

ADA Self-Evaluation and Transition Plan

For the Town of Colrain

May 2026

Prepared by the Franklin Regional Council of Governments



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Part A – Introduction

The Town of Colrain hired the Franklin Regional Council of Governments (FRCOG) to conduct a comprehensive evaluation of the Town’s compliance under Title II of the Americans with Disabilities Act (ADA), which prohibits discrimination on the basis of disability. Specifically, Title II requires that:

No qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity [35 CFR Part 35.130 (a)].

Title II of the ADA applies to state and local governments, while Title III of the ADA applies to the private sector such as business and non-profit organizations.

In 2026, the Town of Colrain secured a grant from the Massachusetts Office on Disability and hired the FRCOG to conduct the ADA Self-Evaluation and prepare an ADA Transition Plan. The FRCOG assessed all Town-owned buildings, facilities, and parks as well as the Town’s programs, services, and activities to determine their accessibility to people with disabilities.

Like many communities in Massachusetts, Colrain is faced with a number of aging and historic municipal buildings and facilities that may pose obstacles to residents with disabilities. The cost and work that is required to remove these barriers and bring them into compliance can be overwhelming to smaller communities with limited financial resources like Colrain. The Town has a total population of 1,623 residents, of which 236 (14.%) have a disability.¹ This ADA Self-Evaluation and accompanying Transition Plan makes this daunting task a bit easier by identifying the issues, prioritizing them, and sorting out the high-cost actions from the simpler, less expensive tasks.

Title II of the ADA sets administrative requirements on state and local governments and also requires that all Town’s programs, services, and activities be accessible to people with disabilities. Part B of this document summarizes the findings regarding the administrative requirements and access to programs, activities, and services. Part C discusses the evaluation and findings of the physical facilities owned by the Town of Colrain. Part D is the ADA Transition Plan, which catalogs all accessibility issues of the Town facilities that were found during the evaluations and recommends potential solutions. These recommendations have

¹ 2024 American Community Survey 5-Year Estimates, US Census Bureau.

been prioritized, given an estimated timeframe, and assigned relative costs and responsible departments.

Recent Progress

While a small town with limited resources, Colrain has been proactive in implementing ADA improvements. These include both large and small projects:

- Designated an ADA Coordinator and adopted Nondiscrimination and Grievance policies; and
- Constructed a new highway department in 2017 that is fully accessible.

Methodology

To conduct the ADA Self-Evaluation of the Town's programs, services, and activities, the FRCOG staff distributed checklists designed by the New England ADA Center (a project of the Institute for Human Centered Design) to all Department Heads that assessed three requirements of Title II of the ADA for each Department's programs and services:²

- Effective Communication practices
- General Nondiscrimination practices
- Website accessibility

The FRCOG also used the latest 2010 ADA Standards for Accessible Design (ADAAG 2010) to evaluate all of the Town's buildings.

² Self-Evaluation Form Checklists from the New England ADA Center, <https://www.adaactionguide.org/resources#faq>.

Part B – Evaluation of Non-Discriminatory Policies and Practices in Programs, Services, and Activities

Introduction

Title II of the ADA also places administrative requirements on local governments in addition to ensuring the accessibility of the Town's programs, activities, and services. These administrative requirements include the appointment of a Town ADA Coordinator, the creation of a public notice regarding nondiscrimination policies, and the adoption of a complaint procedure. The FRCOG staff, with the assistance of Colrain staff, evaluated the Town's compliance with these administrative requirements as well as the Town's policies related to nondiscrimination, effective communication, and website accessibility.

The findings of this evaluation are discussed in this section along with recommendations to ensure compliance with Title II of the ADA.

Analysis

The FRCOG evaluated each of Colrain's Departments and the overall Town governance with regard to accessibility requirements. Checklists from the New England ADA Center were provided to each Department Head to complete that evaluated a Department's policies related to General Nondiscrimination, Effective Communication, and Website Accessibility. The findings of these completed checklists are summarized below and recommendations are provided to ensure that people with disabilities are provided the same opportunities as others to participate in programs, services, and activities in the Town of Colrain.

1. Designation of Responsible Employee

Title II of the Americans with Disabilities Act requires that a local government designate a responsible employee to coordinate compliance with the ADA and ensure that there is a person at the Town who is knowledgeable with the many requirements of the ADA. The Town of Colrain has met this requirement by designating Diana Parsons, the Town Administrator, as the ADA Coordinator.

2. Complaint Procedures

In addition to designating an ADA Coordinator, a local government is required to provide a complaint procedure that offers ways for people to file complaints alleging discrimination on the basis of disability with regard to employment or in the provision of services, activities, and programs. The Town of Colrain has met this obligation with an approved Complaint Procedure. See Appendix A for copy of Complaint Procedure.

3. Notice

Title II also requires that a local government provide public notice of the provisions of the ADA to members of the public that may participate in the Town's program, services, and activities. The Town of Colrain has met this obligation with an approved Notice that is posted at Town Hall and on the town's website. See Appendix A for copy of Public Notice.

4. Effective Communication

Under Title II of the Americans with Disabilities Act, the Town must communicate effectively with people who may have hearing, vision, or speech disabilities. To do so, this may require Colrain to provide auxiliary aids and services to meet its responsibility of effective communication. This may include, but is not limited to: providing sign language interpreters, Computer-Assisted-Real-time-Translation (CART), written materials for persons who are deaf or have difficulty hearing, Braille or large print information in digital format for people who are blind or have difficulty seeing.

Town of Colrain Department Heads completed checklists from the New England ADA Center that evaluated each department's practices and policies regarding their knowledge and ability to provide effective communication for their programs, services, and activities to allow equal participation for persons with disabilities. The completed checklists show that Town staff are willing to comply with Title II, but do not know how to do so in all elements of practice. In particular, most staff members do not know:

- how to go about arranging for different types of auxiliary aids and services to provide for effective communication when needed (particular for those people who are deaf or hard of hearing and those that are blind or visually impaired);
- if there is a policy or procedure for handling requests for auxiliary aids; or
- what the procedure is for determining when the provision of an auxiliary aid or service is an undue financial or administrative burden.

Appendix B provides a summary of the answers to the checklist's questions regarding effective communication practices.

To ensure that Town staff comply with Title II, it is recommended that Colrain develop and distribute clear procedures for employees as to how to arrange for auxiliary aids and services. A written informational handout on Effective Communication Procedures will help staff understand their responsibilities and clarify what to do in the event a person needs assistance with communication.

During the COVID-19 Pandemic, the Town of Colrain had been conducting much of its municipal business virtually. The Town uses Zoom as its video conferencing platform. Zoom has many accessible features and meets almost all website-related Section 508 and WCAG 2.1 AA accessibility recommendations. Zoom also has various options that can be enabled to allow features such as closed captioning directly or through third parties. However, employing these features takes some practice and training. As Colrain continues to use either this or other video conferencing platforms, it will be very important that staff be trained on the software's accessibility features to ensure effective communication.

5. Reasonable Modifications of Policies, Practices, and Procedures

Title II of the ADA also requires that local governments ensure that people with disabilities have an equal opportunity to participate in the services, programs, and activities that the Town provides. This may require that the Town of Colrain provide "reasonable modifications" to policies and practices to allow equal participation. When applying to Town staff, this requirement may include modifying work schedules; job restructuring; and making facilities used by employees readily accessible to an employee with a disability. When applying to members of the public to be able to participate in a program, service, or activity, this requirement may include allowing service animals in locations where animals are not typically permitted; allowing the use of motorized devices in places where they are not allowed; or providing assistance with application completion.

The results of the completed checklists from the Town's Department Heads show that with respect to the general nondiscrimination requirements of Title II, Colrain staff members are very willing to comply and have a good, general understanding of the many responsibilities and requirements that they have as a local government. However, there are topics with which Department staff could be more familiar. For example, some departments do not know that they are supposed to require assurances from contractors to fulfill Title II requirements or the policies surrounding service animals. Appendix B provides a summary of the answers to the checklist's questions regarding general nondiscrimination practices.

A written and distributed summary of nondiscrimination policies will help staff ensure that all participants have the opportunity for equal participation.

6. Website Accessibility

Title II of the Americans with Disabilities Act requires that local governments ensure that, when viewed in their entirety, the programs, services, and activities offered are equally available to people with disabilities. Websites of a local government are considered to be a “program”, and, in Massachusetts, they should be accessible to the standards of the Web Content Accessibility Guidelines 2.1 AA.

To evaluate the Town of Colrain’s websites, a checklist was sent to each Department that maintained its own website or had website administrative privileges. The completed checklists show that the staff members who have administrative rights are aware of website accessibility standards. However, they would like more information on these standards to help make sure that future content is accessible.

Staff with website editing privileges should be provided guidance about the requirements of the Web Content Accessibility Guidelines 2.0 AA. It would also be very helpful to the Town if people with disabilities who use screen reading software and other assistive technology periodically evaluate the website. Staff can periodically check its accessibility by using the free Web Accessibility Evaluation Tool (WAVE), which evaluates web content for accessibility under the Web Content Accessibility Guidelines.

The Town’s website administrator assessed the Town of Colrain Website (<https://www.Colrain.org/>) in the free [Web Accessibility Evaluation Tool](#) (WAVE), which evaluates web content for accessibility under the Web Content Accessibility Guidelines as well as [SkyNet Technologies’](#) ADA tool, which has higher standards than what is required. The results show that there are a few major errors on the website and are mostly related to the contrast and size of fonts against backgrounds. There are also other warnings and alerts that could prevent or hinder visually-impaired individuals from fully accessing the Town’s website. Fortunately, many can be easily fixed with simple actions, such as changing the color of backgrounds or providing alternative text for images. The results of this report can be found in Appendix C.

Part C – Evaluation of Facilities and Infrastructure

Introduction

FRCOG staff evaluated the following Town-owned buildings and facilities for this ADA Self-Evaluation in February 2026 according to the 2010 ADA Standards:

Buildings and Facilities owned by the Town of Colrain and Evaluated by FRCOG

- Colrain Central School
- Fire Department
- Highway Garage
- Griswold Memorial Library
- Town Offices

Analysis of Building Accessibility

Colrain's Town-owned buildings range in levels of accessibility. For this report, the FRCOG has assigned categories of "functional accessibility" to each building for ease of reference. These categories are:

- **Accessible** – the facility is fully accessible to a wheeled mobility device user or person with mobility challenges;
- **Mostly Accessible** – A wheeled device user or person with mobility challenges can enter the facility, access the primary function within the facility, and access the bathroom;
- **Moderately Accessible** – A wheeled device user or person with mobility challenges can enter the facility, access the primary function within that facility, but cannot use the bathroom;
- **Minimally Accessible** – A wheeled device user or person with mobility challenges can only enter the facility, but cannot access the primary function or the bathroom;
- **Inaccessible** – A physical barrier exists that would prevent a wheeled device user from entering the facility.

The following table places each building or facility into one of these categories:

Accessible	Mostly Accessible	Moderately Accessible	Minimally Accessible	Inaccessible
Highway Garage			Town Offices	Fire Department
Colrain Central School			Griswold Memorial Library	

The above assessment rates each building's accessibility based on the ability of people with disabilities to access the programs, services, and activities that are offered within those buildings. However, it should be noted that many Town buildings have areas within them that are not accessible at all (ex. basements or staff-only storage areas). Making these spaces accessible according to the 2010 ADA Standards may be structurally difficult and/or practically infeasible. Despite these potential obstacles, this accompanying Transition Plan identifies issues within these spaces and recommends ways to improve accessibility in ways that may be feasible – at least for users who do not require wheeled mobility devices – while acknowledging the inaccessibility these spaces pose for some persons with disabilities so that accommodations may be made.

An important caveat to this rating system is that it primarily evaluates the Town facilities from a member of the public's perspective, not necessarily from the perspective of an employee who must work in these facilities and access non-public spaces on a regular basis. However, all of the deficiencies in the buildings with respect to the 2010 ADA Guidelines have been noted in the ADA Transition Plan that is included in this Report.

Summary of Building Evaluation Findings

Accessible Buildings

Highway Garage

The Highway Garage building was newly constructed in 2017 and meets all current ADA regulations and is fully accessible to both the public and staff. There are a few small tweaks that could further improve accessibility since it is the primary public meeting location for the Town. These include installing an automatic door opener to the exterior main door or attaching the soap dispenser to the wall in the bathroom.

Colrain Central School

The Colrain Central School is the polling location for town residents and is fully accessible for residents to be able to access the gymnasium from the parking lot in order to vote. There are small tweaks that would improve the accessibility of the site. These issues are mostly minor and inexpensive and include the following: installing signage indicating the location of the accessible exterior entrance; raising the height of the accessible parking signs; and installing a magnetic door hold/release system on the door to the gymnasium to facilitate accessibility and safety.

Minimally Accessible Buildings

Griswold Memorial Library

The Library is minimally accessible because it may be difficult for people with mobility issues to enter through the main entrance since the door is heavy and difficult to open. The door also lacks clearance on the latch side to allow for maneuvering with a wheeled mobility device to easily open the door. Further, the bathroom is not accessible at all due to its dimensions which are too small for maneuvering, the door fixtures may be difficult to grasp, and the door is not self-closing. Some of the stacks are also too narrow to provide an accessible route.

Town Offices

The Town Hall is rated as only minimally accessible because it is difficult for users to enter the building and access its primary functions. The ramp from the parking lot to the exterior accessible entrance is uneven and both the exterior door and the inner vestibule doors have high vertical thresholds that would make it very difficult for a person with a mobility device to enter. Further, the exterior door is difficult to open, and in the winter, ice often collects on the ramp landing making it unsafe. The ramp to the lower level is too steep and long and the door is also difficult to open. Users with a mobility device could also have difficulty using both the men's and women's bathrooms since they lack self-closing doors.

Inaccessible Buildings/Facilities

Fire Department

The Fire Station is primarily not accessible due to the presence of a high vertical threshold preventing people with mobility issues to enter the building.

Program Accessibility

Town programs housed at the Town Offices in Colrain are most likely to be inaccessible to individuals with disabilities. This includes the Town Administrator, Clerk, Collector, and Assessor. All public meetings and elections are held at the Highway Garage and Elementary School, which are accessible. Currently, in order to make the Town Office programs accessible, the staff will need to make arrangements to meet at the Highway Garage. Because of this inconvenience, improving the Town Office ramps and entrances should be prioritized.

The Griswold Memorial Library's services are also currently not accessible until an automatic door opener is installed. This should also be made a high priority.

The Fire Department is not accessible in their buildings, but staff could conduct meetings at alternative accessible locations such as the Highway Garage. Because this department does not interact with the public often outside of emergencies, improving the accessibility at this site, while important, is not as high a priority.

Part D – ADA Transition Plan

The ADA Transition Plan for Colrain catalogs every issue that the FRCOG staff discovered during the Self-Evaluation of the Town’s buildings and facilities in February 2026. The Transition Plan recommends solutions to bring these identified issues into compliance with the 2010 ADA Guidelines and then prioritizes them, provides relative costs, estimates a feasible timeframe of implementation, and assigns the issue to the appropriate implementing department. In addition, the majority of issues have been documented with photographs, which can be found in Appendix D.

The following categories were used for the Transition Plan’s prioritization:

- 1) **Priorities:** High
Medium
Low
- 2) **Timeframe:** Short (0-4 years)
Medium (5-9 years)
Long (10+ years)
Ongoing
- 3) **Cost:** \$\$\$\$ (Major capital project)
\$\$\$
\$\$
\$ (Maintenance costs)

Issues were assigned a “High” priority if they:

- Made it difficult and/or prevented a person with a disability to enter a room in which a service is provided;
- Made it difficult and/or prevented a person with a disability to use the bathroom facilities; or
- Made it difficult and/or prevented a person with a disability to access an important civic site as a pedestrian on a sidewalk.

Colrain ADA Self-Evaluation & Transition Plan

Town Office (55 Main Road)

Location	Element	Photo	Issues	Current Measure	Recommendations	Priority	Timeframe	Cost	Responsible Dept.
Parking									
	Accessible Parking	IMG_3155; IMG_3157	Three accessible parking spots have signs that are too low.	< 60"	Raise all accessible parking signs to a minimum height of 60" from ground to bottom of sign.	High	Short	\$	Highway Department
	Accessible Parking	IMG_3156	Pavement markings for accessible spaces need repainting.		Ensure pavement markings are visible and clearly designate spaces that are at least 8 ft wide with a 5 ft median.	Medium	Short	\$	Highway Department
Approach and Entrances									
Lower level ramp	Accessible Route	IMG_3147	No signs indicating accessible entrance.	0	Install signage indicating route directing to accessible entrance.	High	Short	\$\$	Town Administrator
Lower level ramp	Accessible Route	IMG_3146	Path to ramp has uneven concrete making it difficult for users with mobility devices.		Repair walkway to ensure smooth, stable surface with no vertical changes exceeding 1/4". Changes between 1/4" and 1/2" must be beveled.	High	Medium	\$\$\$	Town Administrator
Lower level entrance	Door	IMG_3145	Accessible door is difficult to open.		Install an automatic door opener.	High	Short	\$\$\$\$	Town Administrator
Main Entrance	Steps	IMG_3150	Threshold is too high.	9" steps, 2" threshold	Lower threshold or install bevel so that there is a height difference of no more than 1/4". Replace steps with ones that do not exceed 7" in height.	Medium	Medium	\$\$\$\$	Town Administrator
Accessible Entrance	Threshold	IMG_3151	Accessible door entrance has threshold that is too high.	1"	Install beveled edge to threshold to reduce vertical height to less than 1/2" for exterior transition or 1/4" for interior.	High	Short	\$	Town Administrator
Exterior Accessible Door	Threshold	IMG_3145	Exterior accessible door threshold is too high.	2"	Lower threshold or install bevel so that there is a height difference of no more than 1/4"	High	Short	\$\$	Town Administrator
Exterior Accessible Door	Signage	IMG_3153	Missing signage at accessible entrance.		Install signage with visually contrasting/tactile lettering and braille on wall on latch side of door between 40" and 60" from floor.	High	Short	\$\$	Town Administrator
Exterior Accessible Door	Door	IMG_3152	Accessible door is difficult to open.		Install an automatic door opener.	High	Short	\$\$\$\$	Town Administrator
Ramp to Upstairs	Accessible Route	IMG_3154	Ice problem to side of door on landing.		Provide adequate drainage and snow/ice removal protocol. Consider installing canopy or heated system to prevent ice accumulation.	High	Short	\$-\$\$\$	Town Administrator
Ramp to Upstairs	Cross Slope	IMG_3153	Ramp has a steep cross slope making it difficult to maneuver with a wheeled mobility device.	2.8%	Repair ramp so that it has a maximum cross slope of 2% or less.	Medium	Medium	\$\$\$	Town Administrator
Basement Ramp	Ramp Slope	IMG_3147	Ramp to accessible door for basement exceeds maximum slope.	10%	Reconstruct ramp to ensure running slope does not exceed 1:12 (8.33%). Current 10% slope is non-compliant.	Medium	Medium	\$\$\$\$	Town Administrator
Basement Ramp	Ramp Length	IMG_3146	Ramp is 50 feet long from beginning to entrance doors.	50 ft	Ensure level landings at least 60" x 60" are provided every 30 feet of ramp run and at top and bottom.	Medium	Medium	\$\$\$\$	Town Administrator
Basement Ramp	Handrails	IMG_3147	Handrails are too low.	29"	Raise handrails so that they are 34"-38" from ground.	Medium	Medium	\$\$\$	Town Administrator

Colrain ADA Self-Evaluation & Transition Plan

Town Office (55 Main Road)

Location	Element	Photo	Issues	Current Measure	Recommendations	Priority	Timeframe	Cost	Responsible Dept.
Access to Goods and Services									
Entire Building	Signage	IMG_3112; IMG_3117	Missing signage with braille for all rooms with temporary walls.		Install signage with visually contrasting/tactile lettering and Grade 2 braille on the wall on latch side of door between 40" and 60" from floor for all rooms.	High	Short	\$	Town Administrator
Hallway	Accessible Route	IMG_3130	Hallway has objects blocking clear path.		Relocate objects to maintain clear accessible route of at least 36" wide throughout all hallways.	High	Short	\$	Town Administrator
Service Desk	Service Desk	IMG_3116	Service desk is too high with insufficient depth.	47" high, 6" depth	Lower service desk to no more than 36" high. Ensure at least a portion has knee clearance of 27" high minimum, 30" wide, and 17"-26" deep for forward approach.	High	Medium	\$\$\$	Town Administrator
Service Desk	Doorway	IMG_3117	Doorway to service area is too narrow.	30" without door, 29" with door	Widen doorway to provide minimum clear width of 32" when door is open to 90 degrees.	Medium	Long	\$\$\$	Town Administrator
Tax Collector/Treasurer	Service Desk	IMG_3132	Service desk is too high.	46"	Lower service desk to no more than 36" high. Ensure clear floor space of at least 30" x 48" for parallel approach.	High	Medium	\$\$\$	Town Administrator
Kitchen	Threshold	IMG_3119	Threshold to kitchen/bathroom is too high.	1"	Install beveled edge to threshold to reduce vertical height to less than 1/4" for interior transition.	Medium	Short	\$	Town Administrator
Kitchen	Sink	IMG_3120	Missing knee clearance under sink.		Provide sink with knee clearance of 27" high minimum, 30" wide, and 11"-25" deep for forward approach. Cover exposed pipes.	Low	Long	\$\$\$	Town Administrator
Kitchen	Soap Dispenser	IMG_3120	Soap dispenser not attached to wall.		Install a wall-mounted soap dispenser no higher than 48" from floor for forward reach or 44" for side reach.	Low	Short	\$	Town Administrator
Kitchen	Refrigerator	IMG_3121	Fridge opens on wall side with no clearance to open door.		Relocate refrigerator or rehang door to provide clear floor space of 30" x 48" for approach and maneuvering.	Low	Medium	\$\$	Town Administrator
Basement	Door Hardware	IMG_3140	Authorized personnel only door needs accessible doorknob.		Replace turn style knobs with lever-style door hardware that can be operated with a closed fist.	Low	Long	\$\$	Town Administrator
File Room	Accessible Route	IMG_3142	File room needs clear path maintained.		Maintain clear accessible route of at least 36" wide. Remove or relocate obstacles.	Low	Short	\$	Town Administrator
Women's Bathroom									
	Signage	IMG_3124	Tactile door sign needs to be on latch side of door.		Relocate sign to latch side of door between 48" and 60" from floor.	High	Short	\$	Town Administrator
	Door Hardware	IMG_3123	Door knob needs to be switched to lever style.		Replace door hardware with lever-style fixtures that can be operated with a closed fist.	High	Short	\$\$	Town Administrator
	Door Hardware	IMG_3123	Door needs self-closer.		Install or repair closer on door so that it self-closes.	High	Short	\$	Town Administrator
	Toilet	IMG_3126	Toilet handle needs to move to open side of toilet.		Reconfigure flush control to be on the open side of the toilet.	Medium	Medium	\$\$	Town Administrator

Colrain ADA Self-Evaluation & Transition Plan

Town Office (55 Main Road)

Location	Element	Photo	Issues	Current Measure	Recommendations	Priority	Timeframe	Cost	Responsible Dept.
	Grab Bar	IMG_3126	Grab bar is too low.	29"	Reinstall grab bars to be 33"-36" above finished floor.	High	Medium	\$\$	Town Administrator
	Sink	IMG_3125	Sink pipes are not covered.		Cover pipes to protect against contact.	Medium	Medium	\$	Town Administrator
	Soap Dispensers	IMG_3125	Paper towels and soap need to be attached to wall.		Install wall-mounted paper towel and soap dispensers no higher than 48" from floor for forward reach or 44" for side reach.	High	Short	\$	Town Administrator
	Toilet Paper	IMG_3126	Toilet paper dispenser is mounted too high and too far from toilet.	40" high, 5" from front	Relocate toilet paper dispenser to be positioned 7"-9" in front of toilet and 15"-48" from floor.	Medium	Short	\$	Town Administrator
Men's Bathroom									Town Administrator
	Signage	IMG_3127	Tactile door sign needs to be on latch side of door.		Relocate sign to latch side of door between 48" and 60" from floor.	High	Short	\$	Town Administrator
	Door Hardware	IMG_3127	Door knob needs to be switched to lever style.		Replace door hardware with lever-style fixtures that can be operated with a closed fist.	High	Short	\$	Town Administrator
	Door Hardware	IMG_3127	Door needs self-closer.		Install or repair closer on door so that it self-closes.	High	Short	\$	Town Administrator
	Grab Bar	IMG_3128	Grab bar is too low.	29"	Reinstall grab bars to be 33"-36" above finished floor.	High	Medium	\$\$	Town Administrator
	Sink	IMG_3129	Sink pipes are not covered.		Cover pipes to protect against contact.	Medium	Medium	\$\$	Town Administrator
	Soap Dispensers	IMG_3129	Paper towels and soap need to be attached to wall.		Install wall-mounted paper towel and soap dispensers no higher than 48" from floor for forward reach or 44" for side reach.	High	Short	\$	Town Administrator
	Toilet Paper	IMG_3128	Toilet paper dispenser is mounted too high and too far from toilet.	40" high, 5" from front	Relocate toilet paper dispenser to be positioned 7"-9" in front of toilet and 15"-48" from floor.	Medium	Short	\$	Town Administrator

Colrain ADA Self-Evaluation & Transition Plan

Fire Station (55 Main Road)

Location	Element	Photo	Issues	Current Measure	Recommendations	Priority	Timeframe	Cost	Responsible Dept.
Approach and Entrances									
Main Entrance	Threshold	IMG_3158	Threshold at entrance is too high.	3"	Install beveled edge or replace threshold to reduce vertical height to less than 1/2" for exterior entrance.	Low	Long	\$\$	Fire Department
Access to Goods and Services									
Kitchen/Meeting Room	Sink	IMG_3163	Sink needs clearance underneath and pipe guard.		Provide sink with knee clearance of 27" high minimum, 30" wide, and 11"-25" deep. Install guard to cover exposed pipes to protect against contact.	Low	Long	\$\$\$	Fire Department

Colrain ADA Self-Evaluation & Transition Plan

Griswold Memorial Library (12 Main Road)

Location	Element	Photo	Issues	Current Measure	Recommendations	Priority	Timeframe	Cost	Responsible Dept.
Parking									
	Accessible Parking	IMG_3166	One accessible parking spot with sign that is too low.	51"	Raise accessible parking sign to a minimum height of 60" from ground to bottom of sign.	High	Short	\$	Highway Department
	Bike Racks	IMG_3168	Bike racks need to have an accessible path.		Create accessible route to bike racks with firm, stable, slip-resistant surface at least 36" wide.	Medium	Medium	\$\$	Library Director
Approach and Entrances									
Ramp	Handrails	IMG_3170; IMG_3171	Handrails are inconsistent in height and missing return.	33" highest rail, 19" lower rail	Replace or adjust handrails to be 34"-38" above ramp surface on both sides. Ensure handrails extend 12" beyond top and bottom and return to wall, guard, or landing surface.	High	Medium	\$\$\$	Library Director
Ramp	Ramp Slope	IMG_3171	Ramp slope exceeds ADA maximum slope grade.	9%	Reconstruct ramp to ensure running slope does not exceed 1:12 (8.33%). Current 9% slope is non-compliant.	Medium	Long	\$\$\$\$	Library Director
Main Entrance	Door	IMG_3174	Door is difficult to open and there is no clearance to the side of the latch side of the door for maneuvering to open the door.		Install automatic door opener.	High	Short	\$\$\$\$	Library Director
Access to Goods and Services									
Interior	Book Stacks	IMG_3179	Some aisles between library stacks are too narrow.	29"	Widen aisles or reconfigure stacks to ensure at least 32" (preferably 36") of clear width throughout all routes.	Medium	Medium	\$\$	Library Director
Interior	Table	IMG_3180	Large table has chairs that are hard to move underneath.		Keep open spots at table for wheelchair access. Ensure clear floor space of 30" x 48" for wheelchair seating at accessible positions.	Medium	Short	\$	Library Director
Interior	Floor Surface	IMG_3186	Rug is not secured to floor.		Secure rug to prevent tripping hazard and ensure smooth transition with floor surface.	High	Short	\$	Library Director
Bathroom									
	Signage	IMG_3185	Missing accessible sign that needs to be tactile.		Install signage with visually contrasting/tactile lettering and Grade 2 braille on wall on latch side of door between 48" and 60" from floor.	High	Short	\$	Library Director
	Door Hardware	IMG_3182	Doorknob needs to be replaced.		Replace door hardware with lever-style fixtures that can be operated with a closed fist.	High	Short	\$\$	Library Director
	Door Hardware	IMG_3185	Door is not self-closing.		Install closer on door so that it self-closes.	High	Short	\$	Library Director
	Door Hardware	IMG_3182	Lock is not accessible.		Replace lock with hardware that can be operated with a closed fist.	High	Short	\$\$	Library Director
	Threshold	IMG_3181	Threshold is too high.	1"	Install beveled edge to threshold to reduce vertical height to less than 1/4" for interior transition.	High	Short	\$	Library Director
	Accessible Route	IMG_3183	Trash can blocks access to sink.		Move trash can to maintain clear floor space of 30" x 48" for forward approach to sink.	Medium	Short	\$	Library Director
	Bathroom Size	IMG_3181	Bathroom dimensions are too small for adequate maneuvering.	54" x 54"	Renovate bathroom to provide clear floor space of at least 60" diameter or 60" x 60" T-shaped turning space for wheelchair maneuvering.	High	Long	\$\$\$\$	Library Director
	Soap Dispenser	IMG_3183	Soap dispenser needs to be mounted on wall.		Install wall-mounted soap dispenser no higher than 48" from floor for forward reach or 44" for side reach.	High	Short	\$	Library Director
	Toilet Flush	IMG_3184	Toilet flusher needs to be relocated.		Verify flush control is on the open side of the stall. Reconfigure if needed.	Medium	Medium	\$\$	Library Director

Colrain ADA Self-Evaluation & Transition Plan

Highway Garage (9 Jacksonville Road)

Location	Element	Photo	Issues	Current Measure	Recommendations	Priority	Timeframe	Cost	Responsible Dept.
Parking									
	Accessible Parking	IMG_3201; IMG_3199; IMG_3202	One accessible parking space with sign that is too low. Pavement markings need to be visible.	54"	Raise accessible parking sign to minimum height of 60" from ground. Repaint pavement markings to clearly designate space that is at least 8 ft wide with a 5 ft aisle.	High	Short	\$	Highway Department
Approach and Entrances									
Front Door	Door	IMG_3199	Door is difficult to open.		Install automatic door opener with accessible push button, or adjust door closer to reduce opening force.	High	Short	\$-\$\$\$	Highway Department
Access to Goods and Services									
Entrance Area	Soap Dispenser	IMG_3191	Needs soap dispenser on wall.	28"	Install wall-mounted soap dispenser no higher than 48" from floor for forward reach or 44" for side reach.	High	Short	\$	Highway Department
Women's Bathroom									
	Toilet	IMG_3194	Toilet flusher needs to move to the other side.		Reconfigure flush control to be on the open side of the stall.	Medium	Medium	\$\$	Highway Department

Colrain ADA Self-Evaluation & Transition Plan

Colrain Central School (22 Jacksonville Road)

* Gymnasium functions as polling location

Location	Element	Photo	Issues	Current Measure	Recommendations	Priority	Timeframe	Cost	Responsible Dept.
Parking									
	Accessible Parking	IMG_3203	Two accessible spots with signs that are too low.	42"	Raise accessible parking signs to minimum height of 60" from ground to bottom of sign.	High	Short	\$	School Department
Approach and Entrances									
Outside	Signage	IMG_3212	Need accessible entrance sign.		Install signage with International Symbol of Accessibility directing to and marking accessible entrances.	High	Short	\$	School Department
Gymnasium	Signage		No accessible sign for door to gymnasium.		Install signage with visually contrasting/tactile lettering and braille on wall on latch side of door between 48" and 60" from floor.	Medium	Short	\$	School Department
Gymnasium	Seating		Folding chairs should include accessible seating options.		Provide wheelchair seating spaces with companion seating. Ensure clear floor space of 36" x 48" for wheelchair positions.	Medium	Medium	\$\$	School Department
Access to Goods and Services									
Gymnasium Entrances	Door		Door can be difficult to open.		Consider installing automatic door opener with accessible push button for improved access.	Low	Long	\$\$\$\$	School Department
Gymnasium Entrances	Door Hardware		Door can be difficult to open.		Consider installing magnetic door hold/release system for improved accessibility and safety.	Low	Long	\$\$\$\$	School Department

Appendix A

Colrain's Notice of Nondiscrimination and Complaint Procedure

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the **Town of Colrain** will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The **Town of Colrain** does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Effective Communication: The **Town of Colrain** will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the **Town of Colrain's** programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: The **Town of Colrain** will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in the **Town of Colrain's** offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the **Town of Colrain**, should contact the office of **Diana Parsons at 413-624-6306 or bos@colrain-ma.gov** as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the **Town of Colrain** to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of the **Town of Colrain** is not accessible to persons with disabilities should be directed to **Diana Parsons at 413-624-6306 or bos@colrain-ma.gov**.

The **Town of Colrain** will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Town of Colrain

Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the **Town of Colrain**. The **Town's** Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Diana Parsons
ADA Coordinator and Town Administrator
55 Main Rd
Colrain, MA 01340

Within 15 calendar days after receipt of the complaint, **Diana Parsons** or **her** designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, **Diana Parsons** or **her** designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the **Town of Colrain** and offer options for substantive resolution of the complaint.

If the response by **Diana Parsons** or **her** designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the **Select Board** or **their** designee.

Within 15 calendar days after receipt of the appeal, the **Select Board** or **their** designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the **Select Board** or **their** designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received **Diana Parsons** or **her** designee, appeals to the **Select Board** or **their** designee, and responses from these two offices will be retained by the **Town of Colrain** for at least three years.

Appendix B

Summary of responses by Colrain Department Heads regarding ADA Policy Requirements

Effective Communication Checklists

General Nondiscrimination Checklists

Website Checklists

Colrain ADA Self-Evaluation

Effective Communication Checklist		Total Responses	
	Questions	Yes	No
1)	Does the public entity know how to provide the following for people who are deaf or hard of hearing?		
	a. Sign language, oral, and cued speech interpreters	1	5
	b. Video remote interpreting (VRI) services		5
	c. Computer-assisted real-time transcription (CART) services		4
	d. Assistive listening devices		6
	e. Open and closed captioning of videos	1	5
	f. Real time captioning of television programs	2	4
	g. Other		4
2)	Does the public entity know how to provide documents in the following formats for people how are blind or visually impaired and others with print disabilities?		
	a. Braille	1	4
	b. Large print	3	2
	c. Audio recordings	1	3
	d. Accessible electronic formats that can be accessed by screen reading software (plain text or html)	3	2
	e. Screen reader software installed on a computer that is used by the public (ie. library)	1	4
	f. Magnification software installed on a computer that is used by the public (ie. computer lab)		5
	g. Optical readers	3	2
	h. Other		1
3)	Does the public entity have a policy or procedure to handle requests for auxiliary aids and services?	1	4
4)	Are employees and officials aware of the public entity's obligation to provide auxiliary aids and services?	2	3
5)	Do employees and officials know how to arrange for auxiliary aids and services? Arrangements could be made directly or through the ADA coordinator or another staff person.	1	4
6)	Does the public entity give primary consideration to the person with a disability when determining what type of auxiliary aid or service to provide?	3	1
7)	Are employees and officials aware that it is inappropriate to request that family members and friends of people who are deaf serve as sign language interpreters, except in emergencies or if the individual wants the family member or friend to interpret and it's appropriate to do so?	2	3
8)	Are employees and officials aware that a companion of a program participant has a right to auxiliary aids and services if the companion has a communication disability and is an appropriate person with whom the public entity should or would communicate?	2	3
9)	Are captions and audio description provided on videos and television programs the public entity produces and videos on its website?	1	5
10)	Does the public entity have a policy or procedure for determining if an auxiliary aid or service would be an undue financial and administrative burden?		5

Colrain ADA Self-Evaluation

Effective Communication Checklist		Total Responses	
	Questions	Yes	No
11)	Do employees and officials know how to respond to telephone calls made through Video Relay Services and Telecommunication Relay Services so that the calls are responded to in the same manner as other telephone calls?	1	5
12)	Where telephones are available to the public for making outgoing calls, such as in hospital waiting rooms, are TTYs available for people with hearing and speech disabilities?	1	3
13)	Do telephone emergency services, including 911, provide direct access to people who use TTYs and computer modems?	2	2

Colrain ADA Self-Evaluation

General Nondiscrimination Checklist		Total Responses	
	Questions	Yes	No
1)	Do policies, practices and procedures provide an equal opportunity for people with disabilities to participate in services, programs and activities; that is, do policies not discriminate against people on the basis of disability?	4	
2)	Are there circumstances in which the participation of a person with a disability would be excluded or restricted?	1	3
3)	If yes, are the exclusions or restrictions necessary to the operation of the program or to the safety of other participants?		1
4)	Are there separate services, programs or activities for people with disabilities or a class of people with disabilities?	2	2
5)	Do all employees who contract with outside agencies, organizations or businesses know that the public entity's obligations apply whether the public entity provides the service, program or activity directly or contracts for it?	3	1
6)	Does the public entity notify each contractor of its responsibilities for providing contracted services in a nondiscriminatory manner?		4
7)	Does the public entity require assurances from contractors of their fulfillment of Title II requirements?		4
8)	Are there procedures to ensure that contractors provide the services, programs and activities in a nondiscriminatory manner consistent with the Title II requirements?		4
9)	Are employees and officials aware that the public entity is obligated to make a reasonable modification in policies, practices, or procedures if the modification is necessary for a person with a disability to participate?	3	2
10)	Are employees and officials aware that:		
	a. The public entity must allow service animals to accompany people with disabilities in all areas where people without service animals are allowed to go?	5	
	b. Only two questions may be asked: (1) Is the dog a service animal required because of a disability? and (2) What work or task has the dog been trained to perform?	4	1
	c. The public entity may not ask about a person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task?	5	
	d. A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken and, in these circumstances employees must offer the person with the disability the opportunity to obtain goods or services without the animal's presence?	3	2
	e. The public entity must permit a miniature horse to accompany a person with a disability where reasonable?	1	4
11)	Are employees and officials aware that:		
	a. People with mobility disabilities may use wheelchairs, scooters and manually-powered mobility aids, such as walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities in any areas open to pedestrian use?	5	

Colrain ADA Self-Evaluation

General Nondiscrimination Checklist		Total Responses	
	Questions	Yes	No
	b. People with mobility disabilities may use other power-driven mobility device in any areas open to pedestrian use unless the public entity can demonstrate that the class of other power-driven mobility devices cannot be operated in accordance with legitimate safety requirements?	3	2
	c. They may not ask about the nature and extent of the individual's disability, but may ask an individual to provide a credible assurance that the mobility device is required because of the person's disability?	5	
12)	Are employees and officials aware that the public entity may not place a surcharge on people with disabilities to cover the costs of measures, such as the provision of auxiliary aids or program accessibility, that are required to provide nondiscriminatory treatment?	3	1
13)	Are tickets for accessible seats sold during the same hours; through the same methods of purchase (by telephone, on site, through a website, or through third-party vendors); and during the same stages of sales (pre-sales, promotions, general sales, wait lists, or lotteries) as non-accessible seats?		2
14)	If accessible seating is not available in areas of the venue with lower prices, is lower priced accessible seating available in higher priced locations?		1
15)	Do venues and third-party sellers provide the same information about accessible seats as provided about non-accessible seats?		1
16)	Can ticket sellers describe accessible seating in enough detail to permit the purchaser to determine if a seat meets his or her needs?		1
17)	Do ticket sellers know that people purchasing a ticket for a wheelchair space may purchase up to three additional seats for their companions as close as possible to the wheelchair space and that these companion seats may include wheelchair spaces?		1
18)	Do ticket sellers know that unsold accessible seats may be released and sold to members of the general public in only one of three circumstances: when all non-accessible seats have been sold (excluding luxury boxes, club boxes, suites, and seats the venue holds been sold; or when all non-accessible seats in a particular price category have been sold back when declaring a sell-out); or when all non-accessible seats in a particular seating section have been sold; or when all non-accessible seats in a particular price category have been sold?		1
19)	If the venue permits patrons to give or sell their tickets to others, does the venue know that the same right must be extended to patrons with disabilities and that those tickets may be sold to someone who does not have a disability?		1
20)	Do ticket sellers know that for single event tickets, venues may ask purchasers to state that they require, or are purchasing tickets for someone who requires, the features of an accessible seat?		1
21)	Do ticket sellers know that for series of events tickets, purchasers may be asked to attest in writing that they require, or are purchasing tickets for someone who requires, the features of an accessible seat?		1
22)	Is information about the public entity's accessible services, activities and facilities available to the public and to current and future program participants?		5

Colrain ADA Self-Evaluation

Website Accessibility Checklist

		Total Responses	
	Questions	Yes	No
1)	Is there a policy that the public entity's webpages will be accessible, that is, in compliance with the W3C Web Content Accessibility Guidelines (WCAG) 2.0 or Section 508 Standards?	1	2
2)	Are the staff and contractors who are responsible for webpage and content development aware of the policy?	2	
3)	Are the staff and contractors who are responsible for webpage and content development knowledgeable about these standards?	1	2
4)	Has the website been tested for compliance with either of these standards?		3
5)	If yes, have people with disabilities who use screen reading software and other assistive technology participated in the evaluation?		
6)	Is there a plan for making the existing web content accessible?	1	1
7)	Is there a plan for making future web content accessible?	2	

Appendix C

Colrain Website ADA Compliance Report

Colrain-MA.gov - ADA\WCAG Compliance Report

Montague WebWorks – March 2026
(413) 320-5336 – info@montaguewebworks.com

Local governments provide info about their boards, services, and activities through their websites. When these websites are not accessible, they can create barriers for people with visual disabilities. As you know, new rules have been adopted relating to **Web Content Accessibility Guidelines (WCAG)**. We have prepared this report to update you on where your website currently stands, let you know about modifications we made to improve compliance, and provide you with guidance to ensure you maintain an accessible website going forward.

We reviewed your homepage and one inner page (the select board page) for compliance using two simple ADA checking tools [WAVE.WebAIM.org](https://wave.webaim.org) and [Axe's DevTools](#) Chrome browser extension. These tools look for a variety of potential issues on a website. WebAIM uses a rating of 1 – 10, with 10 being best. We reviewed Axe's DevTools report, which simply provides a list of issues, and modified your website until that list got to zero (0).

We also tested using [SkyNet Technologies'](#) ADA tool, which is extremely strict, and the highest score any town received was 82.42%. Getting the score higher will take a bunch of work, more than we're already invested in this project. Contact us if you need to raise this score before the April 2027 deadline. We are here for you.

Your Scores:

- **WebAIM Homepage score: 9.8**
- **WebAIM Inner page score: 9.6**
- **SkyNet Technologies Score: 55.40%**
- **Images missing an Alt text: 14 ***

Regarding website text color contrast, images' Alt text, and other issues found

One of the two main issues for ADA\WCAG compliance on websites is text contrast, which we generally control. We found some contrast issues (navigation, graphic hot links, and footer) and have fixed them all.

The other main issue is ensuring there is an "Alt text" on all site images for people who use screen readers. Without an Alt text, visitors to your website that have sight issues will not know what the images are about, or even that they're there. * Your site has no images that are missing Alt text (see "ADA Check", next page).

Context is an important issue for screen readers, including the proper cascading of header titles H1, H2, etc., so we spent some time modifying your homepage to ensure the proper order of heading levels. We also ensured the use of "**Landmarks**" in your templates, updating as needed. Landmarks are semantic HTML elements that divide a web page into meaningful, contextual regions, like <header> <nav> <main> <section> <footer> etc., enabling assistive technologies to navigate quickly, and non-sighted users to "get" how the page is arranged.

Additionally, sites that use assistive technology add-ons, such as [UserWay](#), improve a website's score and usability. **UserWay has been installed on your site since 2023**, and includes a compliant text-sizing tool.

Regarding PDF files

Massachusetts requires PDFs, particularly from state/local government entities, to comply with WCAG 2.1 Level AA standards by April 24, 2027 (2026 for large cities).

They further say all website content should be in HTML whenever possible. If a PDF is necessary, an accessible alternative, such as a text or HTML file, should be provided. If a PDF is used, it must be properly tagged, have a logical reading order with proper headings, include alternative text for images, and accessible fonts. Using the built-in accessibility checkers in Microsoft Office before exporting to PDF is recommended. **Never Use Scanned PDFs.** PDFs created by scanning are in essence a photograph and are not searchable or machine-readable (ie; screen readers), and thus fail accessibility standards.

In light of this new official guidance, and to get ahead of the 2027 small-town deadline, Montague WebWorks is adding a second editable text area for Calendar events to be used for meeting minutes. This enables board and committee clerks to do a simple copy/paste for both your agendas (main body of calendar event) and minutes (second tab of event). These will be properly landmarked and labeled for both screen readers and sighted visitors to easily access these important records. This new, free feature will be completed in early April 2026.

Looking to the future

New Web ADA Policies will need to be adopted by your web admins to ensure any future updates made to the website always include these required elements:

- If an image is included in a post, whether it's a news article or a calendar event or department page, etc., the Alt text **MUST** be included. Every time. Just click the little yellow gear icon.
- When adding text to the website, if a color is going to be manually applied, the person posting **MUST** ensure the contrast between text color and background color is high, like black on white. If you are uncertain, you can run the WebAIM check on that page. (Go to **ADA Check** for the link.)
- If meeting agendas and minutes are to be posted, the new AG recommendation is to use a web page instead of a PDF. You can avail yourself of the new calendar feature for that purpose (see, above).
- Every few months someone should review the **ADA Check*** page on the website and fix any new issues. You can always contact Montague WebWorks if you have questions.

* Montague WebWorks has recently added a new **ADA Check** page to review your website's compliance. On this page you will find links to WCAG-checking websites, as well as a list of all images on your website missing Alt text. Over time more features will be added to this page to ensure you stay ahead of compliance issues.

Bottom line: your website is in good shape, and through the new ADA Check page, Alt text can be easily applied anywhere it is missing, and your site can be re-checked for issues at will.

When MWW set up your website for you, we did our best to ensure it would pass ADA standards at the time. Putting robust policies into place, like those above, will ensure your website stays compliant long in the future. MWW is committed to ensuring your website is easy to edit, easy to navigate, and ADA compliant.

Call us if you have any questions, or if you want to schedule free training in the art of ADA web compliance.

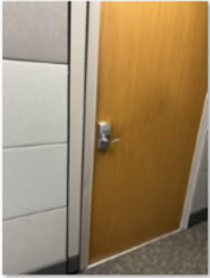
Thank you for the opportunity to host your official town website.

Mik Muller and Donna DuSell, Montague WebWorks, March 2026, (413) 320-5336

Appendix D

Photographs documenting issues found in the Transition Plan

Colrain Town Offices



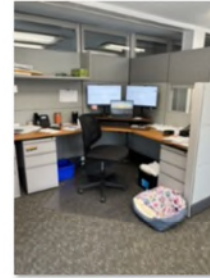
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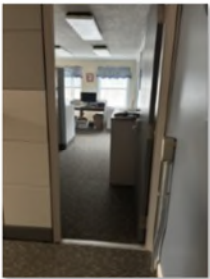
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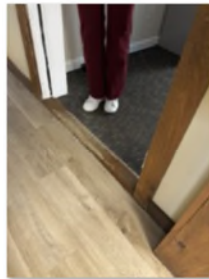
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IMG_3118



IMG_3119



IMG_3120



IMG_3121



IMG_3122



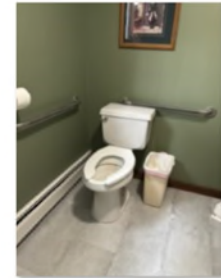
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IMG_3125



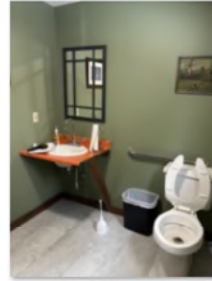
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IMG_3127



IMG_3128



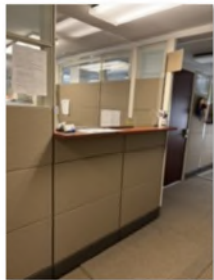
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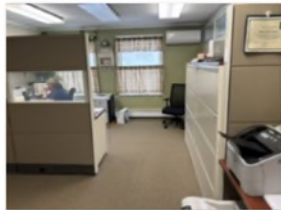
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IMG_3131



IMG_3132



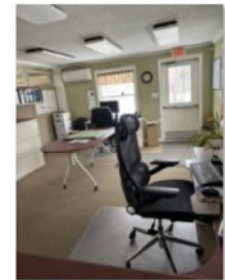
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IMG_3137



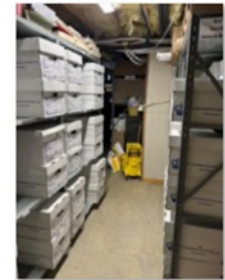
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IMG_3141



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IMG_3150



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IMG_3152



IMG_3153



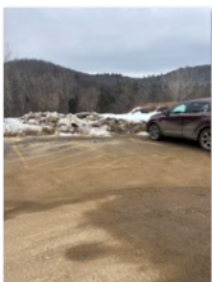
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IMG_3155



IMG_3156



IMG_3157

Fire Station



IMG_3158



IMG_3159



IMG_3161



IMG_3162



IMG_3163



IMG_3164



IMG_3165

Griswold Memorial Library



IMG_3166



IMG_3168



IMG_3169



IMG_3170



IMG_3171



IMG_3173



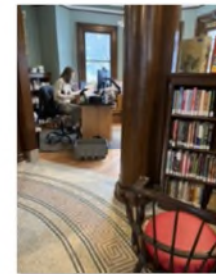
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IMG_3175



IMG_3176



IMG_3177



IMG_3178



IMG_3179



IMG_3180



IMG_3181



IMG_3182

IMG_3176



IMG_3183

IMG_3179



IMG_3184

IMG_3160



IMG_3185

IMG_3161



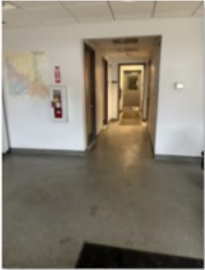
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IMG_3187

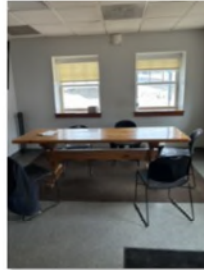
Highway Garage



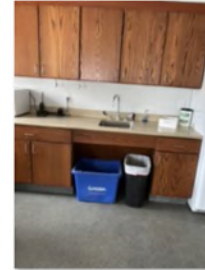
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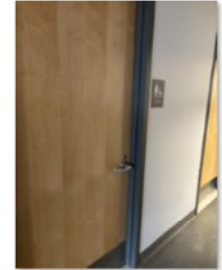
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IMG_3190



IMG_3191



IMG_3192



IMG_3193



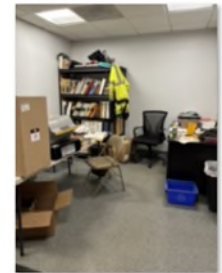
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IMG_3195



IMG_3196



IMG_3197



IMG_3198



IMG_3199



IMG_3200



IMG_3201



IMG_3202

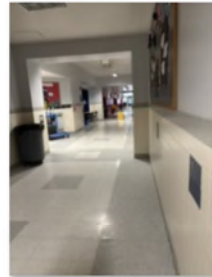
Colrain Central School



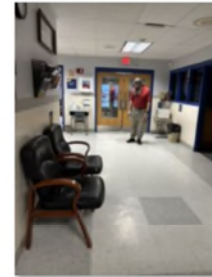
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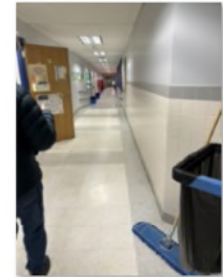
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IMG_3205



IMG_3206



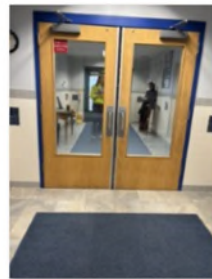
IMG_3207



IMG_3208



IMG_3209



IMG_3210



IMG_3211



IMG_3212



IMG_3213



IMG_3214



IMG_3215