



Town of Arlington ADA Transition Plan

2020

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Institute for Human Centered Design

www.HumanCenteredDesign.org

Institute for Human Centered Design



An international design non-profit dedicated to enhancing the experiences of people of all ages and abilities through excellence in design.



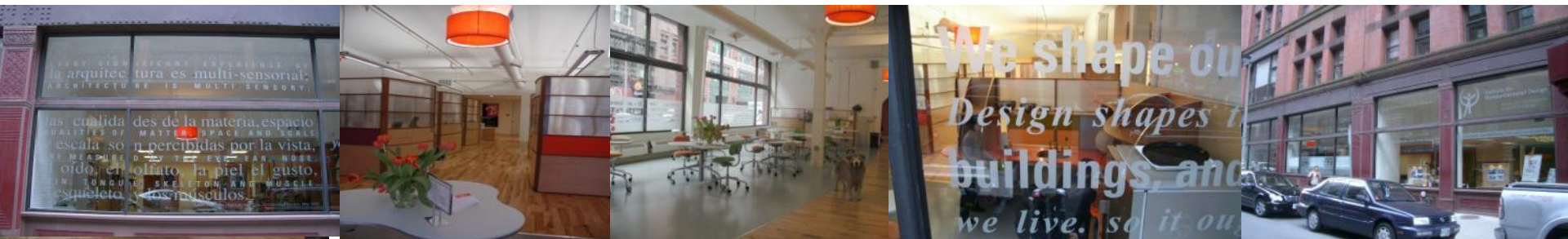
What IHCD does to meet that mission. . .

in the US and globally

- ✓ **Education & Training** on Accessibility and Inclusive Design
- ✓ **Technical Assistance**
- ✓ **Consulting on Accessibility and Inclusive Design** (physical + digital)
- ✓ **Design Services** (physical + digital)
- ✓ **Research** - Contextual Inquiry with “User/Experts” in-situ

Design powerfully and profoundly influences everyone and our sense of **confidence, comfort, and control.**

Design matters most at the edges of the spectrum; if it works there, **it works better for everyone.**




Institute for Human Centered Design Technical Assistance

New England  Center

One of ten national centers
providing information, guidance
and training on the Americans
with Disabilities Act.

800-949-4232 v/tty

A member of the  National Network
Information, Guidance and Training on the
Americans with Disabilities Act by DBTAC

www.HumanCenteredDesign.org

ADA Self-Evaluation Process

Evaluating a representative set of facilities and outdoor properties

(for ADA and state accessibility code compliance)

+

Reviewing Town policies and procedures to evaluate “program accessibility,” the primary obligation of public entities under the ADA

ADA Transition Plan

A capital planning and budgeting tool created from the set of required corrective actions identified in the Self-

Evaluation process.



Program Accessibility Standard

- Ensure that each program, service and activity, when viewed in its entirety, is accessible to people with disabilities.
- Does not necessarily require a public entity to make each of its existing facilities accessible.
- Does not require a public entity to take any action that it can demonstrate would result in undue financial and administrative burdens.





Integrated Setting

The conceptual heart of US accessibility requirements for equal participation:

- Individuals with disabilities must be integrated to the **maximum extent** appropriate.
- Separate programs are permitted where necessary to ensure equal opportunity. A separate program must be appropriate to the particular individual.
- Individuals with disabilities **cannot be excluded** from the regular program, or required to accept special services or benefits.



Strategies for Facilities


3 strategies to ensure access to **programs, services and activities:**

- Relocation of programs, services and activities **within the current facility;**
- Relocation of programs, services and activities **to another facility;**
- **Renovation of the facility** to ensure access to programs, services and activities.




Deliverables

DRAFT for Review and Feedback




Town of Arlington,
Massachusetts



PART A – Executive Summary

November 2019

Prepared by the
Institute for
Human
Centered
Design



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Town of Arlington: Priority for ADA Transition Plan

PRIORITIES:
Priority 1: Program Access to Safety
Priority 2: Nonphysical Access
Priority 3: Additional Access
Priority 4: Enhanced Usability

Note:
Some table items below comprise Program Access. Some table items with asterisks are only partially accessible table rooms, fall under Additional Access.

****HCD Cost Estimation Notes:**
- Cost is design cost estimate.
- Cost does not include costs where note indicates Public Work.
- Labor cannot be estimated for all items listed.
- There is no cost estimate if a payment to be a maintenance cost.
- Cost based on national average. Cost is not based on prevailing wage.
- There is no cost estimate if a payment to be a maintenance cost. Estimate not possible as a guide to budgeting as no results of labor and services needed for attaching compliance or otherwise.

Information Provided by Institute for Human Centered Design

ID	Facility Name	Element	Access/Physical Barrier	Location	Room #	Room Level	Priority	Priority for Barrier	Remarks	Estimated Cost	Project Start Date	Project Complete Date	Responsible Party
1	Control Fire Station	F. Emergency Exit	D. Informational Symbol of Access provided C. Manuevering clearance provided	Main Entrance	1	2	Medium	Priority 1	Program Access	Provide the International Symbol of Accessibility available from outside the door at the entrance. Provide an entrance door operable with one hand.	\$1500		
2	Control Fire Station	A. Manual Access Route	B. Obtain needed permitting, design, and construction	Main Entrance	1	2	Medium	Priority 2	Program Access	Remove the 100 degree angle at the corner. Mount sign between 48" - 60" above floor level on the back side of the door.	\$100		
3	Control Fire Station	C. Signage Path	C. Signage (18" or 24" high) provided	People's Choice	1	2	Medium	Priority 2	Additional Access	Remove the 100 degree angle at the corner.	\$0		
4	Control Fire Station	A. Manual Access Route	Manuevering clearance provided	Stairway	1	2	Medium	Priority 1	Emergency	Remove the 100 degree angle at the corner. Mount sign between 48" - 60" above floor level on the back side of the door.	\$100		
6	Control Fire Station	E. Elevator	F. Manual Access Route provided	Table Room	1	2	Medium	Priority 2	Additional Access	Remove the 100 degree angle at the corner. Mount sign between 48" - 60" above floor level on the back side of the door.	\$50		
7	Control Fire Station	C. Down Stairway	C. Manuevering clearance provided	Chief's Office	2	2	Medium	Priority 2	Additional Access	Remove the 100 degree angle at the corner. Mount sign between 48" - 60" above floor level on the back side of the door.	\$0		
8	Control Fire Station	C. Down Stairway	C. Manuevering clearance provided	Conference Room	2	2	Medium	Priority 2	Additional Access	Remove the 100 degree angle at the corner. Mount sign between 48" - 60" above floor level on the back side of the door.	\$1500		
9	Control Fire Station	A. Assembly Area	F. Accessible Seating provided	Conference Room	2	2	Medium	Priority 1	Program Access	Remove the 100 degree angle at the corner. Mount sign between 48" - 60" above floor level on the back side of the door.	\$1200		
10	Control Fire Station	A. Assembly Area	F. Accessible Seating provided	Conference Room	2	2	Medium	Priority 4	Enhanced Usability	Remove the 100 degree angle at the corner. Mount sign between 48" - 60" above floor level on the back side of the door.	\$0		

Self-Evaluation Report

Transition Plan Database



Facility Survey



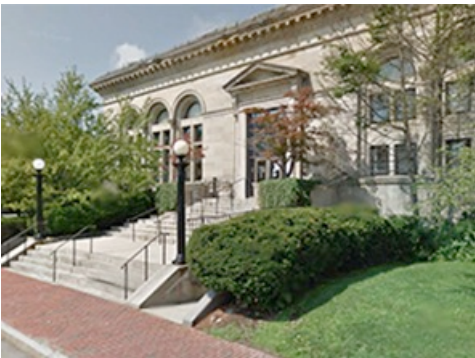
**4 Community
Safety Buildings**



12 School Buildings



**1 Cemetery Building +
1 Park Facility**



2 Libraries



**2 Facilities
Managed by the
Redevelopment Board**

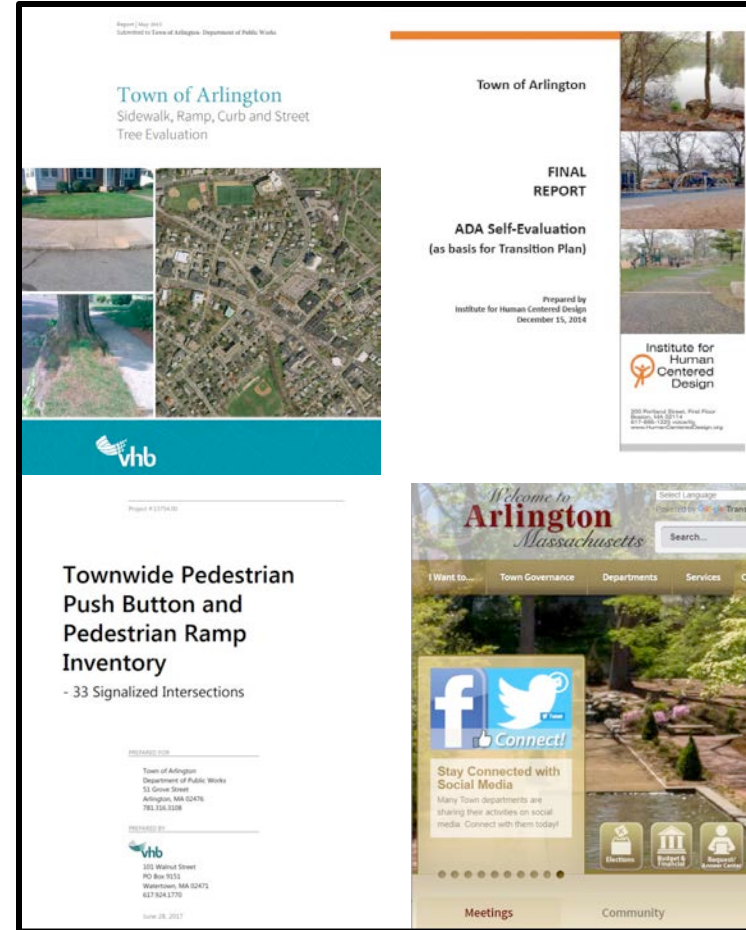


**5 Town-Owned
Buildings**



Integration of Previous Reports

- Sidewalk, Ramp, Curb and Street Evaluation
 - ADA Self-Evaluation of Recreation
 - Pedestrian Push-Button Inventory
- + Web Accessibility Review**



Public Buildings



Town Hall + Annex



Community Safety Building



Robbins + Fox Libraries Building



Former Dallin Library



Bath House at Arlington Reservoir



Whittmore Robbins House



Public Buildings



Accessible Routes to Program Areas

No accessible route to the Fox Branch Library and Community Room. No accessible route to the Reservoir Bath House and beach.

Toilet Rooms

Lack of accessible toilet facilities 23 Maple Street.

Service Counters

Service counters are located higher than allowed at the Bath House, Community Safety Building and Town Hall.

Signs

Lack of tactile egress and designation signage.

Fox Branch Library

- Community Safety Building
- Town Hall
- Robbins Library
- Fox Branch Library
- Jefferson Cutter House
- Whittemore Robbins House, etc.



Public Buildings



Whittemore Robbins House Playground

Play Areas

Lack of an accessible route at the playground at the Whittemore Robbins House.



Community Safety Building

Facilities for Detainees

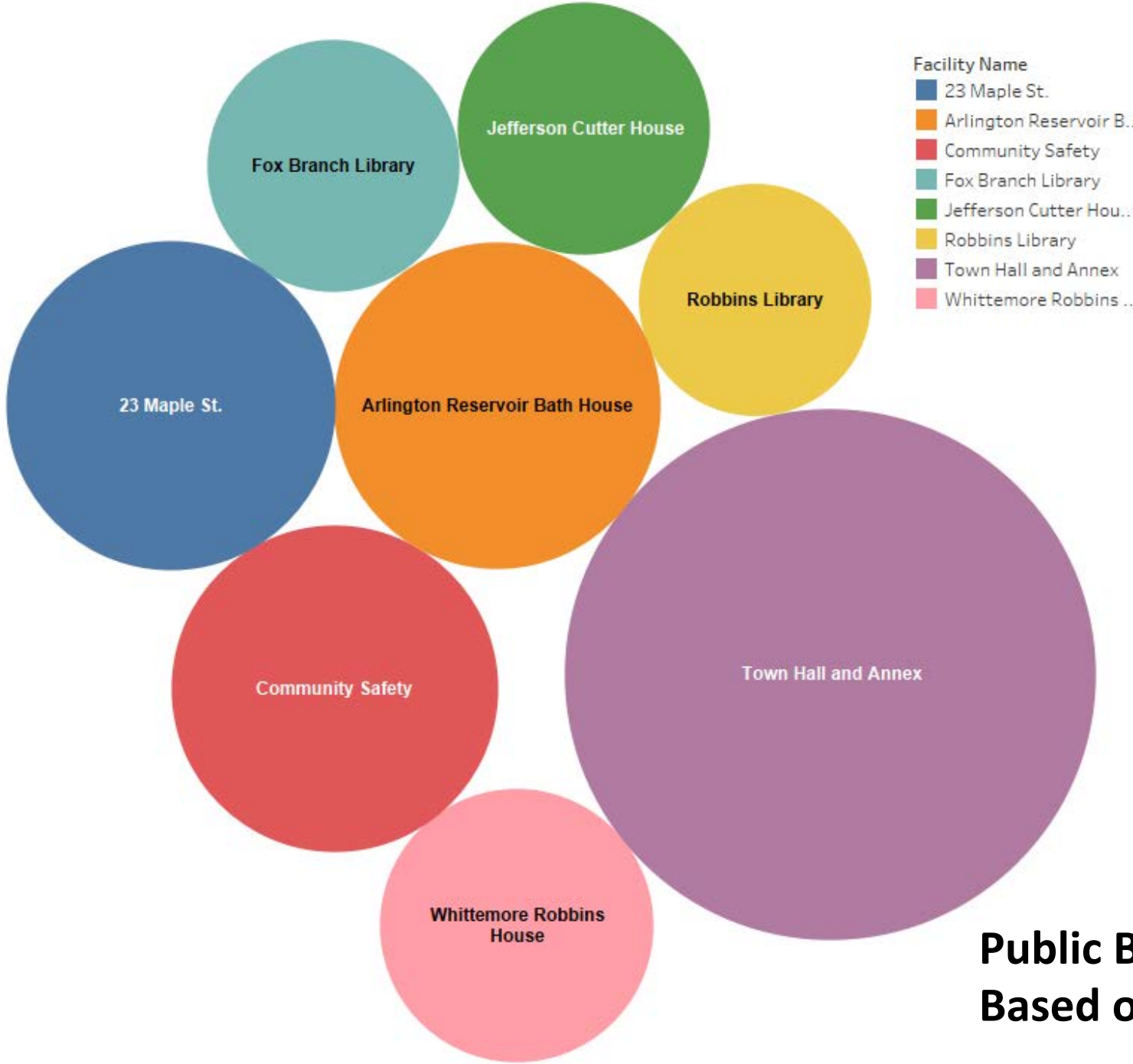
The Community Safety Building lacks accessible shower and toilet facilities and a bench.

Assembly Areas

Town Hall Auditorium and Robbins Library lack an assistive listening system.

Town Hall Auditorium also lacks wheelchair spaces and designated aisle seats.





- Facility Name
- 23 Maple St.
 - Arlington Reservoir B..
 - Community Safety
 - Fox Branch Library
 - Jefferson Cutter Hou..
 - Robbins Library
 - Town Hall and Annex
 - Whittemore Robbins ..

Public Buildings Based on Cost



Enhanced Usability

Town Hall + Annex

- A **wayfinding** study of this complex facility would be useful.
- Recommend working with a lighting consultant to improve **lighting** inside and outside the building to help people with low vision and make the building safer for everyone.
- Improve **safety** in the balcony:
 - Install textured rubber caps on the stair nosings in a contrasting color.
 - Consider adding floor level lighting. Work with the Disability Commission to improve safety for visually impaired visitors to the balcony.
 - Install hand holds wherever possible.
- In order for a person who cannot navigate stairs to get into the Annex they must go outside the Town Hall building and enter a different entrance. Consider providing a covered connector at this area.



Town Hall Lobby



Town Hall Auditorium



Enhanced Usability

All Facilities

- Provide automatic door openers at all public entrances, even when not required by law.

(Recommendation of the Disability Commission.)



Community Safety Building



Semi-Public Buildings



**Fire Department
Facilities**



Cemetery Department



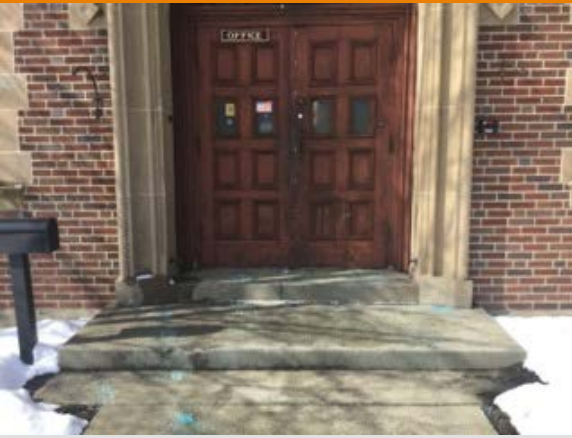
Mt. Gilboa House



Jarvis House



Semi-Public Buildings



Cemetery Building

Entrances

No accessible route to entrances of Jarvis House, Mount Gilboa or the Cemetery Building.

Door Hardware

Door hardware is not operable with a closed fist.

Egress and Designation Signage

Buildings lack egress and designation signage with braille and raised characters.

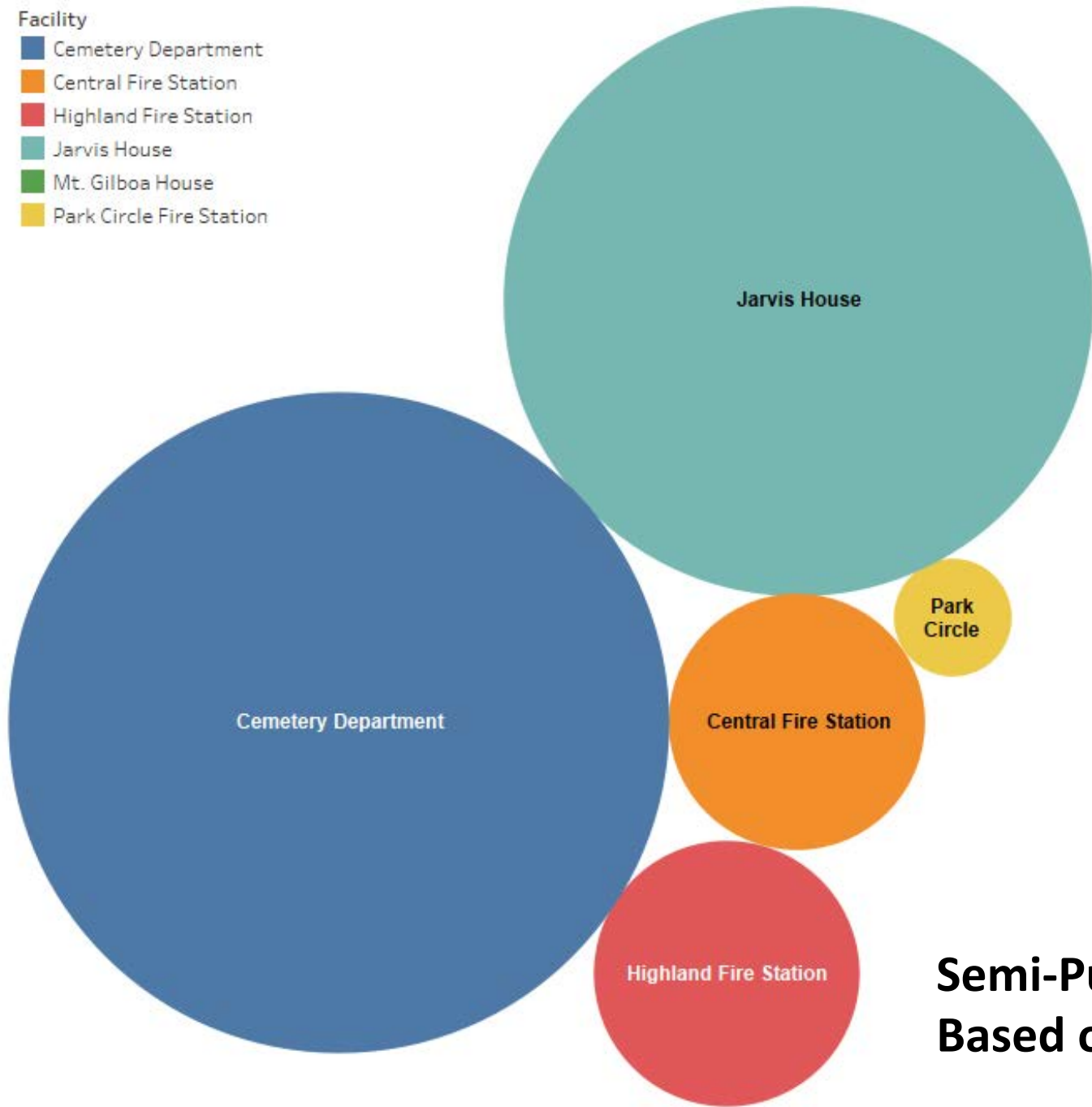
Toilet Rooms

Some facilities like Jarvis House and the Cemetery Building lack accessible toilet rooms.

- Fire Department Buildings
- Cemetery Building
- Jarvis House
- Mt. Gilboa House



- Facility
- Cemetery Department
 - Central Fire Station
 - Highland Fire Station
 - Jarvis House
 - Mt. Gilboa House
 - Park Circle Fire Station



Semi-Public Buildings Based on Cost



Enhanced Usability



Highland Fire Station



Park Circle Fire Station

Central Fire Station

- Consider providing an adjustable-height ADA-accessible podium in the conference room.

Highland and Park Circle Fire Stations

- Consider locating an accessible on-street parking space near the facility's entrance in addition to the parking lots.

Cemetery Building

- Recommend providing an accessible parking space on the drive by the main entrance.





Mount Gilboa House

Semi-Public Buildings

- **Relocate** all public programs from Mount Gilboa House.



Schools



Stratton Elementary School

- 12 School Facilities

- Bishop Elementary School
- Brackett Elementary School
- Dallin Elementary School
- Gibbs Middle School
- Hardy Elementary School
- Ottoson Middle School
- Parmenter School
- Pierce Elementary School
- Peirce Field “Snack Shack”
- Spy Pond Field House
- Stratton Elementary School
- Thompson Elementary School



Schools



Parmenter School



Brackett Elementary School



Bishop Elementary School



Hardy Elementary School



Peirce Elementary School



Ottoson Middle School



Schools



Exterior Accessible Routes

Lack of accessible route to playgrounds, gardens, sports areas, and picnic tables.

Dining or Work Surfaces

Accessible dining or work surfaces are not provided in each program area.



Toilet Rooms

Issues include unwrapped pipes at lavatories, non-compliant grab bars, and toilet paper dispensers that do not allow continuous paper flow.

Signage:

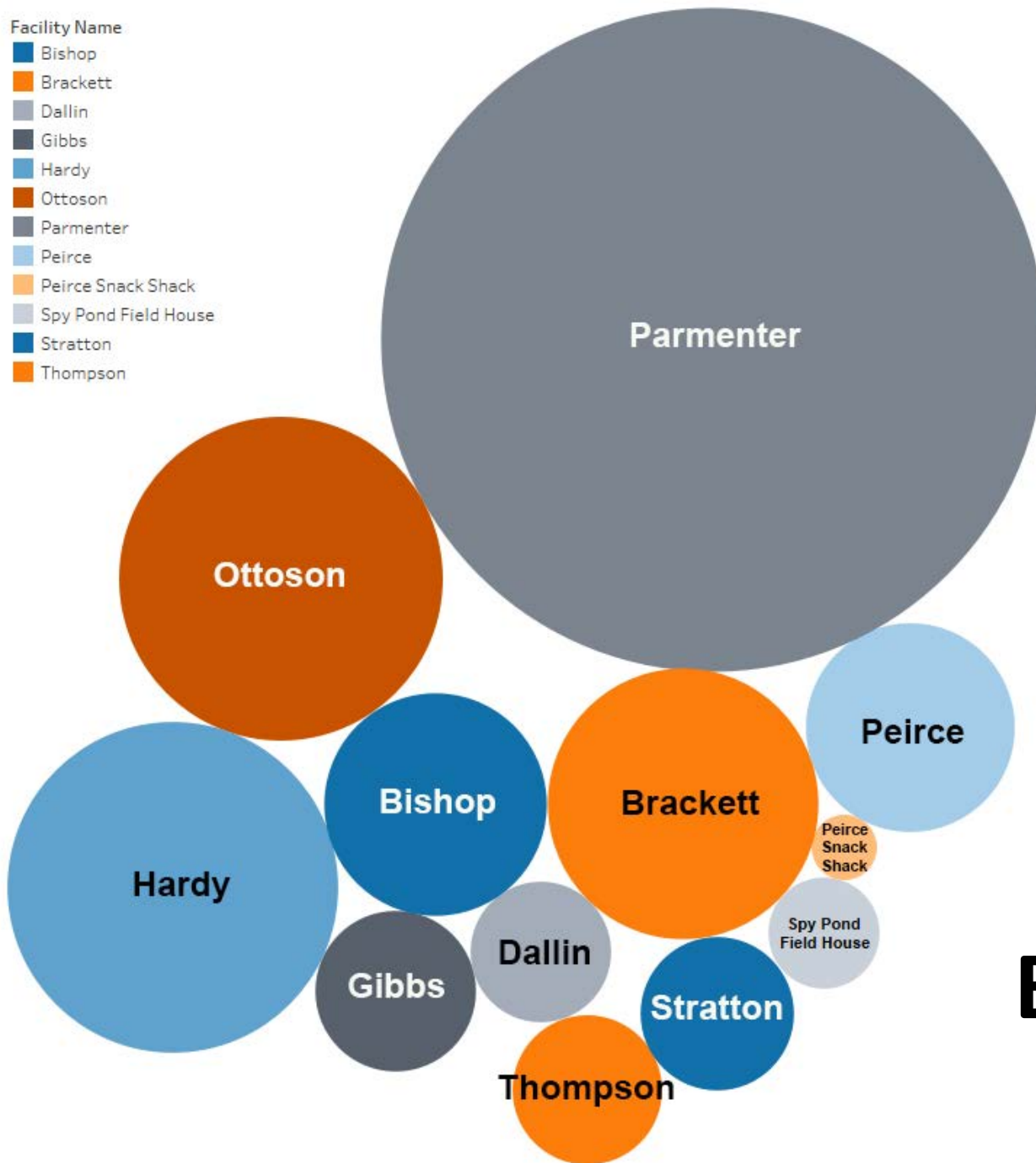
Designation and egress signage is not compliant or mounted properly.



Bishop Elementary School Garden

Hardy Elementary School

- Facility Name
- Bishop
 - Brackett
 - Dallin
 - Gibbs
 - Hardy
 - Ottoson
 - Parmenter
 - Peirce
 - Peirce Snack Shack
 - Spy Pond Field House
 - Stratton
 - Thompson



Schools Based on Cost



Enhanced Usability



Gibbs School



Ottoson Middle School

Schools:

- Provide **clear floor space** alongside benches.
- Provide accessible **handrails** at stairs.
- Consider providing an **adjustable-height medical table** in Dallin, Hardy, Peirce, Thompson and Parmenter health offices.
- Consider ensuring that some **coat hooks** are located no higher than 36" in Kindergarten classrooms.
- Add color contrast strips to stair treads to improve **visibility**.





Bishop Field

Recreation Facilities (2014)

• 33 Recreation Facilities

- Recreation Dept.
- Bishop Field
- Buck Field
- Buzzell Field
- Crosby School Park
- Cutter School Park
- Ed Burns Arena
- Florence Park
- Gibbs Gym
- Hill's Hill
- Hurd Field
- Locke Playground
- Lussiano Field
- Magnolia Field
- McClennan Park
- Menotomy Rocks Park
- Ottoson Field /
Crusher Lot
- Parallel Park
- Parmenter Park
- Peirce School Park
- Pheasant Ave. Park/
Greeley Playground
- Poet's Corner
- Reservoir Beach
- Robbins Farm
- Scannell Field
- Spy Pond Field and
Tennis Court
- Summer Street Park
- Thorndike Park
- W.A. Peirce Fields
- Waldo Park
- Wellington Park





Peirce Playground

Recreation Facilities (2014)

Original MS Word report files were converted into an MS Excel spreadsheet (ADA Transition Plan)

with:

- Clarified order of magnitude cost estimates.
- Priorities for corrective action.

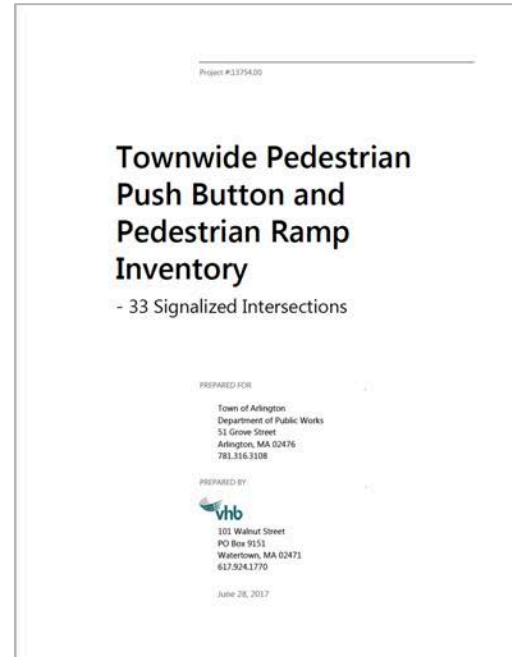
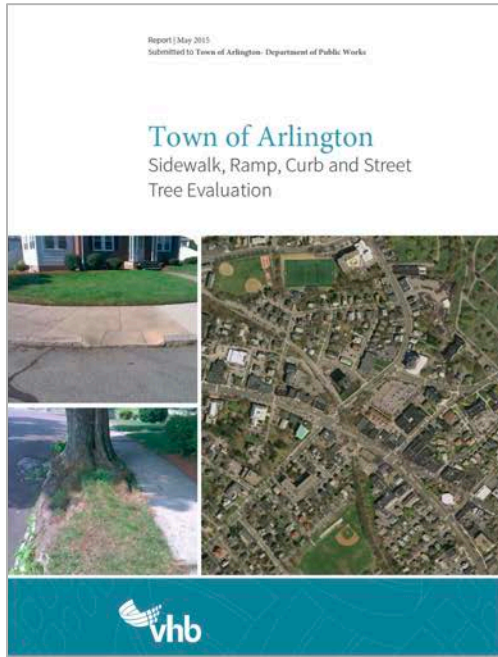




Recreation Facilities Based on Cost



Public Rights of Way – Sidewalks, curb cuts and Accessible Pedestrian Signals (APS)



Arlington’s ADA Transition Plan’s scope of work required incorporating data from two completed VHB engineering studies (2015 + 2017) that provided a comprehensive analysis of existing accessibility conditions in the public right of way into the ADA Transition Plan. The Town needed a method for prioritizing corrective action aligned with the ADA Transition Plan.

Public Rights of Way – Sidewalks, curb cuts and Accessible Pedestrian Signals (APS)

The engineering studies were full of critical data but no prioritization for corrective action except based on condition.

IHCD developed a prioritization scheme based on program accessibility as well as condition for sidewalks, curb cuts and Accessible Pedestrian Signals (APS).

With the help of Michael Rademacher, Director of DPW and member of the Disability Commission, IHCD projected priorities for corrective action over five years with annual expected funding in each category.

Public Rights of Way – Sidewalks, curb cuts and Accessible Pedestrian Signals (APS)

IHCD mapped the location of all Arlington Town properties but also all 'places of public accommodation' inclusive of subsidized housing, retail, churches, healthcare settings, recreation and entertainment.

Since outdoor public space is a municipal responsibility, this combination of actual **municipal property** and **places of public accommodation** provides a meaningful interpretation of meeting the Town's responsibilities for program accessibility.

Public Rights of Way – Sidewalks, curb cuts and Accessible Pedestrian Signals (APS)

IHCD also incorporated a primary ADA responsibility for **maintenance of accessible features**. That was a particular issue in setting priorities for APS in that many of the issue identified by VHB involved existing APS that was installed in the wrong location or orientation or not in working order.

IHCD prioritized **detectable warnings on curb curbs** for Arlington's state roads. The US Department of Transportation (DoT) requirement for detectable warnings applies. The Town can choose to make detectable warnings standard on curb cuts as a Town policy. It is not required under the ADA other than under the auspices of federal and state DOTs.

Town of Arlington

Prioritization of Sidewalks, Curb Ramps, and APS Corrective Actions from Previous Reports

Arlington Prioritization: Priority 1: Condition Priority 2: Program Accessibility*	Note: Refer Map - Public facilities * Program Accessibility (Weights) Public Property - 2 points Places of Public Accommodation - 1 point	** Condition	***Remedy: Concrete Curb Ramps recommended even on 'Brick' sidewalks for stability.	Citations:	
		Poor	Detectable Warning Criteria:	ADA 2010: 705.1	ADA 2010: 406.4
		Fair	1) If you already have them, you must "maintain" them as an accessible feature. 2) If the Curb Ramps are on a State Highway or Federal or State DOT funds are used in the project, you must comply with US DOT requirements to include a detectable warning.	ADA 2010: 406.1	ADA 2010: 406.3
		Good	Insufficient Data: Cost could not be determined with the data provided by VHB.	MAAB: 21.00	
		Very Good	**** Curb Ramps Yearly Budget = \$200,000	PROWAG: R304	
		Excellent		PROWAG: R305	

Curb Ramps

Information Provided By Institute for Human Centered Design - Based on Data from VHB Deliverables (2015, 2017)

Sl. No.	Location	Push Button #	Public Facilities (2 Pts)	Places of Public Accommodation (1 Pt)	Program Accessibility	Issue	**Condition	Material	***Remedy (Repair or Replace)	Gutter Trans (%)	Gutter Slope (%)	Unit Cost	Cost Estimate by Location	Summary
1	Massachusetts Ave @ Medford Street	78	1,11,16,18,20,21	26,34,38,41,42,43,44,45,23	21	No Detectable Warning	Poor	Brick	Provide a Detectable Warning	0.5	0.5	800	3700	3700
						Slope at Landing 4.9% ≥ 2%			Provide a New Curb Ramp (Concrete Curb Ramp Recommended)			2900		
						Ramp Slope 11.4% ≥ 8.33%								
2	Massachusetts Ave @ Medford Street	79	1,11,16,18,20,21	26,34,38,41,42,43,44,45,23	21	No Detectable Warning	Poor	Brick	Provide a Detectable Warning	2+	2.4	800	4800	8500
						Slope at Landing 8.4% ≥ 2%			Provide a New Curb Ramp (Concrete Curb Ramp Recommended)			4000		
						Ramp Slope 9.5% ≥ 8.33%								
3	Massachusetts Ave @ Medford Street	81	1,11,16,18,20,21	26,34,38,41,42,43,44,45,23	21	No Detectable Warning	Poor	Brick	Provide a Detectable Warning	0.5 - 1.0	1.4	800	3700	12200
						Ramp Slope 9.8% ≥ 8.33%			Provide a New Curb Ramp (Concrete Curb Ramp Recommended)			2900		
						Ramp Width 42" ≤ 48"								
4	Massachusetts Ave @ Highland Avenue	67	1,11,16,18,20,21	26,34,38,41,42,43,44,45	20	No Detectable Warning	Poor	Cement Concrete	Provide a Detectable Warning	2+	1.9	800	4800	17000
						Slope at Landing 7% ≥ 2%			Provide a New Cement Concrete Curb Ramp			4000		
						Ramp Slope 11.4% ≥ 8.33%								
5	Pleasant Street @ Irving Street	138		39,40	2	No Detectable Warning	Poor	Cement Concrete	Provide a Detectable Warning	< 0.5	0.3	800	3700	20700
						Ramp Slope 14.2% ≥ 8.33%			Provide a New Cement Concrete Curb Ramp			2900		
						Flare Slope ≥ 10%								

Town of Arlington

Prioritization of Sidewalks, Curb Ramps, and APS Corrective Actions from Previous Reports

Arlington Prioritization:

Priority 1: Condition

Priority 2: Program Accessibility*

Note: Refer Map - Public Facilities

* Program Accessibility (Weights)

Public Property - 2 points

Places of Public Accommodation - 1 point

** Condition

Poor

Fair

Remedy: Replace All with the same material as mentioned under the column **Material**

*** Sidewalks Yearly Budget = \$200,000

Citations:

MAAB: 22.00

PROWAG: R302

PROWAG: R303 (R(205))

Sidewalks

Information Provided By Institute for Human Centered Design - Based on Data from VHB Deliverables (2015, 2017)

Sl. No.	Street to be Repaired	Location	Public Facilities (2 Pts)	Places of Public Accommodation (1 Pt)	*Program Accessibility	**Condition	Material	Qty. (ft.) by Street	Qty. (SY)	Unit Cost \$(/SY)	Cost Estimate	Summary
1	Massachusetts Avenue	Davis Road & Daniels Street	1, 11, 16, 18, 20, 21	26, 34, 38, 41, 42, 43, 44, 45	20		Bituminous Concrete	399	221.67	37	8202	8202
2	Massachusetts Avenue	Hibbert Street & Lancaster Road	1, 11, 16, 18, 20, 21	26, 34, 38, 41, 42, 43, 44, 45	20		Bituminous Concrete	330	183.33	37	6783	14985
3	Massachusetts Avenue	Coleman Road & Highland Avenue	1, 11, 16, 18, 20, 21	26, 34, 38, 41, 42, 43, 44, 45	20		Portland Cement Concrete	392	217.78	57	12413	27398
4	Massachusetts Avenue	Mount Vernon Street & Coleman Road	1, 11, 16, 18, 20, 21	26, 34, 38, 41, 42, 43, 44, 45	20		Portland Cement Concrete	266	147.78	57	8423	35822
5	Massachusetts Avenue (WB)	Swan Place & Whitmore Street	1, 11, 16, 18, 20, 21	26, 34, 38, 41, 42, 43, 44, 45	20		Brick	682	378.89	167	63274	99096
6	Lake Street	Wilson Avenue & Colonial Drive	6	37	3		Bituminous Concrete	159	88.33	37	3268	102364
7	Lake Street	Homestead Road & Little John Road	6	37	3		Portland Cement Concrete	399	221.67	57	12635	114999
8	Acton Street	Appleton Street & Appleton Place	4		2		Bituminous Concrete	544	302.22	37	11182	126182
9	Grove Street	Massachusetts Avenue & Dudley Street	10		2		Bituminous Concrete	568	315.56	37	11676	137857
10	Academy Street	Maple Street & Irving Street	15		2		Brick	127	70.56	167	11783	149640

Town of Arlington

Prioritization of Sidewalks, Curb Ramps, and APS Corrective Actions from Previous Reports

Arlington Prioritization:	Note: Refer Map - Public Facilities	** Condition of Curb Ramps	Remedy: APS is required on new construction and alteration. Accessible features under all conditions are required to be maintained and in working condition.	Citations:
Priority 1: Condition	* Program Accessibility (Weights)	Poor	Insufficient Data: Cost could not be determined with the data provided by VHB.	PROWAG: R307
Priority 2: Program Accessibility*	Public Property - 2 points	Fair		
	Places of Public Accommodation - 1 point	Good		

APS - Accessible Pedestrian Signal

Information Provided By Institute for Human Centered Design - Based on Data from VHB Deliverables (2015, 2017)

Sl. No.	Location	Quadrant	Push Button # APS	Push Button # Curb Ramps	Issue	Public Facilities (2 Pts)	Places of Public Accomodation (1 PT)	Program Accessibility	Intersection with New Curb Ramp	Remedy (Repair or Replace)	Required Number of APS	Unit Cost	Cost Estimate	Su
1	Massachusetts Avenue @ Franklin Street	SW	61	62,63,64,65	No APS	1,11,16,18,20,21	26,34,38,41,42,43,44,45	20	Yes	No	2	3125	6250	
2	Summer Street @ Mill Street	SE	141	159, 160	No APS		22,29,30	3	Yes	No	Insufficient Data	---	---	
3	Summer Street @ Mystic Street	S	144	164, 165, 166, 167, 168, 169	APS on Pole But Not Working	17	22	3	No	Yes	1	1350	1350	
4	Summer Street @ Mystic Street	W	148	164, 165, 166, 167, 168, 169	Broken APS	17	22	3	No	Yes	1	1350	1350	
5	Summer Street @ Mystic Street	NW	149	164, 165, 166, 167, 168, 169	No APS	17	22	3	Yes	No	Insufficient Data	---	---	
6	Pleasant Street @ Irving Street	S	125	135, 136, 137, 138, 139, 140	No APS		39,40	2	Yes	no	2	3125	6250	
7	Park Avenue @ Florence Avenue	N	116	125, 126, 127, 128	No APS	3		2	yes	No	2	3125	6250	

Web Review

- Main menu lacks **attributes** to make it navigable for keyboard and screen-reader users.
- Links in the **expanded menus** are inaccessible to keyboard users.
- **Property Search: labels** are unintuitive and impossible for screen-reader users.
- **Color contrast** issues.
- Insufficient **alternate text** and **ARIA labels**.

Policies + Procedures

Synopsis:

- **Designation of an ADA Coordinator** – Christine Bongiorno, the Director of Health and Human Services is the ADA Coordinator.
- **Notice of Non-Discrimination Policies** – need to standardize practice and include policies in all materials, the website, and public buildings.
- **Complaint Procedures (Grievance)** for members of the public – policy needs to be created, implemented, and easy to find.
- **Reasonable Modification of Policies, Practices, Procedures** – ensure that all staff understand this responsibility.



Effective Communication

- Given its commitment to being an age-friendly community, Arlington needs to be sure that they have a robust system of meeting the communication needs of people who are deaf/hard of hearing, blind/low vision, or have a speech disability.
- Recommend a training by IHCD's New England ADA Center for all front-line staff on effective communication.
- Recommend that a single employee be designated with responsibility for effective communication.



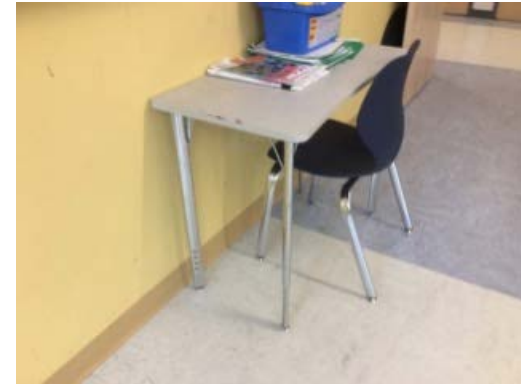
Best Practice Examples



Peirce School Playground



Gibbs School Raised Planting Bed



Gibbs School Accessible Desk



Peirce School Drinking Fountain



Robbins Library Study Carrel



Thank you!

Any Questions?

