and Marines' Fund	Not reported	Leased facility	Leased facility	Leased facility
Teachers' Retirement Board	Not reported	Leased facility	Leased facility	Leased facility
Transportation, Department of	Compliant	Facilities improvement plan in place	Facilities improvement plan in place	Facilities improvement plan in place
University of Connecticut	Compliant	Compliant	Compliant	Compliant
University of Connecticut Health Center	Not reported	Facilities improvement plan in place	Facilities improvement plan in place	Facilities improvement plan in place
Veterans' Affairs, Department of	Not reported	Improvements recommended	Improvements recommended	Improvements recommended
Workers' Compensation Commission	Compliant	Compliant	Compliant	Compliant

# Appendix D

## ADA COORDINATORS FOR EXECUTIVE BRANCH AGENCIES

AGENCY	ADA COORDINATOR	EMAIL	PHONE
Administrative Services, Department of	Alicia Nunez	alicia.nunez@ct.gov	(860) 713-5317
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Agriculture, Department of	Alicia Nunez, (DAS SmART)	alicia.nunez@ct.gov	(860) 713-5317
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Connecticut Development Authority	Christopher Baisden	Christopher.Baisden@ctcda.com	(860) 258-7861
Connecticut Housing and Finance Authority	Brian Eaton	Brian.Eaton@chfa.org	(860) 721-9501
Connecticut Siting Council	Lisa Fontaine	lisa.fontaine@ct.gov	(860) 827-2969
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AGENCY	ADA COORDINATOR	EMAIL	PHONE
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Criminal Justice, Division of	Ngina Gibson	ngina.gibson@ct.gov	(860) 258-5868
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Emergency Services and Public Protection, Department of	Jewel White	jewel.white@ct.gov	(860) 685-8010
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Environmental Quality, Council on	Jacqueline Aronson/DEEP	jacqueline.aronson@ct.gov	(860) 424-3194
Governmental Accountability, Office of ( <i>representing all nine of the consolidated agencies within OGA</i> )	Joseph Olender	joseph.olender@ct.gov	(860) 256-2993
Governor/Lt. Governor, Office of the	Alicia Nunez (DAS SmART)	alicia.nunez@ct.gov	(860) 713-5317
Healthcare Advocate, Office of the	Patty Tiberio Insurance Department	patricia.tiberio@ct.gov	(860) 297-3932
Higher Education, Office of	Constance Fraser	cfraser@ctohe.org	(860) 947-1801
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AGENCY	ADA COORDINATOR	EMAIL	PHONE
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Legislative Management, Office of	Eric Connery Andrea Walker	eric.connery@cga.ct.gov andrea.walker@cga.ct.gov	(860) 240-0100 (860) 240-0100
Library, Connecticut State	Alicia Nunez (DAS SmART)	alicia.nunez@ct.gov	(860) 713-5317
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University of Connecticut	Elizabeth Conklin (Same as Uconn Health Center)	ode@uconn.edu	(860) 486-2943
University of Connecticut Health Center	Elizabeth Conklin	ode@uconn.edu	(860) 486-2943
Veterans' Affairs, Department of	Noreen R. Sinclair	noreen.sinclair@po.state.ct.us	(860) 616-3630
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