EAST RIDGE PUBLIC HEARING

AMERICANS WITH DISABILITIES ACT (ADA) SELF-EVALUATION AND TRANSITION PLAN

MAY 23, 2019

5:00 PM EDT
The legal background for ADA compliance is based on the following Acts and Regulations:

Architectural Barriers Act (ABA – originated 1968); Rehabilitation Act (1973) – Section 504 (49 CFR Part 27); Civil Rights Restoration Act (1987); Americans with Disabilities Act (ADA) (1990); and, DOJ Implementing Regulations (28 CFR 35)

There are Five Titles of ADA:

Title I Employment;
Title II State & Local Governments (28 CFR Part 35);
Title III Public Accommodations (retail, commercial, sports complexes, movie theaters, etc.) (28 CFR Part 36);
Title IV Telecommunications; and,
Title V, Misc., including requirements for the U.S. Access Board to develop design guideline.

The focus for the City of East Ridge for ADA compliance is Title II.
City’s Responsibilities Under the Law

Under Title II, the City of East Ridge must meet these general requirements:

Must operate their programs so that, when viewed in their entirety, the programs are accessible to and useable by individuals with disabilities (28 C.F.R. Sec. 35.150).

May not refuse to allow a person with a disability to participate in a service, program or activity simply because the person has a disability (28 C.F.R. Sec. 35.130 (a)).

Must make reasonable modifications in policies, practices and procedures that deny equal access to individuals with disabilities unless a fundamental alteration in the program would result (28 C.F.R. Sec. 35.130(b) (7)).

May not provide services or benefits to individuals with disabilities through programs that are separate or different unless the separate or different measures are necessary to ensure that benefits and services are equally effective (28 C.F.R. Sec. 35.130(b)(iv) & (d)).
Must take appropriate steps to ensure that communications with applicants, participants and members of the public with disabilities are as effective as communications with others (29 C.F.R. Sec. 35.160(a)).

Must designate at least one responsible employee to coordinate ADA compliance [28 CFR Sec. 35.107(a)]. This person is often referred to as the "ADA Coordinator." The public entity must provide the ADA coordinator's name, office address, and telephone number to all interested individuals [28 CFR Sec. 35.107(a)].
Must provide notice of ADA requirements. All public entities, regardless of size, must provide information about the rights and protections of Title II to applicants, participants, beneficiaries, employees, and other interested persons [28 CFR Sec. 35.106]. The notice must include the identification of the employee serving as the ADA coordinator and must provide this information on an ongoing basis [28 CFR Sec. 104.8(a)].

Must establish a grievance procedure. Public entities must adopt and publish grievance procedures providing for prompt and equitable resolution of complaints [28 CFR Sec. 35.107(b)]. This requirement provides for a timely resolution of all problems or conflicts related to ADA compliance before they escalate to litigation and/or the federal complaint process.
Purpose and Need of the Transition Plan

• The major purpose of a Transition Plan as it relates to buildings and facilities owned and operated by a public entity is to document the existing barriers to persons with disabilities, and to propose the structural and non-structural steps to be undertaken to provide program accessibility.

• Many components contributed to the development of this Transition Plan including:

• Comprehensive surveys and evaluation of the architectural barriers present at City owned, operated, or utilized facilities. The term “facilities” is intended to include buildings, structures, or any part of real property that involves a specific use by persons. The surveying process was conducted between July 2018 and September 2018, leading up to the drafting of the Transition Plan.
The City of East Ridge has undertaken a comprehensive evaluation of its policies, programs, and facilities (both structural and transportation) to determine the extent to which individuals with disabilities may be restricted in their access to City services and activities.

The report describes the process developed to complete the evaluation of East Ridge’s activities, provides policy and program recommendations, and presents a Transition Plan for the modification of facilities and programs to ensure accessibility.

The document will guide the planning and implementation of necessary program and facility modifications. It is intended to be a living document, updated and refreshed as changes occur.

The ADA Self-Evaluation and Transition Plan establishes the City’s commitment to the development and maintenance of policies, programs, and facilities that include all its citizenry.
In 2018, the City conducted an evaluation of its policies, programs, and procedures to determine current levels of service and the extent to which its policies and programs created barriers to accessibility for persons with disabilities. The City examined its policies in the following areas:

- Customer service,
- Outreach and printed information
- City of East Ridge website,
- Training and staffing,
- Public meetings,
- Facility information and signage,
• Public telephones and communication devices
• Purchasing accessible/adaptive equipment,
• Emergency evacuation procedures, and
• Maintaining accessible programs.

• Additionally, when a policy, program, or procedure creates an accessibility barrier unique to a department or a certain program, the City’s ADA Coordinator will coordinate with the Director of Community Services to address the matter in the most reasonable and accommodating manner.

• The City has established a procedure for anyone wishing to file a complaint alleging discrimination based on disability in the provision of services, activities, programs or benefits by the City of East Ridge.
East Ridge ADA Coordinator, ADA Policy and Grievance Policy
January 5, 2017

RE: ADA Coordinator for the City of East Ridge

The ADA Coordinator for the City of East Ridge is Finance Director Diane Qualls. Her contact information is:

Diane Qualls
Finance Director
City of East Ridge
1517 Tombras Avenue
East Ridge, TN 37412
(423) 867-7711 ext 103
dqualls@eastridgetn.gov

This will be in effect until further notice. Feel free to contact her with any questions relating to the Americans with Disabilities Act (ADA).

J. Scott Miller
City Manager
City of East Ridge
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 City of East Ridge will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The City of East Ridge 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 City of East Ridge 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 City of East Ridge'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 City of East Ridge 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 City of East Ridge 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 City of East Ridge should contact the office of Diane Qualls, Finance Director at 423-805-3187 or email at dqualls@eastridgega.gov as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the City of East Ridge 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 City of East Ridge is not accessible to persons with disabilities should be directed to Diane Qualls, Finance Director at 423-805-3187 or email at dqualls@eastridgega.gov. The City of East Ridge 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.
The Americans with Disabilities Act is a comprehensive piece of Federal legislation that provides disabled individuals legal protection from discrimination in a broad range of public sector activities.

a) This grievance procedure provides an adequate and fair means by which disabled individuals may convey concerns to City of East Ridge officials regarding encountered barriers.

b) This grievance procedure applies to all disabled individuals who are: participants in City of East Ridge programs and services; City of East Ridge employees; and /or prospective City of East Ridge employees. A grievance is defined as any matter of concern or dissatisfaction arising from a condition which limits a disabled individual’s participation in City of East Ridge activities, programs, services and/or employment.

c) Every disabled individual shall have the right to present a grievance in accordance with these procedures, with or without a representative, free from interference, coercion, restraint, discrimination, penalty or reprisal.

d) An individual must file a grievance, either orally or in writing, with the City of East Ridge ADA Coordinator. A grievance should include the location of the barrier and the difficulty encountered. The Coordinator shall determine whether or not the grievance is covered under ADA.

1. If the grievance is not covered under ADA, the Coordinator shall document the reasons(s) why it is not covered and will notify the individual presenting the grievance. Notification shall be made no later than five (5) workdays following the filing date of the grievance.

2. If the grievance is covered under ADA, the Coordinator shall notify the appropriate department and plan remedial action. The plan of action shall include components required by ADA including a timetable and the name of the individual in charge of the action. The individual who presented the grievance shall be notified of the plan. Notification shall be made no later than ten (10) workdays following the filing date of the grievance.

e) All documentation, records and reports will be retained for a minimum of three (3) years and shall be held by the ADA Coordinator. The records will be subject to review by the grievant, the City Manager and open to the public.

f) The existence of the grievance procedure does not preclude any individual from pursuing any other remedies available under the law.
Buildings (ADAAG)
Building Assessments

Amphitheater restroom toilet flush handles to be moved to the open side of the toilet.

Amphitheater restroom ADA signs to be placed on the wall at the latch side of the doors.

Amphitheater men and women rooms add grab bars and insulate pipes.

Amphitheater toilet flush handle to be moved to the open side.
Priorities for Buildings

1. City Hall
2. Camp Jordan Park
3. Library
4. Fire and Police Service Center
5. Animal Shelter
6. Historical Center
7. Pioneer Frontier Playground
## Summary of Building Assessment

### REMEDIATION ESTIMATED COSTS OF PUBLIC BUILDINGS, OTHER CITY FACILITIES AND PARKS ACCESSIBILITY

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>PRIORITY 1 EST COSTS</th>
<th>PRIORITY 2 EST COSTS</th>
<th>PRIORITY 3 EST COSTS</th>
<th>PRIORITY 4 EST COSTS</th>
<th>TOTAL EST COSTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>CITY HALL</td>
<td>$27,200</td>
<td>$20,200</td>
<td>$5,025</td>
<td>-</td>
<td>$52,425</td>
</tr>
<tr>
<td>ANIMAL SHELTER</td>
<td>$29,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>$29,000</td>
</tr>
<tr>
<td>COMMUNITY CENTER</td>
<td>$45,242</td>
<td>$1,050</td>
<td>$1,075</td>
<td>-</td>
<td>$47,367</td>
</tr>
<tr>
<td>HISTORICAL CTER</td>
<td>$16,700</td>
<td>$100</td>
<td>-</td>
<td>-</td>
<td>$16,800</td>
</tr>
<tr>
<td>PIONEER FRONTIER PLAYGROUND</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>LIBRARY</td>
<td>$9,200</td>
<td>$650</td>
<td>-</td>
<td>-</td>
<td>$9,850</td>
</tr>
<tr>
<td>FIRE AND POLICE SERVICE CENTER</td>
<td>$5,391</td>
<td>$9,725</td>
<td>$300</td>
<td>-</td>
<td>$15,416</td>
</tr>
<tr>
<td>CAMP JORDAN PARK</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>CAMP JORDAN ARENA</td>
<td>$69,080</td>
<td>$8,750</td>
<td>$4,250</td>
<td>-</td>
<td>$82,080</td>
</tr>
<tr>
<td>CAMP JORDAN AMPHITHEAT</td>
<td>$21,000</td>
<td>-</td>
<td>$250</td>
<td>-</td>
<td>$21,250</td>
</tr>
<tr>
<td>CAMP JORDAN SOCCER RESTROOMS</td>
<td>-</td>
<td>-</td>
<td>$120</td>
<td>-</td>
<td>$120</td>
</tr>
<tr>
<td>CAMP JORDAN SOCCER CONCESSIONS</td>
<td>-</td>
<td>$12,800</td>
<td>-</td>
<td>-</td>
<td>$12,800</td>
</tr>
<tr>
<td>CAMP JORDAN PAVILION</td>
<td>$5,300</td>
<td>-</td>
<td>$1,280</td>
<td>-</td>
<td>$6,580</td>
</tr>
<tr>
<td>TOTALS</td>
<td>$228,113</td>
<td>$53,275</td>
<td>$12,300</td>
<td>-</td>
<td>$293,688</td>
</tr>
</tbody>
</table>
Timeframe for Building Completion

Projected Project Completion Schedule

• Period A January – December 2019
• Period B January – December 2020
• Period C January – December 2021
• Period D January – December 2022
• Period E January – December 2023
• Period F January – December 2024
• Period G January – December 2025
• Period H January – December 2026
• Period I January – December 2027
• Period J January – December 2028
Sidewalks, Signals, Crosswalks, Barriers (PROWAG)
### East Ridge Curb Ramps

<table>
<thead>
<tr>
<th>PIN NO</th>
<th>Main Street</th>
<th>Sidestreet</th>
<th>Constructed?</th>
<th>Constructed Sidewalk Compliant CTUL?</th>
<th>Detectable Warning Compliant</th>
<th>Remediation</th>
<th>REMEDATION COST ESTIMATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CR972</td>
<td>Anderson Avenue</td>
<td>Howell Ave</td>
<td>NO</td>
<td>N/A</td>
<td>N/A</td>
<td>Remediated</td>
<td>$3,975</td>
</tr>
<tr>
<td>CR973</td>
<td></td>
<td></td>
<td>NO</td>
<td>N/A</td>
<td>N/A</td>
<td>Remediated</td>
<td>$2,350</td>
</tr>
<tr>
<td>CR974</td>
<td></td>
<td></td>
<td>NO</td>
<td>N/A</td>
<td>N/A</td>
<td>Remediated</td>
<td>$1,760</td>
</tr>
<tr>
<td>CR975</td>
<td>McBrien Road</td>
<td></td>
<td>NO</td>
<td>N/A</td>
<td>N/A</td>
<td>Remediated</td>
<td>$3,975</td>
</tr>
</tbody>
</table>

**Sidewalks, Signals, Crosswalks, Barriers (PROWAG)**
Priorities for Sidewalks, Signals, Crosswalks, Barriers

Remediation priority for the attribute classes should be as follows:

- Ringgold Road 1
- South Terrace 2
- South Germantown Road 3
- Tombras Avenue 4
- Bennett Road 5
- South Moore Road 6
- Spring Creek Road 7
- All Others 8
Summary of Cost for Sidewalks, Signals, Crosswalks, Barriers
### EAST RIDGE SUMMARY OF REMEDIATION COSTS (PROWAG)

<table>
<thead>
<tr>
<th>Street</th>
<th>Sidewalk Obstructions</th>
<th>Crosswalks</th>
<th>Curb Ramps</th>
<th>Pedestrian Crossings</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ringgold Road (SR-8)</td>
<td>$148,175</td>
<td>$186,430.00</td>
<td>$312,665.00</td>
<td>$322,500</td>
<td>$989,770</td>
</tr>
<tr>
<td>South Terrace</td>
<td>$180,850</td>
<td>$312,665.00</td>
<td>$322,500</td>
<td>$989,770</td>
<td></td>
</tr>
<tr>
<td>South Germantown Road</td>
<td>$681,650</td>
<td>$312,665.00</td>
<td>$322,500</td>
<td>$989,770</td>
<td></td>
</tr>
<tr>
<td>Tombras Avenue</td>
<td>$470,900</td>
<td>$312,665.00</td>
<td>$322,500</td>
<td>$989,770</td>
<td></td>
</tr>
<tr>
<td>Burnett Road</td>
<td>$313,600</td>
<td>$312,665.00</td>
<td>$322,500</td>
<td>$989,770</td>
<td></td>
</tr>
<tr>
<td>South Moore Road</td>
<td>$296,625</td>
<td>$312,665.00</td>
<td>$322,500</td>
<td>$989,770</td>
<td></td>
</tr>
<tr>
<td>Spring Creek Road</td>
<td>$201,700</td>
<td>$312,665.00</td>
<td>$322,500</td>
<td>$989,770</td>
<td></td>
</tr>
<tr>
<td>Sun Hsi Drive</td>
<td>$135,450</td>
<td>$312,665.00</td>
<td>$322,500</td>
<td>$989,770</td>
<td></td>
</tr>
<tr>
<td>Cedar Glen Circle</td>
<td>$149,000</td>
<td>$312,665.00</td>
<td>$322,500</td>
<td>$989,770</td>
<td></td>
</tr>
<tr>
<td>Ealy Road</td>
<td>$146,625</td>
<td>$312,665.00</td>
<td>$322,500</td>
<td>$989,770</td>
<td></td>
</tr>
<tr>
<td>Glen Oaks Drive</td>
<td>$121,625</td>
<td>$312,665.00</td>
<td>$322,500</td>
<td>$989,770</td>
<td></td>
</tr>
<tr>
<td>Melton Road</td>
<td>$106,700</td>
<td>$312,665.00</td>
<td>$322,500</td>
<td>$989,770</td>
<td></td>
</tr>
<tr>
<td>Anderson Ave</td>
<td>$75,670</td>
<td>$312,665.00</td>
<td>$322,500</td>
<td>$989,770</td>
<td></td>
</tr>
<tr>
<td>Jordan Drive</td>
<td>$78,600</td>
<td>$312,665.00</td>
<td>$322,500</td>
<td>$989,770</td>
<td></td>
</tr>
<tr>
<td>Howell Avenue</td>
<td>$68,125</td>
<td>$312,665.00</td>
<td>$322,500</td>
<td>$989,770</td>
<td></td>
</tr>
<tr>
<td>Glen Oaks Terrace</td>
<td>$65,625</td>
<td>$312,665.00</td>
<td>$322,500</td>
<td>$989,770</td>
<td></td>
</tr>
<tr>
<td>John Ross Road</td>
<td>$0</td>
<td>$6,140.00</td>
<td>$322,500</td>
<td>$328,640</td>
<td></td>
</tr>
<tr>
<td>Prater Road (North)</td>
<td>$41,050</td>
<td>$0</td>
<td>$0</td>
<td>$41,050</td>
<td></td>
</tr>
<tr>
<td>East Ridge Road</td>
<td>$22,550</td>
<td>$0</td>
<td>$0</td>
<td>$22,550</td>
<td></td>
</tr>
<tr>
<td>Glen Oaks Place</td>
<td>$10,870</td>
<td>$0</td>
<td>$0</td>
<td>$10,870</td>
<td></td>
</tr>
<tr>
<td>Mack Smith Road</td>
<td>$21,600</td>
<td>$0</td>
<td>$0</td>
<td>$21,600</td>
<td></td>
</tr>
<tr>
<td>Green Lake Road</td>
<td>$19,000</td>
<td>$0</td>
<td>$0</td>
<td>$19,000</td>
<td></td>
</tr>
<tr>
<td>East Ridge Avenue</td>
<td>$0</td>
<td>$0</td>
<td>$7,120.00</td>
<td>$7,120.00</td>
<td></td>
</tr>
<tr>
<td>Reneau Way</td>
<td>$1,050</td>
<td>$0</td>
<td>$4,200.00</td>
<td>$5,250</td>
<td></td>
</tr>
<tr>
<td>Prater Road</td>
<td>$0</td>
<td>$5,200.00</td>
<td>$0</td>
<td>$5,200</td>
<td></td>
</tr>
<tr>
<td>Monroe Street</td>
<td>$2,650</td>
<td>$0</td>
<td>$2,000.00</td>
<td>$4,650</td>
<td></td>
</tr>
<tr>
<td>South Sanctuary Road</td>
<td>$0</td>
<td>$0</td>
<td>$2,000.00</td>
<td>$2,000</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$1,795,625</td>
<td>$243,130</td>
<td>$614,435</td>
<td>$5,068,090</td>
<td></td>
</tr>
</tbody>
</table>

**Priority One** $2,010,590  
**Priority Two** $1,968,075  
**Priority Three** $1,089,425
Timeframe for Completion of Sidewalks, Signals, Crosswalks, Barriers

- **Period A** January – December 2019
- **Period C** January – December 2021
- **Period E** January – December 2023
- **Period G** January – December 2025
- **Period I** January – December 2027
- **Period B** January – December 2020
- **Period D** January – December 2022
- **Period F** January – December 2024
- **Period H** January – December 2026
- **Period J** January – December 2028
Questions?