



Town of
Arlington, TN

November 2016

AMERICANS WITH DISABILITIES ACT (ADA)

Self-Evaluation Checklist & Transition Plan

A. Introduction

The Americans with Disabilities Act (ADA) is a wide-ranging civil rights law that prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communications, and governmental activities. It is a law that was enacted by the U. S. Congress in 1990. It was signed into law on July 26, 1990, by President George H. W. Bush. On July 23, 2010, Attorney General Eric Holder signed final regulations revising the Department's ADA regulations, including its ADA Standards for Accessible Design. These final rules went into effect on March 15, 2011, but were not required until March 15, 2012. There are five (5) separate Titles (or sections) of the Americans with Disabilities Act (hereafter referred to as "ADA") as follows:

- Title I – Employment
- Title II – Public Services and Transportation
- Title III – Public Accommodations
- Title IV – Telecommunications
- Title V – Miscellaneous



Self Evaluation Checklist



Transition Plan

Pursuant to Title II of the ADA, public entities are prohibited from discriminating on the basis of a disability. All programs, services and activities offered by the public entity must be accessible to persons with disabilities. In order to accomplish this, the Department of Justice developed regulations requiring the City to conduct a Self-Evaluation of the accessibility of its programs and services to determine whether issues of accessibility could be addressed through changes in the way such programs and services are provided.

The Town is obligated to remove physical barriers to accessibility when program changes cannot ensure access to services, programs, and activities in existing facilities. Realizing that the structural changes would take time and money to provide, the Department of Justice Regulations, Federal Register 28 CFR Part 35, states that "in the event that structural changes to facilities will be undertaken to achieve program accessibility, a public entity that employs 50 or more persons shall develop a Transition Plan setting forth the steps necessary to complete such changes." Additionally, "if a public entity has responsibility or authority over streets, roads, or walkways, its Transition Plan shall include a schedule for providing curb ramps or other sloped areas where pedestrian walks cross curbs, giving priority to walkways serving entities covered by the Act."

The law also reads that:

"(a) A public entity" (without qualifying by number of employees or any other measurement) "shall, within one year of the effective date of this part, evaluate its current services, policies, and practices, and the effects thereof, that do not or may not meet the requirements of this part and,



to the extent modification of any such services, policies, and practices is required, the public entity shall proceed to make the necessary modifications.

(b) A public entity shall provide an opportunity to interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the Self-Evaluation process by submitting comments.”

At a minimum, a Transition Plan must:

1. Identify an ADA Coordinator
2. Identify Barriers to Access
 - a. Within the Public Right-of-Way - Priorities for areas of Town:
 - State and local government offices
 - Places of public accommodation (parks, schools, Depot Square, etc.)
 - Other areas of Town (older residential neighborhoods)
 - b. To Town-owned facilities
 - Develop list of Town-owned facilities
 - List those facilities that are used by the public
 - Assess from parking lot to inside the building (meeting rooms, restrooms, etc.)
 - c. To Town programs, services and activities
 - Board meetings
 - Public meetings
 - Communication
3. Develop a Complaint Process
4. Develop/Adopt Design Standards
5. Identify Public Involvement Opportunities
6. Identify Plan (time and budget) to Remove Barriers
7. Reevaluation Schedule



B. Town's Current ADA Program

1. Responsible Official

An Americans with Disabilities Act (ADA) Compliance Coordinator has been designated by the Mayor as the person responsible for the development and implementation of the City's ADA Transition Plan.

2. Advisory Team

The Town Administrator will appoint an Americans with Disabilities Act (ADA) Advisory Team which will include the Town's ADA Compliance Coordinator and other Town staff, along with (as applicable) disabled Town residents and representatives of agencies or organizations that offer programs or services to those with disabilities

This group will be an advocate for those with disabilities, and will develop policies and procedures to be adopted by the Town. It will review and evaluate policies, procedures, programs, services, plans and other aspects of all Town functions to determine if the needs of the disabled community are being addressed. This group will meet periodically as needed, and the meetings will be open to the public.

The Advisory Team welcomes the opportunity to learn how it can better serve the disabled community. The public may give input and comment on matters related to the ADA to a Town staff person, elected officials and ADA Advisory Team members. However, the Town recommends that all comments be directed to the ADA Compliance Coordinator. Reports may be made verbally to Town Hall or Public Works, or in writing by mail or by e-mail.

3. Self-Evaluation

The Town has conducted a Self-Evaluation of Town facilities, programs, services and activities to ensure that they are accessible to and usable by persons with disabilities. The ADA Compliance Coordinator worked with the ADA Advisory Team and other Town staff to complete the Self-Evaluation process. Based upon the results of this Self-Evaluation, an Action Plan has been developed listing specific modifications needed, with target dates by which those modifications would be made.

4. Complaint Process

The Town has developed a disabled access Complaint Process for individuals who have an ADA issue with regard to program or facility access within the Town.



C. Self-Evaluation Results

1. **Town-Owned Facilities:** Table 1 lists the Town-owned facilities and identifies the deficiencies of each regarding ADA accessibility. Five of the seven facilities have no accessibility deficiencies. The remaining two facilities are the Safe Room and the Wastewater Treatment Plant. For both of these facilities, ADA accessible parking spaces need to be designated, with appropriate signage denoting the location of the accessible parking. In addition, the Wastewater Treatment Plant does not have an accessible ADA ramp into the building.
2. **Signalized Intersections:** Table 2 is a list of signalized intersections in Arlington, denoting whether sidewalks and ramps are present, and indicating the availability and timing of crosswalk push buttons at the intersections with ramps. For the 4 intersections with pedestrian facilities, none have audible crosswalk signals.
3. **Streets & Intersections:** Table 3 is a list of streets and intersections within the Town, denoting whether sidewalks and ADA ramps are present, and whether the ramps have tactile surfaces and/or score lines. This list does not include the streets in the older parts of downtown Arlington because most of these streets are built to rural standards (i.e., no curb & gutter or sidewalk), and therefore do not have curb ramps. The majority of the intersections on this list (298 of 313) have ADA ramps installed. Of the 298, a total of 75 have either tactile surfaces, score lines, or both. The majority of the ramps in Arlington were built under older ADA standards that did not require a tactile surface.

Of the 313 items on this list, only 15 have no curb ramps. However, of these 15 intersections, a total of 10 are at 90-degree turns in the street with “bulb-outs,” where the Town has not historically required the installation of curb ramps. These are item no’s 95, 122, 144, 220, 221, 233, 234, 242, 245 and 270 on the list. Another 2 locations on the list (item no’s 209 and 210) are at the end of streets with temporary cul-de-sacs which will be extended when the adjoining phase of the subdivision is built. One locations (no 24) is at the intersection of the side street with Highway 70, which has no sidewalks. The last two locations are at a T-intersection where ramps were not installed (no. 272), and one school-access walkway without a curb ramp (no. 6).

4. **Sidewalks:** The Town currently has ownership and maintenance responsibility for sidewalks within the public right of way. The vast majority of sidewalks in Arlington have been built within the past 15 years, either as part of the development of new subdivisions, or as part of road construction projects. In these cases, the sidewalks were built in compliance with the ADA standards in effect at the time of construction.



As noted in Section C.3 above, the majority of streets with sidewalks have curb ramps, but do not have tactile surfaces because the standards did not require it.

The older parts of Arlington (pre-2000) were developed to rural street standards; i.e., no curb & gutter or sidewalks. However, within those parts of town, there are a few streets where sidewalks exist, and many of those sidewalks are over 20 years old. Table 4 lists the streets in the older parts of town that have sidewalks, and provides an estimate of the portion of these sidewalks that do not comply with ADA standards, either due to deterioration of the sidewalk or excess cross-slopes.

Checklist for facilities in the Public ROW:

Table 1.1 Accessibility Barriers Checklist

ISSUE	POSSIBLE BARRIERS
Sidewalk and Pathway Clear Width	Narrow, Below Guidelines
Sidewalk and Pathway Cross Slope	Steepness, Irregularity, Variability, Warping
Landings Along Sidewalks and Pathways	Less Than 4 feet by 4 feet
Sidewalk and Pathway Grade	Steepness, Angle Points
Materials and Finishes	Deterioration of Surfaces, Deterioration of Markings, Appropriateness of material (ex. Cobblestones)
Gratings	Grating Type, Grate Opening Orientation
Discontinuities	Missing Sections, Gaps, Drops, Steps
Detectable Warning System	Missing, Inappropriate Materials, Inadequate Size, Wrong Location
Obstructions	Signs, Mail Boxes, Fire Hydrants, Benches, Telephones, Traffic Signal Poles, Traffic Signal Controller Boxes, Newspaper Boxes, Drainage Structures, Tree Grates, Pole Mounted Objects, Standing Water, Snow or Ice
Traffic Signal Systems	Lack of Provision for the Visually Impaired such as APS, Inadequate Time Allowed, Inoperable Buttons, Inaccessible Buttons
Curb Ramp	Missing, Does not Fall within Marked Crosswalk, Doesn't Conform to Guidelines
Curb Ramp Flares	Missing Where Required, Too Steep

Source: NCHRP Report 20-7 (232), *ADA Transition Plans: A Guide to Best Management Practices*, National Academy of Sciences, National Cooperative Highway Research Program, May 2009.



Table 1
TOWN-OWNED FACILITIES STATUS

Buildings	HC Parking	HC Parking Signs	HC Ramps	HC Accessible Entrance	HC Accessible Restrooms
Public Works	Y	Y	Y	Y	Y
Town Hall	Y	Y	Y	Y	Y
Fire Department	Y	Y	Y	Y	Y
Safe Room	N	N	Y	Y	Y
Senior Center	Y	Y	Y	Y	Y
Library	Y	Y	Y	Y	Y
Wastewater Treatment Plant	N	N	N	Y	Y

Table 2
SIGNALIZED INTERSECTIONS STATUS

Location	Sidewalk	HC Ramp	Accessible Push Button	Push Button Time	Communica- tion	Deficiencies
Hwy 70 & Lamb	N	N	N	N/A	N/A	
Hwy 70 & Airline	Y	Y	Y	30 sec	Visual	No Audible Signal
Hwy 70 & Chester	N	N	N	N/A	N/A	
Hwy 70 & Milton Wilson	Y	Y	Y	30 sec	Visual	No Audible Signal
Milton Wilson & Airline	Y	Y	Y	40 sec	Visual	No Audible Signal
Airline & Memphis-Arlington	Y	Y	Y	30 sec	Visual	No Audible Signal



Table 3
STREETS STATUS

No.	Street/Intersection Name	Subdivision	Sidewalks	HC Ramps	Tactile Surface	Score Lines
1	Airline Rd		N	N	N	N
2	Lamb Rd		N	N	N	N
3	Mary Ln & Lamb Rd	Arlington Station	Y	Y	N	N
4	Mary Ln & Ewe Turn	Arlington Station	Y	Y	N	N
5	Ewe Turn & Wolfpack	Arlington Station	Y	Y	N	N
6	Ewe Turn & School Walkway	Arlington Station	Y	N	N	N
7	Ewe Turn & Ewe Turn Cv	Arlington Station	Y	Y	N	N
8	Ewe Turn & Gerber	Arlington Station	Y	Y	N	N
9	Gerber & Black Sheep	Arlington Station	Y	Y	N	N
10	Gerber & Wolfpack	Arlington Station	Y	Y	N	N
11	Wolfpack & Ram Hill Cv	Arlington Station	Y	Y	N	N
12	Wolfpack & Ivy	Arlington Station	Y	Y	N	N
13	Ivy & Gerber	Arlington Station	Y	Y	N	N
14	Gerber & Cashmere Woods	Arlington Station	Y	Y	N	N
15	Cashmere Woods & Wolfpack	Arlington Station	Y	Y	N	N
16	Wolfpack & Wolfwoods	Arlington Station	Y	Y	N	N
17	Wolfwoods & Gerber	Arlington Station	Y	Y	N	N
18	Gerber & Memphis Arlington	Arlington Station	Y	Y	N	N
19	Gerber & Gulfstream		N	N	N	N
20	Gerber & Lillian Bend	Arlington Downs	Y	Y	N	N
21	Lillian Bend & Reed Bend Cv	Arlington Downs	Y	Y	N	N
22	Lillian Bend & Orville Cv	Arlington Downs	Y	Y	N	N
23	Lillian Bend & Anderson Bend	Arlington Downs	Y	Y	N	N
24	Anderson Bend & Hwy 70	Arlington Downs	Y	N	N	N
25	Arlington Middle & Lamb		Y	Y	N	Y
26	Lamb & Memphis Arlington		Y	Y	N	Y
27	Arlington Trace & Mem Arl	Arlington Trace & Hidden Meadows	Y	Y	N	N
28	Arlington Trace & Lamb Valley Cv	Arlington Trace & Hidden Meadows	Y	Y	N	N
29	Arlington Trace & Shetland Trl	Arlington Trace & Hidden Meadows	Y	Y	N	N
30	Arlington Trace & Shetlan Trl Cv	Arlington Trace & Hidden Meadows	Y	Y	N	N
31	Arlington Trace & Hidden Meadows	Arlington Trace & Hidden Meadows	Y	Y	N	N
32	Lamb Valley & Lamb Valley Cv	Arlington Trace & Hidden Meadows	Y	Y	N	N
33	Lamb Valley & Shetland Trl	Arlington Trace & Hidden Meadows	Y	Y	N	N
34	Shetland Trl & Shetland Loop	Arlington Trace & Hidden Meadows	Y	Y	N	N
35	Shetland Trl & Goat	Arlington Trace & Hidden Meadows	Y	Y	N	N
36	Shetland Loop & Goat Valley Cv	Arlington Trace & Hidden Meadows	Y	Y	N	N
37	Shetland Loop & Shetland Trl	Arlington Trace & Hidden Meadows	Y	Y	N	N
38	Shetland Trl & Shetland Bend	Arlington Trace & Hidden Meadows	Y	Y	N	N
39	Hidden Meadows & Goat	Arlington Trace & Hidden Meadows	Y	Y	N	N
40	Hidden Meadows & Carston Cv	Arlington Trace & Hidden Meadows	Y	Y	N	N



Table 3 – Cont'd (2 of 8)
STREETS STATUS

No.	Street/Intersection Name	Subdivision	Sidewalks	HC Ramps	Tactile Surface	Score Lines
41	Hidden Meadows & Bernadette Cv	Arlington Trace & Hidden Meadows	Y	Y	N	N
42	Hidden Meadows & Hidden Meadows Cv	Arlington Trace & Hidden Meadows	Y	Y	N	N
43	Hidden Meadows & Cahill Cv	Arlington Trace & Hidden Meadows	Y	Y	N	N
44	Hidden Meadows & Yarrow Cv	Arlington Trace & Hidden Meadows	Y	Y	N	N
45	Hidden Meadows & Aster Cv	Arlington Trace & Hidden Meadows	Y	Y	N	N
46	Hidden Meadows & Memphis Arl	Arlington Trace & Hidden Meadows	Y	Y	N	N
47	Arlington Middle & Memphis Arl		Y	Y	N	Y
48	Milton Wilson & Memphis Arl		Y	Y	Y	Y
49	Milton Wilson & Arlington Wood		Y	Y	Y	Y
50	Milton Wilson & Milton Ridge	The Villages Of Summer Meadows	Y	Y	N	Y
51	Milton Ridge & Mahogany	The Villages Of Summer Meadows	Y	Y	N	N
52	Milton Ridge & Mahogany Cv	The Villages Of Summer Meadows	Y	Y	N	N
53	Milton Ridge & Ryewood Cv	The Villages Of Summer Meadows	Y	Y	N	N
54	Milton Ridge & Millwind	The Villages Of Summer Meadows	Y	Y	N	N
55	Milton Ridge & Milton Meadows	The Villages Of Summer Meadows	Y	Y	N	N
56	Milton Ridge & Milton Ridge Cv	The Villages Of Summer Meadows	Y	Y	N	N
57	Milton Meadows & Evening Mist	The Villages Of Summer Meadows	Y	Y	N	N
58	Milton Meadows & Belle Ridge	The Villages Of Summer Meadows	Y	Y	N	N
59	Belle Ridge & Underwood	The Villages Of Summer Meadows	Y	Y	N	N
60	Underwood & Underwood Cv	The Villages Of Summer Meadows	Y	Y	N	N
61	Underwood & Brayton	The Villages Of Summer Meadows	Y	Y	N	N
62	Brayton & Brayton Cv	The Villages Of Summer Meadows	Y	Y	N	N
63	Brayton & Mahogany Ridge	The Villages Of Summer Meadows	Y	Y	N	N
64	Mahogany Ridge & Leewood	The Villages Of Summer Meadows	Y	Y	N	N
65	Mahogany Ridge & Accord Cv	The Villages Of Summer Meadows	Y	Y	N	N
66	Hidden MaNr & Mahogany Ridge	The Villages Of Summer Meadows	Y	Y	N	N
67	Hidden MaNr & Milton Wilson	The Villages Of Summer Meadows	Y	Y	N	Y
68	Evening Mist & Evening Ridge	The Villages Of Summer Meadows	Y	Y	N	N
69	Evening Mist & Dempsey	The Villages Of Summer Meadows	Y	Y	N	N
70	Mahogany & Evening Mist	The Villages Of Summer Meadows	Y	Y	N	N
71	Millwind & Evening Mist	The Villages Of Summer Meadows	Y	Y	N	N
72	Evening Ridge & Belle Ridge	The Villages Of Summer Meadows	Y	Y	N	N
73	Dempsey & Belle Ridge	The Villages Of Summer Meadows	Y	Y	N	N
74	Millwind & Mabry Oak	The Villages Of Summer Meadows	Y	Y	N	N
75	Leewood & Millwind	The Villages Of Summer Meadows	Y	Y	N	N
76	Leewood & Glynis Cv	The Villages Of Summer Meadows	Y	Y	N	N
77	Mabry Oak & Leewood	The Villages Of Summer Meadows	Y	Y	N	N
78	Chriswood Cv & Mabry Oak	The Villages Of Summer Meadows	Y	Y	N	N
79	Mabry Oak & Beldin Cv	The Villages Of Summer Meadows	Y	Y	N	N
80	Evening Mist & Leewood	The Villages Of Summer Meadows	Y	Y	N	N



Table 3 – Cont'd (3 of 8)
STREETS STATUS

No.	Street/Intersection Name	Subdivision	Sidewalks	HC Ramps	Tactile Surface	Score Lines
81	Milton Wilson @ Jon Oak	Snyders Grove	Y	Y	N	N
82	Jon Oak & Joshua Oak	Snyders Grove	Y	Y	N	N
83	Joshua Oak & Charlotte Oak Cv	Snyders Grove	Y	Y	N	N
84	Joshua Oak & Zachery Oak Cv	Snyders Grove	Y	Y	N	N
85	Joshua Oak & Valerie Cv	Snyders Grove	Y	Y	N	N
86	Joshua Oak & Melanie Creek Cv	Snyders Grove	Y	Y	N	N
87	Jon Oak & Summers	Snyders Grove	Y	Y	N	N
88	Summers & Welbourne Cv	Snyders Grove	Y	Y	N	N
89	Summers & Millus Cv	Snyders Grove	Y	Y	N	N
90	Summers & Mabry	Summer Meadows	Y	Y	N	N
91	Belle MaNr & Chriswood	Summer Meadows	Y	Y	N	N
92	Belle MaNr & Summer Mist Cv	Summer Meadows	Y	Y	N	N
93	Summer Mist & Bitter Bush	Summer Meadows	Y	Y	N	N
94	Bitter Bush & Summer Wind	Summer Meadows	Y	Y	N	N
95	Bitter Bush & Summer Meadows	Summer Meadows	Y	N	N	N
96	Summer Meadows & Summer Mea Cv	Summer Meadows	Y	Y	N	N
97	Summer Meadows & Summer Wind	Summer Meadows	Y	Y	N	N
98	Milton Wilson & High School		Y	Y	N	Y
99	Airline & HaY		Y	Y	Y	Y
100	Airline & High School		Y	Y	Y	Y
101	Milton Wilson & Airline		Y	Y	Y	Y
102	Airline & Douglas		Y	Y	Y	Y
103	Airline & Memphis Arlington		Y	Y	Y	Y
104	Airline & Cranston		Y	Y	Y	Y
105	Doctor Logan & Airline	Doctor Logan	Y	Y	Y	Y
106	Doctor Logan & Doctor Logan Cv	Doctor Logan	Y	Y	N	N
107	Doctor Logan & Doctor Logan Cv	Doctor Logan	Y	Y	N	N
108	Airline & Otto		Y	Y	Y	Y
109	Airline & Village Center		Y	Y	Y	Y
110	Jetway & Memphis Arlington		Y	Y	Y	Y
111	Memphis Arlington & Commander		N	N	N	N
112	Marley & Village Center	Village Center	Y	Y	N	N
113	Woodson & Village Center	Village Center	Y	Y	N	N
114	Armistead & Village Center	Village Center	Y	Y	N	N
115	Wilder & Village Center	Village Center	Y	Y	N	N
116	Wilder & Armistead	Village Center	Y	Y	N	N
117	Wilder & Woodson	Village Center	Y	Y	N	N
118	Marley & Wilder	Village Center	Y	Y	N	N
119	Marley & Garrett	Village Center	Y	Y	N	N
120	Marley & Bone	Village Center	Y	Y	N	N



Table 3 – Cont'd (4 of 8)
STREETS STATUS

No.	Street/Intersection Name	Subdivision	Sidewalks	HC Ramps	Tactile Surface	Score Lines
121	Marley & Patrick	Village Center	Y	Y	N	N
122	Mcauley & Marley	Village Center	Y	N	N	N
123	Mcauley & Zellner	Village Center	Y	Y	N	N
124	Mcauley & Armistead	Village Center	Y	Y	N	N
125	Armistead & Acred	Village Center	Y	Y	N	N
126	Acred & Wylie	Village Center	Y	Y	N	N
127	Acred & Zellner	Village Center	Y	Y	N	N
128	Zellner & Douglas	Village Center	Y	Y	N	N
129	Bone & Armistead	Village Center	Y	Y	N	N
130	Armistead & Garrett	Village Center	Y	Y	N	N
131	Patrick & Armistead	Village Center	Y	Y	N	N
132	Ethridge & Polk	The Grove	Y	Y	N	N
133	Ethridge & Ragland S Cv	The Grove	N	Y	N	N
134	Ethridge & Ragland N Cv	The Grove	Y	Y	N	N
135	Ethridge & Master Woods Cv	The Grove	Y	Y	N	N
136	Mary Alice & Park	Mary Alice	Y	Y	N	N
137	Highway 70 & Mary Alice West	Mary Alice	N	N	N	N
138	Darton & Bevan Dr E	Maple Grove	Y	Y	N	N
139	Milton Wilson & Darton	Maple Grove	Y	Y	N	N
140	Bevan Dr & Bevan Dr E	Maple Grove	Y	Y	N	N
141	Bevan & William Hill	Maple Grove	Y	Y	N	N
142	Darton & William Hill	Maple Grove	Y	Y	N	N
143	William Hill & Caymus	Maple Grove	Y	Y	N	N
144	Elderton & William Hill	Maple Grove	Y	N	N	N
145	Elderton & Arabella	Maple Grove	Y	Y	N	N
146	Elderton & Milton Wilson	Maple Grove	Y	Y	N	N
147	Sutter Ln & Milton Wilson	Maple Grove	Y	Y	N	N
148	Sutter Ln & Arabella	Maple Grove	Y	Y	N	N
149	Arabella & Caymus	Maple Grove	Y	Y	N	N
150	Renwood Loop & Caymus	Maple Grove	Y	Y	N	N
151	Renwood Loop	Maple Grove	Y	Y	N	N
152	Renwood & Caymus	Maple Grove	Y	Y	N	N
153	Caymus & Milton Wilson	Maple Grove	Y	Y	N	N
154	Milton Wilson & Rutherford	Maple Grove	Y	Y	N	N
155	Milton Wilson & Forrest		Y	Y	N	Y
156	Milton Wilson & Noni Valley	Kensington	Y	Y	N	Y
157	Nani Valley & Lubiani Valley	Kensington	Y	Y	N	N
158	Jene Ridge & Lubiani Valley	Kensington	Y	Y	N	Y
159	Lubiani Valley & Addie Glen	Kensington	Y	Y	N	N
160	Warren Ridge & Lubiani Valley	Kensington	Y	Y	N	N



Table 3 – Cont'd (5 of 8)
STREETS STATUS

No.	Street/Intersection Name	Subdivision	Sidewalks	HC Ramps	Tactile Surface	Score Lines
161	Dusty Field & Garrett Valley	Kensington	Y	Y	N	Y
162	Garrett Valley & Warren Ridge	Kensington	Y	Y	N	Y
163	Garrett Valley & Garrett Valley Cv	Kensington	Y	Y	N	Y
164	Garrett Valley & Milton Wilson	Kensington	Y	Y	N	Y
165	Dusty Field & Milton Wilson	Kensington	Y	Y	N	Y
166	Laudell Ridge & Milton Wilson	Kensington	Y	Y	N	Y
167	Laudell Ridge & Eldridge Ridge	Kensington	Y	Y	N	Y
168	Dusty Field & Eldridge Ridge Dr	Kensington	Y	Y	N	Y
169	Eldridge Ridge & Warren Ridge	Kensington	Y	Y	N	N
170	Queens College & Queens College Cv	Cambridge Manor	Y	Y	N	N
171	Wimpole Hall & Anglia Valley	Cambridge Manor	Y	Y	N	N
172	Forrest & Willow Walk	Cambridge Manor	Y	Y	N	Y
173	Willow Walk & Wesley House Cv	Cambridge Manor	Y	Y	N	1 OF 3
174	Willow Walk & Wimpole Hall	Cambridge Manor	Y	Y	N	N
175	Willow Walk Cv & Wimpole Hall	Cambridge Manor	Y	Y	N	N
176	Queens College & Forrest	Cambridge Manor	Y	Y	N	Y
177	Anglia Valley & Cambracrest	Cambridge Manor	Y	Y	N	N
178	Anglia Valley & Cambramill Dr	Cambridge Manor	Y	Y	N	N
179	Windsor Oak Dr & Forrest	Windsor Place	Y	Y	N	Y
180	Windsor Oak Dr & Brandonbrook	Windsor Place	Y	Y	N	Y
181	Windsor Oak Dr & Windsor Falls Lp	Windsor Place	Y	Y	N	Y
182	Windsor Oak Dr & Windsor Oak Cl	Windsor Place	Y	Y	N	Y
183	Windsor Oak Cl & Olivia Falls Dr	Windsor Place	Y	Y	N	Y
184	Olivia Falls Dr & Windsor Falls Lp	Windsor Place	Y	Y	N	Y
185	Olivia Falls Dr & Sunny Spring Dr	Windsor Place	Y	Y	N	Y
186	Olivia Falls Dr & Shane Hollow	Windsor Place	Y	Y	N	Y
187	Seth Meadows Ln & Brandon Brook	Windsor Place	Y	Y	N	Y
188	Seth Meadows Ln & Windsor Falls Lp	Windsor Place	Y	Y	N	Y
189	Scarlet Ridge & Chester	Harrells Ridge	Y	Y	N	N
190	Scarlet Ridge & Maple Landing	Harrells Ridge	Y	Y	N	N
191	Scarlet Ridge & Scarlet Fields	Harrells Ridge	Y	Y	N	1 OF 2
192	Scarlet Ridge & Scarlet Fields	Harrells Ridge	Y	Y	N	N
193	Milton Wilson & Oak Landing	Harrells Ridge	Y	Y	N	N
194	Scarlet Fields & Oak Landing	Harrells Ridge	Y	Y	N	2 OF 3
195	Scarlet Ridge Cv & Maple Landing	Harrells Ridge	Y	Y	N	N
196	English Oak & Maple Landing	Harrells Ridge	Y	Y	N	1 OF 2
197	Maple Landing & Oak Landing	Harrells Ridge	Y	Y	N	N
198	Chester & Milton Wilson	Harrells Ridge	Y	Y	Y	Y
199	English Oak & Harrell Rd	Harrells Ridge	Y	Y	N	1 OF 2
200	Harrell Rd & Milton Wilson	Harrells Ridge	Y	Y	N	1 OF 2

Table 3 – Cont'd (6 of 8)
STREETS STATUS

No.	Street/Intersection Name	Subdivision	Sidewalks	HC Ramps	Tactile Surface	Score Lines
201	Bonsai Bend Bend Dr & Nble Oak Dr	Villages Of Whiteoak	Y	Y	N	N
202	Bonsai Bend Dr & Heather Oak Dr	Villages Of Whiteoak	Y	Y	N	N
203	Milton Wilson & MagNlia Bend Dr	Villages Of Whiteoak	Y	Y	N	N
204	MagNlia Bend & MagNlia Bend Dr	Villages Of Whiteoak	Y	Y	N	Y
205	Cozy Willow Way & MagNlia Bend	Villages Of Whiteoak	Y	Y	N	N
206	Harrel Rd & Cozy Willow Way	Villages Of Whiteoak	Y	Y	N	N
207	MagNlia Bend Dr & MagNlia Bend Cv	Villages Of Whiteoak	Y	Y	N	N
208	MagNlia Bend Dr & Heather Oak Dr	Villages Of Whiteoak	Y	Y	N	N
209	Heather Oak Dr & Turnaround	Villages Of Whiteoak	Y	N	N	N
210	Nectar Ridge Dr & Turnaround	Villages Of Whiteoak	Y	N	N	N
211	Bonsai Bend & Milton Wilson	Villages Of Whiteoak	Y	Y	1 OF 2	Y
212	Forrest @ Ewing Boulevard	Ewing	Y	Y	N	N
213	Ewing Boulevard & Dallas Ridge	Ewing	Y	Y	N	N
214	Ewing Boulevard & South Fork Dr	Ewing	Y	Y	N	N
215	Ewing Boulevard & Afton Place	Ewing	Y	Y	N	N
216	Ewing Boulevard & Black Gold	Ewing	Y	Y	N	N
217	Ewing Boulevard & Oilfield Ln	Ewing	Y	Y	N	N
218	Ewing Boulevard & Dusty Field	Ewing	Y	Y	N	N
219	Dusty Field & Griffen	Ewing	Y	Y	N	N
220	Ewing Boulevard & Longhorn	Ewing	Y	N	N	N
221	Longhorn & Aubrey Ranch	Ewing	Y	N	N	N
222	Aubrey Ranch & Dusty Field	Ewing	Y	Y	N	N
223	Aubrey Ranch & Oil Field Ln	Ewing	Y	Y	N	N
224	Aubrey Ranch & Blackgold	Ewing	Y	Y	N	N
225	Aubrey Ranch & Afton Place	Ewing	Y	Y	N	N
226	Aubrey Ranch & Dallas Ridge	Ewing	Y	Y	N	N
227	Aubrey Ranch & South Fork	Ewing	Y	Y	N	N
228	Griffen & Chase Creek	Deerfield	Y	Y	N	N
229	Chase Creek & Carters Bluff	Deerfield	Y	Y	N	N
230	Carters Bluff & White Briar	Deerfield	Y	Y	N	N
231	Griffen & White Briar	Deerfield	Y	Y	N	N
232	Osborne Grove & Griffen	Buckshot Hill	Y	Y	N	N
233	S Everett Hill Cl & W Everett Hill Cl	Buckshot Hill	Y	N	N	N
234	S Everett Hill Cl & E Everett Hill Cl	Buckshot Hill	Y	N	N	N
235	E Everett Hill Cl & Osborne Grove	Buckshot Hill	Y	Y	N	N
236	Osborne Grove & W Everett Hill Cl	Buckshot Hill	Y	Y	N	N
237	W Everett Hill Cl & Rodgers Mill	Buckshot Hill	Y	Y	N	N
238	Shady Tree Ln & Griffen	Forrest Grove	Y	Y	N	N
239	Stately Oaks W & Dargie	Snyder Plantation	Y	Y	N	N
240	Dargie & Haley Hollow	Snyder Plantation	Y	Y	N	N



Table 3 – Cont'd (7 of 8)
STREETS STATUS

No.	Street/Intersection Name	Subdivision	Sidewalks	HC Ramps	Tactile Surface	Score Lines
241	Griffen & Snyderwood	Snyder Plantation	Y	Y	N	N
242	Snyderwood & Arlington Oak	Snyder Plantation	Y	N	N	N
243	Kathleen Cv & Arlington Oak	Snyder Plantation	Y	Y	N	N
244	Arlington Oak Cv & Calvin Creek	Snyder Plantation	Y	Y	N	N
245	Calvin Creek & Ticer	Snyder Plantation	Y	N	N	N
246	HaY & Dargie	Snyder Plantation	Y	Y	N	N
247	Dargie & Keithwood Cv	Snyder Plantation	Y	Y	N	N
248	Dargie & Richmark Way	Snyder Plantation	Y	Y	N	N
249	Dargie & Southern Winds	Snyder Plantation	Y	Y	N	N
250	Southern Winds & Stately Oaks Dr S	Snyder Plantation	Y	Y	N	N
251	Stately Oaks Dr S & Stately Oaks Cv	Snyder Plantation	Y	Y	N	N
252	Stately Oaks Dr W & Deer Park Cv	Snyder Plantation	Y	Y	N	N
253	Stately Oaks Dr W & Kettlewood Cv	Snyder Plantation	Y	Y	N	N
254	Richmark & Haley Hollow Cv	Snyder Plantation	Y	Y	N	N
255	Kristy Creek Cv & Richmark Way	Snyder Plantation	Y	Y	N	N
256	Richmark Way & Richmark Way	Snyder Plantation	Y	Y	N	N
257	Richmark Way & Richmark Way	Snyder Plantation	Y	Y	N	N
258	Southern Winds & Grand Ridge	Chapel Ridge	Y	Y	N	N
259	Southern Winds & Wood Ridge Cv	Chapel Ridge	Y	Y	N	1 OF 2
260	Chapel Meadows & Southern Winds	Chapel Ridge	Y	Y	N	N
261	Southern Winds & Milton Wilson	Chapel Ridge	Y	Y	1 OF 2	1 OF 2
262	Chapel Meadows & Thurlow Cv	Chapel Ridge	Y	Y	N	N
263	Chapel Meadows & Highbury	Chapel Ridge	Y	Y	N	N
264	Chapel Meadows & Hunter Jack	Chapel Ridge	Y	Y	N	N
265	Chapel Meadows & Stansbury	Chapel Ridge	Y	Y	N	N
266	Stansbury & Gold Spring	Chapel Ridge	Y	Y	N	N
267	Talluswood & Cayley Ridge	Chapel Ridge	Y	Y	N	N
268	Highbury & Grandridge	Chapel Ridge	Y	Y	N	N
269	Talluswood & Gold Spring	Chapel Ridge	Y	Y	N	N
270	Gold Spring & Cayley Ridge	Chapel Ridge	Y	N	N	N
271	Preserve Woods Ln & Perserve Ln	The Preserve	Y	Y	N	N
272	Preserve Ln & Preserve Woods Cv	The Preserve	Y	N	N	N
273	Preserve Woods Ln & HaY	The Preserve	Y	Y	N	N
274	Cranston & Airline	Hayesville Estates	Y	Y	Y	Y
275	Rosebrook & Falconwood	Hayesville Estates	Y	Y	N	N
276	HaY & Cranston	Hayesville Estates	Y	Y	N	N
277	Falconwood & Cranston	Hayesville Estates	Y	Y	N	N
278	Rosebrook & Cranston	Hayesville Estates	Y	Y	N	N
279	Hillary Cv & Cranston	Hayesville Estates	Y	Y	N	N
280	Cranston & Cranston Cv	Hayesville Estates	Y	Y	N	N



Table 3 – Cont'd (8 of 8)
STREETS STATUS

No.	Street/Intersection Name	Subdivision	Sidewalks	HC Ramps	Tactile Surface	Score Lines
281	Country Valley & Stately Hollow Cv	Country Crossing	Y	Y	N	N
282	HaY & Country Valley	Country Crossing	Y	Y	N	N
283	Country Valley & Wood Castle Ln	Country Crossing	Y	Y	N	N
284	Woodcastle Cv & Falconwood	Country Crossing	Y	Y	N	N
285	Country Valley & Berrypatch	Country Crossing	Y	Y	N	N
286	Berry Patch & Berry Patch Cv	Country Crossing	Y	Y	N	N
287	Berry Patch & Wagon Cv	Arlington Crossing	Y	Y	N	N
288	Bridal Ln & Berry Patch	Arlington Crossing	Y	Y	N	N
289	Bridal Cv & Bridal Ln	Arlington Crossing	Y	Y	N	N
290	Bridal Ln & Otto	Arlington Crossing	Y	Y	N	N
291	Otto & Airline	Arlington Crossing	Y	Y	Y	Y
292	Arlington Trail & Misty Trail	Trails Of Arlington	Y	Y	N	N
293	Misty Trail & Hidden Trail	Trails Of Arlington	Y	Y	N	N
294	Misty Trail & Bending Trail	Trails Of Arlington	Y	Y	N	N
295	Misty Trail & Hidden Trail	Trails Of Arlington	Y	Y	N	N
296	Waterbrook Cl & KNb Creek	Trails Of Arlington	Y	Y	N	N
297	Waterbrook Cl & KNb Creek	Trails Of Arlington	Y	Y	N	N
298	Bending Trail & Hidden Trail	Trails Of Arlington	Y	Y	N	N
299	Hidden Trail & Misty Trail	Trails Of Arlington	Y	Y	N	N
300	Arlington Trail & Longleaf	Trails Of Arlington	Y	Y	N	N
301	Longleaf Oak & KNb Creek	Trails Of Arlington	Y	Y	N	N
302	Longleaf Oak & Indian Walk	Shaws Ridge	Y	Y	N	N
303	Longleaf Oak & Strong Heart	Shaws Ridge	Y	Y	N	N
304	Strong Heart & Shaws Ridge Cv	Shaws Ridge	Y	Y	N	N
305	Strong Heart & Shaws Ridge Trail	Shaws Ridge	Y	Y	N	N
306	Sstrong Heart & Bending Creek Cv	Shaws Ridge	Y	Y	N	N
307	Strong Heart & Shadow Cv	Shaws Ridge	Y	Y	N	N
308	Brooks Village & Brooks River Dr	Brooks Manor	Y	Y	N	N
309	Donelson W & Village Gate	Dawson Landing	Y	Y	N	N
310	Village Gate & Spearhead	Dawson Landing	Y	Y	N	N
311	Spearhead & Lorimer Cv	Dawson Landing	N	N	N	N
312	Lorimer Ln & Dunsmuir Ln	Dawson Landing	Y	Y	N	N
313	Village Gate & Dunsmuir Ln	Dawson Landing	Y	Y	N	N



Table 4
SIDEWALKS IN OLDER PARTS OF TOWN

No.	Street	Sidewalk Location	Width (Ft.)	Length (Ft.)	Estimated % Non-Compliant	Estimated L.F. to be Rebuilt	Estimated S.F. to be Rebuilt
1	Chester Street	West Side	4	116	10%	10	40
2	Chester Street	East Side	4	197	0%	0	0
3	Chester Street	East Side	4	792	20%	160	640
4	Chester Street	East Side	4	1,480	15%	220	880
5	Chester Street	West Side	5	115	0%	0	0
6	Chester Street	East Side	5	132	0%	0	0
7	Chester Street	West Side	5	80	0%	0	0
8	Walker Street	South Side	4	356	50%	180	720
9	Walker Street	South Side	4	624	30%	190	760
10	Walker Street	South Side	4	597	20%	120	480
11	Greenlee Street	West Side	5	401	0%	0	0
12	Brown Street	North Side	4	609	30%	180	720
13	Jackson Street	East Side	4	408	50%	200	800
14	Polk Street	West Side	4	923	30%	280	1120
15	Forrest Street	North Side	5	1,023	0%	0	0
16	Forrest Street	South Side	5	13	0%	0	0
17	Douglas Street	North Side	5	121	10%	10	50
18	Douglas Street	South Side	5	370	10%	40	200
19	Douglas Street	South Side	5	283	0%	0	0
20	Douglas Street	North Side	5	1,439	0%	0	0
21	Douglas Street	South Side	5	761	0%	0	0
22	Mott Street	North Side	4	333	10%	30	120
23	Quintard Street	West Side	5	507	0%	0	0
24	Mary Alice Drive	North Side	4	1,247	10%	120	480
Total Estimated Sidewalk Reconstruction (S.F.):							7010



D. ADA Transition Plan

1. Overview

The goal of the Americans with Disabilities Act (ADA) Transition Plan is to ensure that the Town creates accessible public facilities and accessible paths of travel in the public right-of-way for people with disabilities.

The Town evaluated Town facilities and pedestrian circulation paths for accessible features as required by the Americans with Disabilities Act (ADA) and its implementing regulations (28 CFR 35) and Section 504 (49 CFR 27). The evaluation included, but was not limited to, buildings, sidewalks, curbs, curb ramps, the portion of the street surface in the crosswalk area and pedestrian signals, and was based on the requirements in the "Public Right of Way Accessibility Guidelines" (PROWAG), dated July 26, 2011. On the basis of this information, this transition plan outlines the steps the Town will take to provide new, or upgrade existing, ADA-compliant facilities as required by the ADA and its implementing regulations. The Town's facilities will be constructed or reconstructed to meet applicable requirements, effective at the time of bidding or at the time of construction if using Town forces.

2. Inventory

The inventory was based on the Town's Self-Evaluation of locations where no ADA parking and/or accessible routes are provided to Town facilities; where no curb ramps are provided at the intersection of existing sidewalks and public streets; where non-compliant curb ramps, sidewalks, and other features exist; and where existing features are in poor condition. Features may include, but are not limited to, parking, signage, sidewalks, curb ramps, the portion of the street surface in the crosswalk area and pedestrian signals. The evaluation was completed March of 2016 and will be updated every 5 years.

3. Priorities

ADA upgrades and/or additions and other features will be installed or reinstalled in the locations identified in the Self-Evaluation according to the following priorities:

- a. Local government offices and facilities
- b. Sidewalks
- c. Traffic signal upgrades to audible signals
- d. Curb ramp tactile surface retrofits

4. Funding

The Town has budgeted **\$10,000** annually for its ADA Program for ADA specific projects as defined in this transition plan. In addition to the yearly budgeted funds, ADA features may be installed as a part of projects that involve new construction, reconstruction, alterations, or maintenance to roadway or pedestrian facilities in the public right-of-way. These pedestrian access route features may be constructed at the time of the roadway or pedestrian project, even if they are identified as a lower priority in this transition plan. The cost of this work will be paid for using funds allocated for the roadway or pedestrian project.



5. Implementation Plan and Schedule

The Town will implement this transition plan based on the number of items identified in the ADA Self-Evaluation, estimated cost of those features, and funding levels identified above. The following implementation strategy will be used. These estimates are subject to change.

- Priority 1** Number of locations: **5**
 Estimated number of locations constructed per year: **5**
 Construction season targeted for completion: **2018**
- Priority 2** Number of locations: **7**
 Estimated number of locations constructed per year: **2-3**
 Construction season targeted for completion: **2021**
- Priority 3** Number of locations: **4**
 Estimated number of locations constructed per year: **1**
 Construction season targeted for completion: **2025**
- Priority 4** Number of locations: **220+**
 Estimated number of locations constructed per year: **25**
 Construction season targeted for completion: **2035**

Table 5
ADA WORK TO BE DONE

Item No.	Location	Work to be Done	Quantity	Units	Unit Price	Estimated Cost	Priority	Estimated Completion Year
1	Safe Room	ADA Parking & Signage	1	Each	\$ 1,000	\$ 1,000	1	2017
2	Wastewater Treatment Plant	ADA Parking & Signage	1	Each	\$ 1,000	\$ 1,000	1	2017
3	Wastewater Treatment Plant	ADA Ramp into Building	1	Each	\$ 1,500	\$ 1,500	1	2017
4	Ewe Turn & Wolf Pack - School Walkway	Install Curb Ramp	1	Each	\$ 1,500	\$ 1,500	1	2017
5	Preserve Ln & Preserve Woods Cv	Install Curb Ramps	2	Each	\$ 1,500	\$ 3,000	1	2017
6	Chester St - Hughes Park to Depot Square	Replace Non-Compliant Sidewalks	1,540	SF	\$ 6	\$ 9,240	2	2018
7	Walker St. - Chester to Jackson	Replace Non-Compliant Sidewalks	1,960	SF	\$ 6	\$ 11,760	2	2019
8	Brown St - Jackson to Greenlee	Replace Non-Compliant Sidewalks	720	SF	\$ 6	\$ 4,320	2	2020
9	Polk St - Campbell to Douglas	Replace Non-Compliant Sidewalks	1,120	SF	\$ 6	\$ 6,720	2	2020
10	Douglas St - Thunderbird to Polk	Replace Non-Compliant Sidewalks	250	SF	\$ 6	\$ 1,500	2	2021
11	Mott St - Quintard to Chester	Replace Non-Compliant Sidewalks	120	SF	\$ 6	\$ 720	2	2021
12	Mary Alice Drive	Replace Non-Compliant Sidewalks	480	SF	\$ 6	\$ 2,880	2	2021
13	Hwy 70 & Airline	Add Audible Crosswalk Signals	4	Each	\$ 2,000	\$ 8,000	3	2022
14	Hwy 70 & Milton Wilson	Add Audible Crosswalk Signals	2	Each	\$ 2,000	\$ 4,000	3	2023
15	Milton Wilson & Airline	Add Audible Crosswalk Signals	4	Each	\$ 2,000	\$ 8,000	3	2024
16	Airline & Memphis-Arlington	Add Audible Crosswalk Signals	4	Each	\$ 2,000	\$ 8,000	3	2025
17	Throughout Town	Add Tactile Surfaces to Curb Ramps	223	Each	\$ 200	\$ 44,600	4	2035
						\$117,740		



6. Responsible Parties

The Town Recorder and ADA Coordinator are responsible for the implementation of this transition plan.

The Town Recorder and ADA Coordinator are responsible for ADA and Section 504 compliance.

7. Complaint Procedures

The Town has defined the complaint procedures to be followed to provide citizens the ability to file a complaint to the Town for alleged ADA and Section 504 discrimination. This is included in Appendix A.

8. Public Involvement

Public input was obtained in the development of this transition plan by soliciting comments from the Board of Mayor and Aldermen, and the general public for 30 days from October 1st, 2016 to November 7th, 2016. All comments have been reviewed and incorporated as appropriate.



APPENDIX A

Discrimination Complaint Procedures



APPENDIX A

Discrimination Complaint Procedures for Allegations of discrimination in federally assisted programs or activities

The Town of Arlington adopts the following ADA discrimination complaint procedures for complaints relating to transportation-related programs or activities.

- 1. Filing a discrimination complaint:** Any person who believes that they, or any class of individuals, or in connection with any disadvantaged business enterprise (DBE), has been or is being subjected to discrimination prohibited by the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973, and Civil Rights Restoration Act of 1987, as amended, has the right to file a complaint.

Any individual wishing to file a discrimination complaint must be given the option to file the complaint with the Town, or directly with TDOT, FHWA, USDOT, and U.S. Department of Justice (USDOJ). Complaints may be filed with all agencies simultaneously.

No individual or agency shall refuse service, discharge, or retaliate in any manner against any persons because that individual has filed a discrimination complaint, instituted any proceeding related to a discrimination complaint, testified, or is about to testify, in any proceeding or investigation related to a discrimination complaint, or has provided information or assisted in an investigation.

- 2. Complaint filing time-frame:** A discrimination complaint must be filed within 180 calendar days of either:
 - a. The alleged act of discrimination,
 - b. Date when the person(s) became aware of the alleged discrimination, or
 - c. Date on which the conduct was discontinued, if there has been a continuing course of conduct.

The Town or their designee may extend the time for filing or waive the time limit in the interest of justice, specifying in writing the reason for so doing.

- 3. Contents of a complaint:** A discrimination complaint must be written. The document must contain the following information:
 - a. The complainant's name and address, or other means by which the complainant may be contacted.
 - b. Identification of individual(s) or organization(s) responsible for the alleged discrimination.
 - c. A description of the complainant's allegations, which must include enough detail to determine if the Town has jurisdiction over the complaint and if the complaint was filed timely.
 - d. Specific prohibited bases of alleged discrimination (i.e., disability, race, color or gender, etc.).
 - e. Apparent merit of the complaint.
 - f. The complainant's signature or signature of their authorized representative.

In the event that a person makes a verbal complaint of discrimination to an officer or employee of the Town, the complainant shall be interviewed by the Town's ADA coordinator. If necessary, the Town's ADA coordinator will assist the complainant in reducing the complaint to writing and then submit the



written version of the complaint to the person for signature.

- 4. Complaints against the Town:** Any complaints received against the Town should immediately be forwarded to TDOT for investigation. The Town shall not investigate any complaint in which it has been named in the complaint. The contact information for the TDOT ADA Program Coordinator is:

Ms. Margaret Z. Mahler, ADA Compliance - Chief Engineer's Office
Tennessee Department of Transportation
Suite 400, James K. Polk Building, 505 Deaderick Street, Nashville, TN 37243-0327
(615) 741-4984 / (615) 532-5995 (fax)

Notice of Receipt: All complaints shall be referred to the Town's ADA coordinator for review and action. Within 10 days of receipt of the discrimination complaint, the Town's ADA coordinator shall issue an initial written Notice of Receipt that:

- a. Acknowledges receipt of the discrimination complaint.
 - b. Advises the complainant of their right to seek representation by an attorney or other individual of their choice in the discrimination complaint process.
 - c. Contains a list of each issue raised in the discrimination complaint.
 - d. Advises the complainant of the time-frames for processing the discrimination complaint and providing a determination.
 - e. Advises the complainant of other avenues of redress (TDOT, FHWA, USDOT and USDOJ, etc.).
- 5. Notification to TDOT of a complaint:** The Town of Arlington shall advise TDOT ADA Program Coordinator within 10 business days of receipt of the complaint. Generally, the following information will be included in every notification to TDOT.
 - a. Name, address and phone number of the complainant
 - b. Name(s) and address(es) of alleged discriminating official(s)
 - c. Basis of complaint (i.e., race, color, national origin or gender)
 - d. Date of alleged discriminatory act(s)
 - e. Date of complaint received by the Town
 - f. A statement of the complaint
 - g. Other agencies (state, local or federal) where the complaint has been filed
 - h. Explanation of actions the Town has taken/proposed to resolve the issue identified in the complaint

- 6. Processing a complaint and time-frame:** Total time allowed for processing the discrimination complaint is 90 calendar days from date the complaint was filed. No extension is available at this level. This includes 60 calendar days at the local level and 30 days for review at the state level, if needed.

If the complainant elects to file a complaint with both the Town and TDOT, the complainant shall be informed that the Town has 90 calendar days to process the discrimination complaint and TDOT shall not investigate the complaint until the 90 calendar-day period has expired.

Immediately after issuance of the Notice of Receipt to the complainant (step 5), the Town's ADA coordinator shall either begin the fact-finding or investigation of the discrimination complaint, or arrange to have an investigation conducted.



Based on the information obtained during that investigation, the Town's ADA coordinator shall render a recommendation for action in a Report of Findings to the Town Administrator.

- 7. Alternative dispute resolution/mediation process:** The complainant must be given an invitation to participate in mediation to resolve the complaint by informal means. The Town's ADA coordinator shall include an invitation to mediation with the Notice of Receipt, offering the opportunity to use the alternative dispute resolution/mediation process.

If the complainant selects mediation, it allows disputes to be resolved in a less adversarial manner. With mediation, a neutral party assists two opposing parties in a dispute come to an agreement to resolve their issue. The mediator does not function as a judge or arbiter, but simply helps the parties resolve the dispute themselves.

Upon receiving a request to mediate, the Town's ADA coordinator shall identify or designate a mediator who must be a neutral and impartial third party. The mediator must be a person acceptable to all parties and who will assist the parties in resolving their disputes.

If the complainant chooses to participate in mediation, they or their designee must respond in writing within 10 calendar days of the date of the invitation. This written acceptance must be dated and signed by the complainant and must also include the relief sought.

After mediation is arranged, a written confirmation identifying the date, time, and location of the mediation conference shall be sent to both parties. If possible, the mediation process should be completed within 30 calendar days of receipt of the discrimination complaint. This will assist in keeping within the 90 calendar-day timeframe of the written Notice of Final Action if mediation is not successful.

If resolution is reached under mediation, the agreement shall be in writing. A copy of the signed agreement shall be sent to the TDOT ADA Program Coordinator. If an agreement is reached, but a party to it believes their agreement has been breached, the non-breaching party may file another complaint. If the parties do not reach resolution under mediation, the Town's ADA coordinator shall continue with the investigation.

- 8. Notice of Final Action:** A written Notice of Final Action shall be provided to the complainant within 60 days of the date the discrimination complaint was filed. It shall contain:
 - a. A statement regarding the disposition of each issue identified in the discrimination complaint and reason for the determination.
 - b. A copy of the mediation agreement, if the discrimination complaint was resolved by mediation.
 - c. A notice that the complainant has the right to file a complaint with TDOT, FHWA, USDOT or USDOJ within 30 calendar days after the Notice of Final Action, if they are dissatisfied with the final action on the discrimination complaint.

The Town's ADA coordinator shall provide the TDOT ADA Program Coordinator with a copy of this decision, as well as a summary of findings upon completion of the investigation. Should deficiencies be noted in the implementation of these discrimination complaint procedures by the Town, the TDOT ADA Program Coordinator will work in conjunction with the Town's ADA coordinator to review the information and/or provide technical assistance in the discrimination complaint process, mediation process, and/or investigation.



- 9. Corrective action:** If discrimination is found through the process of a complaint investigation, the respondent shall be requested to voluntarily comply with corrective action(s) or a conciliation agreement to correct the discrimination.
- 10. Confidentiality:** The Town's and TDOT's ADA Program Coordinators are required to keep the following information confidential to the maximum extent possible, consistent with applicable law and fair determination of the discrimination complaint.
- a. The fact that the discrimination complaint has been filed.
 - b. The identity of the complainant(s).
 - c. The identity of individual respondents to the allegations.
 - d. The identity of any person(s) who furnished information relative to, or assisting in, a complaint investigation.
- 11. Record keeping:** The Town's ADA coordinator shall maintain a log of complaints filed that alleged discrimination. The log must include:
- a. The name and address of the complainant.
 - b. Basis of discrimination complaint.
 - c. Description of complaint.
 - d. Date filed.
 - e. Disposition and date.
 - f. Any other pertinent information.

All records regarding discrimination complaints and actions taken on discrimination complaints must be maintained for a period of not less than 3 years from the final date of resolution of the complaint.